# TECHNICAL BULLETIN
LTB00757NAS1
26 MAR 2015

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## SECTION: 307-00

Transmission In Neutral After Coming To An ECO Stop

## AFFECTED VEHICLE RANGE:

**Range Rover Sport (LW)**
**Model Year:** 2015
**VIN:** FA379361-FA395374

**Range Rover Sport (LW)**
**Model Year:** 2015 Onwards
**VIN:** FA504358 Onwards

**Range Rover Sport (LW)**
**Model Year:** 2015 Onwards
**VIN:** FA600188 Onwards

**Range Rover (LG)**
**Model Year:** 2015 Onwards
**VIN:** FA179282 Onwards

## MARKETS:

NAS

## CONDITION SUMMARY:

**Situation:** After an ECO stop, the vehicle will not move off and the transmission may appear to be in neutral even though the Transmission Control Switch has not been moved. The transmission gear position indicator on the gear selector and in the Instrument Cluster message center may be flashing 'D' or 'S'. If the engine is stopped and restarted and then Drive (D) or Sport (S) is selected, vehicle operation returns to normal.

**Cause:** This may be caused by a Transmission Control Module (TCM) software issue.

**Action:** Should a customer express this concern, follow the Service Instruction outlined below.

## WARRANTY:

**NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.**

**NOTE: DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.**

| DESCRIPTION | SRO | TIME (HOURS) | CONDITION CODE | CAUSAL PART |
|---|---|---|---|---|
| Update Transmission Control Module software | **44.90.10** | 0.20 | 04 | LR062822 |

**NOTE: Normal Warranty procedures apply.**

## ***SERVICE INSTRUCTION:***

**CAUTION: a Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.**

**CAUTION: ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.**

**NOTE: SDD must be loaded with DVD141.01 v.202 or later.**

**1.** Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

**2.** Turn ignition 'ON' (engine not running).

**3.** Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.

**4.** Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.

**5.** Select 'Diagnosis' from the Session Type screen.

**6.** Select the 'Selected Symptoms' tab, and then select:

- Powertrain > Automatic transmission and transaxle > Gear selector malfunction > Gear position display flashing

**7.** Select 'continue'.

**8.** Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module - Transmission control module' option.

**9.** Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.

**10.** Exit the current session.

**11.** Disconnect the SDD and the battery power supply from the vehicle.