

JTB00415NAS5

**TECHNICAL BULLETIN**

21 SEP 2017



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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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

**INFORMATION**

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This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

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**SECTION:**

307-00

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**SUBJECT/CONCERN:**

Transmission Defaults To Neutral (N) When Coming To A Stop With Auto Stop/Start Active

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**AFFECTED VEHICLE RANGE:**

<b>MODEL:</b>	<b>MODEL YEAR:</b>	<b>VIN:</b>	<b>ASSEMBLY PLANT:</b>	<b>APPLICABILITY:</b>
F-TYPE (X152)	2014-2016	K00001-K29970	Castle Bromwich	V6 S/C 3.0L Petrol /V8 S/C 5.0L Petrol
XF (X250)	2013-2015	S47999-U88785	Castle Bromwich	V6 S/C 3.0L Petrol /V8 S/C 5.0L Petrol
XJ Range (X351)	2013-2015	V36318-V89549	Castle Bromwich	V6 S/C 3.0L Petrol
XJ Range (X351)	2013-2015	V36314-V90865	Castle Bromwich	V8 S/C 5.0L Petrol

**MARKETS:**

NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

The transmission may default to Neutral (N) when the vehicle comes to a stop with Auto Stop/Start active. The gear indicator display may also flash on the Instrument Cluster and on the Transmission Control Switch (TCS).

**CAUSE:**

This may be caused by a software error and the engine being unable to maintain idle speed above the 430 Revolutions Per Minute (RPM) threshold required by the transmission to maintain gear engagement.

**NOTE:**

Use DDW to check for Recall, Service Action, or Update Prior to Sale notice eligibility requiring a Powertrain Control Module (PCM) and / or Transmission Control Module (TCM) software update. If eligible, perform and claim the update as per that program.

## **ACTION:**

Should a customer express this concern, follow the Diagnostic Procedure outlined below.

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## **PARTS:**

No Parts Required

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## **TOOLS:**



Jaguar Land  
Rover-approved  
Midtronics  
battery power  
supply



Jaguar Land  
Rover-approved  
diagnostic tool  
with latest SDD  
software,  
Calibration File

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## **WARRANTY:**

### **NOTE:**

Use DDW to check for Recall, Service Action, or Update Prior to Sale notice eligibility requiring a Powertrain Control Module (PCM) and / or Transmission Control Module (TCM) software update. If eligible, perform and claim the update as per that program.

### **NOTES:**

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- 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.
- The JLR Claims Submission System 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
Configure existing module - Powertrain Control Module (PCM)	86.99.26	0.20	42	C2D30319
Configure existing module - Transmission Control Module (TCM) - With SDD connected	86.99.14.03	0.10	42	T2H1404

**NOTE:**

Normal Warranty procedures apply.

**DIAGNOSTIC PROCEDURE:****CAUTIONS:**

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during diagnosis / module programming.
- Ensure all ignition ON/OFF requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

**NOTES:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with DVD151.00 v.278 or later.

- Use DDW to check for Recall, Service Action, or Update Prior to Sale notice eligibility requiring a Powertrain Control Module (PCM) and / or Transmission Control Module (TCM) software update. If eligible, perform and claim the update as per that program.

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

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2 Switch the ignition ON (engine not running).

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**NOTE:**

The Jaguar Land Rover-approved diagnostic tool must be loaded with DVD151.00 Calibration File 278 (or later).

Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.

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

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5 If the hyperlink is not available:

1 Select **Diagnosis** from the Session Type screen.

2 Select the **Selected Symptoms** tab.

3 Select one of the following symptoms:

- **Powertrain - Automatic transmission and transaxle - Automatic transmission and transaxle symptoms**

4 Select **continue**.

5 Select the **Recommendations** tab.

6 Select **Run** to perform the '**Configure existing module - Powertrain control module**' option.

- 6 Follow all on-screen instructions until the application completes successfully.
  - 1 When all tasks are complete, go to the next Step.

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- 7 If the hyperlink is not available:
  - 1 Select **Diagnosis** from the Session Type screen.
  - 2 Select the **Selected Symptoms** tab.
  - 3 Select one of the following symptoms:
    - **Powertrain - Automatic transmission and transaxle - Automatic transmission and transaxle symptoms**
  - 4 Select **continue**.
  - 5 Select the **Recommendations** tab.
  - 6 Select **Run** to perform the '**Configure existing module - Transmission control module**' option.

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- 8 Follow all on-screen instructions until the application completes successfully.
  - 1 When prompted, select the **Clear DTCs** option following completion of the software download.
  - 2 When all tasks are complete, go to the next Step.

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- 9 Exit the current session.
  - 1 Select the **Session** tab.
  - 2 Select the **Close Session** option.

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- 10 Disconnect the diagnostic tool and battery power supply from the vehicle.