

LTB01103NAS1



# 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 Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

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### SECTION:

307-01: Automatic Transmission/Transaxle

### SUBJECT/CONCERN:

Harsh Transmission Engagement When Selecting Drive (D) From Park (P) and/or Reverse (R)

### AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:

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Range Rover Sport (LW)	2014	000002-001205	Solihull	V6 S/C 3.0L Petrol
Range Rover Sport (LW)	2014	300074-399999	Solihull	V6 S/C 3.0L Petrol
Range Rover Sport (LW)	2014	500005-504507	Solihull	V6 S/C 3.0L Petrol
Range Rover Sport (LW)	2014	600009-601762	Solihull	V6 S/C 3.0L Petrol
Range Rover (LG)	2014	110440-197041	Solihull	V6 S/C 3.0L Petrol

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## MARKETS:

NORTH AMERICA

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## CONDITION SUMMARY:

### SITUATION:

A 'harsh' and/or 'rough' transmission engagement may be evident when selecting Drive (D) from either Park (P) or Revers (R). This becomes more apparent when the transmission is cold (starting the vehicle in the morning after the vehicle has been left overnight).

### CAUSE:

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

### NOTE:

The software update will not change any other characteristics of the transmission behavior other than those described.

### ACTION:

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

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## PARTS:

No Parts Required

## TOOLS:



Jaguar Land Rover-approved Midtronics battery power supply



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

## WARRANTY:

### NOTE:

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

### NOTES:

- 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
Transmission Control Module (TCM) - Update	44.90.10	0.2	04	LR038345

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
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**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 Transmission Control Module (TCM) software update. If eligible, perform and claim the update as per that program.

<sup>1</sup> Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

<sup>2</sup> Switch the ignition ON (engine not running).

<sup>3</sup>

**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 - Harsh gear engagement from park or neutral**
    - 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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- 6 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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- 7 Exit the current session.
    - 1 Select the **Session** tab.
    - 2 Select the **Close Session** option.
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- 8 Disconnect the diagnostic tool and battery power supply from the vehicle.