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| <b>Reference</b>     | SSM73706  |
| <b>Models</b>        | Range Rover / L405<br>Range Rover Sport / L494                  |
| <b>Title</b>         | Range Rover/Sport - Driveline Noise - Shock/Clunk (2014-2017MY) |
| <b>Category</b>      | Driveability  |
| <b>Last modified</b> | 21-Dec-2017 00:00:00  |
| <b>Symptom</b>       | 610000 Buck/Jerk  |

**Content**Issue:

Customer may report a driveline noise during re-application of throttle at low speed. This concern can be described as Shock/Clunk, Tip In Clonk. The concern is specific to vehicles fitted with Euro 5 AJ126 Supercharged engine only.

Cause:

Powertrain Control Module calibration.

Action:

Please complete the following action:

WARNING; DO NOT Restart the JLR Approved Diagnostic Equipment until the manual patch has been used as the manual patch is removed on restart of the JLR Approved Diagnostic Equipment .

For machines **with** PATHFINDER Installed Follow the instructions below,

1. Restart the JLR Approved Diagnostic Equipment
2. Select 'Manual Patch' Icon on the Application Launcher screen. Make sure that both Symptom Driven Diagnostics (SDD) and PATHFINDER are closed before opening the Manual Patch downloader.
3. A pop-up will be displayed for Manual Patch downloader
4. Enter '**MP\_JLR\_L0073**' in the Patch Name field.
5. Select 'Start'.
6. The Manual Patch downloader will then download the manual patch.
7. When the patch download has completed, a message will be displayed, asking the user to confirm that the application can run the manual patch. Select 'Yes'.
8. When complete, the following message will be displayed: 'Successfully downloaded and started manual patch. Please ensure that the patch has installed successfully.'  
NOTE: This message will self-terminate after 10 seconds.
9. Start a new diagnostic session.

10. Program the PCM.
11. Close the session.
12. Restart the JLR Approved Diagnostic Equipment.
  - For machines **without** PATHFINDER Installed Follow the instructions below,
    1. Restart the JLR Approved Diagnostic Equipment
    2. Login to SDD.
    3. Select 'Continue' on the SDD Warning screen.
    4. Select 'Settings' tab.
    5. Select 'System Utilities'.
    6. Select 'Manual Patch Update'.
    7. A pop-up will be displayed for Manual patch selection dialog box.
    8. Enter '**MP\_JLR\_L0073**' in the Manual patch selection dialog box.
    9. Select 'OK'.
    10. The 'Software Management Wizard' will then download the fix file.
    11. The Manual patch update information pop up will ask 'Do you want to install the update now?' Select 'OK'.
    12. Select 'OK' when the message 'Please shut down SDD before continuing' is displayed. DO NOT SHUT DOWN THE JLR APPROVED DIAGNOSTIC EQUIPMENT.
    13. **MP\_JLR\_L0073** pop up message will be displayed with progress bar and will disappear when complete. DO NOT select 'Cancel'.
    14. Select 'OK' in the Manual patch update information pop up.
    15. Close the Internet Explorer Window where the SDD program runs.
    16. Start a new SDD session.
    17. Program the PCM.
    18. Close the SDD session.
    19. Restart the JLR Approved Diagnostic Equipment.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.