



LTB01076NAS3

TECHNICAL BULLETIN

06 FEB 2019

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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

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

Changes are highlighted in blue

SECTION:

303-14: Electronic Engine Controls

SUBJECT/CONCERN:

'Clonk' Noise When Accelerating/Decelerating At Low Vehicle Speed

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:	APPLICABILITY:
Range Rover Sport (LW)	2014	001155-001201	Solihull	V8 S/C 5.0L Petrol
Range Rover Sport (LW)	2014-2016	300003-630153	Solihull	V8 S/C 5.0L Petrol
Range Rover Sport (LW)	2016	100002-123979	Solihull	V8 S/C 5.0L Petrol
Range Rover (LG)	2013-2016	000010-320287	Solihull	V8 N/A 5.0L Petrol/V8 S/C 5.0L Petrol

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

A 'clonk' noise from underneath the vehicle may be evident when driving at low vehicle speed. The noise is most prominent while accelerating/decelerating and when turning the steering wheel, such as when performing a U-turn and applying the throttle.

CAUSE:

This may be caused by a Powertrain Control Module (PCM) software error causing incorrect torque application of the powertrain.

ACTION:

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

PARTS:

No Parts Required

TOOLS:



E192494

Jaguar Land
Rover-approved
Midtronics battery
power supply



E179225

Jaguar Land
Rover-approved
diagnostic tool
with latest SDD
Software
Management Pack

WARRANTY:

⚠ NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use 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
Powertrain Control Module (PCM) - Software Update	18.90.90	0.2	04	LR038618

⚠ NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE:

⚠ CAUTIONS:

- A Jaguar Land Rover-approved battery power supply must be connected to the vehicle startup battery during diagnosis / module programming.
- All ignition ON/OFF requests must be performed. Failure to perform these steps may cause damage to control modules in the vehicle.

NOTE:

Use the Jaguar Land Rover claims submissions system for Field Service Action program eligibility requiring a Powertrain Control Module (PCM) software update. If eligible, perform and claim the update as per that program.

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

NOTE:

The Jaguar Land Rover-approved diagnostic tool must be loaded with SDD155.05 Software Management Pack v310 (or later).

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

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

- 4 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab.
- 3 Select **Chassis - Driveline System - Driveshafts - Noises**
 - Run and close the **Datalogger** tool to reveal the 'Extras'.
- 4 Select the **Extras** tab.
- 5 Scroll down the page and select **Run** to perform the '**Configure existing module - Powertrain control module**' option.

- 5 Follow all on-screen instructions until the application finishes successfully.

- 1 When prompted, select the **Clear DTCs** option following completion of the software download.
 - 2 When all tasks are finished, go to the next Step.
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6 Exit the current session.

- 1 Select the **Session** tab.
 - 2 Select the **Close Session** option.
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7 Disconnect the diagnostic tool and battery power supply from the vehicle.