

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 75298 - L405 / L494 18-21MY - P4 PHEV P061B-62 MIL and/or Lack of Drive After Remote Engine Start

**Models :** Range Rover / L405

Range Rover Sport /  
L494

**Engineer** Chris Davies

**Name :**

**Last** 25 MAR 2021 13:01:04

**Modified :**

**Category :** Driveline

**Symptom :** 504330 Automatic Shift Level/Linkage Concerns

**Content :** Issue:

- Range Rover / L405 – 18-21MY
- Range Rover Sport / L494 – 18-21MY

A PCM software issue has been identified when the user starts the vehicle using the remote engine start feature. This can lead to a MIL being displayed, which could also cause a flashing “D”/ “R” in either/or the Instrument Cluster and Transmission Control Switch (TCS), plus a lack of drive for the initial gear selection.

**Cause:**

PCM software issue.

**Action:**

This Manual Patch will stay on the JLR Approved Diagnostic Equipment.

NOTE: When an update has been applied to the JLR Approved Diagnostic Equipment, this Manual Patch will need to be re-applied until the permanent corrective action is delivered.

- If **MP\_PF\_ER\_J0051** is not displayed in the PATHFINDER header screen, complete the actions the actions below from step 1
- If **MP\_PF\_ER\_J0051** is displayed in the PATHFINDER header screen, complete the actions

detailed below from step 6

To apply the Manual Patch please, complete these instructions carefully;

1. Restart the JLR Approved Diagnostic Equipment.
2. Make sure Symptom Driven Diagnostics (SDD) and PATHFINDER are closed. Then select the 'Manual Patch' Icon on the Application Launcher screen. You will see a pop-up for the Manual Patch downloader.
3. Enter 'MP\_PF\_ER\_J0051' in the 'Patch Name' field.
4. Select 'Start' and the Manual Patch will download.
5. Select 'Yes' when the patch download is finished.
6. Start a new PATHFINDER session.
7. Select ECU Diagnostics.
8. Select Powertrain Control Module (PCM).
9. Select Update ECU.

NOTE: With this manual patch installed and after updating the PCM software, the PCM Assembly part number shown on PATHFINDER (Software parts) may be displayed as not up to date, this is correct and is due to the strategy of the manual patch, as long as the software shown is up to date, there is no requirement to select Update ECU again.