

Reference	SSM76403
Models	Defender / L663
Title	P500 Defender loss of gear selection after SOTA OS4.3.4 update
Category	Driveline
Last modified	16-Feb-2026 09:33:00
Symptom	501000 Automatic Transmission Concerns

Content**Model / Model Year / Derivative**

Defender / 24MY / V8 S/C 5.0L Petrol P500

Situation:

Clients are unable to select gear with a transmission warning message displayed on the instrument panel cluster after completing SOTA campaign OS 4.3.4

Cause:

Incorrect transmission software for NAS market vehicles equipped with P500 V8 S/C 5.0L Petrol engines in OS 4.3.4 campaign causing fault condition after update.

A new SOTA campaign, OS 4.3.4T, has been released to affected vehicles to correct the fault condition.

Action:

If a client reports this concern, the following steps are required to complete update to SOTA OS 4.3.4T:

1. Lock the vehicle and allow to sleep (hazard switch light off).
2. Unlock and start vehicle and allow to run for a minimum of 15 minutes in a suitable location with Wi-Fi/4G connectivity until the prompt to install SOTA OS 4.3.4T campaign is shown.
3. Follow all on screen prompts to complete the SOTA OS 4.3.4T campaign installation.
4. Once complete, review the software tab through vehicle touchscreen to confirm new SOTA level is displayed, showing successful installation.
5. Confirm vehicle operation is restored.
6. Use the JLR approved diagnostic tool to perform new Network Integrity Test (NIT) and Diagnostic Trouble Code (DTC) clear prior to vehicle handover.

(Ref 000407970 / 8425)

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