

## SSM76403 - L663 DEFENDER LOSS OF GEAR SELECTION AFTER SOTA OS4.3.4 UPDATE

- Defender
- 24MY Defender – P500

### Customer Voice:

- "I cannot shift into gear after I installed the SOTA update."

### Status:

- Incorrect transmission software for P500 V8 Supercharged 5.0L models were released on the SOTA campaign 4.3.4.
- A new SOTA campaign 4.3.4T has been released to these vehicles.

### Action – Service Request

- If a client reports this concern, the following steps are required to complete update to SOTA OS 4.3.4T
- Lock the vehicle and allow to sleep (hazard switch light off).
- 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.
- Follow all on screen prompts to complete the SOTA OS 4.3.4T campaign installation.
- Once complete, review the software tab through vehicle touchscreen to confirm new SOTA level is displayed, showing successful installation.
- Confirm vehicle operation is restored.
- Use the JLR approved diagnostic tool to perform new Network Integrity Test (NIT) and Diagnostic Trouble Code (DTC) clear prior to vehicle handover.

