

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 75717 - 22MY 8HP45 8-speed transmission selector lever displays 'N' (Neutral) after auto stop/start event.

Models : Range Rover Velar /
L560

Engineer Taylor Lee

Name :

Last Modified 25 MAR 2022 14:27:03

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Category : Driveline

Symptom : 504000 Other Automatic Transmission Concerns

Content : Issue:

Following an auto stop/start event the gear selector displays 'N' (Neutral) without any transmission selector operation. "D" (Drive) selectable only after 'P' (Park) or 'R' (Reverse) is selected.

No transmission diagnostic trouble codes are logged.
Transmission has initiated fail safe mode in error.

Cause:

Software calibration issue within the Transmission Control Module (TCM).

Action:

Please do not replace any hardware/software for this issue until this SSM (Special Service Message) is removed/updated, this will be an indication that the revised TCM software is released in April 2022.

As a temporary measure, customers should be advised to turn auto stop/start off to avoid the issue repeating until the revised TCM software is released.

Thank you in advance for your assistance with this matter.