

# TECHNICAL BULLETIN

JTB00272NAS1  
12-DEC-12



## SECTION: 418-00

### Vehicle will not Unlock with Remote Key Fob / Engine will not Start

#### AFFECTED VEHICLE RANGE:

XJ (X351)

VIN: V00001-V35153

Model Year: 2010-2012

#### CONDITION SUMMARY:

**Situation:** The vehicle may not unlock with the remote key fob and / or the engine may not start when attempting to start the engine using the Stop/Start button. When this occurs, the 'Smart key not found' message is not displayed and the engine will not start with the remote key fob in the failsafe starting position.

**Cause:** This may be caused by component tolerances within the Central Junction Box (CJB) preventing correct functionality during engine start attempts.

**Action:** In the event of a customer concern of the above, refer to the Repair Procedure outlined below.

#### PARTS:

C2D20176 ..... Central junction box (CJB)

Qty: 1

#### TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on IDS-DVD131.09 v.120

Land Rover-approved Midtronics Vehicle Power Supply

Refer to Workshop Manual for any required special tools

#### WARRANTY:

△ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.







DDW 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
Install a new Central Junction Box (CJB)	86.70.97	0.20	42	C2D20176
Configure new Central Junction Box (CJB)	86.98.01	0.40	42	C2D20176

*Normal Warranty policies and procedures apply*

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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

## **REPAIR PROCEDURE**

1. Check that the battery is correctly charged (see battery care manual), has good connections to the vehicle, and that the transit relay has been removed.
2.  **CAUTION: SDD must be loaded with DVD131.09 v.120 later.**  
Connect a Jaguar-approved battery conditioner/power supply to the vehicle.
3. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle.
5. From the Session Type selection screen, choose 'Diagnosis'.
6. Select the 'Selected Symptoms' tab, and then select one of the following:
  - Body > Security and locking > Handles locks and latches **or**
  - Powertrain > Engine system > Starting system > Will not start > Will not crank
7. Identify fault codes related to the starting system and diagnose as required.
8. Does the CJB have correct power and ground connections?
  - Record voltages at:
    - a. CJB Connector C3BP01D: pin numbers 16, 20, 21, 22 (12V)
    - b. CJB Connector C3BP01D: pin numbers 05, 25 (0V)
  - If any of the readings are incorrect, investigate and rectify if necessary before proceeding to step 9.
9. Check the operation of the hazard lamps:
  - If the hazard lamps do not operate outside the vehicle, continue to step 10.
  - If the hazard lamps do operate outside the vehicle, do **NOT** continue; further diagnosis will be required to identify the failure mode.
10.  **NOTE: Prior to performing the following instructions, ensure a new Central Junction Box (CJB) is available for the vehicle.**  
 **NOTE: All the vehicle keys need to be present before continuing.**  
 **CAUTION: SDD must be loaded with DVD131.09 v.120 later.**  
Refer to Workshop Manual section 418-00 and replace Central Junction Box (CJB).  
If the IDS and battery power supply have been removed, connect a Jaguar-approved battery conditioner/power supply to the vehicle.
11. Connect the IDS to the vehicle and begin a new Symptom Driven Diagnostics (SDD) session.
12. Follow the on-screen prompts, manually enter the VIN and initiate the data collection sequence.
13. From the Session Type selection screen, choose 'Diagnosis'.
14. Select the 'Selected Symptoms' tab, and then select one of the following:
  - Body - Security and locking > Handles locks and latches **or**
  - Powertrain > Engine system > Starting system > Will not start > Will not crank
15. Select the 'Recommendations' tab.
16. Read one of the SSMs listed to expose the 'Extras' tab.
17.  **NOTE: When asked if a new CJB has been installed, select the 'X' and then continue with the SDD procedure. SDD will now attempt to communicate with the new CJB to “extract” data. This is an expected result.**  
Select 'Run' to perform the 'Configure new modules - Body control module' application.
18.  **NOTE: During the routine, the CJB will have several applications performed: Immobilization routine to enable security; software download to load the latest level of software; CCF download to store the vehicles data to the new module; key programming routine; key validation routine; and a fault code clear. Ensure all of the above applications complete successfully. If at any time a failure is encountered, you will be required to start the process over in entirety from step 17.**  
Continue with the SDD routine by following all on-screen prompts, including performing the software download. Do not skip the software download routine.
19. Select the Recommendations tab.
20. Select 'Run' to perform the 'Body System – Variable assist power steering curves' application.

21. Follow all on screen prompts to complete this task.
22. Select the Service Function tab.
23. Select 'Run' to perform the 'Body system – Steering column calibration' application.
24. Follow all on-screen prompts to complete this task.
25. When all tasks are complete, exit the current session by selecting the Session tab and then select the Close Session option.
26. Disconnect the IDS and battery charger/power supply.
27. Ensure correct operation of all vehicle systems before delivery back to the customer.