

TECHNICAL BULLETIN
JTB00272NAS2
25 OCT 2013



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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.

Changes are highlighted in gray

SECTION: 418-00

Vehicle Will Not Unlock With Remote Key Fob / Engine Will Not Start

AFFECTED VEHICLE RANGE:

XJ Range (X351)

Model Year: 2010-2012

VIN: V00047-V35153

MARKETS:

NAS

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.



NOTE: All the vehicle keys need to be present before continuing with this Repair Procedure.

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

Action: Should a customer express this concern, refer to the Service Instruction outlined below.

PARTS:



NOTE: The Central Junction Box (CJB) may also be referred to as the Body Control Module (BCM).

C2D20176

Central Junction Box (CJB)

Quantity: 1

TOOLS:

SDD with latest DVD and Calibration File; first available on DVD131.09 v.120
Jaguar Land Rover-approved Midtronics Battery Power Supply
Refer to Workshop Manual / Repair Procedure 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 TOPIx to obtain the latest repair time.


 **NOTE: 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 |
|--|-----------------|--------------|----------------|-------------|
| Central Junction Box (CJB) - Renew | 86.70.97 | 0.20 | 42 | C2D20176 |
| Configure new Central Junction Box (CJB) | 86.98.01 | 0.40 | 42 | C2D20176 |


 **NOTE: Normal Warranty policies and procedures apply.**

REPAIR PROCEDURE:

 **NOTE: All the vehicle keys need to be present before continuing with this 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: The Symptom Driven Diagnostics (SDD) equipment must be loaded with DVD131.09 v.120 or later.**

Connect a Jaguar Land Rover-approved battery power supply to the vehicle.

3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new 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 Central Junction Box (CJB) have correct power and ground connections?
 - Record the readings at:
 - CJB connector C3BP01D pins 16, 20, 21, 22 (12V)
 - CJB connector C3BP01F pins 05, 25 (< 1 Ohm)
 - If any of the readings are incorrect, investigate and rectify if necessary before proceeding to step 9
9. Check the operation of the Hazard flashers.
 - 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: The Central Junction Box (CJB) may also be referred to as the Body Control Module (BCM).**

 **NOTE: Prior to performing the following instructions, ensure a new Central Junction Box for the vehicle (CJB) is available if necessary.**



NOTE: All vehicle keys must be present before continuing.

Replace the Central Junction Box (CJB) (see TOPIx Workshop Manual, Section 418-00).

- 11.  CAUTION: If the SDD and battery power supply have been removed, the previous SDD session must be resumed; do not start a new SDD session.**

From the Session Type selection screen, choose 'Diagnosis'.

- 12.** 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

- 13.** Select the 'Recommendations' tab.


- 14.** Read one of the SSMs listed to expose the 'Extras' tab.

- 15.  NOTE: The Central Junction Box (CJB) may also be referred to as the Body Control Module (BCM).**



NOTE: When asked if a new Central Junction Box (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.

- 16.  NOTE: During the routine, the Central Junction Box (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 vehicle's data to the new module; key programming routine; key validation routine; 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 15.**

Continue with the SDD routine by following all on-screen prompts, including performing the software download. Do **not** skip the software download routine.

- 17.** Select the Recommendations tab.
- 18.** Select 'Run' to perform the 'Body System – Variable assist power steering curves' application.
- 19.** Follow all on screen prompts to complete this task.
- 20.** Select the Service Function tab.
- 21.** Select 'Run' to perform the 'Body system – Steering column calibration' application.
- 22.** Follow all on-screen prompts to complete this task.
- 23.** When all tasks are complete, exit the current session by selecting the Session tab and then select the Close Session option.
- 24.** Disconnect the SDD and battery power supply.
- 25.** Ensure correct operation of all vehicle systems before delivery back to the customer.