TECHNICAL BULLETIN
LTB00492NAS1
31 MAY 2013

SECTION: 418-00

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

AFFECTED VEHICLE RANGE:

LR4 (LA)	Model Year:	**2010-2012**
	VIN:	**AA528840-CA623748**
Range Rover Evoque (LV)	Model Year:	**2012**
	VIN:	**CH616803-CH663101**
Range Rover Sport (LS)	Model Year:	**2010-2012**
	VIN:	**AA233855-CA749082**
Range Rover (LM)	Model Year:	**2010-2012**
	VIN:	**AA317628-CA381305**

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.

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

⚠️ **NOTE: All vehicle keys must be present before continuing with the Repair Procedure.**

Action: In the event of a customer concern of the above, refer to the Diagnostic and Repair Procedures outlined below.

PARTS:

LR023679	Central Junction Box (CJB) - Range Rover	Quantity: 1
LR028902	Central Junction Box (CJB) - Range Rover Evoque	Quantity: 1
LR029577	Central Junction Box (CJB) - Manual column tilt - LR4, Range Rover Sport	Quantity: 1

LR029578	Central Junction Box (CJB) - Electric column tilt - LR4, Range Rover Sport	Quantity: 1	

TOOLS:

IDS with latest IDS-DVD and Calibration File; first available on DVD131.09 v.120
Jaguar Land Rover-approved Midtronics Vehicle 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
Install A New Central Junction Box (CJB) - LR4	86.70.04	0.60	42	LR029577 - w/man col tilt; LR029578 - w/elec col tilt
Install A New Central Junction Box (CJB) - Range Rover Evoque	86.70.04	0.90	42	LR028902
Install A New Central Junction Box (CJB) - Range Rover Sport	86.70.04	0.60	42	LR029577 - w/man col tilt; LR029578 - w/elec col tilt
Install A New Central Junction Box (CJB) - Range Rover	86.70.01	0.80	42	LR023679
Reconfigure The New Central Junction Box (CJB) - All Variants	86.90.19	0.40	42	LR028902

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

REPAIR PROCEDURE:

⚠ **NOTE: All vehicle keys must 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: SDD must be loaded with DVD131.09 v.120 later.**

Connect the Jaguar Land Rover-approved Midtronics Vehicle Power Supply to the vehicle battery.

3. Connect the Integrated Diagnostic System (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:

    - LR4, Range Rover Sport, Range Rover only: Connector C0583: pin numbers 16, 20, 21, 22 (12V)

    - LR4, Range Rover Sport, Range Rover only: Connector C0585: pin numbers 05, 25 (0V)

    - Range Rover Evoque only: Connector C1BP02D: 16, 20, 21, 22 (12V)

    - Range Rover Evoque only: Connector C1BP02F: 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 for the vehicle (CJB) is available if necessary.**

⚠️**NOTE: All vehicle keys must be present before continuing.**

Replace the Central Junction Box (CJB) (TOPIx Workshop Manual section 418-00).

11. ⚠️**CAUTION: If the IDS 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: 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.

16. ⚠️**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 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. ⚠️**NOTE: Steps 20-23 required for vehicles fitted with Powered Steering Column Movement ONLY**

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 IDS and battery charger/power supply.

25. Ensure correct operation of all vehicle systems before delivery back to the customer.