TECHNICAL BULLETIN
JTB00357NAS1
02 NOV 2015

SECTION: 419-00

Engine Will Not Crank / 'Smart Key Not Found' Message Displayed

AFFECTED VEHICLE RANGE:

F-TYPE (X152)
Model Year: 2014 Onwards
VIN: K00003 Onwards
Manufacturing Plant: Castle Bromwich

XF (X250)
Model Year: 2013-2015
VIN: S48437-U88785
Manufacturing Plant: Castle Bromwich

XJ Range (X351)
Model Year: 2010 Onwards
VIN: V00001 Onwards
Manufacturing Plant: Castle Bromwich

MARKETS:

NAS

CONDITION SUMMARY:

Situation: One or more fo the following issues may be evident when using the Smart Key:

- Engine fails to crank;

- 'Smart key not found' message displayed in the Instrument Cluster;

- Vehicle may not unlock / lock when using passive entry or when pressing a Smart Key button.

Cause: This may be caused by a 'lock up' of the Keyless Vehicle Module (KVM).

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

PARTS:

NOTE: carry out the Service Instruction and if a KVM is required ONLY then order the module. Not all vehicles will require the module replacing.

NOTE: the Keyless Vehicle Module (KVM) may also be referred to as Remote Function Actuator (RFA) and/or Remote Keyless Entry (RKE) module.

C2D39899	Keyless Vehicle Module - with Keyless Entry	Quantity: 1
C2Z30016	Keyless Vehicle Module - without Keyless Entry	Quantity: 1

TOOLS:

⚠️ NOTE: this is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

SDD with latest DVD and Calibration File
Jaguar Land Rover-approved Midtronics battery power supply

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
Configure Keyless vehicle module - F-TYPE (X152)	86.99.64	0.2	4	T2R6969
Configure Keyless vehicle module - XF (X250)	86.99.64	0.2	4	C2D35173
Configure Keyless vehicle module - XJ (X351)	86.99.64	0.2	4	C2Z25236
Keyless vehicle module- Renew - F-TYPE (X152)	86.80.10	0.3	4	C2Z25236
Keyless vehicle module- Renew - XF (X250)	86.80.10	0.2	4	C2Z25236
Keyless vehicle module- Renew - XJ (X351)	86.80.10	0.2	4	C2Z25236

⚠️ NOTE: Normal Warranty procedures apply.

SERVICE INSTRUCTION:

⚠️ CAUTION: a Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.

⚠️ CAUTION: ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.

⚠️ NOTE: SDD must be loaded with DVD141.01 v.194 or later.

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

⚠️ NOTE: the Keyless Vehicle Module (KVM) may also be referred to as Remote Function Actuator (RFA) and/or Remote Keyless Entry (RKE) module.

⚠️ NOTE: the application will check the hardware level and may instruct to replace the Keyless Vehicle Module (if necessary) and run the 'Configure new modules - Keyless vehicle module' option from the 'Service Functions' menu. If the hardware fitted to the vehicle is at the latest level, the application will check the software level and prompt to update the software (if necessary).

⚠ **NOTE: if a new Keyless Vehicle Module (KVM) is required but is not currently available, abort the SDD routine and follow the 'Run Security- Smart Key Not Found' routine when a new KVM is available.**

2 Turn ignition 'ON' (engine not running).

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 and initiating the data collect sequence.

5 Select 'Diagnosis' from the Session Type screen.

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 **or**
- Electrical > Instruments > Information and message center > Message display area > Electrical **or**
- Electrical > Instruments > Information and message center > Message display area > Powertrain

7 Select 'continue'.

8 Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module - Keyless vehicle module' option.

9 Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.

10 Exit the current session.

11 Disconnect the SDD and the battery power supply from the vehicle.