

Reference	SSM71870
Models	Discovery Sport / L550 LR2 / L359 LR4 / L319 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L320 Range Rover Sport / L494
Title	Unable To Unlock / Start Vehicle With Smart Key
Category	Electrical
Last modified	19-Aug-2015 00:00:00
Symptom	203000 Basic Electrical
Attachments	1121 Instructions to record a CAN trace.pdf Non start RFA BCM RGTM - SSM flowchart 28_07_15.pdf
Content	<p><u>Models affected</u></p> <p>Discovery 4/LR4 - L319 -13MY onwards Range Rover (All New) / L405 – 13MY onwards Range Rover Evoque / L538 – 13MY onwards Range Rover Sport / L320 – 13MY Range Rover Sport L494 (All new) – 14MY onwards Freelander 2/LR2- L359 – 13 and 14MY Discovery Sport/L550-16MY onwards</p> <p><u>Issue</u></p> <p>Land Rover are currently investigating Body Control Modules (BCM) and Remote Function Actuators (RFA) and associated components replaced for a non-start condition. Following supplier analysis the modules have been categorised as "No Fault Found".</p> <p><u>Cause</u></p> <p>Currently under analysis.</p> <p><u>Action</u></p> <p>If a vehicle is presented with the following symptoms please follow the test procedure outlined below before consideration is given to component replacement: Vehicle does not lock or unlock using the key fob, or passive entry exit is not functioning. After gaining entry to the car using key blade it does not start. Even if entry is possible to the car, the car does not start when start button is pressed. The vehicle has not had a software download immediately prior to the failure.</p> <p>Test procedure:</p> <p>Please follow the test procedure as detailed in the flowchart attached. Please note the details at all decision points. If this process is unsuccessful in resolving the issue please submit a Technical Assistance(TA) request. Also attached is the process for obtaining a can trace.</p> <p>Please Note:</p> <ol style="list-style-type: none"> 1. Do not disconnect the battery or perform a hard reset on the vehicle at least until this flow chart has been followed. 2. Do not disconnect or move any connectors on the BCM 3. If entry is gained in the vehicle with the key blade the alarm may sound, do not press the ignition switch to shut the alarm off instead muffle the alarm sounder first then follow the test process in the flowchart.