

TECHNICAL BULLETIN

Q584NAS1

07 APR 2016



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

SECTION: 419-10

Service Action: Remote Function Actuator Not Communicating

AFFECTED VEHICLE RANGE:

Range Rover Evoque (LV)

Model Year: 2016

VIN: 077912-120509

Assembly Plant: Halewood

Range Rover Sport (LW)

Model Year: 2016

VIN: 542167-570313

Assembly Plant: Solihull

Range Rover Sport (LW)

Model Year: 2016

VIN: 630155-643876

Assembly Plant: Solihull

Range Rover (LG)

Model Year: 2016

VIN: 243379-272740

Assembly Plant: Solihull

MARKETS:

NAS

CONDITION SUMMARY:

Situation: An issue has been identified on a limited number of vehicles within the Affected Vehicle Range where the Passive Entry/Passive Unlock and Keyless Start features may be inoperative and the engine will not start normally. When this occurs, the Emergency Key Blade is needed to unlock the driver's door to enter the vehicle and the Smart key must then be held next to the Immobilizer Antenna Unit (IAU) and the engine START/STOP switch must be pressed to start the engine.

Action: Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the Service Instruction detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process but **must** have it completed prior to vehicle handover to the customer. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required.

SPECIAL TOOLS:



NOTE: this Active Bulletin will display a functional programming shortcut if accessed within a diagnostic session using the Jaguar Land Rover-approved diagnostic tool with latest DVD and Calibration File.

Jaguar Land Rover-approved diagnostic tool with latest DVD and Calibration File

Jaguar Land Rover-approved Midtronics Battery Power Supply

WARRANTY:



NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Recalls and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code **Q584** together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 March 2018** closure date must be submitted or payment within 30 calendar days of completion of the repair.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.



NOTE: the Remote Function Actuator (RFA) may also be referred to as Keyless Vehicle Module (KVM).

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS/SUNDRY CODE	QTY./VALUE
Q584	B	Configure the Remote Function Actuator (RFA)	86.90.84	0.20	-	-
Q584	C	Configure the Remote Function Actuator (RFA)	86.90.84	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

SERVICE INSTRUCTION:

The Smart key contains an emergency key blade to be used in the event of failure of the Smart key or the vehicle battery to unlock the vehicle. The driver's door exterior handle contains a concealed mechanical key barrel which, with the emergency key blade, is used to unlock the driver's door and access the vehicle. This will not disable the perimeter or interior alarm systems which will be activated when the door is opened. To cancel the alarm, the Smart key must be held next to the Immobilizer Antenna Unit (IAU) and the engine START/STOP switch must be pressed (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems > Description and Operation).



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



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



NOTE: the Jaguar Land Rover-approved diagnostic tool must be loaded with DVD145.00 v.235 or later.



NOTE: if the Remote Function Actuator (RFA) is offline at the start of the session, perform a hard reset or momentarily pull the power fuse for the RFA and re-insert. If the RFA is now responding on the network, continue with this Service Instruction. If the RFA is not responding on the network, diagnose as necessary and then continue with this Service Instruction.

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

The Remote Function Actuator (RFA) may also be referred to as Keyless Vehicle Module (KVM).

2. Turn ignition ON (engine not running).
3. Connect the Jaguar Land Rover-approved diagnostic tool to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing the diagnostic tool 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 the following:
 - **Body - Security and locking - Handles locks and latches**
7. Read and close any publication from the list of recommended candidates to expose the **Extras** tab.
8. Select the **Extras** tab.
9. From the Recommendations tab, select **Run** to perform the **Configure existing module - Keyless vehicle module** option.
10. Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.
11. Exit the current session.
12. Disconnect the diagnostic tool and battery power supply from the vehicle.