

Reference	SSM73927
Models	Discovery / L462 Discovery Sport / L550 LR3 / L319 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Remote Function Actuator module will not repond to diagnostic equipment requests
Category	Diagnostic Software Hardware
Last modified	28-Jun-2018 00:00:00
Symptom	000101 Diagnostic Concerns
Content	<p>Issue: Following what appears to be a successful software update to the Remote Function Actuator (RFA) or replacement module using Pathfinder or Symptom Driven Diagnostics (SDD) the module appears to be unresponsive to any further diagnostic commands or smart key remote operation.</p> <p>Cause: Diagnostics Layer (DSL) lock up causes a continuous loop between the Transport Layer (TPL) and DSL.</p> <p>Action: If the concern appears during a RFA module replacement/ software update, carry out a battery hard reset by disconnecting the battery earth lead for approximately 30 seconds and re-connect the earth lead. If diagnostic communications to the RFA or smart key remote operation is not restored continue with diagnostics using Pathfinder/ SDD and with reference to TOPIx.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>