

Reference	SSM73949
Models	Discovery / L462 Range Rover / L405 Range Rover Sport / L494 Range Rover Velar / L560
Title	D7a/D7u - 18MY - Stop Start function - Intermittent operation
Category	Electrical
Last modified	09-Jul-2018 00:00:00
Symptom	203000 Basic Electrical
Content	<p><u>Issue:</u> Customers may report that the Stop Start function is intermittently not working for long periods of time during a drive cycle.</p> <p><u>Cause:</u> There are many reasons that the Stop Start function will inhibit operation during periods of a drive cycle. These include, but are not limited to, electrical draw loads placed on the system as a result of temperature, HEVAC operation, Steering Wheel input and Electrical Accessory functions operating. These inhibit parameters are software functionality performance aids to ensure that the battery health remains in optimum condition. The inhibit function is used to estimate the cold cranking VSOF (Voltage State of Function) to ensure that the vehicle can execute a full Stop/Start sequence when required.</p> <p><u>Action:</u> In the event of a customer report of intermittent operation of Stop/Start system please follow the instructions detailed. Use approved diagnostics to assess the Stop Start Health. It is imperative that technicians use the Stop Start Health application on Pathfinder to determine the inhibitor of the system. If estimate cold cranking voltage at present state of charge (VSOF - Voltage State of Function) is not the only inhibit code stored, diagnose the other inhibit states in isolation of this SSM. If this is the only inhibit follow the below:</p> <p>Connect the JLR approved battery support unit.</p> <ol style="list-style-type: none"> 1. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session. 2. Select ECU Diagnostic.

3. Select Gate Way Module (GWM).
4. Select Update ECU.
5. Follow all on screen instructions to complete the task.
6. If required, reset the vehicle to 'Transportation mode'.
7. When all of the tasks are complete, exit the session.
8. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.
9. Lock the vehicle and wait until the hazard light illumination is out.
10. Unlock the vehicle.
11. Connect the JLR approved battery support unit.
12. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
13. Open up Stop Start health application and check the VSOF - Voltage State of Function inhibit has changed.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.