



LTB01261NAS2

# TECHNICAL BULLETIN

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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.

## INFORMATION

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

## SECTION:

414-00

## SUBJECT/CONCERN:

Auto Stop/Start System Not Functioning As Expected

## AFFECTED VEHICLE RANGE:

MODEL:

MODEL YEAR:

VIN:

ASSEMBLY PLANT:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Discovery Sport (LC)	2016-2018	516414-778789	Halewood
LR4 (LA)	2016	758246-847658	Solihull
Discovery (LR)	2017	000001-047447	Solihull
Range Rover Evoque (LV)	2017-2018	136146-324535	Halewood
Range Rover Velar (LY)	2018	700000-778647	Solihull
Range Rover Sport (LW)	2014	001154-601758	Solihull
Range Rover Sport (LW)	2016-2017	519513-695612	Solihull
Range Rover (LG)	2014	125341-197041	Solihull
Range Rover (LG)	2016-2017	216957-380216	Solihull

## MARKETS:

NORTH AMERICA

## CONDITION SUMMARY:

### SITUATION:

The Auto stop/start system may not function as expected.

### CAUSE:

This may be caused by a Gateway Module (GWM) software error.




### ACTION:

Should a customer express this concern, follow the appropriate Diagnostic Procedure below.

## PARTS:

No Parts Required

**TOOLS:**

 <p>E192494</p>	<p>Jaguar Land Rover-approved battery power supply</p>	 <p>E179225</p>	<p>Jaguar Land Rover-approved diagnostic equipment with latest SDD Software Management Pack</p>
 <p>E208514</p>	<p>Jaguar Land Rover-approved diagnostic equipment with latest PATHFINDER software</p>		

**WARRANTY:**

**NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.
- The JLR claims submission system 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
Stop/start system - Healthcheck	86.90.89.74	0.2	04	LR073414
Gateway Module (GWM) configuration	86.90.97	0.2	04	LR073414

 **NOTE:**

Normal Warranty procedures apply.

**DIAGNOSTIC PROCEDURE 'A':**

**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic equipment with Symptom Driven Diagnostics (SDD).**

 **CAUTIONS:**

- A Jaguar Land Rover-approved battery power supply must be connected to the vehicle startup battery.
- All ignition ON/OFF requests **MUST** be performed; failure to do these steps may cause damage to vehicle control modules.

 **NOTE:**

Use the Jaguar Land Rover claims submission system for Field Service Action program eligibility requiring a Gateway Module (GWM) software update. If eligible, perform and claim the update as per that program using the latest SDD software.

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

**2**

 **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with SDD156.00 Software Management Pack v312 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

**3**

Follow all on-screen instructions.

**4**

 **NOTES:**

- Investigate and rectify any other auto stop/start inhibits other than the 'Estimated Cold Cranking Voltage at Present State of Charge'.

Charging of the secondary battery by the Power Supply Distribution Box (PSDB) is controlled by the Body Control Module/Gateway Module (BCM/GWM) which runs checks to determine when this is required. When checking secondary battery voltage, it is acceptable for the voltage to be lower than that of the primary battery.

The PSDB must not be replaced solely on the observation of differences or fluctuations between measured voltages seen at the primary and secondary batteries. Only replace the PSDB if a related DTC (Diagnostic Trouble Code) is present and if after working through the recommendations, this is required, or in the event of observed physical damage to the unit.

If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab and the select:
  - **Powertrain -- Engine system -- Starting system -- Start-stop system -- Inoperative** OR
  - **Powertrain -- Engine system -- Starting system -- Start-stop system -- Intermittent operation**
- 3 Select **continue**.
- 4 Select the **Recommendations** tab.
- 5 Select **Run** to perform the '**Powertrain -- Stop/start system -- Healthcheck**' option.

5 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.
- 2 Select the **Selected Symptoms** tab and the select:
  - **Powertrain -- Engine system -- Starting system -- Start-stop system -- Inoperative** OR
  - **Powertrain -- Engine system -- Starting system -- Start-stop system -- Intermittent operation**

- 3 Run and close the **Datalogger** tool to reveal the '**Extras**' tab.
- 4 Select the **Extras** tab.
- 5 Select **Run** to perform the '**Configure existing module -- Gateway module**' option.

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6 Follow all on-screen instructions until the application completes successfully.

- 1 When prompted, select the **Clear DTCs** option following completion of the software download.
- 2 Follow the on-screen instructions until the application finishes successfully.

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7 Exit the current session.

- 1 Select the **Session** tab.
- 2 Select the **Close Session** option.

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8 Disconnect the diagnostic equipment and battery power supply from the vehicle.

## DIAGNOSTIC PROCEDURE 'B':

**This Diagnostic Procedure is only for vehicles requiring the Jaguar Land Rover-approved diagnostic equipment with PATHFINDER.**

### CAUTIONS:

- A Jaguar Land Rover-approved battery power supply must be connected to the vehicle startup battery.
- All ignition ON/OFF requests **MUST** be performed; failure to do these steps may cause damage to vehicle control modules.

### NOTE:

Use the Jaguar Land Rover claims submission system for Field Service Action program eligibility requiring a Gateway Module (GWM) software update. If eligible, perform and claim the update as per that program using the latest PATHFINDER software.

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

2  **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 218 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

3  **NOTE:**

The Jaguar Land Rover-approved diagnostic equipment will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode (if required).

Follow all on-screen instructions.

4 Select **Guided Diagnostics -- Powertrain -- Engine -- Auto Stop-Start system**.

5 Select **Next**.

6  **NOTE:**

The Jaguar Land Rover-approved battery power supply must be disconnected before starting the engine.

Follow the **Stop Start healthcheck** on screen prompts.

7 Exit the current session.

1 If required, reset the vehicle to **Transit mode**.

2 Select the **Exit** icon.

8 Disconnect the diagnostic equipment and battery power supply from the vehicle.