

LTB01261NAS3



TECHNICAL BULLETIN

13 JUN 2019

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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.

This bulletin supersedes TSB LTB01261NAS2/2019 dated 06 MAR 2019, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

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:
Range Rover Sport (LW)	2014-2017	000001-695612	Solihull
Range Rover (LG)	2014-2017	125341-380216	Solihull
Discovery Sport (LC)	2015-2018	500001-778789	Halewood
Range Rover Evoque (LV)	2016-2018	048210-324535	Halewood

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

The auto stop/start system does not function as expected.

CAUSE:

Software error.

ACTION:

Follow the instructions below.

TOOLS:



E179225

Jaguar Land Rover (JLR)
approved diagnostic
equipment



E208514

JLR approved diagnostic
equipment



E179226

JLR approved battery
support unit

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) - Update ECU	86.90.97	0.2	04	LR073414

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC INSTRUCTION

Range Rover and Range Rover Sport 17 Model Year (MY) vehicles

Range Rover Evoque and Discovery Sport 18 MY vehicles

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 234 installed or later.
- All ignition ON/OFF requests **MUST** be performed; failure to complete these steps may cause damage to vehicle control modules.

NOTE:

The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

2.

Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

3.

Follow the JLR approved diagnostic equipment prompts.

- Select 'Guided Diagnostics – Powertrain – Engine – Auto Stop-Start system'.
- Select 'Next'.
- Follow the JLR diagnostics - Stop Start healthcheck - on screen prompts.

NOTE:

Important - Disconnect the JLR approved battery support unit before starting the engine.

4.

If required, reset the vehicle to 'Transportation Mode'.

5.

When all of the tasks are complete, exit the session.

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6. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.

DIAGNOSTIC INSTRUCTION

Range Rover and Range Rover Sport 16 MY vehicles and earlier
Range Rover Evoque and Discovery Sport 17 MY vehicles and earlier

1.  **CAUTIONS:**

- This procedure requires a minimum of SDD 156.06 and Software Management Pack 317 installed or later.
- All ignition ON/OFF requests **MUST** be performed; failure to complete these steps may cause damage to vehicle control modules.

 **NOTE:**

The JLR approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation Mode' if required.

Connect the JLR approved battery support unit.

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2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

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3. Follow the JLR approved diagnostic equipment prompts.

[Click here to run: Powertrain - Stop/start system - Healthcheck. \(156.06 / 74310\)](#)

If the hyperlink is not available, the application can be found as follows:

- Select the 'Diagnosis' Session Type.
- Select any of the following symptom:
 - Powertrain - Engine system - Starting system - Start-stop system - Inoperative.
 - Powertrain - Engine system - Starting system - Start-stop system - Intermittent operation.
- From Recommendations, run 'Powertrain - Stop/start system - Healthcheck'.

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 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. Replacement of the PSDB should only be made if a related DTC is present and if after working through the recommendations, this is required, or in the event of observed physical damage to the unit.

[Click here to run: Configure existing module – Gateway module. \(156.06 / 53400\)](#)

5.

If the hyperlink is not available, the application can be found as follows:

- Select the 'Diagnosis' Session Type.
- Select any of the following symptom:
 - Powertrain - Engine system - Starting system - Start-stop system - Inoperative.
 - Powertrain - Engine system - Starting system - Start-stop system - Intermittent operation.
 - Run and close the 'Datalogger' tool to reveal the 'Extras' tab, select the 'Extras' tab.
- Run 'Configure existing module – Gateway module'.

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.