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

INFORMATION

This bulletin supersedes TSB JTB00664NAS2/2019 dated 05 FEB 2019, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page).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.

SECTION:

414-00

SUBJECT /CONCERN:

Auto Stop/Start System Does Not Function As Expected

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
F-TYPE (X152)	2016	K17984-K35309	Castle Bromwich
F-TYPE (X152)	2018	K41513-K55803	Castle Bromwich
F-PACE (X761)	2017-2018	045000-351698	Solihull
F-PACE (X761)	2018	992000-992635	

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
E-PACE (X540)	2018	Z00001-Z33532	Graz (Austria)
E-PACE (X540)	2018	370009-373232	Changshu
XF (X260)	2016-2017	Y00001-Y73375	Castle Bromwich
XF (X260)	2018	004001-234966	Changshu
XF (X260)	2018	T05001-T06017	
XE (X760)	2016-2017	900000-979442	Solihull
XE (X760)	2016-2018	901302-996709	
XE (X760)	2017-2018	P00001-P43412	Castle Bromwich
XE (X760)	2018	878800-341759	Changshu

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

NOTE:

Pune assembled vehicles are affected by this technical bulletin.

SITUATION:

A customer may express a concern that the auto stop/start system does not function as expected.

CAUSE:

Software issue.

ACTION:

Should a customer express this concern, follow the diagnostic procedure 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	86.80.90	0.2	04	T4A2711
Configure existing Gateway Module (GWM)	86.98.05	0.2	04	T4A2711

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE:

18 Model Year (MY) vehicles and later

1.

CAUTION:

This procedure requires a minimum of Pathfinder 227 installed or later.

NOTE:

The Jaguar Land Rover (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 'Run Diagnostics'.
- Follow the JLR diagnostics - Stop Start healthcheck - on screen prompts.

 **CAUTION:**

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.

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

DIAGNOSTIC PROCEDURE:

17 Model Year (MY) vehicles and earlier

1.

 **CAUTION:**

This procedure requires a minimum of SDD 156.03 and Software Management Pack 314 installed or later.

 **NOTE:**

The Jaguar Land Rover (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.

[Click here to run: Powertrain - Stop/start system - Healthcheck. \(156.03 / 74310\)](#)

4.

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'.

 **NOTE:**

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

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.