



## No Start Due To Gateway Module

2019MY Range Rover Velar

### Customer Voice:

- Customer states the vehicle will not start.

### Technical Description:

- The door locks operate correctly but, when the start/stop button is pressed the vehicle does not start due to the GWM not responding.
- When diagnosing with Pathfinder there is no communication with the vehicle.

### Status:

- Under investigation.
- Should diagnosis lead to the replacement of the BCM / GWM, please raise an EPQR with the parts managers information for us to create a parts return.

