

## No Start Due To GWM

18 – 20MY Range Rover, RR Sport, RR Evoque, RR Discovery, XE, I-PACE, E-PACE

### 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:

- If the BCM/GWM is off-line, please perform a hard reset and then update the GWM software
- 18MY L494 software release on July 22<sup>nd</sup> 2019
- 19MY X590, L462, L494 and L405 software released mid June 2019
- 20MY L551 software release July 15<sup>th</sup> 2019
- 20MY X760 software release Aug 9<sup>th</sup> 2019
- 20MY X540 software release Oct 14<sup>th</sup> 2019
- 20MY L494,L405 MHEV software release late Oct 2019
- **18MY L462 software release late Nov 2019**

