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| <b>Reference</b>     | SSM71869   |
| <b>Models</b>        | F-TYPE / X152<br>XJ / X351   |
| <b>Title</b>         | Unable To Unlock / Start Vehicle With Smart Key 13 & 14MY only   |
| <b>Category</b>      | Electrical   |
| <b>Last modified</b> | 20-Aug-2014 00:00:00   |
| <b>Symptom</b>       | 203000 Basic Electrical  |
| <b>Attachments</b>   | 11 Instructions to record a CAN trace.pdf, Non start RFA BCM full SSM flowchart_V3 05_08_14.pdf  |
| <b>Content</b>       | <p><b>Models affected</b><br/>XJ / X351 – 13 and 14MY<br/>F-Type X152 – 14MY</p> <p><b>Issue</b><br/>Jaguar are currently investigating Body Control Modules (BCM) and Remote Function Actuators (RFA) replaced for a non-start condition. Following supplier analysis the modules have been categorised as "No Fault Found".</p> <p><b>Cause</b><br/>Currently under analysis.</p> <p><b>Action</b><br/>If a vehicle is presented with the following symptoms please follow the test procedure outlined below before consideration is given to component replacement:<br/>Vehicle does not lock or unlock using the key fob, or passive entry exit is not functioning.<br/>After gaining entry to the car using key blade it does not start.<br/>Even if entry is possible to the car, the car does not start when start button is pressed.<br/>The vehicle has not had a software download immediately prior to the failure.</p> <p><b>Test procedure:</b><br/>Please follow the test procedure as detailed in the flowchart attached. Please note details at all important decision points and record them on a TA raised (if any).<br/>Process for obtaining a can trace are also attached.</p> <p><b>Please Note:</b></p> <ol style="list-style-type: none"><li><b>1. Do not disconnect the battery or perform a hard reset on the vehicle at least until this flow chart has been followed.</b></li><li><b>2. Do not disconnect or move any connectors on the BCM</b></li><li><b>3. If entry is gained in the vehicle with the key blade the alarm may sound, do not press the ignition switch to shut the alarm off instead muffle the alarm sounder first then follow the test process in the flowchart.</b></li></ol> |