

TECHNICAL BULLETIN  
LTB00540NAS1  
30 OCT 2013



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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.

**SECTION: 501-00**

'Smart Key Not Found' Message Displayed

**AFFECTED VEHICLE RANGE:**

**LR2 (LF)**

**Model Year:** 2012-2013

**VIN:** CH281016-DH367185

**LR4 (LA)**

**Model Year:** 2010-2013

**VIN:** AA510742-DA686968

**Range Rover Evoque (LV)**

**Model Year:** 2012-2013

**VIN:** CH000447-DH818768

**Range Rover Sport (LW)**

**Model Year:** 2014

**VIN:** EA000002-EA303037

**Range Rover (LG)**

**Model Year:** 2013-2014

**VIN:** DA001204-EA129991

**Range Rover Sport (LS)**

**Model Year:** 2010-2013

**VIN:** AA212147-DA778715

**Range Rover (LM)**

**Model Year:** 2010-2012

**VIN:** AA304426-CA393639

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** A 'Smart Key not found' message may be displayed in the Instrument Cluster (IC) when the Smart Key handset is located in the center console cupholder.

**Cause:** This may be caused by low Smart Key handset battery voltage or where a mobile phone, laptop, or other related electronic device is placed in close proximity to the Smart Key handset. It is important to establish if any of these are the case before continuing with to the Service Instruction. If none of these are evident, it may be caused by non-linearity of the handset LF Amplifier.

**Action:** Should a customer express this concern, make sure that it is not as a result of low Smart Key handset battery voltage or a mobile phone, laptop, or other related electronic device in close proximity to the Smart Key handset. If this is not the case, follow the appropriate Service Instruction outlined below.

**PARTS:**

LR052871	Keyless Vehicle Module - without Keyless Entry	Quantity: 1
LR052873	Keyless Vehicle Module - with Keyless Entry	Quantity: 1

**TOOLS:**

**NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.**

SDD with latest DVD and Calibration File; first available on DVD134.12 v.144  
Jaguar Land Rover-approved Midtronics battery power supply

**WARRANTY:**

**NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.**



**NOTE: DDW 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
Read and clear DTCs	<b>12.90.16</b>	0.2	42	LR031379
Module - Keyless Vehicle Module - Renew - LR4	<b>86.26.03</b>	0.3	42	LR031379
Module - Keyless Vehicle Module - Renew - Range Rover Sport (L320), Range Rover (L322)	<b>86.26.03</b>	0.4	42	LR031379
Module - Keyless control module - Renew - Range Rover (L405)	<b>86.80.08</b>	0.4	42	LR042874
Keyless Vehicle Module - Configure - With SDD connected	<b>86.90.84.01</b>	0.1	42	LR031379



**NOTE: Normal Warranty policies and procedures apply.**

**SERVICE INSTRUCTION:**

**LR4, Range Rover Sport (L320), and Range Rover (L322) only**

- CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.**




**NOTE: SDD must be loaded with DVD134.12 v.144 or later.**

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

- Turn ignition 'ON' (engine not running).
- Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
- Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
- Select 'Diagnosis' from the Session Type screen.
- Select the 'Selected Symptoms' tab, and then select one of the following:
  - Powertrain > Engine system > Starting system > Will not start **or**


- Electrical > Instruments > Information and message centre > message display area > Powertrain
7. Select 'continue'.
  8. Select the 'Recommendations' tab.
  9. From the Recommendations tab, select '**Run**' to perform the 'Security - Smart key not found' option.
  10. Follow all on-screen instructions to complete this task.

11.  **NOTE: The Keyless Vehicle Module (KVM) is also known as the Remote Function Actuator (RFA) and Remote Keyless Entry (RKE) Module.**

 **NOTE: The application will check the hardware level and may instruct to replace the Keyless Vehicle Module (if necessary) and run the 'Configure new modules - Keyless vehicle module' option from the 'Service Functions' menu. If the hardware fitted to the vehicle is at the latest level, the application will check the software level and prompt to update the software (if necessary).**

 **NOTE: If a new Keyless Vehicle Module (KVM) is required but is not currently available, abort the SDD routine and follow the 'Run Security- Smart Key Not Found' routine when a new KVM is available.**

Run the 'Security - Smart key not found' option.

12.  **NOTE: The Keyless Vehicle Module (KVM) is also known as the Remote Function Actuator (RFA) and Remote Keyless Entry (RKE) Module.**

If Keyless Vehicle Module (KVM) replacement is required, see:

- TOPIx Workshop Manual, Section 501-14: Handles, Locks, Latches and Entry Systems - Remote Keyless Entry (RKE) Module (LR4, Range Rover Sport) **or**
- TOPIx Workshop Manual, Section 501-05: Loadspace Trim Panel (Range Rover) to access the KVM

13. Exit the current session.
14. Disconnect the SDD and the battery power supply from the vehicle.

### **SERVICE INSTRUCTION:**

#### **LR2, Range Rover Evoque, Range Rover Sport (L494), and Range Rover (L405) only**

1.  **CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.**

 **NOTE: SDD must be loaded with DVD134.12 v.144 or later.**

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select one of the following:

- Powertrain > Engine system > Starting system > Will not start **or**
- Electrical > Instruments > Information and message centre > message display area > Powertrain

**7.** Select 'continue'.

**8.** Select the 'Recommendations' tab.

**9.** From the Recommendations tab, select '**Run**' to perform the 'Security - Smart key not found' option.

**10.** Follow all on-screen instructions to complete this task.