



## SERVICE DRIVE SMART KEY WORKSHEET GUEST INTERVIEW FORM

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

There are 3 potential methods of restoring Smart Key system operation. Please reference the information below for guest inquiries or vehicles towed to the dealer for a no start condition:

### Unlock Assist Needed



1. If there is an intermittent no start (no crank) complaint and the start button LED blinks green, the steering lock could be jammed and require steering input by the driver (just like with a conventional key system steering lock jam)
  - Rotate steering wheel side to side when trying to start to unjam

**ACTION:** Inform driver how to unjam and that hanging on the steering wheel when entering and exiting vehicle is a potential cause. **No need for repair if successful.**

### Back Up Start



2. If the "Smart entry" and "Smart start" are not working, check the backup start system: hold the key fob to the start button with the brake pedal depressed and push start button
  - Make sure Smart Key (wireless key) is turned on
  - Check fob remote lock and unlock button operation

**ACTION:** If wireless key is turned ON in customized features (through NAV screen, steering controls, or Owner's Manual procedure) and condition remains, mark the results in the table below and prepare vehicle for inspection by a technician.

### Wake Up Command



3. If the Smart system and the backup start are not working and the remote (wireless) lock and unlock does function properly:
  - Lock and unlock 5 times with key fob buttons and recheck operation.

**ACTION:** If vehicle operation is restored, this was likely caused by a dead car battery or jump start – make sure vehicle battery is in good working order and return vehicle to guest. If this does not work, **mark down the results in the table below and prepare vehicle for inspection by a technician.**



- If the "Smart entry" and "Smart start" don't work intermittently at a specific geographic location, this is potentially normal radio wave interference.
- Identify locations and confirm condition can be duplicated
  - Inform guest of backup start and key shank entry processes

**Service Consultant:** (circle answers to prepare for inspection by technician)

|   |                                                                                               |     |    |
|---|-----------------------------------------------------------------------------------------------|-----|----|
| 1 | Was the vehicle towed in?                                                                     | YES | NO |
| 2 | Can vehicle be started holding fob over start button (pressing brake pedal and start button)? | YES | NO |
| 3 | Is the condition a result of the 12v battery dying or a jump start?                           | YES | NO |
| 4 | Is the steering lock jammed causing the start button LED to flash green (rotate to unjam)?    | YES | NO |
| 5 | Is the "Wireless Key" turned off in customization on steering, radio or nav screen?           | YES | NO |
| 6 | Will vehicle Smart start after pushing remote fob lock and unlock 5 times with doors shut?    | YES | NO |
| 7 | Did the vehicle come from another shop? If yes, for what repair?                              | YES | NO |

**FORWARD THIS COMPLETED QUESTIONNAIRE TO THE TECHNICIAN**



## SMART KEY TAS PRE-CALL WORKSHEET

**Technician:** (circle answers for follow up discussion with TAS Agent)

Smart Access Comm.

- Assess vehicle condition as per following list before making any decisions
- Call TAS sooner than later, as direction is critically based on this assessment
- Performing an immobilizer reset or new Smart ECU at the wrong time can lead to a lock up



### Vehicle Assessment

|   |                                                                                         |      |       |       |
|---|-----------------------------------------------------------------------------------------|------|-------|-------|
| 1 | Does remote lock and unlock work with doors closed?                                     |      | YES   | NO    |
| 2 | Does back up start work (fob on start button as per above)?                             |      | YES   | NO    |
| 3 | What color is the start button LED or what message displays when touching brakes?       | OFF  | AMBER | GREEN |
| 4 | Does Smart Access work at any door?                                                     |      | YES   | NO    |
| 5 | If not, does the fob LED light on approach to vehicle?                                  |      | YES   | NO    |
| 6 | Does Smart accessory on, ignition on, and/or crank work?                                | ACCY | IGN   | CRANK |
| 7 | Is there a second key fob to also test each function?                                   |      | YES   | NO    |
| 8 | Is the key fob battery good (3v or replace when in doubt)?                              |      | YES   | NO    |
| 9 | If no vehicle operation at all (including no RKE/be sure!), is there a Smart data list? |      | YES   | NO    |

**NOTE:** IG on is not necessary to get a Smart ECU data list. Manually input vehicle information as needed.

- What is the status for each data list item below:

(circle answers)

|   |                                       |
|---|---------------------------------------|
| 1 | S code CHECK (not PAST):              |
| 2 | L code CHECK (not PAST):              |
| 3 | ID Code Box Sleep Condition:          |
| 4 | Immobilizer (when trying to start):   |
| 5 | Master Key (with key fob in vehicle): |



|       |         |
|-------|---------|
| OK    | NG      |
| OK    | NG      |
| YES   | NO      |
| SET   | UNSET   |
| Match | Unmatch |

NOTES:

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