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| Reference | SSM74047 |
| Models | Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560 |
| Title | Smart key inoperative following diagnostic flow using Pathfinder |
| Category | Electrical |
| Last modified | 03-Sep-2018 00:00:00 |
| Symptom | 205000 Electrical Accessories |
| Content | <p>Issue: One or more smart keys replaced at Pre Delivery Inspection (PDI) or during customer ownership that have found to be 'No Fault Found' during part return analysis.</p> <p>Cause: Potential diagnostic flow followed.</p> <p>Action: When carrying out diagnosis for suspected smart key inoperative, please follow the diagnostic flow on Pathfinder as follows:</p> <ol style="list-style-type: none"> 1. Select 'Service tab' and view the list at right hand side of screen. 2. Select 'Remote Function Actuator (RFA) – Verify keys'. 3. Select 'Remote Function Actuator (RFA) – Smart Key Health Check Applications'. <p>Both applications should be run as they will confirm that the correct keys are present for the vehicle and whether they are programmed to the vehicle and functioning correctly. Continue to follow diagnosis on Pathfinder and with reference to TOPIx Workshop Manual to rectify the concern.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> |

5 = Excellent – All required information provided to resolve the customer concern.