



Technical Service Bulletin

SUBJECT:		No: TSB-19-42B-001	
REMOTE KEYLESS ENTRY INOPERATIVE		DATE: January 2019	
		MODEL: See below	
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input type="checkbox"/> SALES MANAGER

PURPOSE

A customer may report a condition where the door(s) cannot be locked or unlocked with the Remote Keyless Entry (RKE) function. This may occur when operating the function customization, and the operation mode shifts to the Customer Key Programming mode unintentionally, resulting in the registered key data possibly being erased. Thus, the RKE function, for door lock/unlock only, becomes inoperative.

This TSB instructs dealers to re-register the key using the "Customer Key Programming" procedure in the Owner's Manual, and also provides a **Summary Table for Function Customization & Key Programming**.

NOTE: This condition does not affect vehicles equipped with the F.A.S.T. Key.

AFFECTED VEHICLES

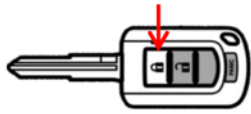
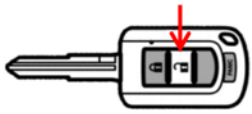
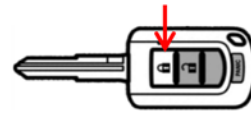
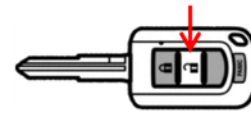
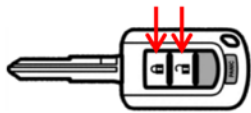
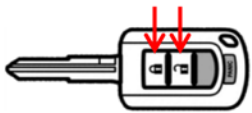
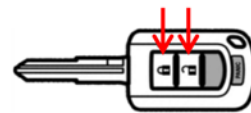
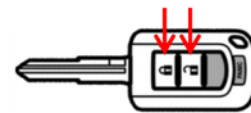
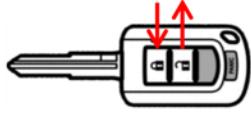
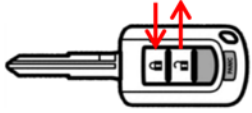
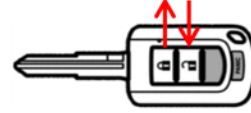
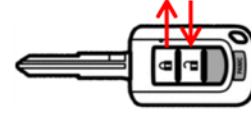
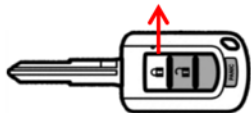
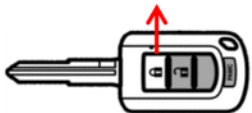
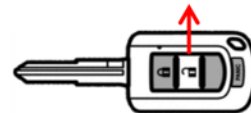
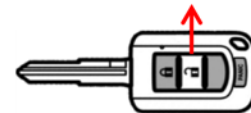
- 2018 - 2019 Eclipse Cross (U.S. and P.R. Only)
- 2008 - 2017 Lancer
- 2008 - 2015 Lancer Evolution
- Lancer Sportback:
 - 2010 - 2014 (U.S. and P.R.)
 - 2010 - 2017 (Canada)
- Outlander:
 - 2007 - 2019 (U.S. and P.R.)
 - 2007 - 2016 (Canada)
- 2011 - 2019 Outlander Sport/RVR

REPAIR PROCEDURE

Re-register the customer key using the "Customer Key Programming" procedure in the applicable Owner's Manual.

NOTE: Be sure to register all keys for the vehicle, including spare keys.

Summary Table for Function Customization & Key Programming

Item	Function customization			Key programming
	Horn deactivation/reactivation	Turn signal lights deactivation/reactivation	Setting the door and liftgate unlock function	Customer key programming (Except for vehicles sold in Canada)
Preparation	1. Remove the key from the ignition switch. 2. Open the driver's door and turn the combination headlights and dimmer switch to the "OFF" position.			Have available all (current and new) keys you wish to register.
Step 1	Press the LOCK button for more than 4 seconds. 	Press the UNLOCK button for more than 4 seconds. 	Press the LOCK button for more than 4 seconds. 	Press the UNLOCK button for more than 4 seconds. 
Step 2	While pressing the LOCK button, press the UNLOCK button. 	While pressing the UNLOCK button, press the LOCK button. 	While pressing the LOCK button, press the UNLOCK button. 	While pressing the UNLOCK button, press the LOCK button. 
Step 3	Release the UNLOCK button. 	Release the UNLOCK button. 	Release the LOCK button. 	Release the LOCK button. 
Step 4	Within 10 seconds of Step 2, release the LOCK button. 	Within 10 seconds of Step 2, release the LOCK button. 	Within 10 seconds of Step 2, release the UNLOCK button. 	Within 10 seconds of Step 2, release the UNLOCK button. 
Next step	Refer to the "Horn deactivation/reactivation" of Owner's Manual.	Refer to the "Turn signal lights deactivation/reactivation" of Owner's Manual.	Refer to the "Setting of door and liftgate unlock function" of Owner's Manual.	Refer to the "Customer key programming" of Owner's Manual.

NOTE: Be sure to operate buttons accurately. If a mistake is made while programming, the registered key data may be erased. If this happens, re-register the key using the "Customer Key Programming" procedure in the applicable Owner's Manual.

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this bulletin and submit a normal warranty claim using the following information.

Labor Operation Code	Operation	Nature Code	Cause Code	Time Allowance
428702VR	Re-register Key (RKE)	30D	490	0.2 hrs

Warranty Coverage: 5/60 Basic Coverage (Canada: 5/100)