

Vehicle is temporarily unable to be locked or unlocked using KEYLESS-GO

Topic number	LI80.61-P-069912
Version	4
Function group	80.61 Keyless-Go/Keyless-Entry
Date	04-08-2020
Validity	Model series 118, 167,177, 247 with code 889
Reason for change	articulated remedy
Reason for block	

Complaint:

Vehicle may be temporarily unable to be started, locked, or unlocked using KEYLESS-GO. Note: The SmartKey FOB still works as expected when pressing the lock and unlock buttons.

Cause:

May be due to the one of the three different and unique causes below:

Cause #1 The KEYLESS-GO function of the transmitter key has been unintentionally deactivated by a double-press of the lock button. In this instance, the customer may notice that the red LED (battery check lamp) on the transmitter key does not flash when an attempt to lock/unlock or start the vehicle is made using KEYLESS-GO. The KEYLESS-GO function can then be activated again when any button on the key is pressed.

Cause #2 Low frequency parameters are not optimal. In this instance, the customer may notice the red LED (battery check lamp) on the transmitter key flashes three times during an attempt to lock/unlock or start the vehicle using KEYLESS-GO but the request is unsuccessful.

Cause #3 The KEYLESS-GO function is deactivated automatically after an internal motion sensor detects the key remains motionless for a period of time. The customer may notice that the red LED (battery check lamp) on the transmitter key does not flash when an attempt to lock/unlock or start the vehicle is made using KEYLESS-GO and/or the message "Place the Key in the Marked Space See Operator's Manual" is shown in the multifunction display when an attempt to start the vehicle is made. In this instance, the KEYLESS-GO function is activated again when the key is moved.

Remedy:

Remedy for #1 Teach the customer about the SmartKey feature of deactivation when double-clicking the lock button on the key FOB. This SmartKey deactivation function is described in the owner's manual.

Remedy for #2 Perform SCN coding of electronic ignition lock.

Remedy for #3 With the introduction of the 6th generation SmartKey on newer models a new feature has been included. The KEYLESS-GO function is deactivated automatically after an internal motion sensor detects that the key remains motionless for a period of time.

XENTRY TIPS

Remedy for #3 continued:

- After 2 minutes the access authorization is deactivated
- After 90 minutes the drive authorization is deactivated

A normal amount of movement, such as walking up to the vehicle with the key in hand, is enough to to automatically activate the key via the motion sensor. An aggressive amount of movement, such as shaking the key, should not be required.

NOTE: Perform this test with both customer keys for comparison.

To test, leave the key motionless for 5 minutes. Pick up the key and walk once around the vehicle. Test KEYLESS-GO functionality on a door handle three times while noting if the red LED on the transmitter key flashes. If the door does not unlock and the LED does not flash, shake the key. Retest KEYLESS-GO functionality on a door handle. If KEYLESS-GO only works after shaking the key, or any aggressive movement, open a PTSS case. Include in the case the both test results for both customer keys.

Attachments	
File	Description
Key with functions.jpg	Key with functions

Symptoms
Overall vehicle / Safety and locking system / Keyless go / Function / Vehicle does not open
Overall vehicle / Safety and locking system / Keyless go / Function / Vehicle does not close using door handle

Attachments
Key with functions.jpg:



- ① Locks
- ② Battery check lamp
- ③ Unlocks
- ④ Opens/closes the tailgate
- ⑤ Panic alarm