

JLRTB02018NAS2
TECHNICAL BULLETIN
30 MAR 2021



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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.

INFORMATION

This reissue replaces all previous versions. Please destroy all previous versions.

This bulletin supersedes TSB JLRTB02018NAS1/2020 dated 17 FEB 2020, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this Technical Bulletin in TOPIx.

Changes are highlighted in blue

SECTION:

419-10

SUBJECT/CONCERN:

'Smart key not found' Message Displayed On Instrument Panel Cluster (IPC) and Intermittent Smart Key Operation

AFFECTED VEHICLE RANGE:

MODEL:

MODEL YEAR:

VIN:

ASSEMBLY PLANT:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
E-PACE (X540)	2018-2020	Z00001-Z91414	Graz (Austria)
I-PACE (X590)	2019-2020	F60001-F90426	Graz (Austria)

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:**SITUATION:**

The 'Smart Key Not Found' warning message is displayed on the Instrument Panel Cluster (IPC) with possible intermittent smart key operation.

CAUSE:

Possible Radio Frequency (RF) coaxial cable concern or defective RF receiver.

ACTION:

Follow the instructions below.

PARTS:

PART NUMBER	DESCRIPTION	QUANTITY
E-PACE		
J9C12467	RF receiver	1
I-PACE		
T4K8326	RF receiver	1

TOOLS:



Jaguar Land Rover (JLR)
approved diagnostic equipment



JLR approved battery support
unit

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx to obtain the latest repair time.
- The JLR claims submission system 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
E-PACE - <u>RF</u> receiver - Renew	86.80.89	2.2	B4	J9C12467
I-PACE - <u>RF</u> receiver - Renew	86.80.89	2.1	B4	T4K8326

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC INSTRUCTION:

1.

CAUTIONS:

- This procedure requires a minimum of Pathfinder 322 loaded or later.
- All ignition ON/OFF instructions must be followed. Failure to complete these instructions may cause damage to the vehicle control modules.

NOTE:

The Jaguar Land Rover (JLR) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation mode' if required.

Connect the JLR approved battery support unit.

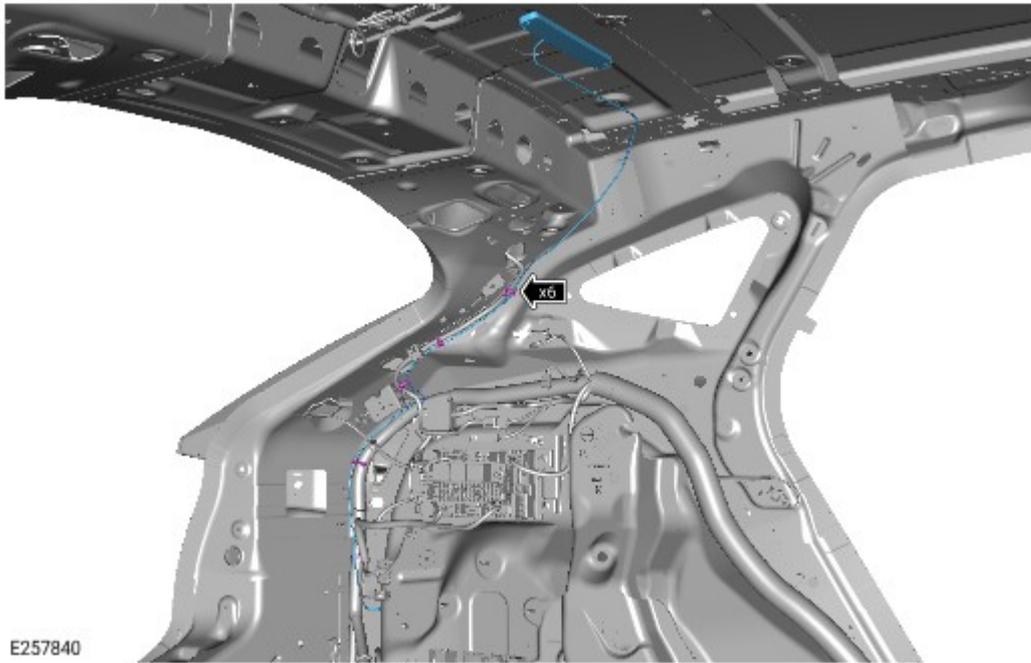
2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.

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3. Follow the JLR approved diagnostic equipment prompts.
- Select 'ECU Diagnostics'.
 - Select 'All Diagnostic Trouble Code(s) (DTC)s'.
 - If there **are** DTCs stored in the Remote Function Actuator (RFA), do not continue with this technical bulletin and continue with diagnosis (see TOPIx Workshop Manual section 419-01: Anti-Theft - Passive - Diagnosis and Testing - Anti-Theft - Passive).
 - If there **are no** DTCs stored in the RFA, continue to the service instruction.

SERVICE INFORMATION:**NOTE:**

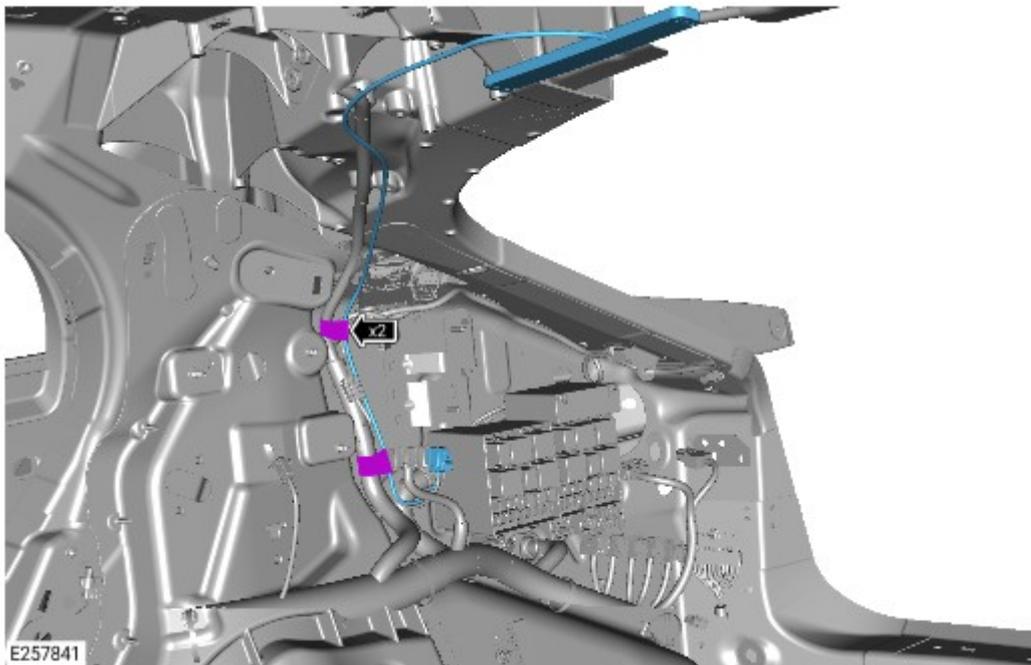
Some components have been removed for clarity.

1.



E-PACE - Coaxial cable wiring harness route.

2.



I-PACE - Coaxial cable wiring harness route.

SERVICE INSTRUCTION:

NOTES:

- If the keyless entry functionality is correct, do not continue with this technical bulletin. Continue diagnosis using the JLR approved diagnostic equipment and see TOPIx workshop manual.
- Check the voltage of the smart key battery and renew if required.
- The coaxial cable and RF receiver cannot be renewed separately.

E-PACE vehicles only

1. Remove the left loadspace trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Loadspace Trim Panel).

2.

NOTE:

Do not remove the headliner from the vehicle.

Lower the headliner for access (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Headliner).

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3. Inspect the coaxial cable from the RF receiver to the REA is correctly routed, secured in position and is not trapped. Inspect the condition of the connectors, connector pins between the RF receiver and REA for damage, make sure that connections are secure. Refer to the 'Service Information' section for wiring harness routes and locations.
 - If the coaxial cable is found to be incorrectly routed or trapped, but no damage has occurred, **continue to step 4.**
 - If the coaxial cable and/or connectors and connector pins are found to be damaged, **continue to step 5.**
 - If the coaxial cable is not found to be damaged, incorrectly routed or trapped, **continue with diagnosis (see TOPIx Workshop Manual section 419-01: Anti-Theft - Passive - Diagnosis and Testing - Anti-Theft - Passive).**

 4. Refer to the 'Service Information' section to correctly re-route the coaxial cable.
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5.

NOTE:

Make sure the RF receiver is secured correctly by applying gentle pressure to both sides of the antenna body only, and not in the middle section.

Renew the RF receiver and coaxial cable (see TOPIx Workshop Manual section 419-10: Multifunction Electronic Modules - Removal and Installation - Radio Frequency Receiver).

- Refer to the 'Service Information' section to make sure the coaxial cable is correctly routed.

6. Install the headliner (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Headliner).

7. Install the left loadspace trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Loadspace Trim Panel).

I-PACE vehicles only

8. Remove the right loadspace trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Loadspace Trim Panel).

9.

NOTE:

Do not remove the headliner from the vehicle.

Lower the headliner for access (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Headliner).

10. Inspect the coaxial cable from the **RF** receiver to the **REA** is correctly routed, secured in position and is not trapped. Inspect the condition of the connectors, connector pins between the **RF** receiver and **REA** for damage, make sure that connections are secure. Refer to the 'Service Information' section for wiring harness routes and locations.
- If the coaxial cable is found to be incorrectly routed or trapped, but no damage has occurred, **continue to step 11.**
 - If the coaxial cable and/or connectors and connector pins are found to be damaged, **continue to step 12.**
 - If the coaxial cable is not found to be damaged, incorrectly routed or trapped, **continue with diagnosis (see TOPIx Workshop Manual section 419-01: Anti-Theft - Passive - Diagnosis and Testing - Anti-Theft - Passive).**

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11. Refer to the 'Service Information' section to correctly re-route the coaxial cable.

12.

NOTE:

Make sure the **RF** receiver is secured correctly by applying gentle pressure to both sides of the antenna body only, and not in the middle section.

Renew the **RF** receiver and coaxial cable (see TOPIx Workshop Manual section 419-10: Multifunction Electronic Modules - Removal and Installation - Radio Frequency Receiver).

- Refer to the 'Service Information' section to make sure the coaxial cable is correctly routed.
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13. Install the headliner (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Headliner).
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14. Install the right loadspace trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Loadspace Trim Panel).