

Reference	SSM75742
Models	New Range Rover / L460 New Range Rover Sport / L461
Title	22MY - Approach unlocking, keyless entry and unlocking with the smart key inoperative
Category	Body
Last modified	11-Nov-2022 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	SSM Attachment3.pdf (SSM Attachment3.pdf)

Content **Issue:**
 JLR is investigating customers reporting being unable to unlock their vehicles using approach unlocking or keyless entry as the smart key appears inoperative. Once access has been achieved through using the emergency key blade access process, the vehicle will not start as the smart key is not recognized but the engine can be started using the Immobilizer Antenna Unit (IAU).

Cause:
 Unknown at this time.

Action:
 Please complete the following steps:

- Locate the Rear Junction Box G (RJB) (See Attached)
- Remove Fuse 17 (5 Amp) for the Remote Function Actuator (RFA) from the Rear Junction Box G (RJB) and leave for 10 minutes
- Refit Fuse 17 for the Remote Function Actuator (RFA) and confirm the issue has been resolved
- On the Pivi Pro screen select 'settings' then 'all' and then 'vehicle', switch off approach unlocking to temporarily stop repeat failures.

Please Note – This is only a containment action, once root cause has been confirmed this communication will be superseded.

Thank you in advance for your assistance with this matter .

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