

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	31-Jan-2023 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	1SSM Attachment3.pdf (1SSM 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:

Software bug

Action:

Please Note – This is only a containment action. A software enhancement for the RFA has been developed by JLR in tandem with the supplier.

Please complete the following steps to manually reboot the RFA and to prevent further failures whilst we validate the fix for this concern.

1. Locate the Rear Junction Box G (RJB) (See Attached)
2. Remove Fuse 17 (5 Amp) for the Remote Function Actuator (RFA) from the Rear Junction Box G (RJB) and leave for 10 minutes
3. Refit Fuse 17 for the Remote Function Actuator (RFA) and confirm the issue has been resolved
4. Using TOPIx Cloud update the CCF
5. Inform the customer that JLR is currently validating the fix for this bug and plans to release in Q2 2023.

Thank you in advance for your assistance with this matter.

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