

ELECTRICAL – KEY REMOTE WILL NOT UNLOCK/LOCK

Issue

- A customer may report that the smart key remotes intermittently do not unlock/lock the vehicle, or the message “Smart Key Not Found” displayed on the instrument cluster

Technical Description

- Possible faulty Radio Frequency Receiver located above the headliner
- This is not a RFA module issue and the RFA module should not be replaced

Status

- Using TOPIx Diagnostic workflows, the system can identify if the RFR receiver is at fault and if it requires replacement.
- SSM 75941 / SSM75942 have been released for this concern

23MY New Range Rover, New Range Rover Sport, RR Velar, RR Evoque, Discovery Sport, F-PACE

The screenshot shows a diagnostic workflow interface. At the top, there are tabs for 'Vehicle', 'DTC', 'RTS', 'Diagnostics', 'Vehicle Software', and 'Ongoing Workflow'. Below this is a section titled '2 Test Plan'. Underneath, there is a 'SELECTED SYMPTOMS' section with a breadcrumb trail: 'Electrical > Security > Passive Anti-Theft System / Smart Keys > Vehicle Will Not Lock / Unlock From Smart Key'. Below that is a 'TEST PLAN' section with the text: 'Our recommended actions are below. Please recommend an action should it be more appropriate in diagnosing the fault.' and a 'Recommend an action' button. A table follows with the following data:

Recommended Action	Probability	Actions	Results
1 Passive Entry System Test	50%	Run	
2 Passive Start System Test	50%	Run	

At the bottom of the screenshot, there are two links: 'Need help diagnosing the fault? Raise a TA' and 'Need to report a quality issue on this vehicle? Raise an EPQR'.