CUSTOMER SERVICE JAGUAR LAND ROVER

# ELECTRICAL - KEY DEACTIVATION

### Issue

Customer reports vehicle will not start with a "Smart Key Deactivated" message shown in the vehicle display

## Technical Description

- Keys become deactivated when left inside the vehicle when the alarm is armed. For example, if the vehicle is locked by another key, or if keyless locking arms the alarm.
- Keys become deactivated if left inside the vehicle when closing the tailgate, trunk lid or taildoor while the alarm is armed..

## Status

- This functionality is outlined in the Owner's handbook under "Key Deactivation"
- If a second means for reactivation of the keys is not available, the vehicle should be treated as if all keys were lost requiring replacement of the RFA
- If you do receive complaints on this, please gather data from the customer on how the key was deactivated and submit an EPQR.

21-23MY DEFENDER, DISCOVERY, DISCOVERY SPORT, RR EVOQUE, VELAR, F-PACE, E-PACE, XF, I-PACE

### 2022 DEFENDER

ENTERING THE VEHICLE

#### SMART KEY DEACTIVATION

Key deactivation is intended to secure keys that have been stored in the vehicle. A deachwated key will not start the vehicle. Keys become deachwated when left inside the vehicle when the stain as mame. For example, if the vehicle is locked by another key, or if keykes locking arms the alarm. Keys become deactivated if left inside the vehicle when closing the tallaghe, trunk for challoror while the alarm is armed.

#### To reactivate a key

- Start the vehicle using another activated smart key or activity key, or
- Unlock the vehicle using the InControl Remote application.

