

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.

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