

Reference	SSM76362
Models	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover / L460 New Range Rover Evoque / L551 New Range Rover Sport / L461 Range Rover Velar / L560
Title	Intermittent Passive Entry operation 24MY and newer keys.
Category	Body
Last modified	10-Jul-2025 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	L variant keyfob.jpg (L variant keyfob.jpg)
Content	<p><u>Issue:</u></p> <ul style="list-style-type: none">• Customer reports that the vehicle intermittently fails to respond to Passive Entry request.• No Active Entry (Button Press), Passive Start (Key inside vehicle) or Passive Lock faults reported. <p><u>Cause:</u></p> <ul style="list-style-type: none">• A concern has been identified with L variant keys introduced with the 24MY in production and service. Pre-24MY vehicle may still have received newer L-variant key during service replacement.• Variation in UWB signal output has been identified which can potentially cause intermittent Passive Entry response from the vehicle.• This may be further hindered in areas with environmental RF interference such as strong cellular/wifi (example- Passive Entry intermittent outside in certain locations, but works reliably within the confines of the workshop indoors) <p><u>Action:</u></p> <p>If a vehicle exhibits concern of intermittent Passive Entry the following checks should be performed all keys present:</p> <ol style="list-style-type: none">1. Verify vehicle does not exhibit any faults with Active Entry, Passive Start or Passive Lock. If it does, then these must be investigated further to determine root cause.

2. Review the "SMART KEY IMPORTANT INFORMATION" section of the owners handbook with customer to rule out improper use as a contributing factor.
3. Perform NIT and check for any relevant UWB DTC's and perform Fault and Breakdown for Passive Entry- No Unlock to confirm proper function of the vehicle and antennas.
4. If all tests pass without fault check and confirm if vehicle keys are L- variant by removing key blade cover to inspect WERS# label as shown (it will end in -CL).
5. Replace any keys showing intermittent function, retest Passive Entry and advise customer that further improvements to the system are under review at this time. If replacement keys continue to exhibit intermittent Passive Entry, raise a Technical Assistance case for additional review.

Please raise EPQR to report this concern where L-variant key fob performance is determined to be the cause of concern.

SSM will be updated as new information on this concern is available. Thank you.

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