

24MY AND UP PASSIVE ENTRY INTERMITTENT OPERATION

Customer voice:

- "Passive Entry doesn't respond intermittently to access car. Have to use key buttons to get in."

Technical Description:

- 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 (example- Passive Entry intermittent outside but works reliably within the confines of the workshop indoors)
- Reference LR SSM76362 Jaguar SSM76363

Action:

1. Follow diagnostic steps outlined in SSM to test vehicle function and determine root cause.
2. If diagnostic path leads to key replacement and new keys behave in same manner, a Technical Assistance case must be submitted and results from all diagnostic finding provided for further review.
3. Raise EPQR to report the concern so we can track these issues with engineering accordingly.

Range Rover

- 22MY-On Range Rover
- 23MY-On RR Sport
- 21MY-On RR Evoque
- 21MY-On RR Velar

Defender

- 20MY-On Defender

Discovery

- 21MY-On Discovery
- 21MY-On Discovery Sport

Jaguar

- 21MY-On E-PACE
- 21MY-On I-PACE
- 21MY-On XF
- 21MY-On F-PACE

JLR

