

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)

Action:

Updated global SSM **SSM00012** (LR and Jaguar) has been released which replaces the previous NAS market SSM's SSM76362 and SSM76363.

If vehicle is identified to have intermittent Passive Entry concerns relating to the **-CL** variant keys, the following is advised:

1. Perform Fault & Breakdown process to rule out any potential hardware related concerns in the vehicle.
2. If no faults in the vehicle are identified and **-CL** is determined to be cause, no key replacement is advised. New keys ordered will be -CL.
3. Customer is advised that use of "Unlock" button on keyfob should be used to maintain reliable vehicle entry.

Updated replacement key hardware is expected June 2026. Further communication will be provided once available

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

