

Reference	SSM76411
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	Smart Key Deactivated
Category	Electrical
Last modified	10-Mar-2026 20:02:00
Symptom	203000 Basic Electrical
Attachments	Smart Key Deactivated Questionnaire.pdf (Smart Key Deactivated Questionnaire.pdf) Smart Key Deactivated Recovery.pdf (Smart Key Deactivated Recovery.pdf)
Content	<p><u>Issue:</u> Customer reports Smart Key Deactivated message on instrument cluster and unable to start their vehicle.</p> <p><u>Cause:</u> Smart Key Deactivation can be induced by customers through methods below:</p> <ul style="list-style-type: none">• Key left in vehicle while vehicle is then locked with a second authorized key or InControl remote app.• Both keys left in vehicle while vehicle is locked with a third authorized key or InControl remote app (including smart watch activity key). <p>JLR is currently investigating where customers have reported Key Deactivation on vehicles where no secondary key or remote app use has been noted as outlined in the above scenarios.</p> <p><u>Action:</u></p>

If a customer reports a concern with key deactivation, the following is advised to determine if this has been induced through customer action, or if additional investigation is required.

- Reference attached **Smart Key Deactivation Questionnaire** form to obtain details on vehicle use prior to key deactivation.
 1. If information supplied by customer indicates deactivation has been induced through external lock request via secondary smart key or InControl Remote App, follow the recommendations in the attached **Smart Key Deactivation Recovery** document to restore vehicle functionality.
 2. If information supplied by customer indicates key deactivation occurred without external lock request via secondary smart key or InControl Remote App lock request, then a Technical Assistance case must be raised with the completed **Smart Key Deactivation Questionnaire** attached for review to investigate and determine root cause.

Please raise EPQR on ALL vehicles that report a deactivated smart key and supply the completed **Smart Key Deactivation Questionnaire** attached to this EPQR for review.

anBhdHRCnM7MjAyNi0wMy0xMjVQxMjoxMDowN410TheOzE2NS4yMjUuMzkuNjY7

Smart Key Deactivated Questionnaire

1. How many smart keys are deactivated?

- _____

2. How many keys are currently available for the vehicle?

- _____

3. Does the deactivated key / keys currently lock and unlock the vehicle?

- Yes:___ No:___

4. If used, is the InControl Remote App still responding to vehicle?

- Yes:___ No:___

5. Were smart key / keys left in the vehicle when found deactivated?

- Yes:___ No:___

6. Was the vehicle left in a locked or unlocked state?

- Locked:___ Unlocked:___

7. Was the remote app or another working smart key used to lock the deactivated key or keys in the vehicle?

- Yes:___ No:___ If Yes indicate which method used:_____

8. Is walk away locking and approach unlocking enabled and in use?

- Yes:___ No:___

9. What was the date and time the vehicle was last parked and when deactivated key / keys were found ?

- Vehicle parked operational:_____
- Vehicle key deactivation found:_____

10. How was vehicle driven and parked leading up to point key was found to be deactivated? (Example: Out shopping parked in lot, left unlocked in the garage). Please describe:

- _____

11. What condition was vehicle found when access and start attempt was made and key deactivation identified? Please describe:

- _____

12. Were there multiple smart keys present in the vehicle at the same time prior to key deactivation found? (Example: two people each with programmed smart key entering/exiting vehicle during one trip)

- Yes:____ No:____

Smart Key Deactivated Recovery

Data gathered through the [Smart Key Deactivated Questionnaire](#) will determine which recovery process is applicable to the vehicle. Method will vary depending on InControl Remote functionality and available keys.

Please review the documentation below outlining the available recovery methods to restore vehicle functionality. If you should experience any concerns while performing these steps, please raise a Technical Assistance case for additional review and guidance.

Note: If the vehicle has not been started within 96 hours (4 days) the TCU will have entered Deep Sleep and InControl Remote app function will not be available.

Both keys available and deactivated - vehicle unlocked remote app is available (TCU NOT in deep sleep)

1. Confirm both keys are deactivated but operate Lock/Unlock function.
2. Place both smart keys inside the vehicle and ensure all windows are up.
3. Lock the vehicle with the remote app, then perform Unlock
4. Confirm smart keys now start vehicle and longer shows "*Smart key deactivated*" message.
5. Return the vehicle to the customer

Both keys available and deactivated - vehicle unlocked remote app not available (TCU NOT in deep sleep)

1. Confirm both keys are deactivated but operate Lock/Unlock function.
2. Bind vehicle to InControl account to enable InControl Remote App function.
3. Place both smart keys inside the vehicle and ensure all windows are up.
4. Lock the vehicle with the remote app, then perform Unlock
5. Confirm smart key now starts vehicle and longer shows "*Smart key deactivated*" message.
6. Delete VIN from the InControl Remote App and return the vehicle to the customer

Both keys available and deactivated - vehicle unlocked remote app not available (TCU in deep sleep)

1. Confirm the keys is deactivated but operates Lock/Unlock function.
2. Program new 3rd smart key to the vehicle using TOPIx Cloud selecting "Add Key" routine. (Note: Deactivated keys are still recognized for programming security authorization).
3. Using the new 3rd key, perform ignition/start of vehicle with deactivated keys still inside the vehicle.
4. Remove new test key from the vehicle and confirm the original keys start vehicle and no longer shows "*Smart key deactivated*" message.
5. If customer does not wish to purchase new 3rd key, you may perform the Replace/Lost Stolen application selecting "2 Keys" and programming only the original 2 customer keys back to vehicle.
6. Return the vehicle to the customer.

One key available and deactivated - vehicle unlocked remote app is available (TCU NOT in deep sleep)

1. Confirm the key is deactivated but operates Lock/Unlock function.
2. Place the smart key inside the vehicle and ensure all windows are up.
3. Lock the vehicle with the remote app, then perform Unlock
4. Confirm smart key now starts vehicle and longer shows "*Smart key deactivated*" message.
5. Return the vehicle to the customer

One key available and deactivated - vehicle unlocked remote NOT app available (TCU NOT in deep sleep)

1. Confirm the key is deactivated but operates Lock/Unlock function.
2. Bind vehicle to InControl account to enable InControl Remote App function.
3. Place the smart key inside the vehicle and ensure all windows are up.
4. Lock the vehicle with the remote app, then perform Unlock
5. Confirm smart key now starts vehicle and longer shows "*Smart key deactivated*" message.
6. Delete VIN from the InControl Remote App and return the vehicle to the customer

One key available and deactivated (TCU in deep sleep)

1. Please raise a Technical Assistance case.
2. This condition will require an BCM/GWM, RFA and additional Smart Key if remaining Active key cannot be found by customer.
3. Confirm the key is deactivated
4. Confirm that the TCU is in sleep mode with the remote app or confirm no vehicle ignition request within 96 hours (4 day) period.
5. Replace BCM/GWM and RFA module using existing deactivated and additional replacement smart key.
6. Confirm module function and verify original and new key start vehicle.
7. Return the vehicle to the customer