

SMART KEY DEACTIVATED

Customer concern:

- *"When I try to start my car, it won't work and shows my smart key is deactivated"*

Technical Description:

There are several scenarios where the key may be set to a deactivated state. These are considered normal operation as outlined in the Owners Handbook as shown.

- Key left inside vehicle and locked with a second authorized key from outside.
- Key left inside vehicle and locked with the InControl Remote App.

JLR is currently investigating concerns where a smart key is found in a deactivated state with no alleged external InControl Remote or Secondary key lock request.

Action:

Reference **SSM76411 (LR) and SSM76412 (Jaguar)** which provide additional details and information on key deactivation.

- Download the **Key Deactivation Questionnaire** form and complete with customer to identify if key deactivation has occurred due to external influence from customer (i.e key locked in car with second key or remote app) or if key deactivation has independently.

1. If information provided in questionnaire indicated external influence resulted in key deactivation, follow the attached **Smart Key Deactivation Recovery** document to restore key function dependent on vehicle state and available keys.
2. If information provided in questionnaire indicated no external influence (i.e. no remote app used, only one key) then a Technical Assistance case must be raised with the completed **Smart Key Deactivation Questionnaire** attached for further review to determine root cause.

Please ensure EPQR's are raised on all vehicles where deactivated key is reported and attached completed **Smart Key Deactivation Questionnaire** for review.

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

SMART KEY DEACTIVATED (e-press)

Smart key deactivation is intended to secure keys that have been stored in the vehicle. A deactivated smart key will not start the vehicle. Smart keys become deactivated when left inside the vehicle when the alarm is armed.

For example, if the vehicle is locked by another key.

Keys become deactivated if left inside the vehicle when closing the luggage compartment while the alarm is armed.

To reactivate a smart key:

1. Start the vehicle using another activated smart key, or
2. Unlock the vehicle using InControl Apps.