



SERVICE ACTION

Global Service Action
Number: E004

Changes are highlighted in blue

Subject: Smart Key Battery Drain	Publication No.: E004
	Model: F-PACE (X761)
	Model Year: 2026
	Model: Defender (LE)
	Model Year: 2026
	Model: Discovery (LR)
	Model Year: 2026
	Model: Discovery Sport (LC)
	Model Year: 2025 - 2026
	Model: Range Rover (LK)
	Model Year: 2025 - 2026
	Model: New Range Rover Evoque (LZ)
	Model Year: 2025 - 2026
	Model: Range Rover Sport (L1)
	Model Year: 2025 - 2026
	Model: Range Rover Velar (LY)
Model Year: 2026	
Date of Issue: 28 April 2026	
Expiry Date: 31 October 2026	

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	<p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer / authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on specific vehicles within the above vehicle range, where a printed circuit board fault within the smart key may be present. The printed circuit board fault can cause a smart key battery drain which affects the functionality of the smart key.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

When completing the E004 campaign all programed smart keys and activity key(s), MUST be present. If Service Mode is available it MUST be enabled. The E004 campaign cannot be completed unless all programed smart keys and activity key(s) are present.

Service Mode can be enabled by the customer using the InControl® Remote Application.


Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

JLR retailers / authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

	The following applies to: [NORTH AMERICA]
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FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

	The following applies to: [NORTH AMERICA]
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Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your JLR retailer / authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - E004

CAUTION:

When completing the E004 campaign all programmed smart keys and activity key(s), **MUST** be present. If Service Mode is available it **MUST** be enabled. The E004 campaign cannot be completed unless all programmed smart keys and activity key(s) are present.

NOTE:

Service Mode can be enabled by the customer using the InControl® Remote Application.

Parts Information

Parts for this campaign are being distributed to market(s) as required. You must only order parts when a confirmed repair date is set.

The parts below must be ordered through JLR in the normal manner.

Description	Brand	Part Number	Qty	% Of Vehicles Requiring This Part*
Smart key (434 MHz)	Land Rover	LR116871	1 or 2	7
Smart key (315 MHz)	Land Rover	LR116872	1 or 2	7
Smart key (315 MHz)	Land Rover	LR116873	1 or 2	7
Smart key (434 MHz)	Land Rover	LR116874	1 or 2	7
Smart key (315MHz)	Jaguar	J9C14288	1 or 2	7

NOTES:

- The correct specification smart key must be selected for the [Vehicle Identification Number \(VIN\)](#).
- Refer to the [Electronic Parts Catalogue \(EPC\)](#) for the correct specification smart key for the [VIN](#).
- 434 MHz smart keys are required for the following markets: Asia Pacific, China, Europe, [Middle East and North Africa \(MENA\)](#), Overseas.
- 315 MHz smart keys are required for the following markets: North America.

When ordering parts, order no more than the expected percentage failure rate of parts identified

SROs

Description	Brand	SRO	Time
Smart key battery voltage check	All	05.10.10	0.1
Smart key - One or multiple - Renew	All	86.77.33	0.2
Drive in / drive out	Land Rover	02.02.02	0.2
Drive in / drive out	Jaguar	10.10.10	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims must be submitted quoting program code E004 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program	Option	Description	Brand / Smart Key MHz	SRO	Time	Part Number	Quantity
E004	A	Smart key battery voltage check	All	05.10.10	0.1	N/A	N/A
E004	B	Smart key battery voltage check Drive in / drive out	Land Rover	05.10.10 02.02.02	0.1 0.2	N/A	N/A
E004	C	Smart key battery voltage check - no further action Drive in / drive out	Jaguar	05.10.10 10.10.10	0.1 0.2	N/A	N/A
E004	D	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 434 MHz	05.10.10 86.77.33	0.1 0.2	LR116871	1
E004	E	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 434 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116871	1
E004	F	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 434 MHz	05.10.10 86.77.33	0.1 0.2	LR116871	2
E004	G	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 434 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116871	2
E004	H	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 315 MHz	05.10.10 86.77.33	0.1 0.2	LR116872	1
E004	J	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 315 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116872	1
E004	K	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 315 MHz	05.10.10 86.77.33	0.1 0.2	LR116872	2
E004	L	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 315 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116872	2
E004	M	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 315 MHz	05.10.10 86.77.33	0.1 0.2	LR116873	1
E004	N	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 315 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116873	1
E004	P	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 315 MHz	05.10.10 86.77.33	0.1 0.2	LR116873	2
E004	Q	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 315 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116873	2
E004	R	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 434 MHz	05.10.10 86.77.33	0.1 0.2	LR116874	1
E004	S	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 434 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116874	1
E004	T	Smart key battery voltage check Smart key - One or multiple - Renew	Land Rover 434 MHz	05.10.10 86.77.33	0.1 0.2	LR116874	2
E004	U	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Land Rover 434 MHz	05.10.10 86.77.33 02.02.02	0.1 0.2 0.2	LR116874	2
E004	V	Smart key battery voltage check Smart key - One or multiple - Renew	Jaguar 315 MHz	05.10.10 86.77.33	0.1 0.2	J9C14288	1
E004	W	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Jaguar 315 MHz	05.10.10 86.77.33 10.10.10	0.1 0.2 0.2	J9C14288	1

Program	Option	Description	Brand / Smart Key MHz	SRO	Time	Part Number	Quantity
E004	X	Smart key battery voltage check Smart key - One or multiple - Renew	Jaguar 315 MHz	05.10.10 86.77.33	0.1 0.2	J9C14288	2
E004	Y	Smart key battery voltage check Smart key - One or multiple - Renew Drive in / drive out	Jaguar 315 MHz	05.10.10 86.77.33 10.10.10	0.1 0.2 0.2	J9C14288	2

NOTES:

- The correct option code must be claimed, depending on the smart key part number and quantity required.
- The option that contains the drive in / drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims must be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this campaign.

Customer Reimbursement and Related Damage Process

NOTES:

- If there is a requirement to claim for related / consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).
- If it is not possible to place the vehicle into Service Mode a new smart key battery must be installed into any smart key that fails the Service Inspection. This will enable the vehicle to communicate with the failed smart key. New smart key batteries must be claimed for using the related damage process.

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SERVICE INSPECTION

CAUTION:

When completing the E004 campaign all programed smart keys and activity key(s) **MUST** be present. If Service Mode is available it **MUST** be enabled. The E004 campaign cannot be completed unless a all programed smart keys and activity key(s) are present.



1.

CAUTION:

Do not touch the battery. Moisture or oil from fingers can reduce battery life and corrode the contacts. Use suitable [Personal Protective Equipment \(PPE\)](#) (gloves).

Remove the smart key battery.

1. Press the release button on the side of the smart key.
2. Withdraw the emergency key blade from the smart key.
3. Use the emergency key blade to separate the smart key body.
4. Remove the smart key battery.

2. Using a multimeter, check the smart key battery voltage (V) level.
 - If the smart key battery voltage (V) reading is **below 2.9 V** the voltage test is a **FAIL**.
 - If the smart key battery voltage (V) reading is **2.9 V or higher** the voltage test is a **PASS**.
3. Repeat step 1 and step 2 for any additional smart keys.
4. Review the smart key battery voltage test results.
 - Continue to the **Diagnostic Instruction** for smart key batteries that **FAILED** the voltage test.
 - Continue to the next step for any smart key batteries that **PASSED** the voltage test.
5. Install the smart key battery / batteries into the smart key(s).

DIAGNOSTIC INSTRUCTION - VEHICLES WITH SERVICE MODE AVAILABLE

CAUTION:

All programed smart keys and activity key(s) **MUST** be present. This campaign cannot be completed unless all programed smart keys and activity key(s) are present.

NOTE:

The vehicle **MUST** have Service Mode enabled by the customer using the InControl® Remote Application.

1.

NOTE:

A maximum of 2 smart keys may be replaced.

A new smart key must be supplied to replace any smart keys that failed the **Service Inspection**.

2. Connect the JLR approved diagnostic equipment and the approved battery support unit.

3.

CAUTION:

All programed smart keys and activity key(s) **MUST** be present. This campaign cannot be completed unless all programed smart keys and activity key(s) are present.

Program the new smart key(s) - Refer to: [RFA - Replace Lost / Faulty Keys Application](#) (419:00/RFA,).

4. Follow all on-screen instructions to complete the task.
5. Disconnect the JLR approved diagnostic equipment and the approved battery support unit.

DIAGNOSTIC INSTRUCTION - VEHICLES WITHOUT SERVICE MODE AVAILABLE**CAUTION:**

All programmed smart keys and activity key(s) **MUST** be present. This campaign cannot be completed unless all programmed smart keys and activity key(s) are present.

1.**NOTE:**

A maximum of 2 smart keys may be replaced.

A new smart key must be supplied to replace any smart keys that failed the **Service Inspection**.

2. Connect the JLR approved diagnostic equipment and the approved battery support unit.

3. A new smart key battery must be installed into the failed smart key. This will enable the vehicle to communicate with the failed smart key.

- Install a new smart key battery to all failed smart keys.

4.**CAUTION:**

All programmed smart keys and activity key(s) **MUST** be present. This campaign cannot be completed unless all programmed smart keys and activity key(s) are present.

Program the new smart key(s) - Refer to: [RFA - Replace Lost / Faulty Keys Application](#) (419:00/RFA,).

5. Follow all on-screen instructions to complete the task.

6. Disconnect the JLR approved diagnostic equipment and the approved battery support unit.

7. Remove the new smart key battery from all failed smart keys. Discard failed smart keys.