Reference	SSM76478
Models	E-PACE / X540 F-PACE / X761 I-PACE / X590 XE / X760 XF / X260
Title	Intermittent Passive Entry Operation 24MY Or With New Service Smart Key Fob
Category	Electrical
Last modified	21-Jul-2026 08:42:00
Symptom	204000 Instrumentation

Content

Model / Model Year / Derivative

E-Pace / 21MY Onwards
F-Pace / 21MY Onwards
I-Pace / 21MY Onwards
XF / 21MY Onwards
XE / 21MY Onwards

Situation:

- Customer reports that the vehicle intermittently fails to respond to Passive Entry request
- Customer reports intermittently inoperative or slow approach unlock
- Part number suffix on Smart Key Fob will be 'CL' or 'DL'
- Passive Start (Smart Key inside vehicle), Passive Lock and Lock/Unlock via key fob button press operate without fault.

Cause:

A concern has been identified with keys introduced with the 24MY in production and service.

Variation in Ultra-Wideband (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 Radio Frequency (RF) interference such as strong cellular / Wi-Fi (For example: Passive Entry intermittent outside in certain locations but works reliably within the confines of the workshop indoors).

Action:

Refer to the Service Information below.

Service Information:

Do not replace Smart Key fobs

JLR are aware of this issue and are working on a hardware fix which will be released in Q3 2026.

This SSM will be updated as new information on this concern is available.

(Ref 000394820 / 5147)

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