

**Technician:** (circle answers for follow up discussion with TAS Agent)

Smart Access Comm.
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- Assess vehicle condition as per following list before making any decisions
- Call TAS sooner than later, as direction is critically based on this assessment
- Performing an immobilizer reset or new Smart ECU at the wrong time can lead to a lock up



**Vehicle Assessment**

1	Does remote lock and unlock work with doors closed?		YES	NO
2	Does back up start work (fob on start button as per above)?		YES	NO
3	What color is the start button LED or what message displays when touching brakes?	OFF	AMBER	GREEN
4	Does Smart Access work at any door?		YES	NO
5	<b>If not, does the fob LED light on approach to vehicle?</b>		YES	NO
6	Does Smart accessory on, ignition on, and/or crank work?	ACCY	IGN	CRANK
7	Is there a second key fob to also test each function?		YES	NO
8	Is the key fob battery good (3v or replace when in doubt)?		YES	NO
9	If no vehicle operation at all ( <b>including no RKE/be sure!</b> ), is there a Smart data list?		YES	NO

**NOTE: IG on is not necessary to get a Smart ECU data list. Manually input vehicle information as needed.**

➤ What is the status for each data list item below:

(circle answers)

1	S code CHECK (not PAST):
2	L code CHECK (not PAST):
3	ID Code Box Sleep Condition:
4	Immobilizer (when trying to start):
5	Master Key (with key fob in vehicle):



	OK	NG
	OK	NG
	YES	NO
	SET	UNSET
	Match	Unmatch

NOTES:

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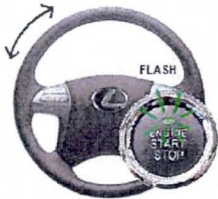
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VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

There are 3 potential methods of restoring Smart Key system operation. Please reference the information below for guest inquiries or vehicles towed to the dealer for a no start condition:

**Unlock Assist Needed**



1. If there is an intermittent no start (no crank) complaint and the start button LED blinks green, the steering lock could be jammed and require steering input by the driver (just like with a conventional key system steering lock jam)
  - Rotate steering wheel side to side when trying to start to unjam

**ACTION:** Inform driver how to unjam and that hanging on the steering wheel when entering and exiting vehicle is a potential cause. **No need for repair if successful.**

**Back Up Start**



2. If the "Smart entry" and "Smart start" are not working, check the backup start system: hold the key fob to the start button with the brake pedal depressed and push start button
  - Make sure Smart Key (wireless key) is turned on
  - Check fob remote lock and unlock button operation

**ACTION:** If wireless key is turned ON in customized features (through NAV screen, steering controls, or Owner's Manual procedure) and condition remains, mark the results in the table below and prepare vehicle for inspection by a technician.

**Wake Up Command**



3. If the Smart system and the backup start are not working and the remote (wireless) lock and unlock does function properly:
  - Lock and unlock 5 times with key fob buttons and recheck operation.

**ACTION:** If vehicle operation is restored, this was likely caused by a dead car battery or jump start – make sure vehicle battery is in good working order and return vehicle to guest. If this does not work, **mark down the results in the table below and prepare vehicle for inspection by a technician.**



- If the "Smart entry" and "Smart start" don't work intermittently at a specific geographic location, this is potentially normal radio wave interference.
  - Identify locations and confirm condition can be duplicated
  - Inform guest of backup start and key shank entry processes

**Service Consultant:** (circle answers to prepare for inspection by technician)

1	Was the vehicle towed in?	YES	NO
2	Can vehicle be started holding fob over start button (pressing brake pedal and start button)?	YES	NO
3	Is the condition a result of the 12v battery dying or a jump start?	YES	NO
4	Is the steering lock jammed causing the start button LED to flash green (rotate to unjam)?	YES	NO
5	Is the "Wireless Key" turned off in customization on steering, radio or nav screen?	YES	NO
6	Will vehicle Smart start after pushing remote fob lock and unlock 5 times with doors shut?	YES	NO
7	Did the vehicle come from another shop? If yes, for what repair?	YES	NO

**FORWARD THIS COMPLETED QUESTIONNAIRE TO THE TECHNICIAN**



**ENGINE SOUND CONCERN  
GUEST INTERVIEW FORM**

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Describe the sound: (tick, knock, clatter, etc.)

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2. Is the sound more prominent when the engine is cold, at normal operating temperature, or does it make a difference?

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3. Does the sound get louder over time, or is it a consistent volume?

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4. Are there any conditions in which the sound goes away or consistently occurs?

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5. Has the vehicle consistently received the factory recommended maintenance?

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6. Does the engine motor oil weight meet the factory specifications?

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7. Have there been any recent repairs or services done to the vehicle? If so, please specify all repairs/services completed with the dates.

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**EXTENDED CRANK/INTERMITTENT NO START  
GUEST INTERVIEW FORM**

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. How long has the car been sitting when the condition occurs?

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2. How often does it occur? \_\_\_\_\_

3. Is there a consistent driving pattern prior to an extended crank? (i.e. a cold car was started and only ran for a few minutes and then the engine was difficult to start the next key cycle)

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4. Was vehicle parked on a flat surface, significant incline/decline, or off camber?

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5. Was the temperature unusually hot or cold?

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6. Has situation lasted more than a tank of gas?

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7. How long does the vehicle crank before it will start? (If equipped with smart key, how many attempts does it take to start vehicle?)

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8. Does the vehicle run normally once it starts?

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**INTERIOR NOISE CONCERN  
GUEST INTERVIEW FORM**

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Please describe the type of sound (Squeak, Rattle, Creak, Pop, Vibration, Other).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Please describe when and under what conditions noise occurs.

\_\_\_\_\_

3. When is it loudest, most frequent? (circle all that apply)

Engine Cold    Engine Warm    Highway    Rough Road    Cold Weather  
Hot Weather    Stopping    Starting    Turning

4. At what speed(s)/MPH(s) does this occur?

\_\_\_\_\_

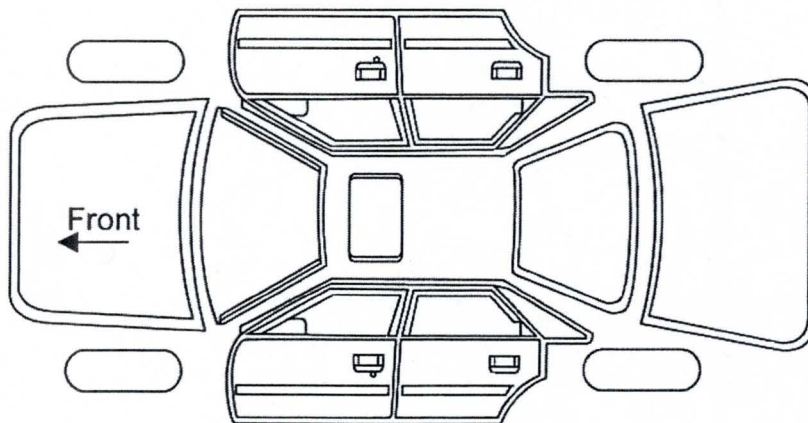
5. Does the noise change/stop with a change in speed? \_\_\_\_\_

6. When did it start? Gradually, Suddenly, Since New, Other \_\_\_\_\_

7. Did any of the following occur with the vehicle just before the sound became noticeable?

Long distance road trip, minor accident without obvious damage, transport heavy/large load,  
service or repairs, accessories installed, other \_\_\_\_\_

8. Where do you believe the sound is coming from? (place an X on diagram below)





**LOSS/LACK OF POWER  
GUEST INTERVIEW FORM**

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Did the MIL light (commonly referred to as the CHECK ENGINE light) illuminate after the condition occurred? (If yes, skip to question #6.) \_\_\_\_\_
2. How fast was the vehicle going when the condition occurred? \_\_\_\_\_
3. What was the throttle position during this condition? (accelerator pedal not depressed, moderately depressed, fully depressed, etc.) \_\_\_\_\_
4. What were the ambient temperature/weather conditions (rain?) when the condition occurred? \_\_\_\_\_  
\_\_\_\_\_
5. Was engine/transmission cold and the concern occurred just after start up? If not, was engine/transmission at operating temperature?  
\_\_\_\_\_
6. Was this an isolated incident or does it occur often?  
\_\_\_\_\_
7. Has situation lasted more than a tank of gas?  
\_\_\_\_\_



**TRANSMISSION CONCERN  
GUEST INTERVIEW FORM**

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ SC Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Did the MIL (commonly referred to as the CHECK ENGINE light) illuminate after the shift/condition occurred? (If yes, skip to question #6.) \_\_\_\_\_
2. How fast was the vehicle going when the concern occurred? Accelerating or coming to a stop? \_\_\_\_\_
3. What was the throttle position during this condition? (accelerator pedal not depressed, moderately depressed, fully depressed, etc.) \_\_\_\_\_
4. What were the ambient temperature/weather conditions (rain?) when the condition occurred? \_\_\_\_\_
5. Was engine/transmission cold and the concern occurred just after start up? If not, was engine/transmission at operating temperature?  
\_\_\_\_\_
6. Have there been any recent repairs or services done to the vehicle? If so, please specify all repairs/services completed with the dates.  
\_\_\_\_\_  
\_\_\_\_\_
7. Did the condition start suddenly, or did the shift/condition occur gradually and increase in intensity over time? Please explain. \_\_\_\_\_  
\_\_\_\_\_



**WIND NOISE CONCERN  
GUEST INTERVIEW FORM**

VIN: \_\_\_\_\_ Guest Name: \_\_\_\_\_

RO#: \_\_\_\_\_ ASM Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Please describe the wind noise? Whistling or sounds like a partially opened window etc.

\_\_\_\_\_

2. When did you first notice the wind noise? \_\_\_\_\_

3. When is the wind noise concern present? \_\_\_\_\_

4. At what speed is the wind noise concern most noticeable? \_\_\_\_\_

5. Is the sound only present on windy days? \_\_\_\_\_

6. Are there any exterior aftermarket parts (roof racks/bike racks/etc.) on vehicle?

\_\_\_\_\_

7. Has the vehicle been in any accidents? Please describe.

\_\_\_\_\_

8. What part of vehicle do you believe the sound is coming from? (Place an X on diagram)

\_\_\_\_\_

