

Reference	SSM74237
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Evoque / L551 Range Rover Sport / L494 Range Rover Velar / L560
Title	`Smart Key Not Found` and other Smart Key Concerns - Diagnostic Assistance
Category	Electrical
Last modified	15-Jan-2019 00:00:00
Symptom	203000 Basic Electrical
Content	<p><u>Applicable Models:</u></p> <p>Range Rover - L405 (17MY onwards) Range Rover Sport - L494 (17MY onwards) Discovery - L462 (17MY onwards) Range Rover Velar - L560 (18MY onwards) Range Rover Evoque - L538 (18MY onwards) Discovery Sport - L550 (18MY onwards) Range Rover Evoque Replacement - L551 (20MY onwards)</p> <p><u>Issue:</u></p> <p>A Customer may complain of one or more Smart Keys not working as expected with the vehicle. This could include:</p> <ul style="list-style-type: none">• “Smart Key not found” message on the Instrument Cluster• “Smart Key not recognised” message on the Instrument Cluster• “Smart Key deactivated” message on the Instrument Cluster• Failure to unlock or lock all the doors when operating the Smart Key• Poor range of the Smart key when operated. <p><u>Cause:</u></p> <p>Under investigation by Jaguar Landrover Engineering (JLR).</p> <p><u>Action:</u></p>

In the case of any of the above symptoms please follow the diagnostic routine below to use the Pathfinder guided flow routine for Smart Key diagnosis.

Diagnostic Routine:

CAUTION: This procedure requires a minimum of Pathfinder version 209 loaded or a later.

NOTE: The Jaguar Land Rover (JLR) approved diagnostic equipment will read the Vehicle Identification Number (VIN) for the vehicle and automatically take the vehicle out of 'Transportation mode' if required.

- 1. Connect the JLR approved battery support unit.**
- 2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.**
- 3. Follow the JLR approved diagnostic equipment prompts.**
- 4. Select 'Guided Diagnostics'.**
- 5. Select 'Warnings',**
- 6. Select 'Messages'**
- 7. Select 'Smart Key not found'**
- 8. Follow all on-screen instructions to complete this task.**
- 9. When the task is completed, exit the current session.**
- 10. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.**

The 'Smart Key not found' guided flow routine will make sure all known issues are correctly identified and the correct vehicle repair is carried out.

The results of the guided flow routine will be stored on a session file which will be analysed by JLR engineering.

Note: This SSM is a temporary communication to advise technicians to observe the guided workflows when using Pathfinder. The content of this SSM will be updated in to the Workshop Manual in due course.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.