

## Document Information

**Location:** Electrical - Electrical Systems

**Topic:** Customer lost all keys so ignition cannot be turned ON

**Condition:** Permanent

**Diagnostic Trouble Codes:**

N/A

## Measure

In the event a customer loses all the vehicle keys, it is impossible to turn the ignition ON. As a result, new keys cannot be programmed via the MDS.

For this reason, you will be required to replace the Body Controller (BC) ECU and program new keys to the new BC.

The new BC will be in its virgin state with no keys programmed to it, and this will allow you to switch to ignition state 5 without a programmed key.

Once ignition state 5 is reached, follow the model specific SIS instructions and the Post Software Reprogramming Requirements article to set up the new BC and program the new keys.

When ordering new keys, the key blades and key lock barrel must be ordered also.

**Care Point:** BC and keys are market specific so ensure the correct parts are ordered.

## Parts Required

All Parts are Market and Model Specific. Always check SPC

- Key fob - Barrel Kit
- ECU - Body Control

## Warranty Information

Resolution Category

Casual Part Number: N/A

Casual Part Name: N/A

Casual Issue: N/A

Rectification: N/A

Time: N/A

## Attachments

N/A

## KA Updates Information

N/A

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