

## ELECTRICAL – KEY REMOTE WILL NOT UNLOCK/LOCK

### Issue

- A customer may report that the smart key remotes intermittently do not unlock/lock the vehicle, or the message “Smart Key Not Found” displayed on the instrument cluster

### Technical Description

- Possible faulty Radio Frequency Receiver located above the headliner
- This is not a RFA module issue and the RFA module should not be replaced

### Status

- Using TOPIx Diagnostic workflows, the system can identify if the RFR receiver is at fault and if it requires replacement.
- SSM 75941 / SSM75942 have been released for this concern

23MY New Range Rover, New Range Rover Sport, RR Velar, RR Evoque, Discovery Sport, F-PACE

The screenshot shows a diagnostic workflow interface with the following sections:

- Navigation:** Vehicle, DTC, RTS, Diagnostics, Vehicle Software, **Ongoing Workflow**
- 2 Test Plan**
- SELECTED SYMPTOMS:** Electrical > Security > Passive Anti-Theft System / Smart Keys > Vehicle Will Not Lock / Unlock From Smart Key
- TEST PLAN:** Our recommended actions are below. Please recommend an action should it be more appropriate in diagnosing the fault. **Recommend an action**
- Recommended Action Table:**

Recommended Action	Probability	Actions	Results
1 Passive Entry System Test	50%	<input type="button" value="Run"/>	
2 Passive Start System Test	50%	<input type="button" value="Run"/>	
- Footer:** Need help diagnosing the fault? [Raise a TS](#). Need to report a quality issue on this vehicle? [Raise an EPQR](#).