



Type
LAGUNA II

XG0 X

88 Summary of faults on keyless vehicles

Other sub-section concerned:

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- Engine: **xxx**
- Gearbox: **xxx**

Basic manual:

– Workshop Repair Manual: **339, 341**

The keyless vehicle function offers multiple modes of use and operation. Before looking for a solution to a fault which may have been caused by incorrect use, refer to section 1 of the driver's handbook for the vehicle and Workshop Repair Manuals 339 and 341. Check that the function is covered by this Technical Note.

Below you will find the main faults, and their known remedies, associated with the keyless vehicle function
DOOR CONTROL
IMMOBILISER

Summary of faults on keyless vehicles

CUSTOMER COMPLAINT	FAULT FINDING	POSSIBLE CAUSE	PRODUCTION SOLUTION	AFTER-SALES SOLUTION
Central door locking does not operate in hands-free mode but does in manual mode	Test the charge of the rechargeable battery in the RENAULT Card (Workshop Repair Manual 341 section 88)	The rechargeable battery in the RENAULT Card is flat	No change in production	1.Recharge the rechargeable battery (See Workshop Repair Manual 341 section 88) 2. Check the charge again 3. If it is incorrect: change the RENAULT Card IMPORTANT: the Parts Department supplies a RENAULT Card without an emergency key.
Doors and windows lock automatically in hands-free mode for no apparent reason when the petrol filler flap is approached	Test the aerial coverage zones (Workshop Repair Manual 341 section 88) Test the RENAULT Card battery (Workshop Repair Manual 341 section 88)	1. Poor Radio Frequency reception because of faulty aerial(s) 2. RENAULT Card in an area of non-reception linked to artificial shielding. Example: customer's back pocket, cigarette packet (aluminium foil). 3. Poor Radio Frequency emission from the RENAULT Card	No change in production	1. Reestablish the connection and links or replace the aerial(s). 2. Advise the customer to carry the RENAULT Card in such a way that it is in the aerial reception zone. 3. If the battery charge is incorrect: change the battery. If the battery charge is correct: change the RENAULT Card. IMPORTANT: the Parts Department supplies a RENAULT Card without an emergency key.
Automatic locking of doors and windows after 15 minutes in hands-free mode	Ask the customer if they were near the vehicle when locking occurred	Customer got out of the vehicle with the RENAULT Card, closed the door but stayed within the RF reception zone and the dialogue between the UCH and the RENAULT Card is continuing	No change in production	In hands-free mode, normal operation: after 15 minutes the vehicle locks automatically. Note: The vehicle will unlock when the customer touches the vehicle door
Doors and windows locking automatically in hands-free mode for no apparent reason	Test the aerial coverage zones Test battery charge (Workshop Repair Manual 341 section 88)	1. Poor reception (RENAULT Card in an RF Radio Frequency shadow) 2. Poor RF signal caused by another transmitter operating on the same frequency (for example: automatic opening of garage door).	No change in production	1- No solution if the aerials and batteries are OK Advise the customer not to bring the RENAULT Card in contact with any metal 2- Check the area immediately surrounding the vehicle.
Doors and windows locking automatically in hands-free mode for no apparent reason	Test the central door locking control (Workshop Repair Manual 341 section 88)	The customer uses the electric door lock button and gets out of the vehicle through the passenger door	Soft UCH V12.02 applied in Week 13/2001	Replace UCH

Summary of faults on keyless vehicles

CUSTOMER COMPLAINT	FAULT FINDING	POSSIBLE CAUSE	PRODUCTION SOLUTION	AFTER-SALES SOLUTION
<ul style="list-style-type: none"> – Intermittent opening or closing of the doors in hands-free mode – Locking or unlocking the doors is not possible in manual mode. – The engine does not start 	Check that the RENAULT Card diode is lighting up properly Test the RENAULT Card battery (Workshop Repair Manual 341 section 88)	Cause inside the RENAULT Card (battery contact or broken component on the printed circuit)	Change the RENAULT Card 1. Card modified after 17/04/01 2. Application of a resin on the printed circuit on 04/07/01 3. Modification of the battery contact strip in week 31/01.	<ul style="list-style-type: none"> – Replace the battery if necessary. – Remove the Card insert, take out the battery and clean the contacts If the customer complaint is still present: – Change the RENAULT Card
The RENAULT Card hands-free function is no longer working although the customer has not deactivated it	Ask the customer if they have both cards	Activation of the RENAULT Card without hands-free while the RENAULT Card with hands-free is in the reader in + after ignition	Soft UCH V12.02 applied in week 13/01	<ul style="list-style-type: none"> – Press the RENAULT Card hands-free button to reactivate the function. Explain its use to the customer
Engine does not start and the immobiliser warning light is still on	Test the steering column lock Test the + after ignition relay control (Workshop Repair Manual 341 section 82)	No + after ignition caused by the column lock (Switch inside lock)	Latest column lock change week 19/01	Replace the column lock
Engine does not start and the immobiliser warning light is still on	Check the defaults (DEF 50) Test the + after ignition relay control (Workshop Repair Manual 341 section 82)	+ after ignition feed relay		Replace the relay. Fit the new relay Part no.: 82 00 100 524 Important: do not fit the relay Part no.: 77 00 844 253.
The starter does not start	Check the button (Workshop Repair Manual 341 section 82)	Welding fault inside the starter button	Latest change to the starter button on 18/12/00 (date code 353/00)	Replace the button

Summary of faults on keyless vehicles

CUSTOMER COMPLAINT	FAULT FINDING	POSSIBLE CAUSE	PRODUCTION SOLUTION	AFTER-SALES SOLUTION
Engine does not start and there is no indicator light on the instrument panel or unlocking on the steering column	Check the Card reader UCH connection Check the Card at stop function Check the column lock functioning (Workshop Repair Manual 341 section 82)	Cause inside the reader	RENAULT Card reader conformity since 09/04/01	Replace the RENAULT Card reader
The customer thinks too much force is required on the buttons when using the manual mode to light up the diode only on hands-free RENAULT Cards	None	None	No change in production	<ul style="list-style-type: none"> – Effort required to move the buttons is correct – Advise the customer to use the hands-free function
The automatic window and sunroof closing function do not work after the locking button on the RENAULT Card is held down	Check the window closing authorisation line	Card reader strategy	Change in Card reader expected in week 52/01	For vehicles manufactured before the end of 2001: inform the customer to use the + auto lock (hands-free); give a short press and a long press on the lock button (non-hands-free): the automatic closing function will operate.
Possible to remove the RENAULT Card while driving	None	RENAULT Card not pushed right into the reader	No change in production	<p>Inform the customer that it is necessary to insert the RENAULT Card fully into the reader</p> <p>Note: Removing the Card does not in any way affect operation of the vehicle. Press the button to stop the vehicle.</p>
Starter button does not return correctly	None	Button not correctly clipped on the dashboard	Modification of the dashboard after 13/03/01	Reclip the button starting with the upper section and finishing with the lower.