

<b>Last Modified:</b> 12-04-2024	6.11:8.1.0	<b>Doc ID:</b> RM10000002BNIB
<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [03/2023 - ]
<b>Title:</b> DOOR LOCK: POWER DOOR LOCK CONTROL SYSTEM: PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prius Prime [03/2023 - ]		

## PROBLEM SYMPTOMS TABLE

### HINT:

- Use the table below to help determine the cause of problem symptoms. If multiple suspected areas are listed, the potential causes of the symptoms are listed in order of probability in the "Suspected Area" column of the table. Check each symptom by checking the suspected areas in the order they are listed. Replace parts as necessary.
- Inspect the fuses and relays related to this system before inspecting the suspected areas below.

### Power Door Lock Control System

SYMPTOM	SUSPECTED AREA	LINK
Only driver door LOCK functions do not operate	Front door lock with motor assembly LH	<a href="#">INFO</a>
	Wire harness or connector	-
	Power distribution box assembly	-
Only driver door UNLOCK functions do not operate	Front door lock with motor assembly LH	<a href="#">INFO</a>
	Wire harness or connector	-
	Main body ECU (Multiplex network body ECU)	-
	Power distribution box assembly	-
Only front passenger door LOCK/UNLOCK functions do not operate	Front door lock with motor assembly RH	<a href="#">INFO</a>
	Wire harness or connector	-
	Power distribution box assembly	-
Only rear door LH LOCK/UNLOCK functions do not operate	Rear door lock with motor assembly LH	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Wire harness or connector	-
	Power distribution box assembly	-
Only rear door LH unlatch functions do not operate	Door lock release motor assembly LH	<a href="#">INFO</a>
	Rear door outside handle assembly LH (rear door open switch)	<a href="#">INFO</a>
	Wire harness or connector	-
	Main body ECU (Multiplex network body ECU)	-
Only rear door RH LOCK/UNLOCK functions do not operate	Rear door lock with motor assembly RH	<a href="#">INFO</a>
	Wire harness or connector	-
	Power distribution box assembly	-
Only rear door RH unlatch functions do not operate	Door lock release motor assembly RH	<a href="#">INFO</a>
	Rear door outside handle assembly RH (rear door open switch)	<a href="#">INFO</a>
	Wire harness or connector	-
	Main body ECU (Multiplex network body ECU)	-
All doors LOCK/UNLOCK functions do not operate via door key cylinder	Main body ECU (Multiplex network body ECU)	
	Front door lock with motor assembly LH	<a href="#">INFO</a>
	Wire harness or connector	

SYMPTOM	SUSPECTED AREA	LINK
All doors LOCK/UNLOCK functions do not operate via master switch	LIN communication system	-
	Multiplex network master switch assembly	-
	Main body ECU (Multiplex network body ECU)	-
All doors LOCK/UNLOCK functions do not operate via multiplex network master switch assembly and door key cylinder	Power distribution box assembly	-
	Main body ECU (Multiplex network body ECU)	-
All doors LOCK/UNLOCK functions do not operate via door control switch*3	Main body ECU (Multiplex network body ECU)	<a href="#">INFO</a>
	Door control switch assembly	
	Wire harness or connector	
	Power distribution box assembly	
Speed-sensitive automatic door lock function does not operate (meter/gauge system operates normally)*6	CAN communication system	for HEV Model: <a href="#">INFO</a>
	Main body ECU (Multiplex network body ECU)	for PHEV Model: <a href="#">INFO</a>
Shift-linked automatic door lock/unlock functions do not operate (hybrid transaxle system operates normally)*6	CAN communication system	for HEV Model: <a href="#">INFO</a>
	Main body ECU (Multiplex network body ECU)	for PHEV Model: <a href="#">INFO</a>
	Hybrid vehicle control ECU	-
Only back door cannot be opened*4	Power Back Door System	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Check customize setting (Unlock Key Twice Function "Disable")	<a href="#">INFO</a>
Only back door cannot be opened*5	Back door lock with courtesy light switch assembly	<a href="#">INFO</a>
	Wire harness or connector	-
	Power distribution box assembly	-
	Main body ECU (Multiplex network body ECU)	-
Key lock-in prevention function does not operate	Front door lock with motor assembly LH	<a href="#">INFO</a>
	Front door lock with motor assembly RH	<a href="#">INFO</a>
	Rear door lock with motor assembly LH	<a href="#">INFO</a>
	Rear door lock with motor assembly RH	<a href="#">INFO</a>
	Main body ECU (Multiplex network body ECU)	-
	Power distribution box assembly	-
	Wire harness or connector	-
Lock operation continues even after doors have been locked*1	Front door lock with motor assembly LH	<a href="#">INFO</a>
	Front door lock with motor assembly RH	<a href="#">INFO</a>
	Rear door lock with motor assembly LH	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
	Rear door lock with motor assembly RH	<a href="#">INFO</a>
	Wire harness or connector	-
	Power distribution box assembly	-
	Main body ECU (Multiplex network body ECU)	-
Only remote door LOCK/UNLOCK functions do not operate (power door lock operation is normally)*2	Telematics system	<a href="#">INFO</a>

**HINT:**

\*1: When the door unlock detection switch detects an unlock position signal after a door lock operation has been performed, a door lock operation will be performed 3 times.

\*2: for Remote Connect Compatible Type

\*3: w/ Door Control Switch

\*4: w/ Power Back Door System

\*5: w/o Power Back Door System

\*6: w/ Automatic Door Lock/unlock Function

