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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: THEFT DETERRENT / KEYLESS ENTRY: DIGITAL KEY SYSTEM: Back Door Entry Lock/Unlock Operation Range has Decreased; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

Back Door Entry Lock/Unlock Operation Range has Decreased

DESCRIPTION

Remove all causes of non-operation other than the vehicle components and vehicle settings. Under these conditions, if the digital key entry operation range is small, there may be a malfunction in the BLE luggage digital key receiver assembly and the digital key.

CAUTION / NOTICE / HINT

NOTICE:

- Before performing troubleshooting of the vehicle, refer to Precautions for Inspection or Registration to check for a cause of the malfunction which is not related to vehicle settings or vehicle components.

Click here [INFO](#)

- Perform troubleshooting with the electrical key transmitter sub-assembly not inside the detection area of the smart key system.
- When using the digital key to perform door lock/unlock with the entry function, refer to Precautions for Outside Vehicle Digital Key Detection Range/Diagnostic Range.

Click here [INFO](#)

- Make sure that no DTCs are output. If any DTCs are output, proceed to Diagnostic Trouble Code Chart.
- Cancel power saving mode before performing troubleshooting.

Click here [INFO](#)

- If the digital key system has been disabled, enable the system before performing troubleshooting.

Click here [INFO](#)

- Before replacing the BLE luggage digital key receiver assembly, refer to Registration.

Click here [INFO](#)

PROCEDURE

1. CHECK ENTRY FUNCTION (BACK DOOR)

(a) Hold the key in your hand and hold your hand close to the digital key detection range. Then perform door lock/unlock using the entry function.*

NOTICE:

- For details on the digital key detection range, refer to Precautions for Outside Vehicle Digital Key Detection Range/Diagnostic Range.

Click here [INFO](#)

- Refer to Precautions for Inspection or Registration regarding the digital key and surrounding environment.

Click here [INFO](#)

(b) Repeat * while moving your hand closer to and farther from the vehicle, and check the range where the entry function operates.

OK:

The entry function operates within the same range as usual

NG  **GO TO STEP 3**

OK



2. CAUSE ANALYSIS

(a) Using the GTS, check for Vehicle Control History (RoB).

Body Electrical > Smart Key > Utility



(b) Perform cause analysis.

Click here 

(c) Take appropriate action in accordance with the result of the cause analysis.

NEXT  **END**

3. CHECK DIGITAL KEY DIAGNOSTIC MODE (BACK DOOR)

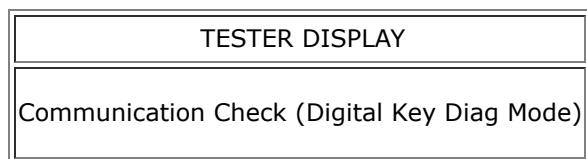
NOTICE:

With only one digital key connected to BLE, perform inspection in digital key diagnostic mode.

(a) Check the BLE luggage digital key receiver assembly in digital key diagnostic mode.

(1) Using the GTS, select Body Electrical / Smart Key / Utility / Communication Check (Digital Key Diag Mode) / Digital key back door/trunk lid outside area

Body Electrical > Smart Key > Utility



(2) Hold the digital key in your hand, and hold your hand close to the digital key detection range. Check that the wireless buzzer sounds.*

NOTICE:

- For details on the digital key detection range, refer to Precautions for Outside Vehicle Digital Key Detection Range/Diagnostic Range.
- Refer to Precautions for Inspection or Registration regarding the digital key and surrounding environment.

(3) Repeat * while moving your hand closer to and farther from the vehicle, and check the range where the wireless buzzer sounds.

RESULT	PROCEED TO
The wireless buzzer sounds within a narrower range than the usual operating range	A
The wireless buzzer does not sound	B

B ► **GO TO OTHER PROBLEM**

A



4.	CHECK ANOTHER DIGITAL KEY
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(a) Check if there is digital key available that is already registered to the vehicle.

RESULT	PROCEED TO
Another registered digital key is not available	A
Another registered digital key is available	B

B ► **GO TO STEP 7**

A



5.	CHECK USING ANOTHER VEHICLE
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(a) Check if another vehicle equipped with digital key system is available

RESULT	PROCEED TO
Vehicle equipped with digital key system not available	A

RESULT	PROCEED TO
Vehicle equipped with digital key system available	B

B  **GO TO STEP 9**

A



6. REGISTER NEW SHARE KEY

(a) Register a share key.

HINT:

Refer to the digital key application.

NEXT



7. CHECK ENTRY FUNCTION (BACK DOOR)

(a) a. Hold a different registered digital key in your hand hold your hand close to the digital key detection range. Then perform door lock/unlock using the entry function.*

NOTICE:

- For details on the digital key detection range, refer to Precautions for Outside Vehicle Digital Key Detection Range/Diagnostic Range.
- Refer to Precautions for Inspection or Registration regarding the digital key and surrounding environment.

(b) Repeat * while moving your hand closer to and farther from the vehicle, and check the range where the entry function operates.

OK:

The entry function operates within the same range as usual

OK  **END (PERFORM TROUBLESHOOTING ON ORIGINAL DIGITAL KEY)**

NG



8.**CHECK THE INSTALLATION CONDITION OF BLE LUGGAGE DIGITAL KEY RECEIVER ASSEMBLY**

(a) Install BLE luggage digital key receiver assembly properly.

Click here 

OK  **REPLACE BLE LUGGAGE DIGITAL KEY RECEIVER ASSEMBLY** 

NG  **END (INSTALL THE BLE LUGGAGE DIGITAL KEY RECEIVER ASSEMBLY TO THE STANDARD LOCATION)**

9.**REGISTER NEW SHARE KEY**

(a) Register a share key that did not operate correctly within the default operating range to another vehicle equipped with a digital key system.

HINT:

Refer to the digital key application.

NEXT**10.****CHECK ENTRY FUNCTION (BACK DOOR)**

(a) Hold a registered digital key in your hand and hold your hand close to the digital key detection range. Then perform door lock/unlock using the entry function.*

NOTICE:

- For details on the digital key detection range, refer to Precautions for Outside Vehicle Digital Key Detection Range/Diagnostic Range.
- Refer to Precautions for Inspection or Registration regarding the digital key and surrounding environment.

(b) Repeat * while moving your hand closer to and farther from the vehicle, and check the range where the entry function operates.

OK:

The entry function operates within the same range as usual

OK  **GO TO STEP 8**

NG  **END (PERFORM TROUBLESHOOTING ON ORIGINAL DIGITAL KEY)**

