

Last Modified: 12-04-2024	6.11:8.1.0	Doc ID: RM1000000290CA
Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: THEFT DETERRENT / KEYLESS ENTRY: DIGITAL KEY SYSTEM: Front Passenger Side Door Entry Lock and Unlock Functions do not Operate; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

Front Passenger Side Door Entry Lock and Unlock Functions do not Operate

DESCRIPTION

Remove all causes of non-operation other than the vehicle components and vehicle settings. Under these conditions, if only driver door entry lock and unlock using the digital key are not possible, there may be a malfunction in the communication system between the digital key ECU assembly and BLE door digital key receiver assembly (for front passenger door), or a malfunction in the digital key ECU assembly and BLE door digital key receiver assembly (for front passenger door).

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.

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- 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.

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- 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.

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

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- Before replacing the digital key ECU assembly or BLE door digital key receiver assembly (for front passenger door), refer to Registration.

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PROCEDURE


1. CHECK SMART KEY SYSTEM (for Entry Function)

(a) Check the smart key system (for entry function).

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OK:

Smart key system (for Entry Function) operates properly

NG  **GO TO SMART KEY SYSTEM (for Entry Function)
(HOW TO PROCEED WITH TROUBLESHOOTING)**

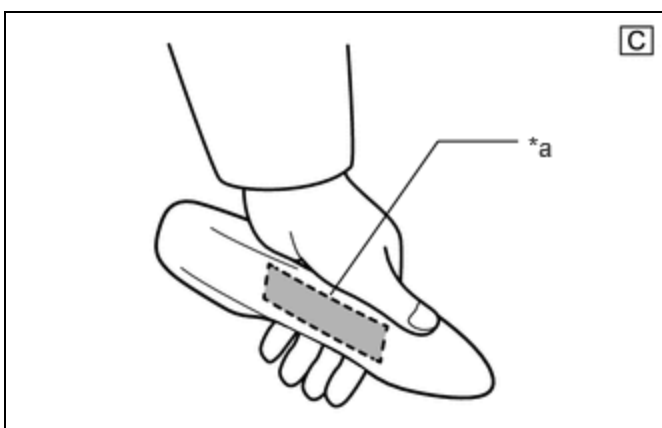
OK

2. CHECK ENTRY FUNCTION (FRONT PASSENGER DOOR)

(a) Check whether it is possible to use the digital key to perform door lock/unlock with the entry function.

(1) Check the entry unlock function.

1. Turn the ignition switch off.
2. Open and close the front passenger door.
3. From outside the vehicle, press the lock switch displayed on the digital key and lock all doors.
4. Hold the key in your hand and hold your hand inside the digital key diagnostic range. Then grip the sensor on the reverse side of the door outside handle for 2 seconds or longer.*



*a	Unlock Sensor (Backside)
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The illustrations shown are examples only.

*: Perform this step 3 seconds or more after performing step (3).

NOTICE:

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

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

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HINT:

When checking the operation of the unlock sensor again, make sure to perform the procedure from step (1).

(2) Check the entry lock function.

1. Turn the ignition switch off.
2. Open and close the front passenger door.
3. Hold the key in your hand and hold your hand inside the digital key diagnostic range. Then touch the lock sensor on the surface of the door outside handle (indentation on the door outside handle) with multiple fingers for 2 seconds or longer.

NOTICE:

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

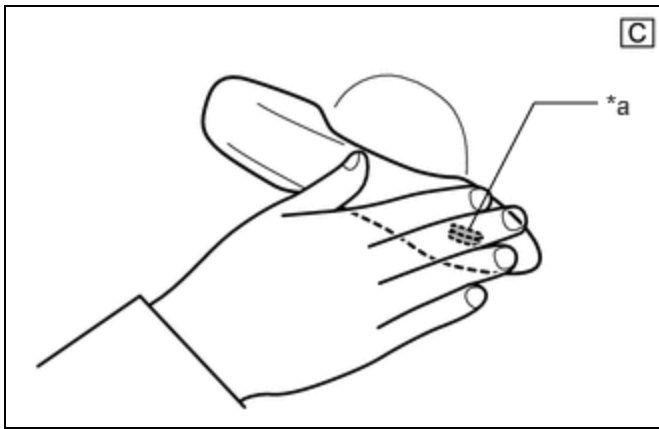
Click here [INFO](#)

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

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HINT:

- If the door does not lock even when touching the lock sensor for 2 seconds or more, touch it with your palm.
- When checking the operation of the lock sensor again, make sure to perform the procedure from step (1).
- When checking the operation of the entry lock function several times, it can be operated up to 2 times consecutively. To operate the function 3 times or more consecutively, the doors need to be unlocked once. However, this is only for the entry lock function, other door lock operations, such as a wireless door lock operation can be performed consecutively.



*a	Lock Sensor
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The illustrations shown are examples only.

RESULT	PROCEED TO
Entry function operates normally	A
Entry function does not operate normally	B

B **GO TO STEP 4**

A



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

Body Electrical > Smart Key > Utility

TESTER DISPLAY
Vehicle Control History (RoB)

(b) Perform cause analysis.

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

NEXT ► **END**

4. CHECK BLE DOOR DIGITAL KEY RECEIVER ASSEMBLY (FOR FRONT PASSENGER DOOR)

(a) Replace the BLE door digital key receiver assembly (for front passenger door) with a new one or used one.

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(b) Use the digital key and check whether front passenger door lock/unlock is possible with the entry function.

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OK ► **END (BLE DOOR DIGITAL KEY RECEIVER ASSEMBLY (FOR FRONT PASSENGER DOOR) WAS DEFECTIVE)**

NG ► **REPLACE DIGITAL KEY ECU ASSEMBLY**

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