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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: THEFT DETERRENT / KEYLESS ENTRY: DIGITAL KEY SYSTEM: PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

PROBLEM SYMPTOMS TABLE

NOTICE:

- If the problem occurs in certain locations or times of day, the possibility of wave interference is high.
- If a malfunction occurred after optional components were installed by the dealer, check if there is wave interference from the components.
- Before performing troubleshooting for the vehicle, refer to Precautions for Inspection and Registration to check that the cause of the malfunction is not related to vehicle settings or vehicle components.

[Click here](#) INFO

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

[Click here](#) INFO

- Make sure that no DTCs are output. If any DTCs are output, proceed to Diagnostic Trouble Code Chart.

*a: Symptoms where the customer's digital key is required in order to perform troubleshooting

*b: Symptoms where troubleshooting is possible by additionally registering a share key in place of the customer's digital key

*c: Symptoms where the electrical key transmitter sub-assembly is required in order to perform troubleshooting

Symptom	*a	*b	*c	Suspected Area	Link
Cannot connect to BLE	-	•	-	Digital key	INFO
				Digital key ECU assembly	
All door entry lock/unlock functions and wireless functions do not operate	•	-	•	Check customize setting (GTS)	INFO
				Smart key system (for entry function)	
				Digital key	
				Digital key ECU assembly	
All door entry lock/unlock functions do not operate, but wireless functions operate	•	-	•	Smart key system (for entry function)	INFO
				Digital key ECU assembly	
				Certification ECU (smart key ECU assembly)	
Driver side door entry lock and unlock functions do not operate	-	•	•	Smart key system (for entry function)	INFO
				BLE door digital key receiver assembly (for driver door)	
				Digital key ECU assembly	
Front passenger side door entry lock and unlock functions do not operate	-	•	•	Smart key system (for entry function)	INFO
				BLE door digital key receiver assembly (for front passenger door)	
				Digital key ECU assembly	

Back door entry lock and unlock functions do not operate	-	•	•	Smart key system (for entry function) BLE luggage digital key receiver assembly Digital key ECU assembly	INFO
Driver side door entry lock/unlock operation range has decreased		•	-	Digital key Install the BLE indoor digital key receiver assembly to the standard location BLE indoor digital key receiver assembly Install the BLE door digital key receiver assembly (for driver door) to the standard location BLE door digital key receiver assembly (for driver door)	INFO
Front passenger side door entry lock/unlock operation range has decreased		•	-	Digital key Install the BLE indoor digital key receiver assembly to the standard location BLE indoor digital key receiver assembly Install the BLE door digital key receiver assembly (for front passenger door) to the standard location BLE door digital key receiver assembly (for front passenger door)	INFO
Back door entry lock/unlock operation range has decreased		•	-	Digital key Install the BLE luggage digital key receiver assembly to the standard location BLE luggage digital key receiver assembly	INFO
Power source mode does not change (no interior verification)		•	-	Smart key system (for start function) Digital key BLE indoor digital key receiver assembly Digital key ECU assembly Certification ECU (smart key ECU assembly)	INFO
The operation range of the power source switching function has decreased		•	-	Check customize setting (digital key) Digital key Install the BLE indoor digital key receiver assembly to the standard location BLE indoor digital key receiver assembly	INFO
New key cannot be registered (owner key)		•	-	Check registration status of owner key Clear all registered digital keys Smart key system (for start function) Register new owner key (using GTS) Digital key ECU assembly	INFO

				Certification ECU (smart key ECU assembly)	
Additional key cannot be registered (share key)	●	-	●	Clear all registered share keys (Using digital key application)	INFO
				Clear all registered share keys (Using GTS)	
				Check registration date of owner key	
				Digital key ECU assembly	
Key registration message is not displayed (owner key)	●	-	●	Confirm registration date of owner key	INFO
				Certification ECU (smart key ECU assembly)	
Key registration message does not disappear (owner key)	●	-	-	Confirm registration date of owner key	INFO
				Certification ECU (smart key ECU assembly)	
Digital key cannot be cleared	●	-	●	Clear all registered digital keys	INFO
				Digital key	
				Check the navigation system	
				Digital key ECU assembly	
Digital key cannot be canceled	●	-	●	Check the navigation system	INFO
				Digital key ECU assembly	
				Certification ECU (smart key ECU assembly)	
Digital key battery charge low is not displayed on the multi-information display	●	-	●	Check customize setting (digital key)	INFO
				Smart key system (for start function)	
				Digital key	
				Digital key ECU assembly	
Entry unlock response is poor (it takes approximately 4 seconds between touching the outside handle and unlock)	-	-	●	Cancel power saving mode	INFO

