

Last Modified: 12-04-2024	6.11:8.1.0	Doc ID: RM1000000290AG
Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: THEFT DETERRENT / KEYLESS ENTRY: SMART KEY SYSTEM (for Start Function): CUSTOMER PROBLEM ANALYSIS CHECK; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

CUSTOMER PROBLEM ANALYSIS CHECK

Wireless Door Lock and Smart System Questionnaire Vehicle Brought to workshop (/ /)

Name	Vehicle registration No.	Initial registration
Mr./Ms.	Model code	Frame No.

1. Customer Feedback

Problem symptoms first occurred / / : Electrical waves may vary depending on the time of day, even in the same location

Frequency of problem symptoms Continuously Occasionally ()

Location of occurrence City and County Attach a map if possible

Condition (action and consequence)

Customer feedback (Example: No wireless operations)

Map of location of occurrence

2. Check DTC Output and Save Operation History

DTC/Operation history	First Time (when vehicle brought to workshop)	Operation history <input type="checkbox"/> present / <input type="checkbox"/> not present
	Second Time (after DTCs cleared)	Operation history <input type="checkbox"/> present / <input type="checkbox"/> not present

3. Vehicle Check Items

HINT:

- You can reduce the number of systems to check by using the results of the following operation check
- Perform the following checks based on Customer Feedback and the vehicle condition
- Perform the following checks by referring to the checks in "How to Proceed with Troubleshooting"

Lock and Unlock Operation Using Electrical Key (Wireless Door Lock Operation)	Lock and Unlock Operation of All Doors* (Entry Operation)	Starting Hybrid Control System (Start Function)	Suspected Area
x	x	x	①、②、④
x	x	○	①、③、④
x	○	○	①、②、④
○	x	x	①、②、⑤
○	x	○	①、⑤
○	○	x	①、⑥
○	○	○	①、⑧

*: If it does not operate but not always (poor entry response, does not operate sometimes, operates occasionally, etc.), refer to "Operation method check"

Suspected area		
①	Check for DTCs	Go to "Diagnostic Trouble Code Chart" in Repair Manual
②	Check customize settings	Go to step 6 of "How to Proceed with Troubleshooting"
③	Check power door lock control system	Go to step 7 of "How to Proceed with Troubleshooting"
④	Check wireless door lock control system	Go to step 8 of "How to Proceed with Troubleshooting"
⑤	Check entry system	Go to step 9 of "How to Proceed with Troubleshooting"
⑥	Check start system	Go to step 10 of "How to Proceed with Troubleshooting"
⑦	Check electrical key registration function	Go to step 11 of "How to Proceed with Troubleshooting"
⑧	Check systems related to customer feedback	Go to "How to Proceed with Troubleshooting" for each system
〈Notes〉		

Lock and unlock functions using door outside handle (Entry Function)

"Operation method check"

Use the following check sheet when consulting the customer to check for causes of non-operation.

* If an item is missing from the check sheet or unclear, perform the check according to the troubleshooting procedure.

Check sheet for customer operation method

Q1	When unlocking the door with the door outside handle, were operations performed under any of the following conditions?	Customer response
	(1) Vehicle was approached quickly and then the door outside handle was held.	(1) <input type="checkbox"/> YES
	(2) After holding the door outside handle, it was pulled suddenly.	(2) <input type="checkbox"/> YES
	(3) After locking the door, the door outside handle was suddenly pulled.	(3) <input type="checkbox"/> YES
Explanation & Advice	(1) If the door outside handle is operated before communication between the electrical key and vehicle completes, it may not be possible to unlock the door.	
	(2) If the door outside handle is pulled before the door unlock operation completes, it may not be possible to unlock the door. After checking that the door is unlocked, pull the door outside handle.	
	(3) After locking the door, it cannot be unlocked for 3 seconds. Wait for 3 seconds or more after locking the door, and then hold the door outside handle to unlock the door.	

Q2	When locking the door with the door outside handle, were operations performed under any of the following conditions?	Customer response
	(1) The lock sensor (depression on the handle) of the door outside handle was touched quickly.	(1) <input type="checkbox"/> YES
	(2) The lock sensor (depression on the handle) of the door outside handle was touched consecutively many times.	(2) <input type="checkbox"/> YES
Explanation & Advice	(1) If the finger(s) touching the sensor is removed before it is detected, it may not be possible to lock the door. Continue to touch the lock sensor (depression on the handle) until the doors are locked.	
	(2) The vehicle cannot be locked consecutively 3 times or more. Only perform up to 2 consecutive lock operations.	

Q3	Was the electrical key operated under any of the following conditions?	Customer response
	(1) Far from the vehicle.	(1) <input type="checkbox"/> YES
	(2) Near the vehicle.	(2) <input type="checkbox"/> YES
	(3) A wireless communication device or metallic object was near the electrical key.	(3) <input type="checkbox"/> YES
Explanation & Advice	(1) If the electrical key is far from the vehicle, communication may not be possible. Bring the electrical key 0.7 m (2.30 ft.) or less from the vehicle before touching the door outside handle.	
	(2) If the electrical key is very close to the vehicle it may be recognized as being in the cabin. After moving the electrical key away from the door glass or door outside handle, touch the door outside handle.	
Explanation & Advice	(3) If a wireless communication device or metallic object is between the electrical key and the vehicle, it may interfere with communication. Carry the electrical key away from the following devices and objects.	
	Wireless communication device • Electrical key of another vehicle • Wireless remote control • Personal computer • Cell phone (PDA, etc.) • Digital audio player • Portable game system	Metallic object • Card covered with metal such as aluminum foil • Cigarette box with aluminum foil coating • Wallet or bag made of metal • Coins • Pocket warmer • Media such as CDs or DVDs

Q4	When unlocking and locking the door with the door outside handle, were operations performed while wearing gloves?	Customer response
		<input type="checkbox"/> YES
Explanation & Advice	If the door outside handle is touched with covered hands, they may not be recognized.	

HINT:

Be sure to ask the customer in detail about the following points concerning the vehicle operating conditions, environment and problem, and then check for DTCs.

- If the entry unlock function does not operate.
- If the power source mode does not change even though the power switch was pressed (does not change to ACC).
- If the entry lock function does not operate.
- If the entry lock/unlock function does not operate for all doors.
- If both the entry lock and unlock functions do not operate.
- If the wireless lock and unlock functions do not operate.
- If the hybrid control system cannot be started the push-button start function.
- If a hybrid control system start was attempted by holding the electrical key transmitter sub-assembly near the power switch and then pressing the power switch.
- If the warning buzzers inside the vehicle do not sound.
- If the warning buzzers outside the vehicle do not sound.

If it is suspected that wave interference is likely, be sure to ask the customer in detail about the following points concerning the vehicle operating conditions, environment and problem.

- Specific locations where the system does not operate (such as near TV towers, large video displays, wireless garage door opener systems, wireless security cameras, home security systems, etc.).
- Specific times when the system does not operate.
- If the symptoms occurred immediately after purchase or only recently.
- If the system does not operate only when near specific vehicles (there may be wave interference from the wireless systems of other vehicles).
- If the system operates intermittently.
- If the electrical key transmitter sub-assembly is bundled together with other items.
- If the electrical key transmitter sub-assembly is carried together with other electronic devices, such as cell phones, personal computers, portable music players, other electrical key transmitter sub-assemblies, etc. (make sure to keep the electrical key transmitter sub-assembly at least 0.1 m (0.328 ft.) away from such items).
- Where the electrical key transmitter sub-assembly is being kept when not in use: If the electrical key transmitter sub-assembly is being placed within 1 m (3.28 ft.) of items such as TVs, DVD recorders, induction cookers, rice cookers, dishwashers, modems, cell phones, personal computers, microwave ovens, desk or floor lamps, cordless telephones, etc.
- If there are electronic devices that transmit radio waves placed in the vehicle.
- When the transmitter battery was last replaced. The transmitter battery capacity can be approximated using the Key Low Battery Data List item.

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- If the customer installed any optional components (theft deterrent devices, wireless fog lights, etc.) to the vehicle.

