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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: THEFT DETERRENT / KEYLESS ENTRY: DIGITAL KEY SYSTEM: Cannot Connect to BLE; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

Cannot Connect to BLE

DESCRIPTION

When the digital key ECU assembly can connect to the digital key via the BLE connection, an indication of the successful BLE connection is displayed on the digital key screen. When a BLE connection cannot be established, it is not possible to perform vehicle operations that use 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 

- Perform troubleshooting with the electrical key transmitter sub-assembly not inside the detection area of the smart key system.
- Make sure that no DTCs are output. If any DTCs are output, proceed to Diagnostic Trouble Code Chart.
- If the digital key system has been disabled, enable the system before performing troubleshooting.

Click here 

- Before replacing the digital key ECU assembly, refer to Registration.

Click here 

PROCEDURE

1. CHECK BLE CONNECTION

(a) While near the vehicle, check if the BLE connection is established using the digital key screen.

HINT:

The distance at which a BLE connection can be established may differ depending on the digital key device.

OK:

BLE connection can be established

NG  **GO TO STEP 3**

OK



2. CAUSE ANALYSIS

(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.

Click here [INFO](#)

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

NEXT  **END**

3. CHECK ANOTHER DIGITAL KEY

(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 6**

A



4. CHECK USING ANOTHER VEHICLE

(a) Check if another vehicle equipped with digital key system is available

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

B ▶ **GO TO STEP 7****A****5. REGISTER NEW SHARE KEY**

(a) Register a share key.

HINT:

Refer to the digital key application.

NEXT**6. CHECK BLE CONNECTION**

(a) Using another registered digital key, check that a BLE connection can be established.

HINT:

The distance at which a BLE connection can be established may differ depending on the digital key device.

OK:

BLE connection can be established

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

NG ▶ **REPLACE DIGITAL KEY ECU ASSEMBLY** **INFO**

7. REGISTER NEW SHARE KEY

(a) Register the digital key with which a BLE connection could not be established to another vehicle equipped with a digital key system as the share key.

HINT:

Refer to the digital key application.

NEXT

8. CHECK BLE CONNECTION

(a) Using another vehicle equipped with a digital key system, check that a BLE connection can be established.

HINT:

The distance at which a BLE connection can be established may differ depending on the digital key device.

OK:

BLE connection can be established

OK ▶ REPLACE DIGITAL KEY ECU ASSEMBLY INFO

NG ▶ END (PERFORM TROUBLESHOOTING ON ORIGINAL DIGITAL KEY)

