

LOCK/UNLOCK OPERATION NOT POSSIBLE USING REMOTE TRANSMITTER [SECURITY AND LOCKS]

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Description

- The door lock/unlock operation using the remote transmitter button is not possible.

Possible cause

- Keyless receiver malfunction
- Remote transmitter malfunction
- Open circuit in wiring harness between the following terminals:
 - Keyless receiver terminal A and start stop unit terminal 2Q
 - Keyless receiver terminal B and start stop unit terminal 2R
 - Start stop unit terminal 1AF and ground
 - Start stop unit terminal 2B and ground
- Connector poor contact or terminal damage
- Customer's mis-operation or misunderstanding
- Effect of non-standard equipment (any control unit with built-in micro computer such as radio set, mobile telephone, and TV)

Diagnostic Procedure

| Step | Inspection | | Action |
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| 1 | DETERMINE IF MALFUNCTION CAUSE IS DOOR LOCK <ul style="list-style-type: none">Refer to "door lock does not operate" malfunction diagnosis and perform the inspection. (See DOOR LOCK DOES NOT OPERATE [SECURITY AND LOCKS].)Is the lock/unlock operation performed using the remote transmitter? | Yes | Troubleshooting completed. (Explain the contents of the servicing to the customer.) |
| | | No | Go to the next step. |
| 2 | VERIFY IF MALFUNCTION CAUSE IS EXTRINSIC NOISE <ul style="list-style-type: none">Ask the customer malfunction condition.Does the malfunction occur at the specified place where extrinsic noise is received such as a TV tower, electric power station, or a broadcast station? | Yes | System is normal. (Explain the customer that operation cannot be performed caused by extrinsic noise.) |
| | | No | Go to the next step. |
| 3 | VERIFY IF MALFUNCTION CAUSE IS OPERATION OTHER THAN OPERATION PERMISSION CONDITION <ul style="list-style-type: none">Did the customer operate the remote transmitter with all the following conditions met?<ul style="list-style-type: none">— All doors and liftgate are closed.— Ignition switched off (LOCK) | Yes | Go to the next step. |
| | | No | System is normal. (Explain the customer operation condition.) |
| 4 | DETERMINE IF MALFUNCTION CAUSE IS NON-STANDARD EQUIPMENT <ul style="list-style-type: none">Did the malfunction occur after installing the following non-standard equipment?<ul style="list-style-type: none">— Mobile telephone or radio set— Part with built-in micro computer— Remote engine starter— TV | Yes | Go to the next step. |
| | | No | Go to Step 6. |
| 5 | DETERMINE IF MALFUNCTION CAUSE IS NON-STANDARD EQUIPMENT <ul style="list-style-type: none">Disconnect the connector for non-standard equipment.Perform the lock/unlock operation using the remote transmitter.Does it operate normally? | Yes | System is normal. (Explain to the customer that noise from the non-standard equipment affected the operation.) |
| | | No | Go to the next step. |

| Step | Inspection | Action |
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| 6 | VERIFY REMOTE TRANSMITTER BATTERY CONDITION <ul style="list-style-type: none"> Visually inspect the remote transmitter battery for the following: <ul style="list-style-type: none"> Method of battery insertion (polarity) Battery type (CR2025) Corrosion, soiling, deformation of battery terminals (plus/minus terminals). Contact malfunction between the battery terminal and battery when battery is inserted Is there any malfunction? | Battery insertion direction, battery type is incorrect: <ul style="list-style-type: none"> Properly install the battery or replace the battery with a specified one (CR2025), then go to the next step. Battery terminal malfunction: <ul style="list-style-type: none"> Clean corrosion and soiling, or repair or replace the terminal, then go to the next step. |
| | | Go to Step 8. |
| 7 | VERIFY REMOTE TRANSMITTER OPERATION <ul style="list-style-type: none"> Perform the lock/unlock operation using the remote transmitter. Is the lock/unlock operation performed normally? | Troubleshooting completed. |
| | | Go to the next step. |
| 8 | DETERMINE IF MALFUNCTION CAUSE IS REMOTE TRANSMITTER <p>Note</p> <ul style="list-style-type: none"> For a monitor battery, use a new battery or one which operates normally on another vehicle. <ul style="list-style-type: none"> Replace the battery in all the remote transmitters with a monitor-use battery. (See REMOTE TRANSMITTER DISASSEMBLY/ ASSEMBLY.) For each remote transmitter, verify that the remote transmitter operation indicator light (LED) illuminates when a button is operated. Does operation indicator light (LED) for each remote transmitter operate? | Go to the next step. |
| | | If the operation indicator light (LED) does not illuminate, replace the remote transmitter, then go to the Step 12. |
| 9 | DETERMINE IF MALFUNCTION CAUSE IS BATTERY <p>Note</p> <ul style="list-style-type: none"> Inspect for all remote transmitters. Inspect while the batteries for all of the remote transmitters are replaced with monitor-use batteries. <ul style="list-style-type: none"> Perform the lock/unlock operation using all the remote transmitters. Is the lock/unlock operation performed normally? | Replace the battery, then go to Step 12. (See REMOTE TRANSMITTER DISASSEMBLY/ ASSEMBLY.) |
| | | Go to the next step. |
| 10 | INSPECT IF MALFUNCTION CAUSE IS OPEN CIRCUIT IN WIRING HARNESS BETWEEN START STOP UNIT AND GROUND <ul style="list-style-type: none"> Verify that the start stop unit connector is disconnected. Inspect for continuity between the following terminals (vehicle wiring harness). <ul style="list-style-type: none"> Start stop unit terminal 1AF and ground Start stop unit terminal 2B and ground Is there continuity? | Go to the next step. |
| | | <ul style="list-style-type: none"> Repair or replace the wiring harness for an open circuit. After repair, go to Step 12. |

| Step | Inspection | Action |
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| 11 | INSPECT IF MALFUNCTION CAUSE IS OPEN CIRCUIT IN WIRING HARNESS BETWEEN KEYLESS RECEIVER AND START STOP UNIT OR KEYLESS RECEIVER <ul style="list-style-type: none"> • Disconnect the negative battery cable. (See NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION [SKYACTIV-G 2.0, SKYACTIV-G 2.5].) (See NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION [SKYACTIV-G 2.0, SKYACTIV-G 2.5 (WITHOUT i-stop)].) (See NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION [SKYACTIV-D 2.2].) • Disconnect the keyless receiver and start stop unit connector. • Inspect for continuity between the following terminals (vehicle wiring harness). <ul style="list-style-type: none"> — Keyless receiver terminal A and start stop unit terminal 2Q — Keyless receiver terminal B and start stop unit terminal 2R • Is there continuity? | Yes |
| | | No |
| 12 | VERIFY IF MALFUNCTION CAUSE WAS CORRECTED <ul style="list-style-type: none"> • Perform the lock/unlock operation using all the remote transmitters. • Is the lock/unlock operation performed normally? | Troubleshooting completed. (Explain the contents of the servicing to the customer.) |
| | | If the malfunction has not been resolved, repeat the inspection from Step 1. |