

What to do if... (Troubleshooting)

If you have a problem, check the following before contacting your Toyota dealer.

The doors cannot be locked, unlocked, opened or closed



You lose your keys

- If you lose your keys or mechanical keys, new genuine keys or mechanical keys can be made by your Toyota dealer. (→P. 144)
- If you lose your keys or electronic keys, the risk of vehicle theft increases significantly. Contact your Toyota dealer immediately. (→P. 146)



The doors cannot be locked or unlocked

- Is the key battery weak or depleted? (→P. 494)
- Vehicles with a smart key system:
Is the engine switch in IGNITION ON mode?
When locking the doors, turn the engine switch off. (→P. 213)
Vehicles with a smart key system:
Is the electronic key left inside the vehicle?
When locking the doors, make sure that you have the electronic key on your person.
- The function may not operate properly due to the condition of the radio wave. (→P. 144, 163)



The rear door cannot be opened

- Is the child-protector lock set?
The rear door cannot be opened from inside the vehicle when the lock is set. Open the rear door from outside and then unlock the child-protector lock. (→P. 152)



The trunk lid is closed with the electronic key left inside (vehicles with a smart key system)

- The function to prevent the electronic key from being left inside the trunk will operate and you can open the trunk as usual. Take the key out from the trunk. (→P. 158)