

Subject

Smart Key Functions Inoperative Until Battery Removal and Reinstallation - Signal Interference - Occurs When Placing Key Fob on Wireless Charge While Charging Phone

Market

USA

Service Category

Vehicle Interior

Section

Theft Deterrent/Keyless Entry

Applicability

Grand Highlander and others. MY22-24

APPLICABLE VEHICLES

2023-2024	Highlander	2023-2024	Highlander HV
2023-2024	Tacoma	2023-2024	Tundra
2024	Grand Highlander HV	2024	Tacoma HV
2023-2024	Sequoia HV	2023-2024	Tundra HV
2024	Sequoia	2024	Grand Highlander
2023-2024	Sienna HV		

CONDITION

Some customers have complained that the wireless functions of their Key Fob stop working. Key Fob LEDs will not turn ON, but engine starts with key held up against start button. Key battery voltage is confirmed OK and no DTC/RoB is found.

This condition may occur if customer places Key Fob near wireless charger while phone is charging.

When the key battery is removed and reinstalled, the Key Fob begins to operate normally.

RECOMMENDATIONS

If the condition above is present, please remove and reinstall the Key Fob battery.

Please advise customer to avoid placing Key Fob (or other electronic devices) near wireless charger when phone is charging. This will prevent any potential signal interference between devices.

LINK REFERENCES

This Tech Tip does not contain any link references