

Subject

Smart Key Functions Inoperative - Signal Interference from Wireless Charger

Market

USA

Service Category

Vehicle Interior

Section

Theft Deterrent/Keyless Entry

Applicability

Multiple Models with Wireless Charger

APPLICABLE VEHICLES

2024	Grand Highlander HV	2024	Tacoma HV
2024	Land Cruiser	2023-2024	Tundra HV
2021-2024	Sienna HV	2023-2024	Highlander
2023-2024	Highlander HV	2023-2024	Tacoma
2023-2024	Tundra	2020-2024	4Runner
2023-2024	RAV4 Prime	2023-2024	RAV4
2023-2024	RAV4 HV	2023-2024	Sequoia HV
2024	Sequoia	2024	Grand Highlander

CONDITION

Some customers have expressed concern 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.
If Key Fob Battery is dead, replace it.

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