# 09–03 SYMPTOM TROUBLESHOOTING

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#### **KEYLESS ENTRY SYSTEM WIRING DIAGRAM**



#### FOREWORD

 Go to symptom troubleshooting after identifying the specific malfunction by performing a keyless entry system preliminary inspection.



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## SYMPTOM TROUBLESHOOTING

#### **KEYLESS ENTRY SYSTEM CHECK SHEET**

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#### Note

- Use the sheet below as a customer interview sheet when accepting a vehicle for service.
- If the symptom is "Power door lock system does not operate with transmitter at all", find out how the customer uses the keyless entry system by following the check sheet below.

Perform the following inspection with customer:

- Q1. What's the customer's complaint?
  - □ Power door lock system does not operate with transmitter (door does not lock/unlock).
  - Other
- Q2. Is system factory-installed or after-market?
  - □ Factory-installed system
  - $\rightarrow$  Go to Q3.
  - □ After-market system
  - $\rightarrow$  Perform troubleshooting according to after-market keyless entry system manual.
- Q3. Operate transmitter with customer from **2.5 m {8.2 ft}** away from center of vehicle. (Make sure the ignition key is either in the LOCK position or removed.) Does keyless entry system work?

🗆 Yes

- → Explain the following to the customer:
  - Keyless entry system does not work when ignition switch is in the ON position.
  - Keyless entry system does not work from excessive distances (more than 2.5 m {8.2 ft} away from center of vehicle).

🗆 No

- $\rightarrow$  Go to Q4.
- Q4. Check location where customer uses keyless entry system.

Does a particular area, such as being near TV towers, power plants, power lines or factories, have an effect on malfunction?

- □ Yes Place
- $\rightarrow$  Area of operation is bad. Explain effect of outside interference on transmitter to customer.
- 🗆 No
- $\rightarrow$  Go to Q5.
- Q5. Make sure there are no after-market electrical parts installed on vehicle. Are there any of the following present?
  - Cellular phone
  - · Radio-wave equipment
  - Remote engine starter
  - TV, etc.
  - □ Yes Parts
  - 🗆 No

Perform the keyless entry system preinspection.

### **KEYLESS ENTRY SYSTEM PREINSPECTION**

1. Perform the following pre-inspection before troubleshooting.

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STEP	INSPECTION		ACTION
1	<ul> <li>Is the system an after-market one?</li> </ul>	Yes	Perform troubleshooting according to after-market keyless entry system manual.
		No	Go to next step.
2	Did customer activate keyless entry system	Yes	Go to next step.
	when ignition switch was in LOCK position?	No	Explain to customer that system does not work when ignition switch is in ON position. Turn ignition switch to LOCK position, then go to next step.
3	<ul> <li>Did customer use keyless entry system in particular area, such as being near TV towers, power plants, power lines or factories?</li> </ul>	Yes	<ul> <li>Attempt to lock/unlock doors with transmitter in non-interference area.</li> <li>If system operates: <ul> <li>Area of operation is bad. Explain effect of outside interference on transmitter to customer.</li> </ul> </li> <li>If system does not operate: <ul> <li>Go to next step.</li> </ul> </li> </ul>
		No	Go to next step.
4	<ul> <li>Are any of the following after-market electrical parts on the vehicle?</li> <li>— Cellular phone</li> <li>— Radio-wave equipment</li> <li>— Remote engine starter</li> <li>— TV, etc.</li> </ul>	Yes	<ul> <li>Disconnect after-market electrical part connectors and attempt to lock/unlock doors with transmitter.</li> <li>If system operates: <ul> <li>After-market electrical parts are interfering with keyless entry system.</li> </ul> </li> <li>If system does not operate: <ul> <li>Go to next step.</li> </ul> </li> </ul>
		No	Go to next step.
5	Perform on-board diagnostic function.	Yes	Go to next step.
	(See 09–02A–2 ON-BOARD DIAGNOSTIC FUNCTION [KEYLESS ENTRY SYSTEM]) • Does on-board diagnostic function work?	No	Go to Step 7.
6	Attempt to reprogram keyless control module ID	Yes	System is normal now.
	<ul><li>code.</li><li>Can keyless control module ID code be reprogrammed?</li></ul>	No	Go to Step 1 of troubleshooting No.3.
7	Did any on-board diagnostic functions work?	Yes	Go to Step 1 of troubleshooting No.1.
		No	Go to Step 1 of troubleshooting No.2.

#### TROUBLESHOOTING INDEX

INO	BLESHOOTING INDEX		A3U090369000W05
No.	TROUBLESHOOTING ITEM	DESCRIPTION	PAGE
1	One or more on-board diagnostic functions inoperative.	<ul> <li>Malfunction in horn system, hazard warning light system, door lock linkage system, door lock switch system or driver's door key cylinder switch system.</li> </ul>	(See 09–03–4 NO.1 ONE OR MORE ON-BOARD DIAGNOSTIC FUNCTIONS INOPERATIVE)
2	All on-board diagnostic functions inoperative.	<ul> <li>Malfunction in keyless control module power supply circuit, door switch circuit, cargo compartment light switch circuit (5HB) or keyless control module ground circuit.</li> </ul>	(See 09–03–6 NO.2 ALL ON- BOARD DIAGNOSTIC FUNCTIONS INOPERATIVE)
3	Transmitter ID code cannot be reprogrammed.	<ul> <li>Malfunction in transmitter battery, transmitter, keyless control module bracket, keyless control module bracket ground screw or keyless control module circuit.</li> </ul>	(See 09–03–7 NO.3 TRANSMITTER ID CODE CANNOT BE REPROGRAMMED)

#### NO.1 ONE OR MORE ON-BOARD DIAGNOSTIC FUNCTIONS INOPERATIVE

When performing an asterisked (\*) troubleshooting inspection, shake the wiring harness and connectors while
performing the inspection to discover whether poor contact points are the cause of any intermittent
malfunctions. If there is a problem, make sure connectors, terminals and wiring harnesses are connected
correctly and undamaged.

1	One or more on-board diagnostic functions inoperative
DESCRIPTION	Malfunction in horn system, hazard light system, door lock linkage system, door lock switch system or driver's door key cylinder switch system.
POSSIBLE CAUSE	<ul> <li>Malfunction in horn system <ul> <li>Horn circuit malfunction</li> <li>Keyless control module malfunction</li> <li>Malfunction in wiring harness between keyless control module and horn relay</li> </ul> </li> <li>Malfunction in hazard light system <ul> <li>Hazard light circuit</li> <li>Keyless control module malfunction</li> <li>Malfunction in wiring harness between keyless control module and flasher control module</li> </ul> </li> <li>Malfunction in door lock linkage</li> <li>Malfunction in door lock switch system</li> <li>Malfunction in door lock switch system</li> <li>Malfunction in keyless control module door unlock signal circuit</li> <li>Keyless control module malfunction</li> <li>Malfunction in wiring harness between keyless control module and door lock control module</li> </ul> <li>Malfunction in driver-side door key cylinder switch system</li> <li>Malfunction in keyless control module door lock/unlock signal circuit <ul> <li>Keyless control module malfunction</li> <li>Malfunction in driver-side door key cylinder switch system</li> </ul> </li> <li>Malfunction in keyless control module door lock/unlock signal circuit <ul> <li>Keyless control module malfunction</li> <li>Malfunction in keyless control module door lock/unlock signal circuit</li> <li>Keyless control module malfunction</li> <li>Malfunction in keyless control module door lock/unlock signal circuit</li> </ul> </li>

#### Diagnostic procedure

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STEP	INSPECTION		ACTION
1	<ul> <li>CHECK HORN, AND HAZARD WARNING LIGHT</li> <li>OPERATION DURING ON-BOARD DIAGNOSIS</li> <li>Did all of the following items work during on- board diagnostic function operation?</li> <li>— Horns sounded intermittently</li> <li>— Hazard warning lights flashed</li> </ul>	Yes No	Go to Step 8. Go to next step.
2	CHECK HORN OPERATION DURING ON-BOARD	Yes	Go to Step 5.
	<ul> <li>DIAGNOSIS</li> <li>Did horns sound intermittently during on-board diagnostic function operation?</li> </ul>	No	Go to next step.
3	INSPECT HORN CIRCUIT	Yes	Go to next step.
	<ul> <li>Do horns sound when depressing horn switch on vehicle?</li> </ul>	No	Inspect horn circuit.
*4	CHECK TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (BETWEEN KEYLESS	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>CONTROL MODULE AND HORN RELAY) OR</li> <li>KEYLESS CONTROL MODULE</li> <li>Measure voltage at keyless control module connector terminal E during on-board diagnostic function operation.</li> <li>B+→below 1.0 V→B+→below 1.0 V→B+</li> <li>Is voltage as above?</li> </ul>	No	<ul> <li>Inspect wiring harness between keyless control module and horn relay.</li> <li>If wiring harness is OK, replace keyless control module and reprogram transmitter ID code, then go to Step 16.</li> <li>If wiring harness malfunctions, repair wiring harness, then go to Step 16.</li> </ul>
5	CHECK HAZARD WARNING LIGHT OPERATION DURING ON-BOARD DIAGNOSIS	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>Did hazard warning lights flash during on-board diagnostic function operation?</li> </ul>	No	Go to next step.
6	INSPECT HAZARD WARNING LIGHT CIRCUIT	Yes	Go to next step.
	<ul> <li>Do hazard warning lights flash when hazard warning switch is on?</li> </ul>	No	Inspect hazard light circuit.
*7	CHECK TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (BETWEEN KEYLESS	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>CONTROL MODULE AND FLASHER CONTROL MODULE) OR KEYLESS CONTROL MODULE</li> <li>Measure voltage at keyless control module connector terminal H during on-board diagnostic function operation.</li> <li>Alternates between B+ and below 1.0 V</li> <li>Is voltage as above?</li> </ul>	No	<ul> <li>Inspect wiring harness between keyless control module and flasher control module.</li> <li>If wiring harness is OK, replace keyless control module and reprogram transmitter ID code, then go to Step 16.</li> <li>If wiring harness malfunctions, repair wiring harness, then go to Step 16.</li> </ul>

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# SYMPTOM TROUBLESHOOTING

STEP	INSPECTION		ACTION
8	MAKE SURE THAT ALL DOORS LOCK AND UNLOCK DURING ON-BOARD DIAGNOSIS	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>Did all of the following items work during on- board diagnostic function operation?</li> <li>— All doors unlocked and locked</li> <li>— Driver-side door unlocked</li> </ul>	No	Go to next step.
9	INSPECT DOOR LOCK LINKAGE	Yes	Go to next step.
	<ul> <li>Operate inner door lock knob and make sure door locks and unlocks manually.</li> <li>Does every door lock system work?</li> </ul>	No	Inspect door lock linkage.
10	MAKE SURE THAT ALL DOORS UNLOCK	Yes	Go to Step 13.
	<ul> <li><b>DURING ON-BOARD DIAGNOSIS</b></li> <li>Did all doors unlock during on-board diagnostic function operation?</li> </ul>	No	Go to next step.
11	CHECK TO SEE WHETHER MALFUNCTION IS IN	Yes	Go to next step.
	<ul> <li>DRIVER'S DOOR LOCK SWITCH SYSTEM OR ELSEWHERE</li> <li>Do all doors unlock when door lock switch UNLOCK button is pressed?</li> </ul>	No	Inspect power door lock system.
*12	CHECK TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (BETWEEN KEYLESS	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>CONTROL MODULE AND DOOR LOCK</li> <li>CONTROL MODULE) OR KEYLESS CONTROL</li> <li>MODULE</li> <li>Measure voltage at keyless control module connector terminal K during on-board diagnostic function operation.</li> <li>— All doors unlocked: 5 V→below 1.0 V→5 V</li> <li>Is voltage as above?</li> </ul>	No	<ul> <li>Inspect wiring harness between keyless control module and door lock control module.</li> <li>If wiring harness is OK, replace keyless control module and reprogram transmitter ID code, then go to Step 16.</li> <li>If wiring harness malfunctions, repair wiring harness, then go to Step 16.</li> </ul>
13	MAKE SURE THAT ALL DOORS LOCK AND DRIVER'S DOOR UNLOCKS DURING ON-	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>BOARD DIAGNOSIS</li> <li>Did all of the following items work during on- board diagnostic function operation?</li> <li>All doors locked</li> <li>Driver-side door unlocked</li> </ul>	No	Go to next step.
14	CHECK TO SEE WHETHER MALFUNCTION IS IN	Yes	Go to next step.
	DRIVER'S DOOR KEY CYLINDER SWITCH SYSTEM OR ELSEWHERE	No	Inspect power door lock system.
	<ul> <li>Do all of the following items work when inserting ignition key into driver-side door key cylinder and operating ignition key?</li> <li>All doors locked</li> <li>Driver-side door unlocked</li> </ul>		
*15	CHECK TO SEE WHETHER MALFUNCTION IS IN WIRING HARNESS (BETWEEN KEYLESS	Yes	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.
	<ul> <li>CONTROL MODULE AND DOOR LOCK</li> <li>CONTROL MODULE) OR KEYLESS CONTROL</li> <li>MODULE</li> <li>Measure voltage at keyless control module connector terminal O during on-board diagnostic function operation.</li> <li>All doors locked: 5 V→2.5 V→5 V</li> <li>Driver-side door unlocked: 5 V→</li> <li>below 1.0 V→5 V</li> <li>Is voltage as above?</li> </ul>	No	<ul> <li>Inspect wiring harness between keyless control module and door lock control module.</li> <li>If wiring harness is OK, replace keyless control module and reprogram transmitter ID code, then go to next step.</li> <li>If wiring harness malfunction, repair wiring harness, then go to next step.</li> </ul>
16	RECHECK MALFUNCTION SYMPTOM AFTER REPAIR	Yes	Explain repairs to customer.
	Does keyless entry system operate properly?	No	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.

#### NO.2 ALL ON-BOARD DIAGNOSTIC FUNCTIONS INOPERATIVE

 When performing an asterisked (\*) troubleshooting inspection, shake the wiring harness and connectors while performing the inspection to discover whether poor contact points are the cause of any intermittent malfunctions. If there is a problem, make sure connectors, terminals and wiring harnesses are connected correctly and undamaged.

2	All on-board diagnostic functions inoperative
DESCRIPTION	• Malfunction in keyless control module power supply circuit, door switch circuit, cargo compartment light switch circuit (5HB) or keyless control module ground circuit.
POSSIBLE CAUSE	<ul> <li>Malfunction in IG1, B+ signal circuit of keyless control module         <ul> <li>Keyless control module power supply fuse malfunction</li> <li>Malfunction in wiring harness between keyless control module power supply fuse(s) and keyless control module itself</li> </ul> </li> <li>Malfunction in keyless control module door open/closed signal circuit         <ul> <li>Door switch system malfunction</li> <li>Keyless control module malfunction</li> <li>Malfunction in wiring harness between keyless control module and door switch</li> </ul> </li> <li>Malfunction in keyless control module's liftgate open/closed signal circuit (5HB)         <ul> <li>Cargo compartment light switch system malfunction</li> <li>Keyless control module malfunction</li> <li>Malfunction in keyless control module's liftgate open/closed signal circuit (5HB)</li> <li>Cargo compartment light switch system malfunction</li> <li>Malfunction in wiring harness between keyless control module and cargo compartment light switch</li> </ul> </li> <li>Malfunction in wiring harness between keyless control module and cargo compartment light switch</li> <li>Malfunction in keyless control module GND signal circuit</li> <li>Malfunction in wiring harness between keyless control module and ground</li> </ul>

#### Diagnostic procedure

STEP	INSPECTION		ACTION
1	INSPECT KEYLESS CONTROL MODULE	Yes	•
	POWER SUPPLY FUSES	No	Check for a short to ground on blown fuse circuit. Repair or
	<ul> <li>Are keyless control module power supply fuses okay?</li> </ul>		replace as necessary.
		X	Install appropriate amperage fuse.
2	<ul><li>INSPECT DOOR SWITCH INSTALLATION</li><li>Are door switches installed securely?</li></ul>	Yes	Go to next step.
	• Are door switches installed securely :	No	Install door switches securely, then go back to Step 5 of keyless entry system preliminary inspection.
*3	CHECK TO SEE WHETHER MALFUNCTION IS IN	Yes	Go to next step.
	<ul> <li>WIRING HARNESS (LACK OF CONTINUITY BETWEEN FUSE BLOCK AND KEYLESS CONTROL MODULE) OR ELSEWHERE</li> <li>Turn ignition switch to ON position.</li> <li>Measure voltage at following keyless control module terminals: — IG1 signal (Terminal A) — B+ signal (Terminal B)</li> <li>Is voltage approximately 12 V?</li> </ul>	No	Repair wiring harness between fuse block and keyless control module, then go to Step 8.
*4	CHECK TO SEE WHETHER MALFUNCTION IS IN	Yes	Repair malfunctioning wiring harness, then go to Step 8.
	<ul> <li>WIRING HARNESS (SHORT TO B+ BETWEEN FUSE BLOCK AND KEYLESS CONTROL MODULE, OR BETWEEN KEYLESS CONTROL MODULE AND GROUND) OR ELSEWHERE</li> <li>Turn ignition switch to LOCK position.</li> <li>Disconnect keyless control module connector.</li> <li>Measure voltage at following keyless control module connector terminal: — IG1 signal (Terminal A)</li> <li>Is voltage approximately 12 V?</li> </ul>	No	Go to next step.
*5	CHECK TO SEE WHETHER MALFUNCTION IS IN	Yes	Г
	WIRING HARNESS (LACK OF CONTINUITY BETWEEN KEYLESS CONTROL MODULE AND GROUND) OR ELSEWHERE • Is there continuity between keyless control	No	Repair wiring harness between keyless control module and ground, then go to Step 8.
	module connector terminal L and ground?		
6	CHECK FOR CHECK CODE 04 IN INSTRUMENT	Yes	Go to next step.
	<ul> <li>CLUSTER</li> <li>Inspect door switch using instrument cluster input/output check mode. (See 09–22–5 INSTRUMENT CLUSTER INPUT/OUTPUT CHECK MODE)</li> <li>Does DTC 04 function properly?</li> </ul>	No	Repair door switch system using DTC 04 inspection procedure, then go to Step 8.

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# SYMPTOM TROUBLESHOOTING

STEP	INSPECTION		ACTION
7	7 INSPECT KEYLESS CONTROL MODULE OR WIRING HARNESS (BETWEEN KEYLESS	Yes	Replace keyless control module and reprogram keyless control module ID code, then go to next step.
	<ul> <li>CONTROL MODULE AND DOOR SWITCHES, CARGO COMPARTMENT LIGHT SWITCH FOR CONTINUITY)</li> <li>Open the driver-side door.</li> <li>Open the liftgate.</li> <li>Is there continuity between keyless control module connector terminal C, D and ground?</li> </ul>	No	Repair wiring harness between keyless control module and door switches, cargo compartment light switch then go to next step.
8	RECHECK MALFUNCTION SYMPTOM AFTER REPAIR	Yes	Troubleshooting completed. Explain repairs to customer.
	Does keyless entry system operate properly?	No	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.

#### NO.3 TRANSMITTER ID CODE CANNOT BE REPROGRAMMED

3	Transmitter ID code cannot be reprogrammed
DESCRIPTION	<ul> <li>Malfunction in transmitter battery, transmitter keyless control module bracket, keyless control module bracket ground screw or keyless control module circuit.</li> </ul>
POSSIBLE CAUSE	<ul> <li>Malfunction in transmitter battery, transmitter, keyless control module bracket, keyless control module bracket ground screw or keyless control module circuit         <ul> <li>Transmitter battery, transmitter, keyless control module bracket, keyless control module bracket ground screw or keyless control module malfunction</li> </ul> </li> </ul>

### **Diagnostic procedure**

STEP	INSPECTION		ACTION	
1	INSPECT TRANSMITTER BATTERY	Yes	Go to next step.	09–
	<ul> <li>INSTALLATION AND TYPE</li> <li>Visually inspect transmitter battery.</li> <li>Are below items okay? <ul> <li>Transmitter battery installation (correct polarity)</li> <li>Battery type (CR2025)</li> </ul> </li> </ul>	No	Set transmitter battery properly or replace with specified transmitter battery (CR2025), then go to Step 8.	
2	INSPECT TRANSMITTER BATTERY TERMINALS FOR RUST AND POOR CONNECTION	Yes	Replace transmitter battery or repair transmitter battery terminal, then go to Step 8.	
	<ul> <li>Visually inspect transmitter.</li> <li>Is there rust on transmitter battery terminals (positive or negative pole)?</li> <li>Is there poor connection between terminals and battery?</li> </ul>	No	Go to next step.	-
3	INSPECT TRANSMITTER BATTERY	Yes	Go to next step.	
	<ul><li>Inspect transmitter battery.</li><li>Is battery voltage normal?</li></ul>	No	Replace transmitter battery, then go to Step 8.	
4	INSPECT KEYLESS CONTROL MODULE	Yes	Go to next step.	
	<ul> <li>BRACKET INSTALLATION</li> <li>Is keyless control module bracket installed securely?</li> </ul>	No	Install bracket securely, then go back to Step 6 of keyless entry system preliminary inspection.	
5	INSPECT GROUND SCREW INSTALLATION	Yes	Go to next step.	
	<ul> <li>BETWEEN KEYLESS CONTROL MODULE AND KEYLESS CONTROL MODULE BRACKET</li> <li>Are keyless control module and keyless control module bracket connected securely to ground screw?</li> </ul>	No	Install screw securely, then go back to Step 6 of keyless entry system preliminary inspection.	-
6	CHECK TO SEE WHETHER MALFUNCTION IS IN	Yes	Replace transmitter battery, then go to Step 8.	
	<ul> <li>TRANSMITTER BATTERY OR ELSEWHERE</li> <li>Replace with a known good transmitter battery.</li> <li>Does keyless entry system operate properly?</li> </ul>	No	Go to next step.	-
7	CHECK TO SEE WHETHER MALFUNCTION IS IN TRANSMITTER OR KEYLESS CONTROL MODULE	Yes	Replace transmitter and reprogram transmitter ID code, then go to next step.	
	<ul> <li>Reprogram keyless control module ID code using another known good transmitter.</li> <li>Does keyless entry system operate properly?</li> </ul>	No	Replace keyless control module and reprogram keyless control module ID code, then go to next step.	
8	RECHECK MALFUNCTION SYMPTOM AFTER REPAIR	Yes	Troubleshooting completed. Explain repairs to customer.	
	<ul> <li>Does keyless entry system operate properly?</li> </ul>	No	Recheck malfunction symptoms, then repeat from Step 1 if malfunction recurs.	

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