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<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [03/2023 - ]
<b>Title:</b> TELEMATICS: TELEMATICS SYSTEM: HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius Prius Prime [03/2023 - ]		

## HOW TO PROCEED WITH TROUBLESHOOTING

## CAUTION / NOTICE / HINT

### HINT:

- Use the following procedure to troubleshoot the telematics system.
- \*: Use the GTS.

## PROCEDURE

### 1. VEHICLE BROUGHT TO WORKSHOP

## NEXT



### 2. CUSTOMER PROBLEM ANALYSIS

### HINT:

- In troubleshooting, confirm that the problem symptoms have been accurately identified. Preconceptions should be discarded in order to make an accurate judgment. To clearly understand what the problem symptoms are, it is extremely important to ask the customer about the problem and the conditions at the time the malfunction occurred.
- Gather as much information as possible for reference. Past problems that seem unrelated may also help in some cases.
- The following 5 items are important points for analysis:

What	Vehicle model, system name
When	Date, time, occurrence frequency
Where	Road conditions
Under what conditions?	Driving conditions, weather conditions
How did it happen?	Problem symptoms

## NEXT



### 3. INSPECT AUXILIARY BATTERY

(a) Measure the auxiliary battery voltage with the ignition switch off.

Standard voltage:  
11 to 14 V

**HINT:**

If the voltage is below 11 V, recharge or replace the auxiliary battery before proceeding to the next step.

**NEXT**



<b>4.</b>	<b>CHECK CAN COMMUNICATION SYSTEM*</b>
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(a) Check if CAN communication system DTCs are output.

for HEV Model: Click here [INFO](#)

for PHEV Model: Click here [INFO](#)

RESULT	PROCEED TO
CAN DTCs are not output.	A
CAN DTCs are output.	B

**B ▶ GO TO CAN COMMUNICATION SYSTEM**

for HEV Model: Click here [INFO](#)

for PHEV Model: Click here [INFO](#)

**A**



<b>5.</b>	<b>CHECK DTC*</b>
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(a) Check for DTCs.

**Body Electrical > Telematics > Trouble Codes**

RESULT	PROCEED TO
DTCs are not output.	A
Safety connect system DTCs are output.	B

RESULT	PROCEED TO
Telematics system DTCs are output.	C

**B** ► [GO TO SAFETY CONNECT SYSTEM](#)

**C** ► [GO TO TELEMATICS SYSTEM](#)

**A**



<b>6.</b>	<b>CHECK VEHICLE CONTROL HISTORY*</b>
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(a) Check for vehicle control history and note any codes that are output.

**Body Electrical > Telematics > Utility**

TESTER DISPLAY
Vehicle Control History (RoB)

RESULT	PROCEED TO
No vehicle control history is output	A
Any vehicle control history is output	B

**B** ► [GO TO VEHICLE CONTROL HISTORY](#)

**A**



<b>7.</b>	<b>PROBLEM SYMPTOMS TABLE</b>
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(a) Refer to Problem Symptoms Table.

Click here [INFO](#)

RESULT	PROCEED TO
Fault is not listed in Problem Symptoms Table.	A

RESULT	PROCEED TO
Fault is listed in Problem Symptoms Table.	B

**HINT:**

If the symptom does not recur and no DTCs are output, perform the simulation method.

Click here [INFO](#)

**B ▶ ADJUST, REPAIR OR REPLACE IN ACCORDANCE WITH PROBLEM SYMPTOMS TABLE**

**A**

<b>8.</b>	<b>PERFORM TROUBLESHOOTING*</b>
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(a) Refer to Terminals of ECU.

Click here [INFO](#)

(b) Data List / Active Test

Click here [INFO](#)

**NEXT**

<b>9.</b>	<b>REPAIR OR REPLACE</b>
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**NEXT**

<b>10.</b>	<b>CONFIRMATION TEST</b>
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**NEXT ▶ END**

