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<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [12/2022 - ]
<b>Title:</b> TELEMATICS: TELEMATICS SYSTEM: PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prius Prime [12/2022 - ]		

## **PROBLEM SYMPTOMS TABLE**

### **HINT:**

- Use the table below to help determine the cause of problem symptoms. If multiple suspected areas are listed, the potential causes of the symptoms are listed in order of probability in the "Suspected Area" column of the table. Check each symptom by checking the suspected areas in the order they are listed. Replace parts as necessary.
- Inspect the fuses and relays related to this system before inspecting the suspected areas below.
- When a symptom indicates that a service is malfunctioning, use the GTS to check whether the service subscription is active.

Click here [INFO](#)

### **Application Function**

SYMPTOM	SUSPECTED AREA	LINK
Vehicle status cannot be checked using the application.	Proceed to "Remote Service Malfunction"	<a href="#">INFO</a>
Vehicle status alerts are not received by the application even if remote notification operation conditions are met.	Proceed to "Remote Service Malfunction"	<a href="#">INFO</a>
Vehicle cannot be operated remotely using the application.	Perform remote door lock and unlock registration and check if the problem symptom recurs	<a href="#">INFO</a>
	Proceed to "Remote Service Malfunction"	<a href="#">INFO</a>

### **Remote Engine Start and Stop Function**

SYMPTOM	SUSPECTED AREA	LINK
Hybrid system does not start by remote engine start function.	Proceed to "Remote Engine Starter does not Operate"	<a href="#">INFO</a>
Hybrid system does not stop by remote engine stop function.	Proceed to "Remote Engine Starter does not Operate"	<a href="#">INFO</a>

### **Warning Notification Function**

SYMPTOM	SUSPECTED AREA	LINK
The multi-display screen does not show a warning message even though a warning light turns on or the multi-information display indicates a warning.	Proceed to "Warning Notification Function Malfunction"	<a href="#">INFO</a>

SYMPTOM	SUSPECTED AREA	LINK
The multi-display screen shows a warning message even though no warning lights are on and the multi-information display does not indicate a warning.	Proceed to "Warning Notification Function Malfunction"	<a href="#">INFO</a>
The multi-display screen shows a warning message different from the warning light or the multi-information display.	Proceed to "Warning Notification Function Malfunction"	<a href="#">INFO</a>

### Destination Function

SYMPTOM	SUSPECTED AREA	LINK
Cannot contact call center when Call Dest. Assist is selected on Destination Assist Connect screen	Contact Telematics Service Provider to inquire about network status	-
	Proceed to "UNABLE TO CONNECT TO CALL CENTER"	<a href="#">INFO</a>
	Proceed to "DCM Data Signal Circuit between Radio Receiver and DCM"	<a href="#">INFO</a>
	Radio and display receiver assembly	<a href="#">INFO</a>
	DCM (telematics transceiver)	<a href="#">INFO</a>
Other caller's voice volume cannot be adjusted using the Destination Assist Connect screen	Radio and display receiver assembly	<a href="#">INFO</a>

### Communication Based Voice Recognition Function

SYMPTOM	SUSPECTED AREA	LINK
Does not recognize voice commands performed to contact support center	Check if the connected service is available	-
	Check if the normal voice recognition function is operating correctly*1	<a href="#">INFO</a>
	Proceed to "Does not Recognize Voice Commands Performed to Contact Support Center"	<a href="#">INFO</a>
The microphone button on the keyboard input screen does not become enabled	Check if the connected service is available	-

SYMPTOM	SUSPECTED AREA	LINK
	Proceed to "UNABLE TO CONNECT TO CALL CENTER"	<a href="#">INFO</a>

