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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: U014087,U015587,U016387; Lost Communication with Body Control Module Missing Message; 2023 - 2024 MY Prius Prius Prime [03/2023 - ]		

<b>DTC</b>	<b>U014087</b>	<b>Lost Communication with Body Control Module Missing Message</b>
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<b>DTC</b>	<b>U015587</b>	<b>Lost Communication with Instrument Panel Cluster (IPC) Control Module Missing Message</b>
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<b>DTC</b>	<b>U016387</b>	<b>Lost Communication with Navigation Control Module Missing Message</b>
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## DESCRIPTION

These DTCs are stored when a malfunction occurs in the CAN communication circuit.

DTC NO.	DETECTION ITEM	DTC DETECTION CONDITION	TROUBLE AREA	DTC OUTPUT FROM	PRIORITY
U014087	Lost Communication with Body Control Module Missing Message	CAN reception error	CAN communication system	Telematics	B
U015587	Lost Communication with Instrument Panel Cluster (IPC) Control Module Missing Message	CAN reception error	CAN communication system	Telematics	B
U016387	Lost Communication with Navigation Control Module Missing Message	CAN reception error	CAN communication system	Telematics	B

## PROCEDURE

<b>1.</b>	<b>CLEAR DTC</b>
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(a) Clear the DTCs.

**Body Electrical > Telematics > Clear DTCs**

**NEXT**



<b>2.</b>	<b>CHECK FOR DTC</b>
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(a) Check for DTCs.

**Body Electrical > Telematics > Trouble Codes**

RESULT	PROCEED TO
DTCs are not output	A
U014087, U015587 or U016387 is output	B

**HINT:**

- If CAN communication system malfunction DTCs are output, they may also be output for other systems.
- If the CAN communication system has been checked and repaired in other systems, the DTC will not be output after rechecking for DTCs.
- If the DTC is output frequently, duplicate the conditions that cause a malfunction and perform the check again, even though the DTC was not output after rechecking for DTCs.

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**A** ► **USE SIMULATION METHOD TO CHECK**

**B** ► **GO TO CAN COMMUNICATION SYSTEM**

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

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

