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Model Year Start: 2023	**Model:** Prius Prime	**Prod Date Range:** [03/2023 -]

Title: PA10/PB10/PB12 (HYBRID TRANSMISSION / TRANSAXLE): ELECTRONIC SHIFT LEVER 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 GTS.

PROCEDURE

1.	**VEHICLE BROUGHT TO WORKSHOP**

NEXT
▼

2.	**CUSTOMER PROBLEM ANALYSIS**

NEXT
▼

3.	**CONNECT GTS TO THE DLC3***

HINT:

If the display on the GTS indicates a communication error, inspect the DLC3.

NEXT
▼

4.	**CHECK DTC AND SAVE FREEZE FRAME DATA***

(a) Check DTC

Powertrain > Hybrid Control > Trouble Codes

(b) Check and save freeze frame data

Click here INFO

HINT:

- Make sure to save freeze frame data because the data is necessary for simulation tests.
- If any CAN communication system DTCs are output, perform troubleshooting for the CAN communication system first.

for HEV Model: INFO

for PHEV Model: INFO

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

B ▶ PROBLEM SYMPTOMS TABLE

A
▼

5.	CLEAR DTC AND FREEZE FRAME DATA*

Powertrain > Hybrid Control > Trouble Codes

NEXT
▼

6.	CONDUCT VISUAL INSPECTION

NEXT
▼

7.	CONFIRM PROBLEM SYMPTOMS

RESULT	PROCEED TO
Malfunction does not occur	A

RESULT	PROCEED TO
Malfunction occurs	B

B ▶ **GO TO STEP 10**

A
▼

8.	DUPLICATE CONDITIONS THAT PRODUCE SYMPTOMS

NEXT
▼

9.	CHECK FOR DTC*

Powertrain > Hybrid Control > Trouble Codes

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

B ▶ **GO TO STEP 17**

A
▼

10.	CONDUCT BASIC INSPECTION

RESULT	PROCEED TO
Malfunctioning parts not confirmed	A
Malfunctioning parts confirmed	B

B ▶ **GO TO STEP 18**

A
▼

11.	CHECK ECU POWER SOURCE CIRCUIT

NEXT
▼

12.	CONFIRM CIRCUITS INDICATED BY OUTPUT DTCS

RESULT	PROCEED TO
Malfunction not confirmed	A
Malfunction confirmed	B

B ▶ **GO TO STEP 14**

A
▼

13.	CHECK FOR INTERMITTENT PROBLEMS

Click here INFO

Click here INFO

NEXT
▼

14.	IDENTIFY PROBLEM

NEXT

▼

15.	ADJUST AND/OR REPAIR

NEXT
▼

16.	CONDUCT CONFIRMATION TEST

NEXT ▶ **END**

17.	REFER TO DTC CHART

Click here INFO

NEXT ▶ **GO TO STEP 12**

18.	CONDUCT PARTS INSPECTION

NEXT ▶ **GO TO STEP 14**