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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: PA10/PB10/PB12 (HYBRID TRANSMISSION / TRANSAXLE): ELECTRONIC SHIFT LEVER SYSTEM: PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

PROBLEM SYMPTOMS TABLE

Electronic Shift Lever System

SYMPTOM	SUSPECTED AREA	LINK	
Shift state does not change correctly or shift position indicator displays shift state other than actual	Initialization and learning has not been performed after replacing the shift actuator ECU (shift control actuator assembly)	INFO	
Shift state cannot be changed from P to any other position	The brake pedal is not depressed or is lightly depressed	INFO	
	The brake pedal was depressed after the shift operation was performed		
	The shift operation was performed at the same time the brake pedal was depressed		
	Shift operation was performed when READY indicator light was blinking		
	Shift state was changed to B		
	Shift operation was performed when READY indicator light was not illuminated		
	Shift operation was performed when accelerator pedal was depressed		
	Auxiliary battery is discharged or voltage is low		for M20A-FXS: INFO for 2ZR-FXE: INFO
	When stopped on an incline, a shift operation was performed with the READY indicator not illuminated		INFO
When "Braking Power Low Stop in a Safe Place See Owner's Manual" is displayed on the multi-information display, despite depressing the brake	Release the brake pedal and depress it again, and then operate the shift lever.		

SYMPTOM	SUSPECTED AREA	LINK
	pedal and moving the shift lever, "Press Brake to Shift" is displayed	
Shift state cannot change to P	The P position switch was operated while driving	INFO
	The P position switch was operated when the READY indicator was flashing	
	Auxiliary battery is discharged or voltage is low	for M20A-FXS: INFO for 2ZR-FXE: INFO
	Inspect the ECU supply power	INFO
	Fail-safe is temporarily being performed	INFO INFO
The shift state changed to P unintentionally	P position switch was operated unintentionally	Be careful not to touch the P position switch unintentionally
	The ignition switch was turned off	To change the shift state to other than P, turn the ignition switch to ON (IG)
	Fail-safe is temporarily being performed	INFO INFO
	Attempt to exit the vehicle with the shift state in other than P (driver door open, driver seat belt buckle OFF, brake OFF)	INFO
Does not change to shift state B	Shift state is being changed to B from a state other than D	INFO
	Auxiliary battery is discharged or voltage is low	for M20A-FXS: INFO for 2ZR-FXE: INFO
Does not change to shift state N	The shift lever operation time was short	Hold the shift lever in N for a certain amount of time
	The shift lever was not held in N long enough while stopped or driving at low speeds	INFO

SYMPTOM	SUSPECTED AREA	LINK
While performing a shift lever operation, the shift state changed to a state not intended	After performing a shift operation, the shift lever was unintentionally pulled back to another position	INFO
The shift state changed to N unintentionally	The shift lever returned to the home position too slowly	Check for objects hanging from the shift lever, modifications to the shift knob, foreign matter, etc.
	The shift lever was operated while driving or moved due to an object hanging from it	INFO
	The shift state was changed to D while reversing	
	The P position switch was repeatedly pressed while driving	
	The P position switch was unintentionally pressed and held while driving	
	The shift state was changed to R while driving forward	for M20A-FXS: INFO for 2ZR-FXE: INFO
The shift state cannot be changed to D or R	The shift lever returned to the home position too slowly	Check for objects hanging from the shift lever, modifications to the shift knob, foreign matter, etc.
	The shift lever was not moved fully or operation time was too short	Securely move the shift lever to each position.
	The READY indicator light not illuminated	INFO
	The shift state was changed to D while reversing	
	The shift state was changed to R while driving forward	
	Auxiliary battery is discharged or voltage is low	for M20A-FXS: INFO

SYMPTOM	SUSPECTED AREA	LINK
		for 2ZR-FXE: INFO
	The brake pedal is not depressed or is lightly depressed	
	When the vehicle was stopped in shift state N, the brake pedal was depressed after the shift operation was performed	
	When the vehicle was stopped in shift state N, the shift operation was performed at the same time the brake pedal was depressed	
	The shift lever was operated while the accelerator pedal was depressed	
	When "Braking Power Low Stop in a Safe Place See Owner's Manual" is displayed on the multi-information display, despite depressing the brake pedal and moving the shift lever, "Press Brake to Shift" is displayed	Release the brake pedal and depress it again, and then operate the shift lever.
Supply power does not turn off (while the ignition switch is ON (IG))	When shift state is in N, the ignition switch was pushed within a certain amount of time of moving the shift lever to N	INFO
The shift indicator does not illuminate or shift position indicator does not display the selected shift position	Initialization and learning has not been performed after replacing the shift actuator ECU (shift control actuator assembly)	INFO
	Auxiliary battery is discharged or voltage is low	for M20A-FXS: INFO for 2ZR-FXE: INFO
	Inspect the ECU supply power	INFO
	Shift indicator malfunction	INFO
Electronic shift lever system warning message is displayed on the combination meter assembly	Check for vehicle control history (RoB)	INFO
	Auxiliary battery is discharged or voltage is low	for M20A-FXS: INFO for 2ZR-FXE: INFO

SYMPTOM	SUSPECTED AREA	LINK
	Inspect the ECU supply power	INFO
	Fail-safe is temporarily being performed	INFO INFO
Advanced park was interrupted or canceled	Shift lever was moved while advanced park was operating	INFO
	P position switch was operated while advanced park was operating	

