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| Last Modified: 12-04-2024 | 6.11:8.1.0 | Doc ID: RM10000002BST9 |
| Model Year Start: 2023 | Model: Prius Prime | Prod Date Range: [03/2023 -] |
| Title: M20A-FXS (BATTERY / CHARGING): CHARGING SYSTEM: HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius Prius Prime [03/2023 -] | | |

HOW TO PROCEED WITH TROUBLESHOOTING

PROCEDURE

1. VEHICLE BROUGHT TO WORKSHOP

NEXT



2. CONFIRM PROBLEM SYMPTOMS

NEXT



3. CUSTOMER PROBLEM ANALYSIS

(a) Check if the vehicle has been jump started due to a discharged auxiliary battery.

| RESULT | PROCEED TO |
|---|------------|
| The vehicle has never been jump started | A |
| The vehicle has been jump started due to a discharged auxiliary battery | B |

B **GO TO ON-VEHICLE INSPECTION / CHECK AUXILIARY BATTERY VOLTAGE**

A



4. CAN COMMUNICATION SYSTEM CHECK

(a) Using the GTS, display the CAN Bus Check screen and check that all ECUs and sensors that are connected to the CAN communication system are displayed on the screen.

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

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

CAN Bus Check

NG ► GO TO CAN COMMUNICATION SYSTEM

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

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

OK



5. CHECK FOR DTCS

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

B ► GO TO DTC CHART

A



6. ON-VEHICLE INSPECTION

| RESULT | PROCEED TO |
|---|------------|
| Malfunctioning area has not been determined | A |
| Malfunctioning area has been determined | B |

B  **GO TO STEP 8**

A



| | |
|-----------|--|
| 7. | CHECK FOR INTERMITTENT PROBLEMS |
|-----------|--|

Click here 

NEXT



| | |
|-----------|--------------------------|
| 8. | REPAIR OR REPLACE |
|-----------|--------------------------|

NEXT  **END**

