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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: DOOR / HATCH: FUEL LID OPENER SYSTEM: HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

HOW TO PROCEED WITH TROUBLESHOOTING

CAUTION / NOTICE / HINT

HINT:

- Use the following procedure to troubleshoot the fuel lid opener system.
- *: Use the GTS.

PROCEDURE

1. VEHICLE BROUGHT TO WORKSHOP

NEXT



2. CUSTOMER PROBLEM ANALYSIS

HINT:

- In troubleshooting, confirm that the problem symptoms have been accurately identified. Preconceptions should be discarded in order to make an accurate judgment. To clearly understand what the problem symptoms are, it is extremely important to ask the customer about the problem and the conditions at the time the malfunction occurred.
- Gather as much information as possible for reference. Past problems that seem unrelated may also help in some cases.
- The following 5 items are important points for problem analysis:

What	Vehicle model, system name
When	Date, time, occurrence frequency
Where	Road conditions
Under what conditions?	Driving conditions, weather conditions
How did it happen?	Problem symptoms

NEXT



3. INSPECT AUXILIARY BATTERY VOLTAGE

(a) Measure the auxiliary battery voltage with the ignition switch off.

Standard voltage:

11 to 14 V

HINT:

- A simple method to determine whether the auxiliary battery is discharged is to operate the horn.
- If the voltage is below 11 V, recharge or replace the auxiliary battery before proceeding.

(b) Check the fuses and relays.

(c) Check the connector connections and terminals to make sure that there are no abnormalities such as loose connections, deformation, etc.

NEXT



4.	SYSTEM CHECK
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(a) Check the vehicle specification.

RESULT	PROCEED TO
for M20A-FXS	A
for 2ZR-FXE	B

B **GO TO STEP 6**

A



5.	CHECK FOR DTC*
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(a) Clear the DTCs.

Powertrain > Engine > Clear DTCs

(b) Check for SFI system DTCs.

Powertrain > Engine > Trouble Codes

OK:

SFI system DTCs are not output.

NG **GO TO SFI SYSTEM**

OK**6. PROBLEM SYMPTOMS TABLE**

(a) Refer to Problem Symptoms Table.

Click here [INFO](#)

RESULT	PROCEED TO
Fault is not listed in Problem Symptoms Table	A
Fault is listed in Problem Symptoms Table	B

B ▶ ADJUST, REPAIR OR REPLACE IN ACCORDANCE WITH PROBLEM SYMPTOMS TABLE**A****7. OVERALL ANALYSIS AND TROUBLESHOOTING***

(a) Data List / Active Test

Click here [INFO](#)

(b) Operation Check

Click here [INFO](#)

(c) Terminals of ECU

Click here [INFO](#)

(d) Inspection

NEXT**8. REPAIR OR REPLACE**

NEXT



9.	CONFIRMATION TEST
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NEXT  **END**

