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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: DOOR / HATCH: POWER BACK DOOR 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 following procedure to troubleshoot the power back door 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, whether the problem occurred recently or has been occurring for a long time
Where	Whether the problem occurs at a specific location
Under what conditions?	The state of each courtesy switch and door lock position switch, etc. Whether the ignition switch is ON (IG). Whether the ready on, etc.
How did it happen?	Problem symptoms*1

*1: Interview the customer about the details of the driving conditions, environment and the malfunction, then check the DTCs after reading and storing the record of behavior.

NEXT**3. CHECK PROBLEM SYMPTOM**

(a) Check the problem symptom.

NEXT**4. INSPECT AUXILIARY BATTERY**

(a) Measure the auxiliary battery voltage.

Standard Voltage:

11 to 14 V (IG OFF)

HINT:

- It can be determined if the auxiliary battery is completely drained by operating the horn.
- If the auxiliary battery voltage is less than 11 V, recharge or replace the auxiliary battery.

(b) While referring to the component layout drawings and wiring diagrams, etc., perform a visual inspection where possible for blown fuses, an open or short in a wire harness or improperly connected connectors.

NEXT**5. CHECK COMMUNICATION FUNCTION OF CAN COMMUNICATION SYSTEM***

(a) Use the GTS to check if the CAN communication system is functioning normally.

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

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

RESULT	PROCEED TO
DTC is not output	A
DTC is output	B

B **GO TO CAN COMMUNICATION SYSTEM**

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

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



6.	CHECK FOR DTC*
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(a) Check for DTCs.

Body Electrical > Back Door > Trouble Codes

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

B ► [GO TO DIAGNOSTIC TROUBLE CODE CHART](#)



7.	CHECK VEHICLE CONTROL HISTORY (RoB)*
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(a) Using the GTS, check for Vehicle Control History (RoB).

Body Electrical > Back Door > Utility

TESTER DISPLAY
Vehicle Control History (RoB)

(b) Make a note of the Vehicle Control History (RoB) output.

RESULT	PROCEED TO
Vehicle Control History (RoB) is not output	A
Vehicle Control History (RoB) is output	B


B  **GO TO VEHICLE CONTROL HISTORY (RoB)**

A



8. PROBLEM SYMPTOMS TABLE

(a) Refer to Problem Symptoms Table.

Click here 

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



9. OVERALL ANALYSIS AND TROUBLESHOOTING*

(a) Operation Check

Click here 

(b) Data List / Active Test

Click here 

(c) Terminals of ECU

Click here 

(d) Inspection

NEXT



10.	ADJUST, REPAIR OR REPLACE
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RESULT	PROCEED TO
<ul style="list-style-type: none"> The negative (-) auxiliary battery terminal has disconnected with the back door open. A power source system fuse has removed and installed or replaced. The multiplex network door ECU has removed and installed or replaced, or the multiplex network door ECU connector has disconnected. 	A
<ul style="list-style-type: none"> The negative (-) auxiliary battery terminal has not disconnected with the back door open. A power source system fuse has not removed and installed or replaced. The multiplex network door ECU has not removed and installed or replaced, or the multiplex network door ECU connector has not disconnected. 	B

B **GO TO STEP 12**

A



11.	INITIALIZE POWER BACK DOOR SYSTEM
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(a) Initialize the power back door system.

Click here

NEXT



12.	CONFIRMATION TEST
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NEXT **END**

