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<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [03/2023 - ]
<b>Title:</b> WINDOW / GLASS: POWER WINDOW CONTROL 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 window control system.
- \*: Use the GTS.

**PROCEDURE**

<b>1.</b>	<b>VEHICLE BROUGHT TO WORKSHOP</b>
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**NEXT**



<b>2.</b>	<b>CUSTOMER PROBLEM ANALYSIS</b>
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**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**



<b>3.</b>	<b>READ AND SAVE OPERATION HISTORY*</b>
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**NOTICE:**

- If the vehicle or vehicle controls are operated (for example, during initial inspection when the vehicle is brought in for repair) before operation history has been read out and saved, the operation history information could be lost.
- The function "Read operation history" uses the current system time setting inside the GTS and the time counter inside the controlling ECU to calculate the timings shown in the operation history. For this reason, before reading out the operation history, first make sure that the GTS system clock is accurately set to the current time.

(a) Read and save operation history using the GTS.

**Body Electrical > Main Body > Utility**



**NEXT**



<b>4.</b>	<b>PRE-CHECK</b>
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(a) Measure the auxiliary battery voltage with the ignition switch off.

Standard Voltage:  
11 to 14 V

If the voltage is below 11 V, recharge or replace the auxiliary battery before proceeding to the next step.

(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**



<b>5.</b>	<b>INSPECT COMMUNICATION FUNCTION OF CAN COMMUNICATION SYSTEM*</b>
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(a) Using the GTS, check for CAN communication system DTCs.

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

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

RESULT	PROCEED TO
CAN DTCs are not output	A

RESULT	PROCEED TO
CAN DTCs are output	B

**B ▶ GO TO CAN COMMUNICATION SYSTEM**

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

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

**A**



<b>6.</b>	<b>INSPECT COMMUNICATION FUNCTION OF LIN COMMUNICATION SYSTEM*</b>
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(a) Using the GTS, check for LIN communication system DTCs.

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

**B ▶ GO TO LIN COMMUNICATION SYSTEM**

**A**



<b>7.</b>	<b>CHECK FOR DTC*</b>
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(a) Clear the DTCs.

**Body Electrical > Main Body > Clear DTCs**

(b) Recheck for DTCs.

**Body Electrical > Main Body > Trouble Codes**

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

**B ▶ GO TO DIAGNOSTIC TROUBLE CODE CHART****A****8. 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 ▶ GO TO STEP 10****A****9. OVERALL ANALYSIS AND TROUBLESHOOTING\***

(a) Operation Check

Click here [INFO](#)

(b) Terminals of ECU

Click here [INFO](#)

(c) Data List / Active Test

Click here [INFO](#)

(d) Inspection

**NEXT****10. ADJUST, REPAIR OR REPLACE**

(a) Check if any of the door window regulator sub-assemblies, power window regulator motor assemblies, door glass or door glass runs have been removed and reinstalled.

RESULT	PROCEED TO
Any of the door window regulator sub-assemblies, power window regulator motor assemblies, door glass or door glass runs have been removed and reinstalled.	A
The door window regulator sub-assemblies, power window regulator motor assemblies, door glass and door glass runs have not been removed and reinstalled.	B

**B** ► GO TO STEP 12

**A**  
▼

**11. INITIALIZE POWER WINDOW CONTROL SYSTEM**

(a) If any of the door window regulator sub-assemblies, power window regulator motor assemblies, door glass or door glass runs have been removed and reinstalled, initialize the power window control system.

Click here [INFO](#)

**NEXT**  
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**12. CONFIRMATION TEST**

**NEXT** ► END

