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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: DOOR LOCK: POWER DOOR LOCK 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 door lock control system.
- *: Use the GTS.

PROCEDURE

1. VEHICLE BROUGHT TO WORKSHOP

NEXT



2. CUSTOMER PROBLEM ANALYSIS CHECK

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?	Whether the doors were locked or unlocked, whether the ignition switch was ON, whether the hybrid vehicle control system has started.
How did it happen?	Problem symptoms

NEXT



3. READ AND SAVE VEHICLE CONTROL HISTORY (ROB)

NOTICE:

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

(a) Read and save vehicle control history (RoB) using the GTS.

Body Electrical > Main Body > Utility



NEXT



4. PRE-CHECK

(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



5. CHECK COMMUNICATION FUNCTION OF CAN COMMUNICATION SYSTEM*

(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
CAN DTCs are output	B

B ▶ GO TO CAN COMMUNICATION SYSTEM

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

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

A



6.	CHECK COMMUNICATION FUNCTION OF LIN COMMUNICATION SYSTEM*
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(a) Using the GTS, check for LIN communication system DTCs.

Click here [INFO](#)

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

B ▶ GO TO LIN COMMUNICATION SYSTEM

A



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

Body Electrical > Main Body > Trouble Codes

RESULT	PROCEED TO
DTC is not output	A

RESULT	PROCEED TO
DTC B124300 is output	B
DTC B231200 is output	C

B ► **GO TO DIAGNOSTIC TROUBLE CODE CHART**

C ► **GO TO POWER WINDOW CONTROL SYSTEM**

A



8.	PROBLEM SYMPTOMS TABLE
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(a) Refer to Problem Symptoms Table.

Click here [INFO](#)

RESULT	PROCEED TO
Fault is not listed in Problem Symptoms Table (Fault can be simulated)	A
Fault is not listed in Problem Symptoms Table (Fault cannot be simulated)	B
Fault is listed in Problem Symptoms Table	C

B ► **CHECK VEHICLE CONTROL HISTORY (RoB)**

C ► **GO TO STEP 10**

A



9.	OVERALL ANALYSIS AND TROUBLESHOOTING*
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(a) Terminals of ECU

Click here [INFO](#)

(b) Data List / Active Test

Click here [INFO](#)

(c) Operation Check

Click here [INFO](#)

(d) Inspection

NEXT



10.	REPAIR OR REPLACE
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NEXT



11.	CONFIRMATION TEST
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NEXT  **END**

