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Title: HEATING / AIR CONDITIONING: AIR CONDITIONING SYSTEM (for HEV Model): HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius [12/2022 -]		

HOW TO PROCEED WITH TROUBLESHOOTING

CAUTION / NOTICE / HINT

HINT:

- Use the following procedure to troubleshoot the air conditioning 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) Inspect the auxiliary battery voltage with the ignition switch off.

Standard Voltage:
11 to 14 V

If the auxiliary battery 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

4.	**CHECK COMMUNICATION FUNCTION OF CAN COMMUNICATION SYSTEM***

(a) Using the GTS, check for CAN communication system DTCs.

Click here INFO

RESULT	PROCEED TO
CAN communication system DTCs are not output	A
CAN communication system DTCs are output	B

B **GO TO CAN COMMUNICATION SYSTEM**

A

5.	**CHECK FOR DTC***

(a) Check for DTCs and note any codes that are output.

Body Electrical > Air Conditioner > Trouble Codes

(b) Clear the DTCs.

Body Electrical > Air Conditioner > Clear DTCs

(c) Recheck for DTCs. Based on the DTCs output above, try to force output of the air conditioning system DTC by simulating the operation indicated by the DTC.

Body Electrical > Air Conditioner > Trouble Codes

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

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

A

▼

6.	**CHECK AIR CONDITIONING CONTROL ASSEMBLY**

(a) Operate each switch on the air conditioning control assembly and check that the switches of the air conditioning system operate normally.

NG ▶ **GO TO PROBLEM SYMPTOMS TABLE**

OK

▼

7.	**CHECK BLOWER CONTROL**

(a) Operate the blower switch and check that the blower control operates normally.

NG ▶ **GO TO PROBLEM SYMPTOMS TABLE**

OK

▼

8.	**CHECK AIR INLET CONTROL**

(a) Operate the recirculation/fresh switch and check that the air inlet control operates normally.

NG ▶ **GO TO PROBLEM SYMPTOMS TABLE**

OK

9.	**CHECK AIR OUTLET CONTROL**

(a) Operate the air outlet mode switch and check that the air outlet control operates normally.

NG ▶ **GO TO PROBLEM SYMPTOMS TABLE**

OK

10.	**CHECK COOLING FUNCTION**

(a) Operate the temperature adjustment switches and check that cool air is blown from the registers.

NG ▶ **GO TO PROBLEM SYMPTOMS TABLE**

OK

11.	**CHECK HEATER FUNCTION**

(a) Operate the temperature adjustment switches and check that warm air is blown from the air registers.

NG ▶ **GO TO PROBLEM SYMPTOMS TABLE**

OK

12.	**USE SIMULATION METHOD TO CHECK**

Click here INFO

NEXT

13.	**CONFIRMATION TEST**

NEXT **END**