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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: METER / GAUGE / DISPLAY: METER / GAUGE 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 meter / gauge 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.

Standard Voltage:

11 to 14 V (Ignition switch off)

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



4. CHECK 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



5. CHECK FOR DTC* (METER / GAUGE SYSTEM)

(a) Check for DTCs.

Body Electrical > Combination Meter > Trouble Codes

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

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

A



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

Body Electrical > Combination Meter > Utility

TESTER DISPLAY
Vehicle Control History (RoB)

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

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



7.	PROBLEM SYMPTOM CONFIRMATION
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NEXT



8. SYMPTOM SIMULATION

NEXT



9. PROBLEM SYMPTOMS TABLE

(a) Refer to Problem Symptoms Table.

Click here [INFO](#)

NOTICE:

The problem symptoms table of the meter/gauge system is written based on the assumption that all related systems and ECUs of each function are operating correctly. Therefore, confirm that all related systems and ECUs are functioning correctly before using the problem symptoms table.

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

B **GO TO PROBLEM SYMPTOMS TABLE**

A



10. OVERALL ANALYSIS AND TROUBLESHOOTING*

(a) Terminals of ECU.

Click here [INFO](#)

(b) Data List / Active Test.

Click here [INFO](#)

(c) Operation Check.

Click here [INFO](#)

NEXT



11.	CIRCUIT INSPECTION
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NEXT



12.	ADJUST, REPAIR OR REPLACE
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NEXT



13.	CONFIRMATION TEST
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NEXT  **END**

