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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: CELLULAR COMMUNICATION: SAFETY CONNECT SYSTEM: PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prius Prime [12/2022 -]		

PROBLEM SYMPTOMS TABLE

HINT:

- Use the table below to help determine the cause of problem symptoms. If multiple suspected areas are listed, the potential causes of the symptoms are listed in order of probability in the "Suspected Area" column of the table. Check each symptom by checking the suspected areas in the order they are listed. Replace parts as necessary.
- Inspect the fuses and relays related to this system before inspecting the suspected areas below.
- When a symptom indicates that a service is malfunctioning, use the GTS to check whether the service subscription is active.

Click here [INFO](#)

Voice Guidance

SYMPTOM	SUSPECTED AREA	LINK
"Communication Module failure detected, please contact your dealer" message is played	Diagnostic Trouble Code Chart (Red Indicator has failed and cannot indicate a failure)	INFO
"Communication Module Activation Failed" message is played	Contact Telematics Service Provider to verify any network problems	-
	Wait for a while, then move to different location and retry (try to find location with better signal reception)	-
	Diagnostic Trouble Code Chart	INFO
"Unable to Connect the Emergency Call Center" or "Unable to Connect to the Call Center" message is played	Wait for a while, then move to different location and retry (try to find location with better signal reception)	-
	Perform Vehicle Inquiry on GTS and verify subscription status	-
	Refer to UNABLE TO CONNECT TO CALL CENTER	INFO
"Safety Connect is not active" message is played	Perform Vehicle Inquiry on GTS and verify subscription status	-
	Explain to the customer that the system is in shipping mode, and confirm whether or not they would like to change to active mode	-

Indicator Condition

SYMPTOM	SUSPECTED AREA	LINK
Green indicator abnormal (Remains OFF)	Refer to GREEN INDICATOR REMAINS OFF	INFO
Red indicator abnormal (Remains ON)	Refer to RED INDICATOR REMAINS ON	INFO
Illumination on the manual (SOS) switch panel does not turn on	Proceed to "Emergency Call Switch Illumination Circuit"	INFO

Emergency Call Function

SYMPTOM	SUSPECTED AREA	LINK
The operator's voice is wavering/choppy during the emergency call	If the customize volume is set to a value larger than the default, set the value to that of the default or lower.	INFO

