

<b>Last Modified:</b> 12-04-2024	6.11:8.1.0	<b>Doc ID:</b> RM10000002BT8J
<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [03/2023 - ]
<b>Title:</b> GARAGE DOOR OPENER: GARAGE DOOR OPENER SYSTEM (for Digital Inner Mirror): 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 garage door opener system.
- \*: Use the GTS.

## PROCEDURE

### 1. VEHICLE BROUGHT TO WORKSHOP

### NEXT



### 2. CUSTOMER PROBLEM ANALYSIS

(a) Interview the customer to confirm the problem.

Click here 

### NEXT



### 3. INSPECT BATTERY VOLTAGE

(a) Measure the auxiliary battery voltage with the ignition switch off.

Standard voltage:

11 to 14 V

### HINT:

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 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****5. CHECK FOR DTC\***

(a) Clear for DTCs.

**Body Electrical > Digital Rear-View Mirror > Clear DTCs**

(b) Check for DTCs.

**Body Electrical > Digital Rear-View Mirror > Trouble Codes**

RESULT	PROCEED TO
DTCs are not output	A
Garage Door Opener system DTCs are output	B

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

**6. OVERALL ANALYSIS AND TROUBLESHOOTING\***

(a) Terminals of ECU

Click here 

(b) On-Vehicle Inspection

Click here 

**NEXT****7. REPAIR OR REPLACE****NEXT****8. CONFIRMATION TEST****NEXT**  **END**