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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: TELEMATICS: TELEMATICS SYSTEM: Remote Service Malfunction; 2023 - 2024 MY Prius Prius Prime [03/2023 -]		

Remote Service Malfunction

PROCEDURE

1. CHECK CAN COMMUNICATION SYSTEM

(a) Enter the following menus: Bus Check.

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

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

(b) Check that all ECUs and sensors that use CAN communication are connected.

RESULT	PROCEED TO
There are no connection problems.	A
There is a connection problem.	B

B ▶ GO TO CAN COMMUNICATION SYSTEM

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

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

A
▼

2. CHECK DTC OUTPUT

(a) Connect the GTS to the DLC3.

(b) Enter the following menus: Health Check.

(c) Check for DTCs.

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

B ▶ INSPECT EACH ECU SYSTEM

A



3. CHECK OPERATION OF EACH SYSTEM

(a) Check that each system related to Remote Connect operates normally.

(1) Check power door lock control system

Click here [INFO](#)

(2) Check smart key system (for Entry Function)

Click here [INFO](#)

(3) Check smart key system (for Start Function)

Click here [INFO](#)

(4) Check lighting system (INT)

Click here [INFO](#)

(5) Check meter/gauge system

Click here [INFO](#)

(6) Check air conditioning system

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

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

(7) Check power window control system

Click here [INFO](#)

(8) Check lighting system (EXT)

Click here [INFO](#)

RESULT	PROCEED TO
All of the systems related to Remote Connect operate normally.	A
Any system related to Remote Connect does not operate normally.	B

B ► **GO TO ABNORMAL SYSTEM**

A
▼

4.	CHECK DCM OPERATION HISTORY
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(a) Check DCM Operation History.

Click here [INFO](#)

NEXT ► **CONTACT SERVICE CENTER**

