

Last Modified: 12-04-2024	6.11:8.1.0	Doc ID: RM10000002BEFW
Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: HYBRID / BATTERY CONTROL: PLUG-IN CHARGE CONTROL SYSTEM (for PHEV Model): PROBLEM SYMPTOMS TABLE; 2023 - 2024 MY Prius Prime [03/2023 -]		

PROBLEM SYMPTOMS TABLE

Plug-in Charge Control System

SYMPTOM	SUSPECTED AREA	LINK
Plug-in charging does not start	AC Charging Does not Start	INFO
Charging stops during plug-in charging	Charging Stops during AC Charging	INFO
Plug-in charging time is too long	AC Charging Time is Too Long	INFO
Cannot set or change charge schedule setting	Cannot Set or Change Charge Schedule Setting	INFO
Charging starts immediately despite charge schedule setting (After connecting charging connector, charging indicator (EV charger lid indicator) illuminates)	Charging Starts Immediately Despite Charge Schedule Setting	INFO
Charging does not start at scheduled start time	Charging Does Not Start at Scheduled Start Time	INFO
Charging stops before scheduled stop time	Charging Stops before Scheduled Stop Time	INFO
Charging continues despite reaching scheduled stop time	Charging Continues despite Reaching Scheduled Stop Time	INFO
Cannot lock charging connector	PLUG LOCK fuse	-
	Cannot Lock Charging Connector	INFO
Cannot unlock charging connector	PLUG LOCK fuse	-
	Cannot Unlock Charging Connector	INFO
Charging indicator does not come ON	Charging Indicator Circuit	INFO

SYMPTOM	SUSPECTED AREA	LINK
Charging indicator remains ON		

CUSTOMER PROBLEM ANALYSIS

Symptom Detail Confirmation List

CONFIRMATION ITEM	DESCRIPTION
Vehicle Specifications	<p>Vehicle Model / Vehicle Frame No. / Vehicle Registration Date / Installed Optional Components / Date and Time of Malfunction / Date and Time When Vehicle Brought to Workshop / Driving Distance</p> <p>Basic information about the vehicle can be useful for determining the cause of the symptoms.</p>
Symptoms	<p>Information about the symptoms is useful for determining the malfunctioning area.</p> <p>Example: Charging does not start, charging was suspended, charging does not complete by the scheduled time, charging time is long, etc.</p>
Date/Time Charging Connector Connected Date/Time Symptom Was Noticed	Useful for determining the order in which problem symptoms and malfunctions occurred.
Frequency of Occurrence	Useful for performing troubleshooting.
Weather	<p>Conditions such as if it was sunny, cloudy or rainy, existence of thunder/lightning, temperature, etc.</p> <p>Damage and malfunctions may occur if plug-in charging is performed during a thunderstorm.</p>
Repair History	History of previous repairs can be useful for troubleshooting.
Conditions before malfunction occurred	Information such as if the user performed any unusual operations before the malfunction occurred, if any conditions were different than normal, etc. can be helpful for performing problem analysis.
Charging Location	<ul style="list-style-type: none"> • If the symptoms occurred when the customer charged the vehicle at a particular location for the first time, the power source or equipment at that location may be the cause of the symptoms. • By confirming the charging location, the type of charging cable or charging station can be confirmed.
Charging Cable Used	<ul style="list-style-type: none"> • Whether a genuine charging cable used can be useful for troubleshooting. • Malfunctions may occur if the charging cable has been stored outside.

CONFIRMATION ITEM	DESCRIPTION
Charging Cable Storage Condition	<p>The charging cable may be damaged if it has been improperly stored.</p> <p>Example: Electric vehicle charger cable assembly left connected to electrical outlet, charging cable wound tightly when being stored, etc.</p>
Electrical Outlet Voltage and Type	<p>Useful for performing troubleshooting.</p> <p>NOTICE:</p> <p>Using the following is not recommended:</p> <ul style="list-style-type: none"> • Portable generators (Power output may not be stable enough to perform charging normally)
Existence of Electrical Power Management Function on Power Source (Charging Station) Side	<p>If the charging power source is controlled by an electrical power management function which turns the power source on and off, charging may be interrupted or may take longer than advertised.</p>
History of Work Performed on Electrical System	<p>If work has been performed on the electrical system of the charging power source, it may have caused a malfunction.</p>
Charging Indicator Light State	<p>Abnormal conditions can be identified by the state of the charging indicator.</p> <p>If a malfunction occurs, the charging indicator (EV charger lid indicator) will flash at a 0.2 second interval for approximately 10 seconds.</p>
HV Supply Battery Assembly Status	<p>When the service plug grip is fully charged, charging will not begin when the charge connector is connected.</p> <p>Either of the following methods can be used to check the SOC (State of Charge) of the service plug grip:</p> <ul style="list-style-type: none"> • When the ignition switch is turned to ON, the service plug grip SOC (State of Charge) is displayed on the energy monitor on the multi-information display. • When any door is opened during charging, the current charging condition and estimated time until charging is complete will be displayed.
Charging Cable Indicator Light State	<p>Abnormal conditions can be identified by the state of the indicators on the charging cable.</p>
Existence of Power Outage or Breaker Trip During Plug-in Charging	<p>If a power outage or breaker tripping causes charging to be suspended, it may be mistaken as a malfunction.</p>
Existence of Charging Schedule	<p>Charging schedule not set / Charging schedule set (charging start time) / Charging schedule set (departure time/air conditioning cooperative control setting) / Charging schedule set (departure time/air conditioning cooperative control not set) / difference between actual current time and set current time</p> <ul style="list-style-type: none"> • When the charging connector is connected, if charging does not begin immediately as the charge schedule is set, it may be mistaken as a malfunction. • If the time of the multi-information display differs from the actual current time, charging schedule operation will differ accordingly, this may be mistaken as a malfunction.

CONFIRMATION ITEM	DESCRIPTION
Charging Station Display	If a message was displayed on the charging station when the malfunction occurred, the malfunction may be on the charging power source side.
DTCs, Vehicle Control History	DTCs and vehicle control history data are useful for determining the location or cause of malfunctions.

