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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: DOOR / HATCH: POWER BACK DOOR 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.

Power Back Door System

SYMPTOM	SUSPECTED AREA	LINK
Power back door cannot be operated using any switch	Navigation system / Audio and visual system	INFO
	Check customize setting (power back door function)	
	Check customize setting (Unlock Key Twice Function "Disable")	
	Check customize setting (Wireless Unlock Twice Function "Disable")	
	Check customize setting (Entry Unlock Twice Function "Disable")	
	Power back door sensor assembly RH	
	Power back door sensor assembly LH	
	Harness and connector	
Power back door does not operate using the cabin switch	Multiplex network door ECU	INFO
	Power back door control switch	
	Harness and connector	

SYMPTOM	SUSPECTED AREA	LINK	
	Multiplex network door ECU		
	Main body ECU (multiplex network body ECU)		
Power back door does not operate using outside switch	Power back door control switch no.1		
	Harness and connector		INFO
	Multiplex network door ECU		
Power back door cannot be opened using the back door opener switch assembly (open switch) (back door entry unlock function operates normally)	Multiplex network door ECU	INFO	
Back door closer does not operate	Back door visual check (foreign objects)		
	Back door lock with courtesy light switch assembly		INFO
	Harness and connector		
	Multiplex network door ECU		
Close and lock function does not operate	Back door control switch		
	Harness and connector		INFO
	Multiplex network door ECU		
Jam protection function activates during power back door operation	Back door visual check (foreign objects)	INFO	
	Power back door sensor assembly RH		
	Power back door sensor assembly LH		

SYMPTOM	SUSPECTED AREA	LINK
	Harness and connector	
	Multiplex network door ECU	
Power back door warning system does not operate	Wireless door lock control system	
	Harness and connector	INFO
	Power back door warning buzzer	
	Multiplex network door ECU	
Power back door cannot be operated frequently	Refer to "Power Back Door cannot be Operated Frequently".	INFO

