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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: SUPPLEMENTAL RESTRAINT SYSTEMS: AIRBAG SYSTEM: HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius Prius Prime [03/2023 -]		

HOW TO PROCEED WITH TROUBLESHOOTING

CAUTION / NOTICE / HINT

HINT:

- Use these procedures to troubleshoot the airbag system.
- *: Use the GTS.

PROCEDURE

1. VEHICLE BROUGHT TO WORKSHOP

NEXT



2. CUSTOMER PROBLEM ANALYSIS

(a) Confirm problem symptoms.

Click here [INFO](#)

NEXT



3. INSPECT AUXILIARY 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.

(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 CAN COMMUNICATION SYSTEM***

(a) Using the GTS, check if the CAN communication system is functioning normally.

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

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

HINT:

The airbag ECU assembly is connected to the CAN communication system. Therefore, before starting troubleshooting, make sure to check that there are no malfunctions in the CAN communication system.

RESULT	PROCEED TO
DTC is not output	A
DTC is output	B

B ► GO TO CAN COMMUNICATION SYSTEM

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

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

A**5. CHECK DTC***

(a) Check for DTCs and freeze frame data.

for Freeze Frame Data: Click here [INFO](#)

Body Electrical > SRS Airbag > Trouble Codes

RESULT	PROCEED TO
Airbag system DTCs are output	A
Occupant classification system DTCs are output (w/ Occupant Classification System)	B

RESULT	PROCEED TO
No DTCs are output	C

A ► [GO TO DIAGNOSTIC TROUBLE CODE CHART](#)

B ► [GO TO DIAGNOSTIC TROUBLE CODE CHART](#)

C
▼

6. CHECK VEHICLE CONTROL HISTORY (RoB)*

(a) Check for Vehicle Control History (RoB).

Click here [INFO](#)

Body Electrical > SRS Airbag > Utility



RESULT	PROCEED TO
Vehicle Control History (RoB) is not output	A
Vehicle Control History (RoB) is output	B

A ► [GO TO PROBLEM SYMPTOMS TABLE](#)

B ► [GO TO VEHICLE CONTROL HISTORY \(RoB\)](#)

