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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: MY SETTINGS: MY SETTINGS SYSTEM: 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 my settings system.
- *: Use the GTS.

PROCEDURE

1. VEHICLE BROUGHT TO WORKSHOP

NEXT



2. CUSTOMER PROBLEM ANALYSIS AND SYMPTOM CHECK

NEXT



3. READ AND SAVE VEHICLE CONTROL HISTORY (ROB)

NOTICE:

- If the vehicle or vehicle controls are operated (for example, during initial inspection when the vehicle is brought in for repair) before vehicle control history (RoB) has been read and saved, the vehicle control history (RoB) information could be lost.
- The vehicle control history (RoB) function uses the current system time of the GTS and the time counter inside the controlling ECU to calculate the times shown in the vehicle control history (RoB). For this reason, before reading the vehicle control history (RoB), first make sure that the GTS system clock is accurately set to the current time.

(a) Read and save vehicle control history (RoB) using the GTS.

Body Electrical > Main Body > Utility

TESTER DISPLAY
Vehicle Control History (RoB)

NEXT



4.	INSPECT AUXILIARY BATTERY VOLTAGE
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(a) Measure the auxiliary battery voltage with the ignition switch off.

Standard Voltage:

11 to 14 V

If the voltage is below 11 V, recharge or replace the auxiliary battery before proceeding to the next step.

NEXT



5.	CHECK CAN COMMUNICATION SYSTEM*
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(a) Use the GTS to check if the CAN communication system is functioning normally.

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

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

RESULT	PROCEED TO
CAN communication system DTCs are not output.	A
CAN communication system DTCs are output.	B

B ▶ GO TO CAN COMMUNICATION SYSTEM

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

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

A



6. PROBLEM SYMPTOMS TABLE

(a) Refer to Problem Symptoms Table.

Click here [INFO](#)

RESULT	PROCEED TO
Fault is not listed in Problem Symptoms Table (Fault can be simulated)	A
Fault is not listed in Problem Symptoms Table (Fault cannot be simulated)	B
Fault is listed in Problem Symptoms Table	C

B ► CHECK FOR INTERMITTENT PROBLEMS

C ► GO TO STEP 8

A
▼

7. OVERALL ANALYSIS AND TROUBLESHOOTING*

(a) Data List / Active Test

Click here [INFO](#)

NEXT
▼

8. ADJUST, REPAIR OR REPLACE

NEXT
▼

9. CONFIRMATION TEST

NEXT ► END

