

| | | |
|---|---------------------------|--------------------------------------|
| Last Modified: 12-04-2024 | 6.11:8.1.0 | Doc ID: RM10000002A2JI |
| Model Year Start: 2023 | Model: Prius Prime | Prod Date Range: [12/2022 -] |
| Title: POWER OUTLETS (INT): WIRELESS CHARGING SYSTEM: HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius Prius Prime [12/2022 -] | | |

HOW TO PROCEED WITH TROUBLESHOOTING

CAUTION / NOTICE / HINT

HINT:

Use the following procedure to troubleshoot the wireless charging system.

PROCEDURE

| | |
|-----------|------------------------------------|
| 1. | VEHICLE BROUGHT TO WORKSHOP |
|-----------|------------------------------------|

NEXT



| | |
|-----------|----------------------------------|
| 2. | CUSTOMER PROBLEM ANALYSIS |
|-----------|----------------------------------|

HINT:

- In troubleshooting, confirm that the problem symptoms have been accurately identified. Preconceptions should be discarded in order to make an accurate judgment. To clearly understand what the problem symptoms are, it is extremely important to ask the customer about the problem and the conditions at the time the malfunction occurred.
- Gather as much information as possible for reference. Past problems that seem unrelated may also help in some cases.
- The following 5 items are important points for problem analysis:

| | |
|------------------------|--|
| What | Vehicle model, system name |
| When | Date, time, occurrence frequency |
| Where | Road conditions |
| Under what conditions? | Driving conditions, weather conditions |
| How did it happen? | Problem symptoms |

NEXT



| | |
|-----------|------------------|
| 3. | PRE-CHECK |
|-----------|------------------|

(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.

(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. PROBLEM SYMPTOMS TABLE

(a) Refer to Problem Symptoms Table.

Click here [INFO](#)

| RESULT | PROCEED TO |
|---|------------|
| Fault is not listed in Problem Symptoms Table | A |
| Fault is listed in Problem Symptoms Table | B |

B **GO TO STEP 6**

A



5. OVERALL ANALYSIS AND TROUBLESHOOTING

(a) Operation Check.

Click here [INFO](#)

(b) Terminals of ECU.

Click here [INFO](#)

NEXT



6. REPAIR OR REPLACE

NEXT



7. CONFIRMATION TEST

NEXT ▶ END

