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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [12/2022 -]
Title: POWER OUTLETS (INT): WIRELESS CHARGING 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.

Wireless Charging System

SYMPTOM	SUSPECTED AREA	LINK
Even when the wireless charging system is turned on, the indicator light (green) does not illuminate	Wireless charger power source circuit	INFO
	Mobile wireless charger cradle assembly	INFO
When the wireless charging system is turned on, the indicator (green) illuminates, but the indicator (amber) does not illuminate when a rechargeable device is placed on the charging area (wireless charging does not start)	Operate the ignition switch and confirm that the power source mode is ON or ACC	-
	Check that the device being used is a Qi-compatible rechargeable device	-
	Remove any cases and accessories	-
	Check that there is no gap of 2 mm (0.079 in.) or more between the charging area and smartphone	-
	Check that there are no foreign objects with a thickness of 2 mm (0.079 in.) or more between the charging area and smartphone	-
	Check that the rechargeable device is not fully charged	-
	Check that the rechargeable device is centered on the charging area	-
	Check that the smartphone is placed on the charging area with its charging surface facing correct orientation	-

SYMPTOM	SUSPECTED AREA	LINK
	Check that the vehicle is not in an environment where it may be affected by strong radio waves or electrical noise	-
	Check if more than 1 smartphone is placed on the charging area	-
	Check that a charging cable is not connected to the smartphone	-
	Check that temperature of the smartphone is not excessively high or low	-
	Check if wireless charging of the smartphone is possible using another Qi-compatible wireless charging system	-
	Check if wireless charging is possible using another Qi-compatible smartphone	-
	Status signal circuit	INFO
	Mobile wireless charger cradle assembly	INFO
When the wireless charging system is turned on, the indicator (green) illuminates and when a smartphone is placed on the charging area, the indicator (amber) illuminates, but the indicator (green) illuminates again before wireless charging is completed (wireless charging does not complete)	Check if the smartphone has not been moved out of the charging area	-
	Check that temperature of the smartphone is not excessively high or low	-
	Check that the vehicle is not in an environment where it may be affected by strong radio waves or electrical noise	-
	When the ignition switch is ACC, check that the situation of the vehicle searching for the electrical key (brake pedal is continually depressed, door is open, electrical key transmitter sub-assembly carried out of the vehicle, etc.) is not occurring	-
	Status signal circuit	INFO

SYMPTOM	SUSPECTED AREA	LINK
	Mobile wireless charger cradle assembly	INFO
The indicator light (amber) blinks (pattern 1)*	Status signal circuit	INFO
	Mobile wireless charger cradle assembly	INFO
The indicator light (amber) blinks (pattern 2)*	Check if the charging frequency is being changed	INFO
	Mobile wireless charger cradle assembly	INFO
The indicator light (amber) blinks (pattern 3)*	Check that the device being used is a Qi-compatible smartphone	-
	Remove any cases and accessories	-
	Check that there is no gap of 2 mm (0.079 in.) or more between the charging area and smartphone	-
	Check that there are no foreign objects with a thickness of 2 mm (0.079 in.) or more between the charging area and smartphone	-
	Check that the smartphone is centered on the charging area	-
	Check that the smartphone is in the same position as when charging was started	-
	Mobile wireless charger cradle assembly	INFO
The indicator light (amber) blinks (pattern 4)*	Check that temperature of the mobile wireless charger cradle assembly is not excessively high	-
	Mobile wireless charger cradle assembly	INFO

*: For details about the indicator blinking patterns, refer to System Description.

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