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<b>Model Year Start:</b> 2023	<b>Model:</b> Prius Prime	<b>Prod Date Range:</b> [03/2023 - ]
<b>Title:</b> AUDIO / VIDEO: AUDIO AND VISUAL SYSTEM: HOW TO PROCEED WITH TROUBLESHOOTING; 2023 - 2024 MY Prius Prius Prime [03/2023 - ]		

## HOW TO PROCEED WITH TROUBLESHOOTING

## PROCEDURE

### 1. VEHICLE BROUGHT TO WORKSHOP

## NEXT



### 2. CUSTOMER PROBLEM ANALYSIS

- When troubleshooting, check 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. INSPECT AUXILIARY BATTERY

- (a) Measure the auxiliary battery voltage with the ignition switch off.

Standard voltage:

11 to 14 V

(b) Visually inspect for blown fuses, an open or short in a wire harness or improperly connected connectors, etc.

OK:

Not abnormal

**NEXT**



**4. CHECK CABIN**

(a) Check that condensation is not likely to occur in the cabin and that the temperature is not -20°C (-4°F) or lower, or 65°C (149°F) or higher.

**HINT:**

- A humid cabin and a rapid change in temperature may lead to condensation. Condensation in the cabin may cause a short circuit.
- The audio and visual system may not operate normally when the temperature is -20°C (-4°F) or lower, or 65°C (149°F) or higher.

**NEXT**



**5. CHECK AUDIO AND VISUAL SYSTEM**

(a) Refer to Check System Normal Condition.

Click here INFO

**HINT:**

Depending on the multi-display settings, the background will remain started even when the ignition switch is turned off. For that reason, check the multi-display setting before performing an inspection.

Click here INFO

RESULT	PROCEED TO
Symptom is not normal operation.	A
Symptom is normal operation.	B

**B** **END**

**A**



## 6. CHECK CAN COMMUNICATION SYSTEM

(a) Using the GTS, select "Communication Bus Check" and check that all ECUs and sensors connected to the CAN communication system are displayed on the screen.

Click here [INFO](#)

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

**B**  **GO TO CAN COMMUNICATION SYSTEM**

**A**



## 7. CHECK FOR DTC

### HINT:

Using the GTS, check for DTCs.

(a) Check for DTCs.

(1) Record the results of any DTCs (latest/confirmed)

**Body Electrical > Navigation System > Trouble Codes**

### HINT:

- Check the freeze frame data for both latest DTCs and confirmed DTCs.
- If freeze frame data is stored, a snow icon is displayed to the left.

ITEM	DETAILS
Test Failed	Indicates the latest malfunction judgment results during the current trip
Confirmed	Indicates DTCs that have been confirmed

(b) Clear the DTCs.

(c) Recheck for DTCs.

(1) Based on the detection conditions of the DTCs, simulate the malfunction conditions and check if the DTCs are output again.

Click here [INFO](#)

### HINT:

- If DTCs are output during the speaker line continuity inspection for a vehicle equipped with a stereo component amplifier assembly (w/ "JBL" Sound System), refer to Utility. Click here [INFO](#)
- If DTCs are output during the speaker line continuity inspection for a vehicle equipped with a stereo component amplifier assembly, refer to Utility. Click here [INFO](#)

RESULT	PROCEED TO
DTCs are not output (symptoms can be confirmed or reproduced)	A
DTCs are not output (symptoms cannot be confirmed or reproduced)	B
DTCs are output.	C

**B** ► [GO TO HOW TO PROCEED WITH TROUBLESHOOTING](#)

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

**A**



<b>8.</b>	<b>CHECK FOR VEHICLE CONTROL HISTORY (RoB)</b>
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(a) Using the GTS, check for vehicle control history (RoB).

**Body Electrical > Navigation System > Utility**

TESTER DISPLAY
Vehicle Control History (RoB)

(b) If vehicle control history (RoB) is output, record it.

RESULT	PROCEED TO
Vehicle control history (RoB) is not output	A
Vehicle control history (RoB) is output	B

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

**A**



## 9. 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 11**

**A**



## 10. PERFORM TROUBLESHOOTING BASED ON PROBLEM SYMPTOM

(a) Refer to DIAGNOSIS SYSTEM

Click here [INFO](#)

(b) Refer to Terminals of ECU.

Click here [INFO](#)

**NEXT**



## 11. ADJUST, REPAIR OR REPLACE AS NECESSARY

**NEXT**



## 12. PERFORM CONFIRMATION TEST

### NOTICE:

Depending on the parts that are replaced, performing software update, initialization, registration or calibration may be needed.

[Click here](#) 

**NEXT**



<b>13.</b>	<b>PROCEDURE AFTER REPLACE</b>
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**NEXT**  **END**

