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Model Year Start: 2023	Model: Prius Prime	Prod Date Range: [03/2023 -]
Title: CELLULAR COMMUNICATION: SAFETY CONNECT 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 safety connect system.
- *: Use the GTS.

PROCEDURE

1.	VEHICLE BROUGHT TO WORKSHOP
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NEXT



2.	CUSTOMER PROBLEM ANALYSIS CHECK AND SYMPTOM CHECK
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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 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
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(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 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.	VERIFY CUSTOMER SUBSCRIPTION IS ACTIVE*
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(a) Enter the VIN into Vehicle Inquiry on GTS and verify subscription type and expiration date.

NEXT



5.	CHECK CAN COMMUNICATION SYSTEM
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(a) Check if CAN communication system DTCs output.

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

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

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

A



6. CHECK FOR DTC*

(a) Refer to DTC Check/Clear.

Body Electrical > Telematics > Trouble Codes

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

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

A



7. CHECK VEHICLE CONTROL HISTORY*

(a) Check for vehicle control history and note any codes that are output.

Click here [INFO](#)

Body Electrical > Telematics > Utility

TESTER DISPLAY
Vehicle Control History (RoB)

RESULT	PROCEED TO
No vehicle control history is output	A
Any vehicle control history is output	B

B  [GO TO VEHICLE CONTROL HISTORY](#)

A



8. 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

HINT:

If the symptom does not reoccur and no DTC is output, attempt to reproduce the symptoms.

Click here [INFO](#)

B  **GO TO STEP 10**

A


9. OVERALL ANALYSIS AND TROUBLESHOOTING*

(a) Terminals of ECU

Click here [INFO](#)

(b) Data List / Active Test

Click here [INFO](#)

NEXT


10. REPAIR OR REPLACE

(a) Check if the DCM (telematics transceiver) has been replaced.

RESULT	PROCEED TO
The DCM (telematics transceiver) has been replaced	A

RESULT	PROCEED TO
The DCM (telematics transceiver) has not been replaced	B

B  **GO TO STEP 12**

A



11.	PERFORM DCM ACTIVATION*
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(a) Perform "DCM ACTIVATION".

Click here 

NEXT



12.	CONFIRMATION TEST
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NEXT  **END**

