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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> HYBRID / BATTERY CONTROL: PLUG-IN CHARGE CONTROL SYSTEM (for PHEV Model): Cannot Set or Change Charge Schedule Setting; 2023 - 2024 MY Prius Prime [03/2023 - ] |                           |                                      |

### Cannot Set or Change Charge Schedule Setting

## PROCEDURE

### 1. CHECK DTC OUTPUT (HEALTH CHECK)

(a) Enter the following menus: Health Check.

(b) Check DTCs.

| RESULT             | PROCEED TO |
|--------------------|------------|
| No DTCs are output | A          |
| DTCs are output    | B          |

(c) Turn the ignition switch off.

**B**  **GO TO DTC CHART**

**A**



### 2. CUSTOMER ANALYSIS

(a) Confirm the method the customer used for setting the charge schedule (Multi-information display (Combination meter assembly), Multimedia Display (Radio and display receiver assembly) or smartphone).

| RESULT                             | PROCEED TO |
|------------------------------------|------------|
| Multi-information display was used | A          |
| Multimedia Display was used        | B          |
| Smartphone was used                | C          |

**B** ► GO TO STEP 4

**C** ► GO TO STEP 5

**A**  
▼

|           |  |
|-----------|--|
| <b>3.</b> | <b>SIMULATION TEST (MULTI-INFORMATION DISPLAY)</b> |
|-----------|--|

**HINT:**

Check that the number of charging schedules has not reached the maximum limit, and if it has reached the maximum limit, delete 1 or more of the charging schedules and perform the test again.

- (a) Turn the ignition switch to ON.
- (b) Using the steering pad switches, change or set the charge schedule on the setting screen.



| RESULT                                | PROCEED TO |
|---------------------------------------|------------|
| Charge schedule can be changed/set    | A          |
| Charge schedule cannot be changed/set | B          |
| Steering pad switches do not operate  | C          |

- (c) Turn the ignition switch off.

**A** ► **CAUSE ANALYSIS (USER USING MULTI-INFORMATION DISPLAY RELATED CAUSE)**

- (a) Analyze the cause according to the following table.

**User Related Cause**

| POSSIBLE CAUSE                 | ACTION TO BE TAKEN   |
|--------------------------------|--|
| Charge schedule setting method | Interview customer and provide instruction on usage.<br><br>Explain to the customer that the charge schedule can be set on the multi-information display with the ignition switch ON or ON (READY). |
| Maximum number of              | Interview customer and provide instruction on usage.<br>  |

| POSSIBLE CAUSE             | ACTION TO BE TAKEN  |
|----------------------------|---|
| charge schedule registered | Explain to the customer that up to 15 scheduled charge schedules can be registered. |

(b) Take appropriate action in accordance with the result of the cause analysis.

**B** ► **GO TO METER / GAUGE SYSTEM**

**C** ► **GO TO STEERING PAD SWITCH ASSEMBLY INSPECTION**

|           |   |
|-----------|---|
| <b>4.</b> | <b>SIMULATION TEST (MULTIMEDIA DISPLAY)</b> |
|-----------|---|

**HINT:**

Check that the number of charging schedules has not reached the maximum limit, and if it has reached the maximum limit, delete 1 or more of the charging schedules and perform the test again.

- (a) Turn the ignition switch to ON.
- (b) Change or set the charge schedule on the setting screen.


| RESULT                                | PROCEED TO |
|---------------------------------------|------------|
| Charge schedule can be changed/set    | A          |
| Charge schedule cannot be changed/set | B          |


- (c) Turn the ignition switch off.

**A** ► **CAUSE ANALYSIS (USER USING MULTIMEDIA DISPLAY RELATED CAUSE)**

(a) Analyze the cause according to the following table.

**User Related Cause**

| POSSIBLE CAUSE                 | ACTION TO BE TAKEN  |
|--------------------------------|---|
| Charge schedule setting method | Interview customer and provide instruction on usage.<br><br>Explain to the customer that the charge schedule can be set on the Multimedia Display with the ignition switch ON or ON (READY). |

| POSSIBLE CAUSE                               | ACTION TO BE TAKEN  |
|--|---|
| Maximum number of charge schedule registered | Interview customer and provide instruction on usage.<br><br>Explain to the customer that up to 15 scheduled charge schedules can be registered. |

(b) Take appropriate action in accordance with the result of the cause analysis.

**B**  **GO TO AUDIO AND VISUAL SYSTEM**

**5. SIMULATION TEST (USING SMARTPHONE)**

- (a) Start the app on the customer's smartphone, change or set the charge schedule.
- (b) Turn the ignition switch to ON.
- (c) Check that the charge schedules displayed on the radio and display receiver assembly are the same as that set using the smartphone.

**HINT:**

Depending on the vehicle location, it may take a few minutes for the charge schedule set using the smartphone to be received by the vehicle.

| RESULT                                | PROCEED TO |
|---------------------------------------|------------|
| Charge schedule can be changed/set    | A          |
| Charge schedule cannot be changed/set | B          |

(d) Turn the ignition switch off.

**A**  **CAUSE ANALYSIS (USER USING SMARTPHONE RELATED CAUSE)**

(a) Analyze the cause according to the following table.

**User Related Cause**

| POSSIBLE CAUSE  | ACTION TO BE TAKEN  |
|---|---|
| Charge schedule was attempted to be changed simultaneously using multi-information display or multimedia display. | Explain to the customer that the charge schedule cannot be changed using a smartphone while it is being changed on the multi-information display or multimedia display. |

(b) Take appropriate action in accordance with the result of the cause analysis.

**B ▶ GO TO TELEMATICS SYSTEM**

