TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL KOK Phase 2

(Phase 1 vehicles will be covered in a separate TI)

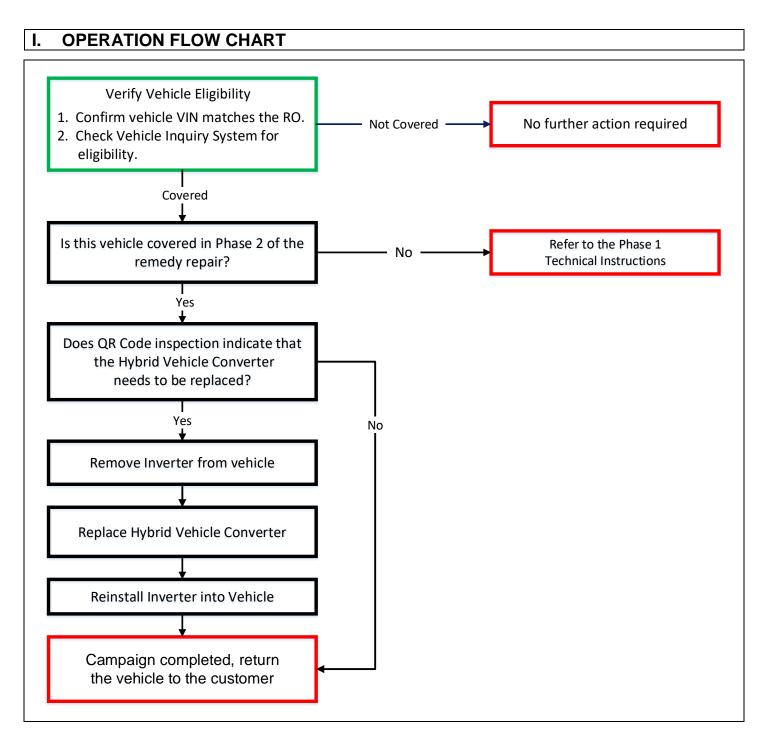
POTENTIAL LOSS OF MOTIVE POWER WHILE DRIVING

CERTAIN 2018-2019 PRIUS C

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold <u>at least one</u> of the following certification levels:

- Expert Technician (Hybrid)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.



II. IDENTIFICATION OF AFFECTED VEHICLES

- 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY
 - a. Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
 - b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

- 2. CONFIRM VEHICLE IS INCLUDED IN PHASE 2
 - a. Using the TIS Vehicle Inquiry System, confirm that this vehicle is included in Phase 2 of this Safety Recall. If this vehicle is included in Phase 1, refer to the separate instructions for Phase 1.

III. PREPARATION

A. PARTS

Part Number	Part Description		Quantity
04009-08152	CONVERTER KIT, HYBRID VEHICLE *		1
	* <u>The kit above includes the following parts</u> :		
Part Number	Part Description	Quantity	
	CASE SUB-ASSY, W/CONVERTER	1	
04899-52011	SEAL, MASKING, NO.1	1	
	BOLT, WASHER BASED HEAD HEXAGON		4
	NUT		4
04899-47060	PLUG, INVERTER DRAIN W/SHEET, NO.1		1
	PLUG, INVERTER DRAIN W/SHEET, NO.2	1	
	GROMMET, INVERTER UNION		2
	BOLT, STUD	2 (Will n	ot be used)

The Hybrid Vehicle Converter Kit is on MAC. See page 16 for MAC release directions.

B. TOOLS & EQUIPMENT

Techstream	Standard Hand Tools	Torque Wrench
Safety Glasses	 DVOM (CAT III rated) 	HEV Workstation

C. MATERIALS

- Toyota Super Long Life Coolant 1.6 liters (1.6 US qts, 1.4 Imp. Qts)
- Toyota Genuine Seal Packing 1282B, Three Bond 1282B or equivalent: 08826-00100
- Thermal Grease: 08887-02809 (Quantity 2)

D. CAMPAIGN TOOLS

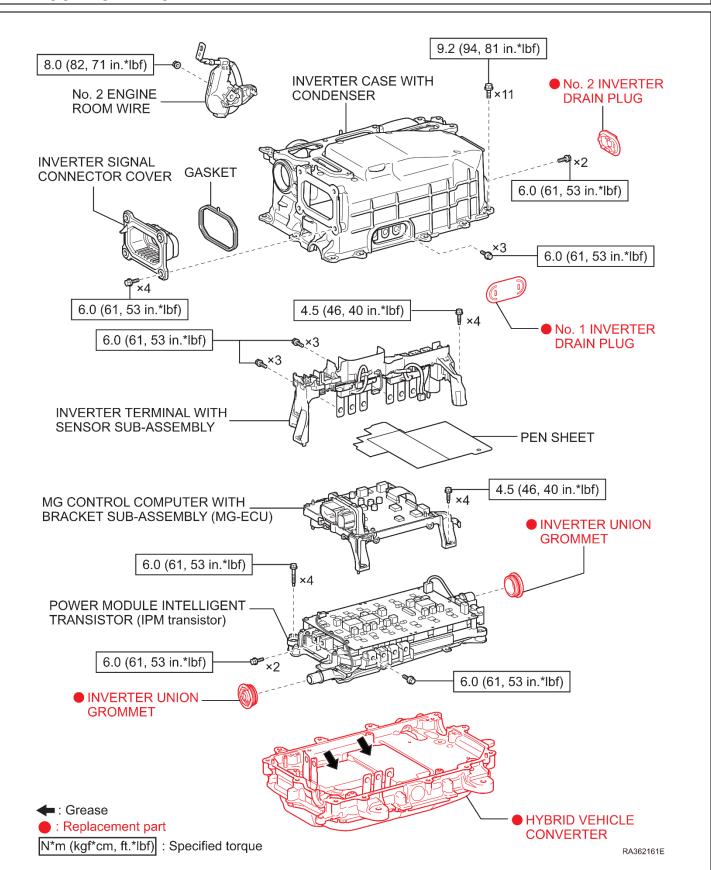
The following tools will be provided to each dealership for this campaign:

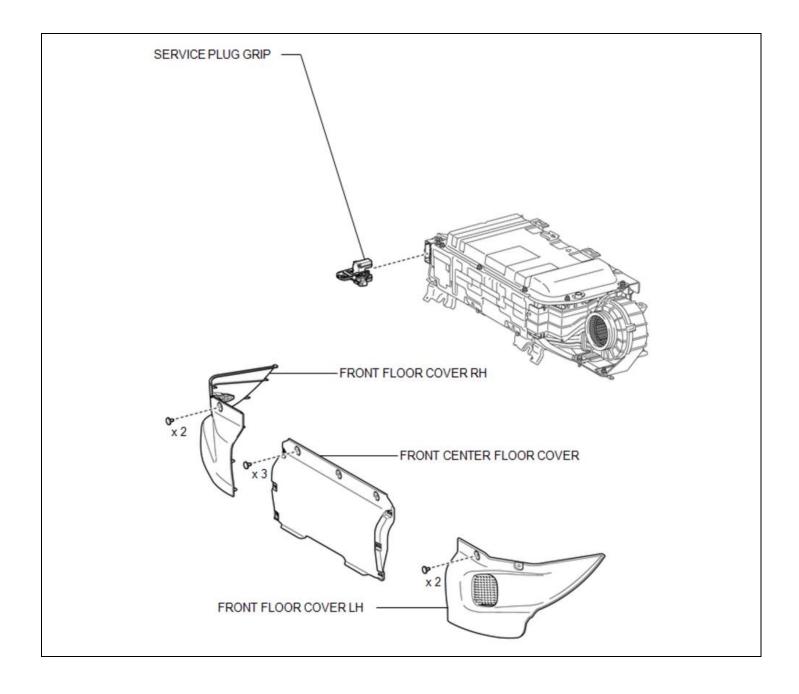
Desktop Anti-Static Mat Set	Inverter Separator Tool	Squeegee

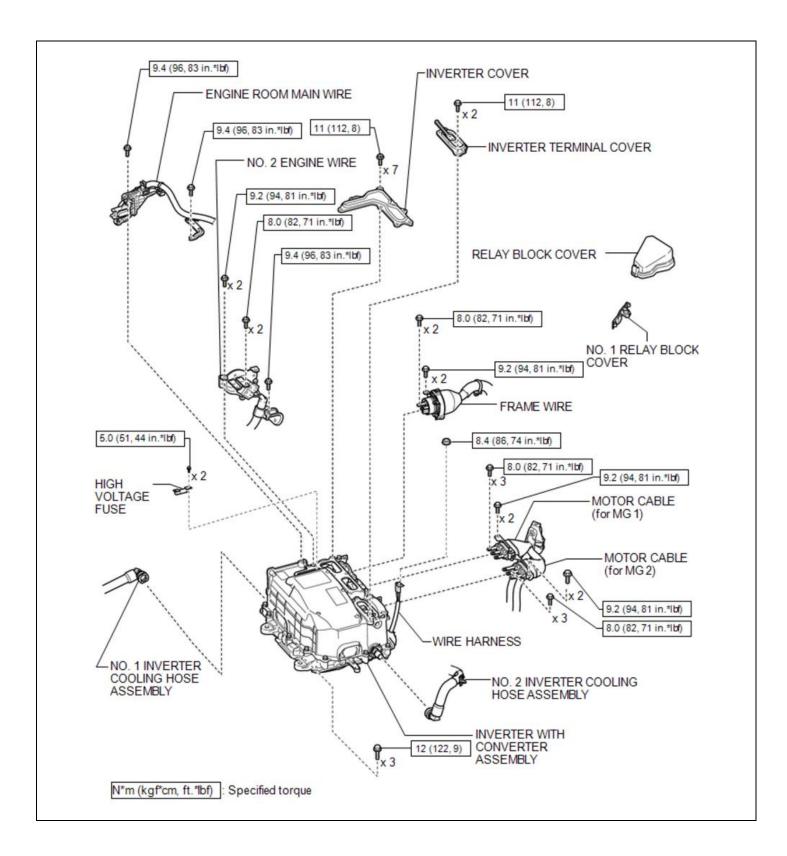
IV. BACKGROUND

Due to a manufacturing issue, a component may stop performing its function of converting power from the hybrid vehicle battery for use by certain vehicle systems. If this occurs, warning lights will illuminate, audible chimes will sound, and messages will be displayed on the instrument panel. If the vehicle continues to be operated, it could lose motive power. Loss of motive power while driving at higher speeds could increase the risk of a crash. R1811290001

V. COMPONENTS







VI. SAFETY PRECAUTIONS

CAUTION:

This vehicle has a hybrid control system that operates at voltages of up to 650 V. An organic electrolyte containing carbonic acid esters as its main component is used as the electrolyte for the HV battery. Be sure to follow the instructions in this manual to handle the system correctly. Failure to do so may result in serious injury or electrocution.

- (a) Technicians must undergo special training to be able to service and inspect the high-voltage system.
- (b) All high-voltage wire harnesses and connectors are colored orange. Do not carelessly touch these wires or components.
- (c) When there is a problem with the wire harness or connector of a high-voltage circuit, repairs to the harness or connector should not be attempted. Replace damaged or malfunctioning high voltage cables or connectors.
- (d) Before inspecting or servicing the high-voltage system, be sure to follow all safety measures, such as wearing insulated gloves and removing the service plug to prevent electrocution. Carry the removed service plug in your pocket to prevent other technicians from accidentally reconnecting it while you are servicing the vehicle.

NOTICE:

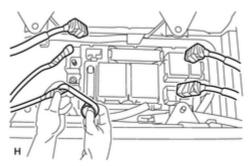
After removing the service plug grip, do not turn the power switch on (READY), unless instructed by the repair manual because this may cause a malfunction.

(e) After removing the service plug grip, wait 10 minutes before touching any of the high-voltage connectors and terminals.

HINT:

Waiting for at least 10 minutes is required to discharge the high-voltage capacitor inside the inverter with converter assembly.

- (f) Before using insulated gloves, be sure to check them for cracks, tears and other types of damage by following the manufactures recommendations.
- (g) When servicing the vehicle, do not carry metal objects like mechanical pencils or rulers that can be dropped accidentally and cause a short circuit.
- (h) Before touching a bare high-voltage terminal, wear insulated gloves and use a tester to make sure that the terminal voltage is 0 V.
- (i) After disconnecting or exposing a high-voltage connector or terminal, insulate it immediately using insulating tape.



- (j) Bolts and nuts for high-voltage terminals should be tightened firmly to the specified torque. Both insufficient and excessive torque can cause failure.
- (k) Use the "CAUTION: HIGH VOLTAGE DO NOT TOUCH" sign to notify other technicians that the high-voltage system is being inspected and/or repaired.
- (I)After servicing the high-voltage system and before reinstalling the service plug, check again that you have not left a part or tool inside, that the high-voltage terminals are firmly tightened, and that the connectors are correctly connected.

- (m) When performing work involving high-voltage wires, use either a tool wrapped with vinyl insulation tape or an insulated tool.
- (n) When installing hybrid control system components such as the HV battery, make sure that the polarity of all connections is correct.

CAUTION:

- Do not touch any bare cables that may have high-voltage. If a cable must be touched or if accidental contact is possible, wear insulated gloves and insulate the cable using insulating tape.
- Visually check the HV battery and the immediate area for any electrolyte leakage. Do not touch any leaked liquid because it could be organic electrolyte that contains carbonic acid esters.
- The electrolyte is flammable. Keep all ignition sources such as open flame and hot objects away from the electrolyte.
- Electrolyte leaks may cause acute poisoning if a high concentration of the vapor from the organic solvent is inhaled. In case of inhalation, move the affected person to a place with ample fresh air and let them lie quietly. Seek medical care.
- In case of skin contact with the electrolyte, wash the area thoroughly with soap and plenty of water, and seek medical care. Immediately remove any contaminated clothing. Prolonged contact with the electrolyte may cause skin irritation.
- If the electrolyte comes in contact with your eyes, call out loudly for help. Do not rub your eyes. Immediately flush them with a large amount of water for at least 15 minutes and seek medical care.
- If electrolyte is swallowed, seek medical care immediately. Do not induce vomiting, unless instructed by the doctor.
 - (1) Wear insulated or rubber gloves, goggles, and safety shoes.
 - (2) Check the HV battery and immediate area for any electrolyte leakage.

CAUTION:

Do not touch any leaked liquid because it could be the organic electrolyte that contains carbonic acid esters. If contact is unavoidable, wipe the fluid off using a cloth while wearing rubber gloves, goggles and an organic solvent mask. Do not leave electrolyte-contaminated cloths unattended. Place contaminated cloths in an appropriate airtight container and dispose of them according to local regulations.

- (3) Do not touch any bare cables that could be high voltage cables. If a cable must be touched or if accidental contact is possible, follow the following instructions: 1) wear insulated gloves and goggles, 2) measure the voltage between the cable and body ground using an electrical tester, and 3) insulate the cable using insulating tape.
- (4) If damage to any of the high-voltage components and cables is suspected, cut the high-voltage circuit using the procedure below.

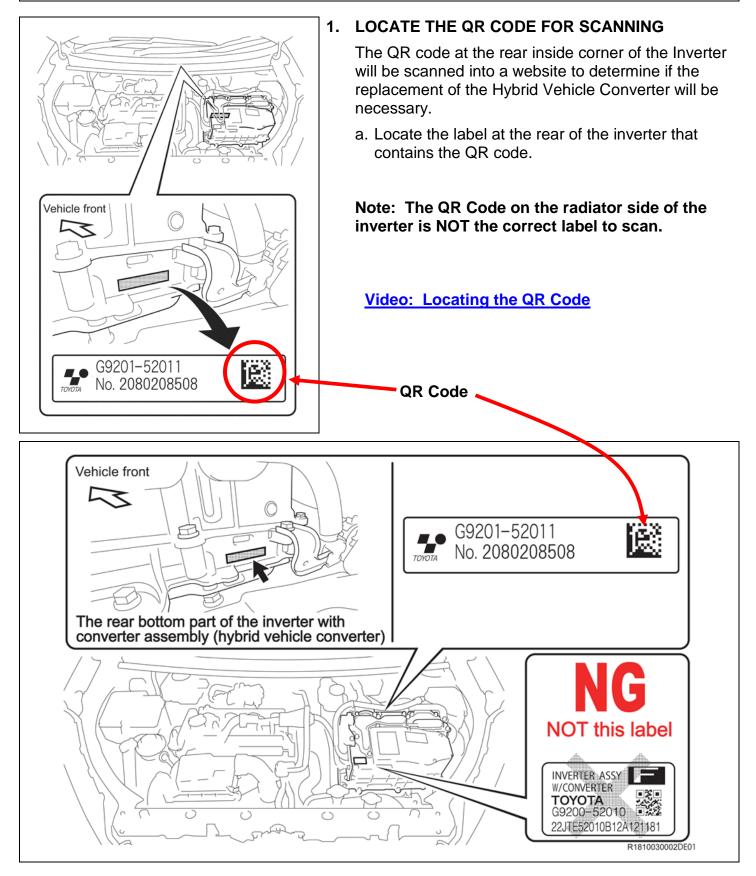
CAUTION:

Do not touch any bare cables that may have high-voltage. If a cable must be touched or if accidental contact is possible, wear insulated gloves and insulate the cable using insulating tape.

CAUTION:

- Before returning the HV battery, make sure to perform recovery inspection.
- Before returning the hybrid vehicle supply stack sub-assembly, make sure to perform recovery inspection.
- Accidents such as electric shock may result if the HV battery or a hybrid vehicle supply stack sub-assembly is disposed of improperly or abandoned. Therefore, make sure to return all HV batteries or hybrid vehicle supply stack assemblies through an authorized collection agent.
- To reduce the risk of fire, the HV battery or hybrid vehicle supply stack assembly must not be stored in an area where it will be exposed to fire or high temperatures.

VII. QR CODE INSPECTION



In the next section, you will need to take a photo of the Inverter's QR Code so that it can be scanned into the K0K Website. You can choose between using a cell phone camera (Step #2) or the endoscope (Step #3) to take a photo of the QR Code. Please choose a method that suits your needs in the section below:

2. OPTION 1 - CELL PHONE CAMERA

It is possible to use a cell phone camera to take a picture of the QR Code. Due to the limited room available behind the inverter, not all cell phone camera's will work.

a. Watch the following video to view the process of taking a photo of the QR Code with a cell phone camera:

Video: QR Code inspection with Cell Phone

b. Once you have successfully taken the photo of the QR Code with a cell phone camera, skip to Step 5 on page 13.

Note: Toyota does not provide the cell phone or camera for use with this Option. If the technician does not have, or is not willing to use their personal equipment for this purpose, use the endoscope method, as detailed below.



3. OPTION 2 - ENDOSCOPE

Your dealership was provided with a Depstech 85S Endoscope for Safety Recall JOM. You will utilize this same Endoscope for this campaign.

c. Plug the Depstech 85S Endoscope into a USB port of the Techstream.

Note: Additional Endoscopes can be purchased through Amazon.



d. Select the following link to download the Smart Camera software for the Depstech NTC 85S:

Smart Camera 3.1.2 download

Note: Smart Camera version 2.2.1 may already be installed on this Techstream, as it was used in Safety Recall JOM. It is acceptable to use this older version of software.

The software for this Depstech <u>NTC85S</u> can also be downloaded at the Depstech website:

http://www.depstech.com/index.php?route=product/support



e. Select the Settings tab at the <u>bottom</u> of the Smart Camera screen.

	Device Setting Device.	Teslong Camera	
		MJPG 640x480 30 fps	
	Recording Method:	AVI (High Quality) $$	
	Video Renderer:	Video mixing renderer 9 $\qquad \qquad \lor$	
	Video Compressor:	MJPEG Compressor \sim	
	Audio Device:	Headset Microphone (Jabra EV($ \times$	
	Audio Compressor:	PCM ×	
	IP Cameras	Video Advanced Settings	
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		Record Video	
	Take Photo	Record Video	
	Take Photo	Record Video	

- f. Verify the following settings:
 - Device: Teslong Camera (ver 2.2.1) SMI (ver 3.1.2)
 - Video Format: MJPG 640x480

The default values on the remainder of the settings will be acceptable.

g. Maximize the photo display area by selecting the Full Screen icon.

4. QR CODE PHOTO (Endoscope method)

- a. Place a shop light in the area of the QR Code.
- b. Turn the light on the endoscope to full bright by adjusting the thumbwheel on the cord, close to the USB plug.
- c. Place a C-shaped bend in the last +/- 8" of the endoscope.
- d. Guide the endoscope behind the inverter.
- e. While looking at the image on the screen, aim the Endoscope at the QR Code on the label. The optimum distance from the camera to the QR Code is 2"-3".
- f. Select the TAKE PHOTO icon to save the image.

Video: QR Code inspection with Endoscope

Note: The distance from the end of the endoscope to the QR code (2-3")is critical to maintain high resolution. Placing the endoscope too close the label will result in poor photo quality and a scanning failure.

- g. Select the FULL SCREEN icon at the bottom of the screen
- h. Select the PHOTOS tab at the bottom of the Smart Camera screen.
- i. Open the photo of the QR Code.

5. OPEN SCANNING WEBSITE

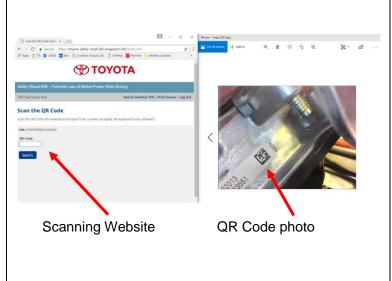
a. Open the K0K Scanning Website by selecting the following link:

https://toyota-safety-recall-k0k.imagespm.info/

- b. Enter your dealer code in the User ID field.
- c. Enter xxxxx for the Password. It will then prompt you to change the password. You can enter the same (5 x's) again, or create your own password. If you do change the password, be sure to advise other technicians of the updated password.

Note: Selecting the "Forgot Password" link will reset the password to the default password: xxxxx

d. Enter the vehicles VIN. It is critical that the VIN be entered accurately.



- 6. SETUP SPLIT SCREEN (only necessary if using the endoscope) It is necessary that the <u>QR Code photo</u> and the <u>scanning website</u> are displayed on the screen at the same time.
 - a. Click and drag the title bar of the photo to right until the image fills the right half of the screen.
 - b. Open the K0K Scanning website.
 - c. Click and drag the title bar of the Scanning website to the left until the website fills the left half of the screen.

Video: Setup Split Screen for Scanning

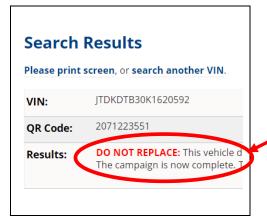


7. SCAN QR CODE

Your dealership was provided with a scanner for the Takata airbag campaigns. You will utilize this same scanner for this campaign.

a. Unplug the USB endoscope (if used) from the Techstream.b. Plug the USB scanner into the Techstream.

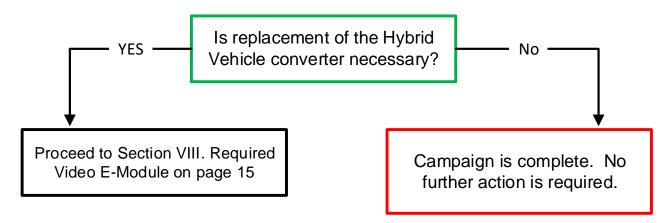
Note: The scanners that your dealer originally received was a Datalogic QD2430. However, there are many other scanners available in the market that can read QR codes. If you need a new scanner, they are available for purchase from Amazon and other online retailers.



- c. Using the touchpad or touchscreen, place the cursor into the scan box of the website.
- d. Point the scanner at the QR Code on the right side of the screen, or on the cell phone, and then scan the QR code into the website.

The website will return a result that indicates if the Hybrid Vehicle Converter will need to be replaced.

Note: The website will only accept a scanned QR code. It will not accept typed entry of the serial number.



Note: If scanning of the QR code is <u>unsuccessful</u>, you can <u>email a picture</u> of the ENTIRE label to Quality Compliance. Please be sure that the "No." text (not the QR Code) is legible.

Email photo to: quality_compliance@toyota.com



VIII. REQUIRED VIDEO E-MODULE

If replacement of the Hybrid Vehicle Converter is necessary, it is required that each technician watch a video that details some key points of repair process. Completion of the video is necessary to receive the parts kit to perform the repair.

When you select the link below, you will need to log into the Learning Center to view the video. If you have not logged into this website before, try the following login:

User Name: (your SPIN number) Password: (your dealer code)

If you have problems logging into the Learning Center System, please contact the following:

- TMNA Dealer: 877-353-2459
- GST Dealer: 800-933-3416
- SET Dealer: 800-982-6057

The following video will demonstrate some of the key points of this repair. It is not intended to be step-by-step directions. The Repair Manual will provide the actual directions for disassembly and reassembly of the inverter. When performing this repair, pay attention to these key points discussed in this video:

REQUIRED VIDEO: Toyota Safety Recall K0K Video

Credit for the video will automatically be given once you reach the end of the video.



Be sure to watch the video before ordering the parts, as the parts will not be released until proof of video completion is received

Note: Watching the video is only required ONCE for each technician that will perform this repair. This video is not necessary for any Certification requirements.

IX. PARTS ORDERING

Once the technician has completed watching the required Toyota Safety Recall K0K Video, it will be necessary for the Parts Department to send an email to get the Manual Allocation Control (MAC) released on the Hybrid Vehicle Converter Kit (04009-08152). Please send an email to the appropriate address below:

TMNA dealers: Quality_Compliance@Toyota.com

GST dealers: gstpartssupport@gstoyota.com

SET dealers: setpartstechnical@jmfamily.com

Email subject: K0K Release Email Contents:

- 04009-08152
- Dealer Code
- VIN #
- Order reference # (TMNA & SET only)
- Name of Technician performing the repair (we will verify completion of the Recall Video)

X. REMOVE INVERTER FROM VEHICLE

1. REMOVE INVERTER ASSEMBLY

a. Use the following Repair Manual link to remove the inverter from the vehicle.

HYBRID / BATTERY CONTROL: INVERTER WITH CONVERTER: REMOVAL; RM1000000000476

XI. DISASSEMBLE HYBRID VEHICLE CONVERTER

1. DISASSEMBLE HYBRID VEHICLE CONVERTER

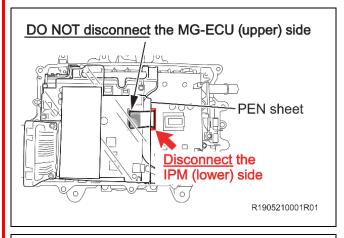
a. Use the following Repair Manual link to disassemble the inverter assembly.

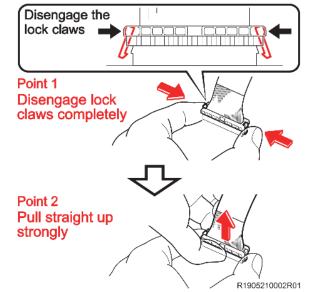
HYBRID / BATTERY CONTROL: ELECTRIC VEHICLE CONVERTER: DISASSEMBLY; RM100000000047Q

Note: Disassembly of the inverter assembly is necessary to separate the Hybrid Vehicle Converter. Follow the Repair Manual link to reference the necessary instructions, but please <u>refer to the TIPS listed below</u> to insure these key points are completed correctly during disassembly.

Video: Remove Inverter Case

DISASSEMBLY TIPS FOR MG-ECU







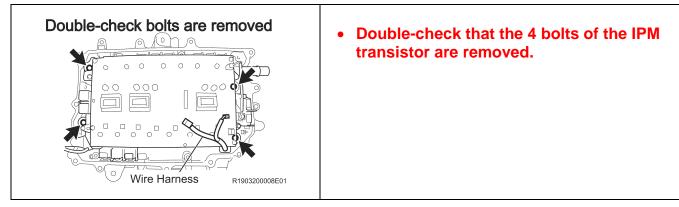
DO NOT disconnect the flat cable of the MG-ECU (the upper side with the PEN sheet) since it may be broken. Make sure to disconnect the IPM side (the lower side).

- The white resin connector of the flat cable is engaged very firmly, and pulling it lightly is not enough to disconnect the white resin connector even if the lock claws are disengaged. Make sure to pull the white resin connector straight up strongly after disengaging the lock claws.
- DO NOT pull up the white resin connector without releasing the lock claws.
- DO NOT jiggle and apply force to the white resin connector when pulling it up since the lock claws of the white resin connector may be broken.
- DO NOT touch or apply force to the electronic components of the circuit board when disconnecting the white resin connector.
- DO NOT pull the harness.
- DO NOT use tools.

Video: Disassembly Tips for MG-ECU

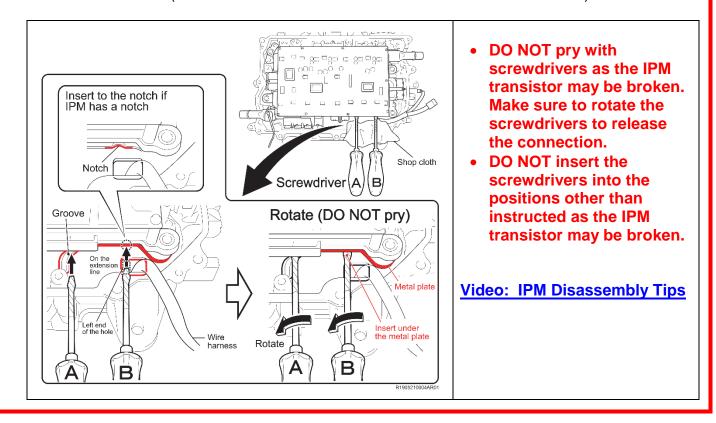
DISASSEMBLY TIPS FOR IPM

The connection between the power module intelligent transistor (IPM transistor) and the hybrid vehicle converter are attached to each other with thermal grease. This grease will make it difficult to separate the two components. Make sure to follow the instructions below to avoid breakage of the IPM transistor.



Place a piece of shop cloth for protection and insert 2 screwdrivers wrapped in protective tape into the positions below.

Screwdriver A: Between IPM transistor and the groove of the hybrid vehicle converter Screwdriver B: Between the notch of IPM transistor (on the extension line from the left end of the wire harness hole) and flat surface of the hybrid vehicle converter (Some IPM transistors have a notch and the others do not.)



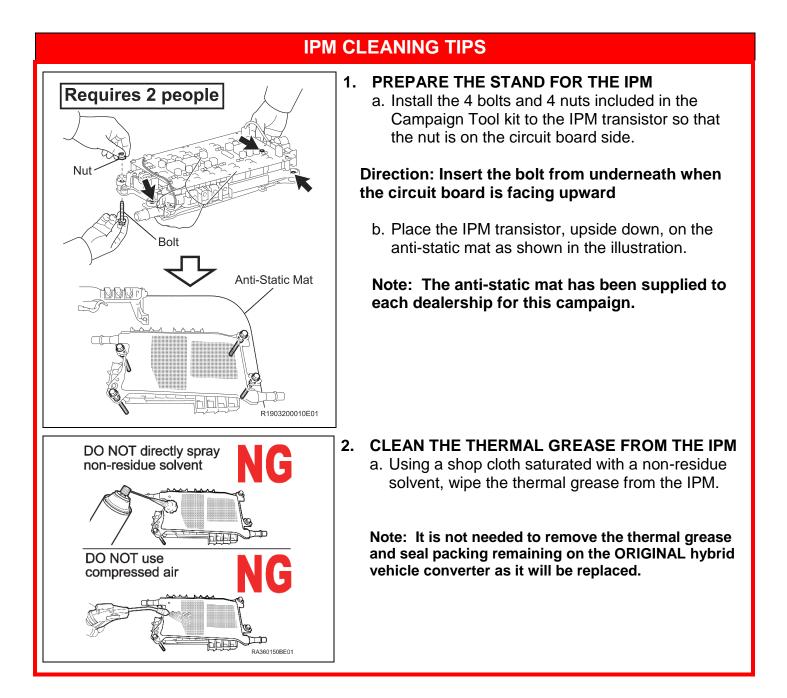
I. REASSEMBLY OF ELECTRIC VEHICLE CONVERTER

1. REASSEMBLE THE ELECTRIC VEHICLE CONVERTER

b. Use the following Repair Manual link to reassemble the Electric Vehicle Converter.

HYBRID / BATTERY CONTROL: ELECTRIC VEHICLE CONVERTER: REASSEMBLY; RM10000000047R

Note: Reassembly of the Electric Vehicle Converter, IPM, and inverter are covered in the Repair Manual. However, please refer to the key points listed below in the TIPS.

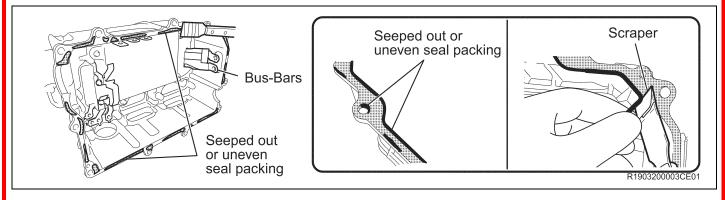


CASE CLEANING TIPS

REMOVE SEAL PACKING FROM INVERTER CASE

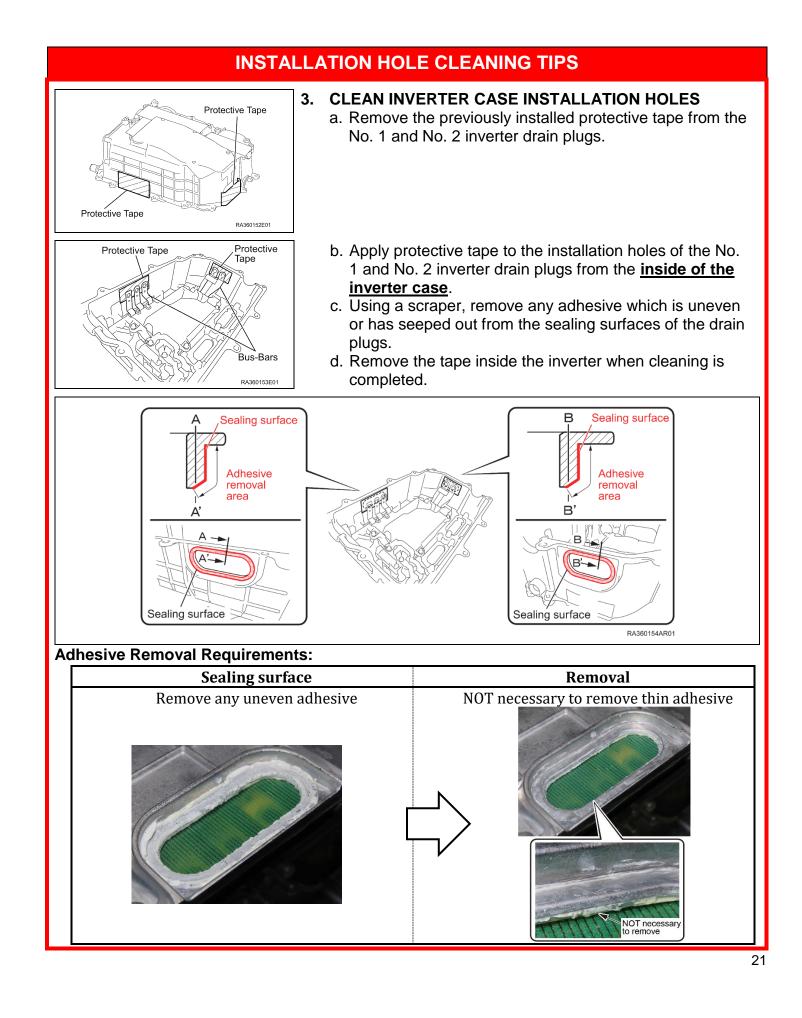
Using a clean scraper, remove any seal packing which is uneven, has peeled off or seeped out from around the contact surface and bolt holes to reach the removal level shown below.

Video: Case Cleaning Tips



Seal Packing Removal Requirements: Location Removal level Sealing surface NOT required to remove thin seal packing on the flat surface Remove any uneven seal packing Image: Color of the seal packing Holes NOT required to remove thin seal packing Remove any uneven seal packing NOT required to remove thin seal packing Holes NOT required to remove thin seal packing Image: Color of the seal packing Image: Color of the seal packing

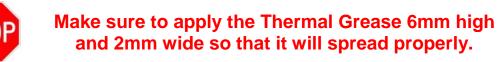
- DO NOT drop any removed seal packing into the inverter case with condenser.
- DO NOT bend the bus-bars.
- If it feels smooth when you touch the surface, the seal packing is thin enough and it does not affect the sealing performance. There is no need to remove further.
- The thin seal packing inside the bolt holes can remain.
- It is unnecessary to take much time to remove completely. Reference the sample images of the removal level to remove the seal packing.

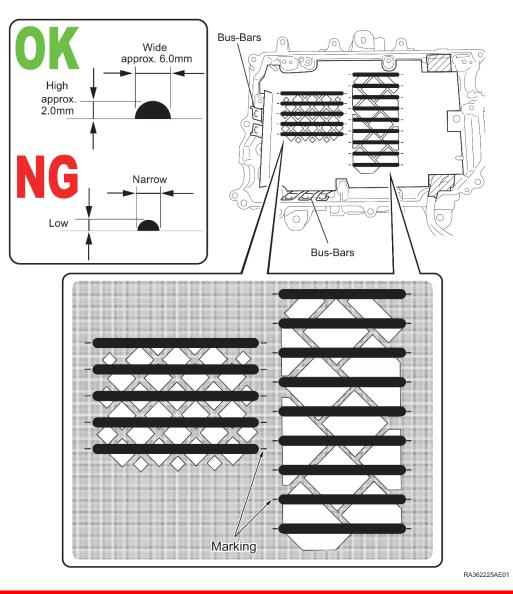


APPLY THERMAL GREASE TIP

INSTALL THE MASKING SEAL AND APPLY THERMAL GREASE

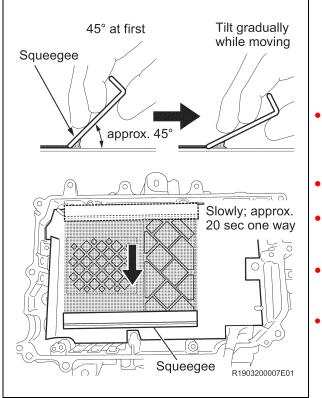
- a. Using the masking seal provided in the Hybrid Vehicle Converter Kit (04009-08152), apply it to the **NEW** Hybrid Vehicle Converter.
- b. Apply 14 lines of thermal grease (part no. 08887-02809) between the markings of the masking seal as shown in the illustration. It will take about 1.5 tubes of thermal grease to complete the 14 lines.





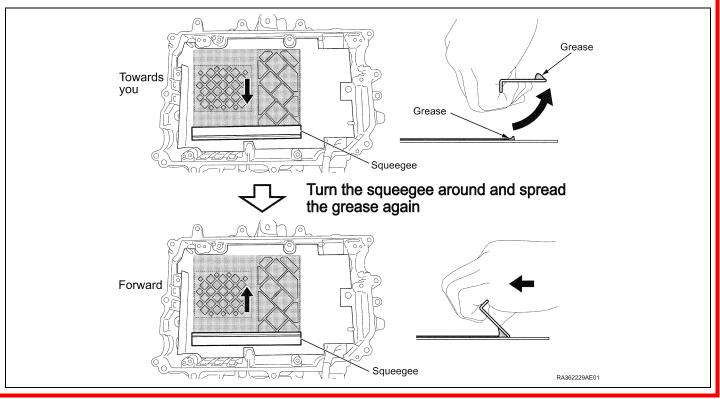
Video: Apply Thermal Grease

SPREAD THERMAL GREASE TIP



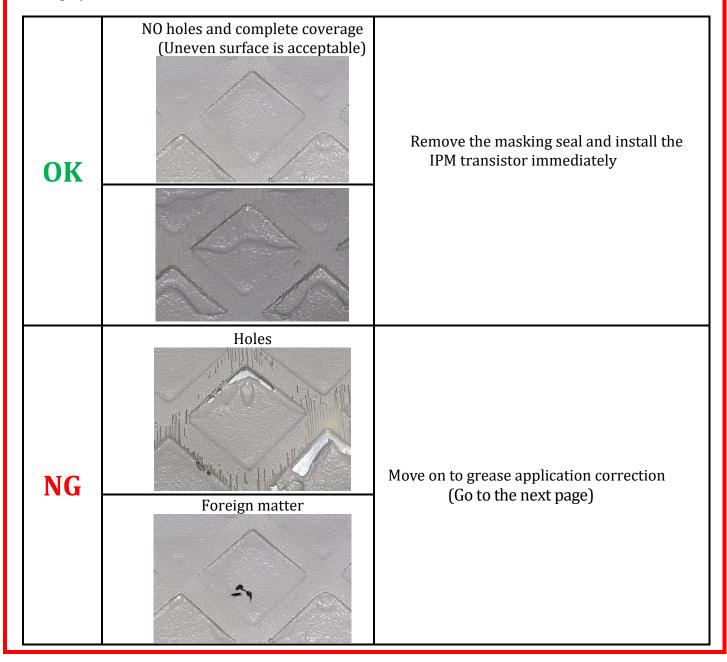
SPREAD THE THERMAL GREASE

- a. Using the squeegee provided with the campaign tool kit, slowly spread the thermal grease in the direction shown in the diagram below.
- Start applying the thermal grease with the angle of squeegee set at 45°, and gradually tilt while moving the squeegee so that the thermal grease can be applied entirely.
- Move squeegee slowly (approx. 20 seconds one way) as the viscosity of the thermal grease is high.
- DO NOT let the thermal grease adhere to bus-bars. If any thermal grease is adhered, remove it with a clean piece of shop cloth.
- Before performing the work, check that the thermal grease contacting area of the squeegee is not damaged.
- Apply the thermal grease smoothly and evenly to ensure proper heat transfer.
- b. Next, move the squeegee in the opposite direction to fill in any voids that may have occurred in the first application.
- c. Repeat steps a. through b. until the thermal grease is smooth and even.



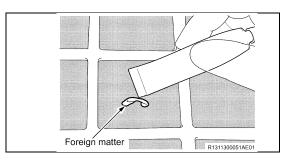
CHECK THERMAL GREASE APPLICATION

Check the application using the following images to ensure the thermal grease is applied thoroughly.

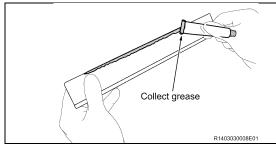


REPAIR THERMAL GREASE

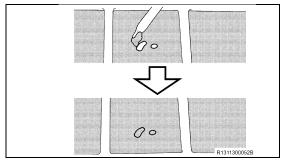
If needed, the following procedures can be used to repair the thermal grease application.



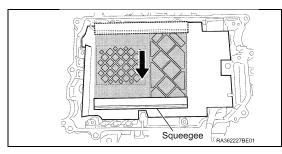
Remove any foreign matter found on the thermal grease using a clean tube of thermal grease.



Collect the thermal grease remaining on the squeegee or around the masking seal using a clean tube of thermal grease.



Apply the thermal grease collected to the areas with a shortage as smooth as possible.



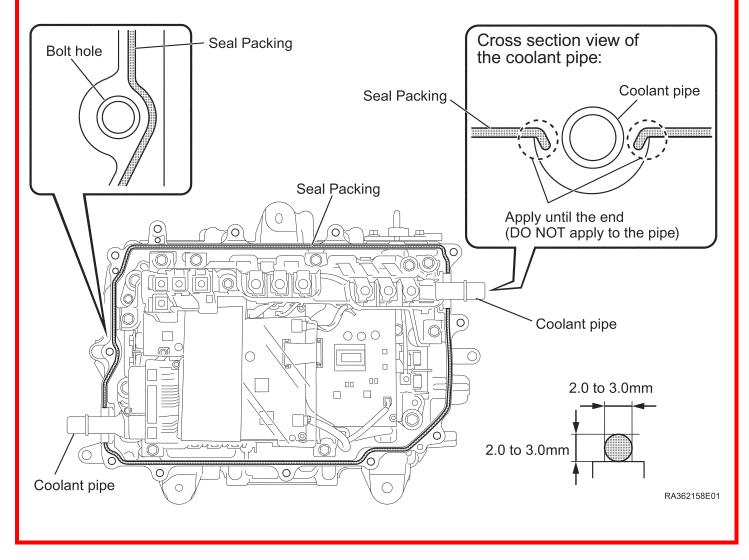
Use the squeegee as before to smooth the thermal grease.

After smoothing the thermal grease, remove the masking seal and install the IPM transistor to the hybrid vehicle converter immediately.

APPLICATION OF SEAL PACKING TIP

Apply seal packing 128B in a continuous line to the inverter case at the locations shown in the diagram below. The bead should be 2.0 to 3.0 mm in diameter. Be sure the keep the seal packing off the coolant pipes.



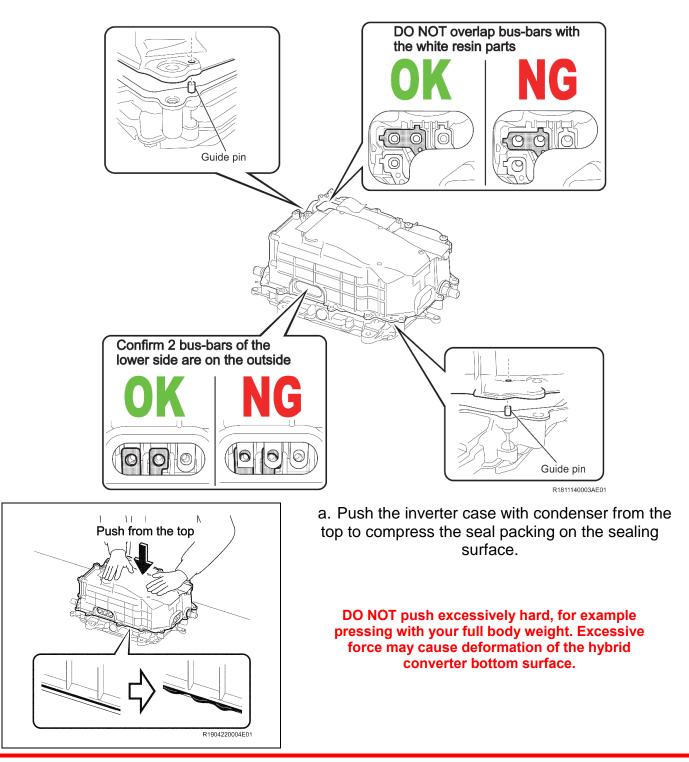


CASE ASSEMBLY TIP

a. Assemble the inverter case with the NEW Hybrid Vehicle Converter

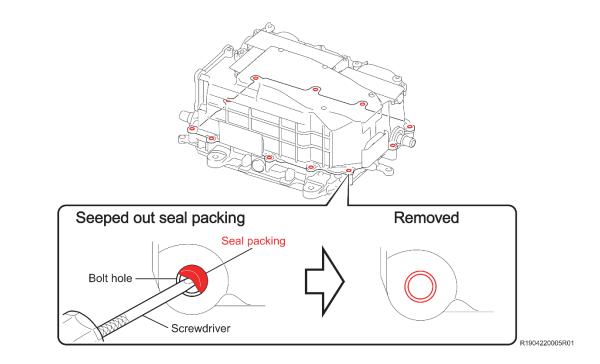
Confirm the bus-bars of the hybrid vehicle converter are on the outside.
Be sure to align the guide pins.

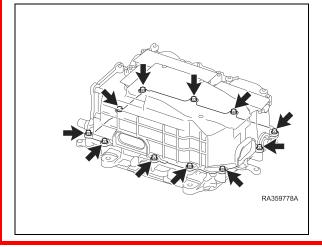
Confirm that the bus-bars do not overlap the white resin parts of the inverter terminals.



FINAL ASSEMBLY TIPS

Check the 11 bolt holes of the inverter case for any seal packing that may have seeped into the holes. If any seal packing is found in any hole, remove it with a screwdriver.





 b. Install the 11 bolts to spread the seal packing.
 Torque: 5.0 N*m (51 kgf*cm, 44 in.*lbf) NOTE:

Temporarily tighten the bolts with 5.0 N⋅m to spread the seal packing applied.

a) Fully tighten the 11 bolts. Torque: 9.2 N*m (94 kgf*cm, 81 in.*lbf)

◄ VERIFY REPAIR QUALITY ►

Confirm the following points before returning the vehicle to the customer.

- Confirm that the 12v battery is charging when the vehicle is in the READY mode.
- Confirm inverter coolant level is correct and no leaks are present.

If you have any questions regarding this update, please contact your regional representative.

10. APPENDIX

A. PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, *unless requested for parts recovery return*.

B. CAMPAIGN DESIGNATION DECORDER

