

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 19TA21

COMBINATION METER DISPLAY MAY BECOME INOPERATIVE

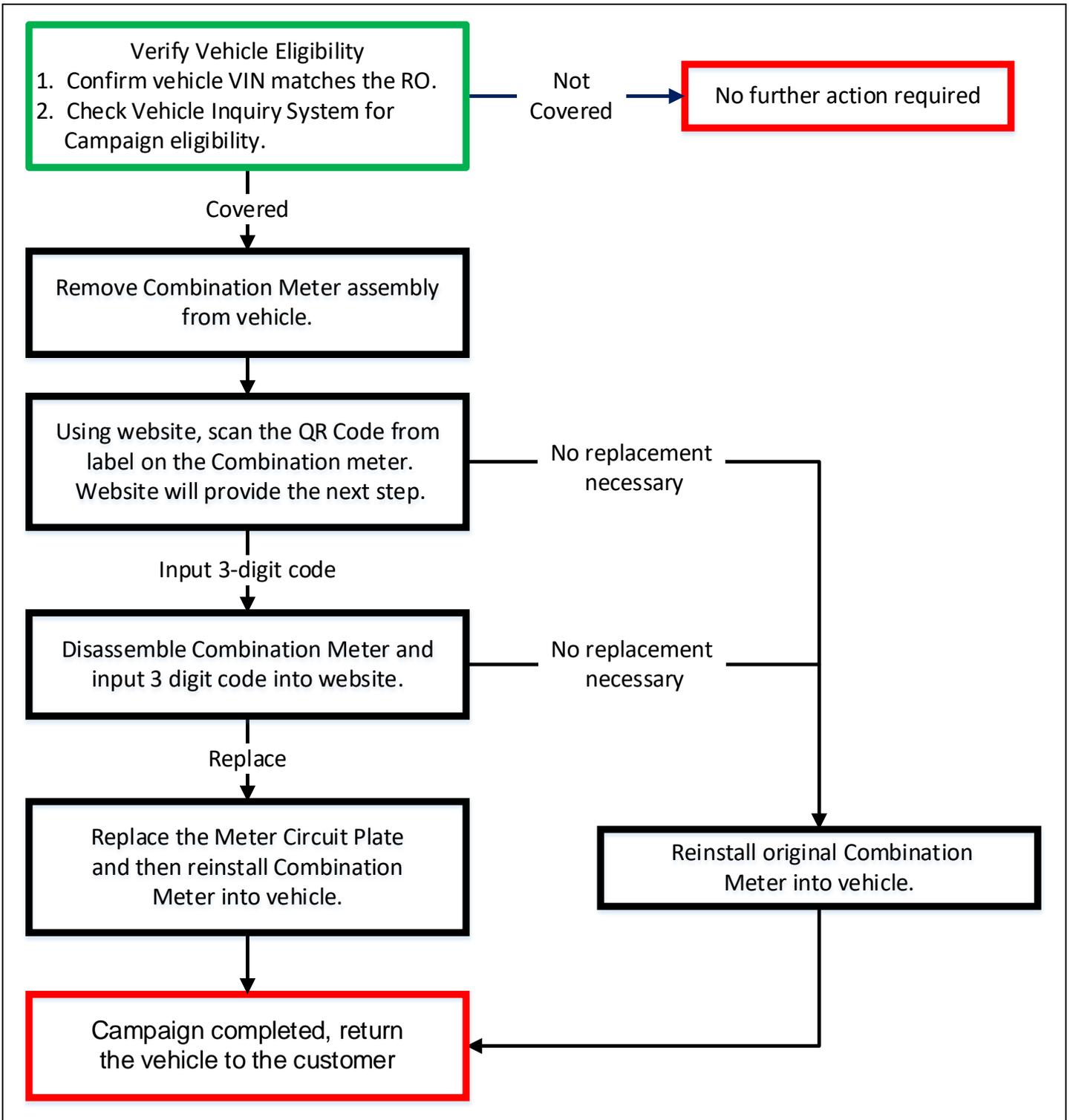
CERTAIN 2019 PRIUS

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 at least one of the following certification levels:

- Certified (any specialty)
- Expert (any specialty)
- Master
- 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.

I. OPERATION FLOW CHART



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.

III. PREPARATION

A. PARTS

2wd:

Part Number	Part Description	Quantity
04009-85347-RP	PLATE KIT, COMBINATION METER CIRCUIT, NO.1	1

AWD:

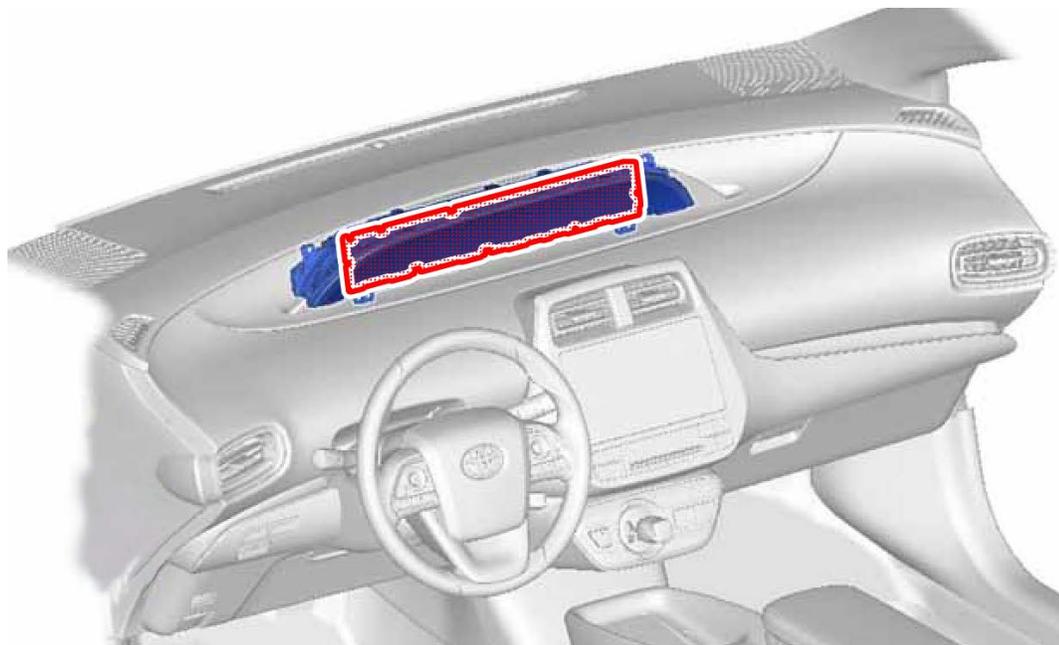
Part Number	Part Description	Quantity
04009-85447-RP	PLATE KIT, COMBINATION METER CIRCUIT, NO.1	1

B. TOOLS & EQUIPMENT

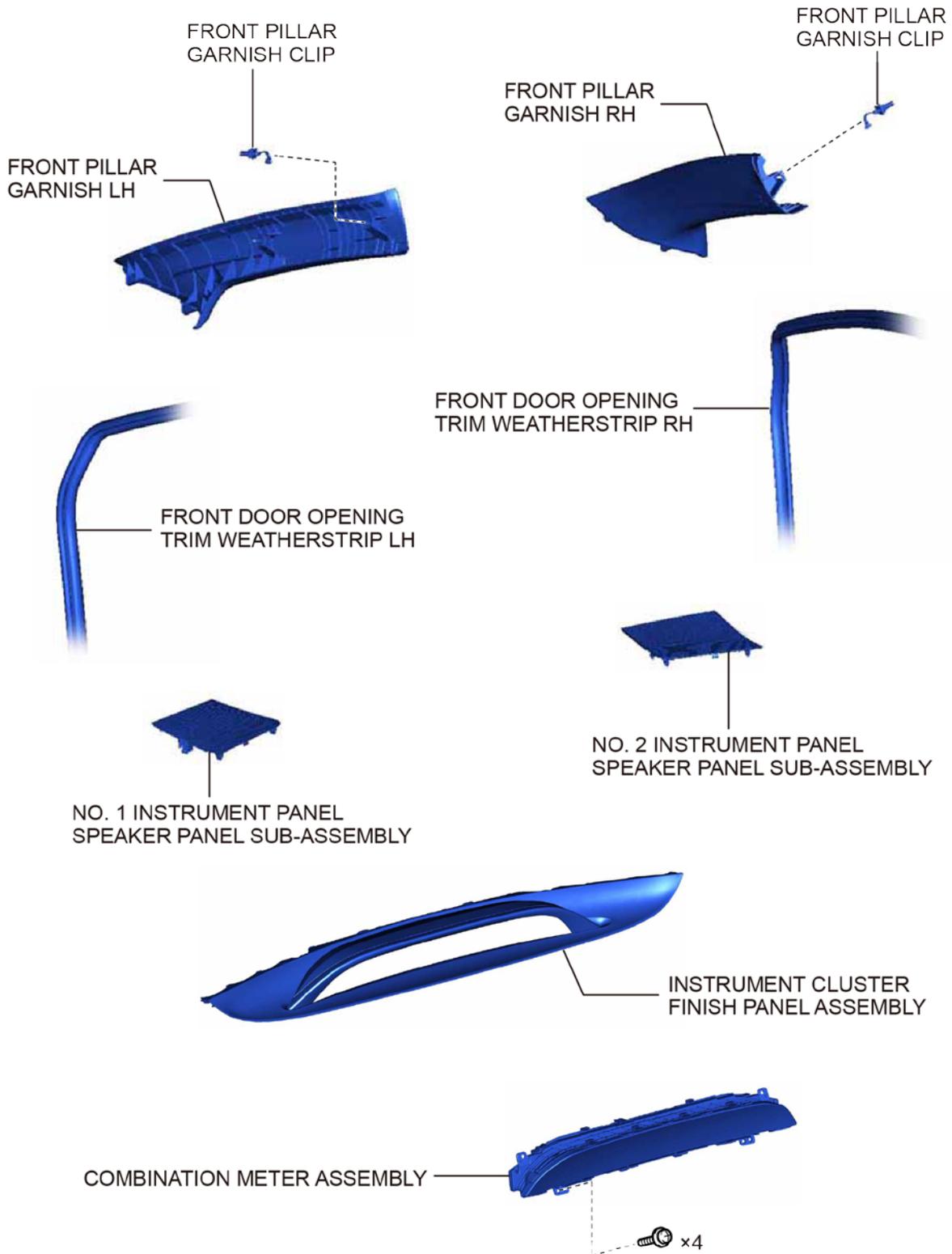
- Techstream
- Standard Hand Tools
- Torque Wrench
- Molding Removal tool
- QR Code Scanner (2D)

IV. BACKGROUND

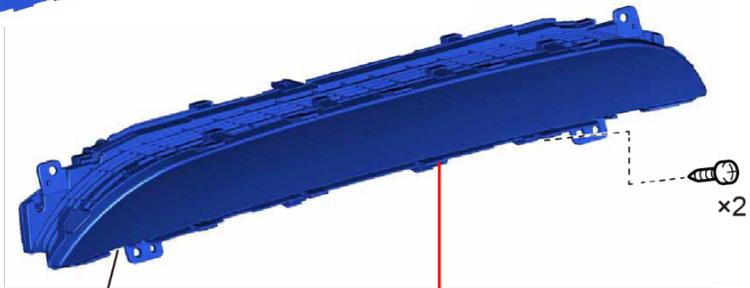
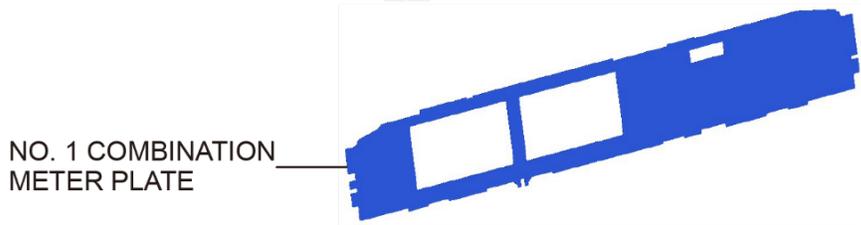
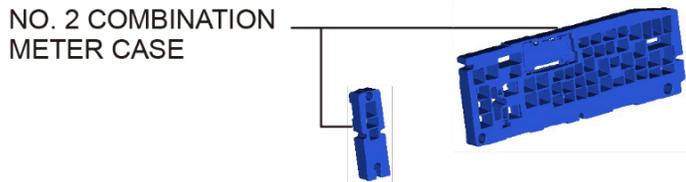
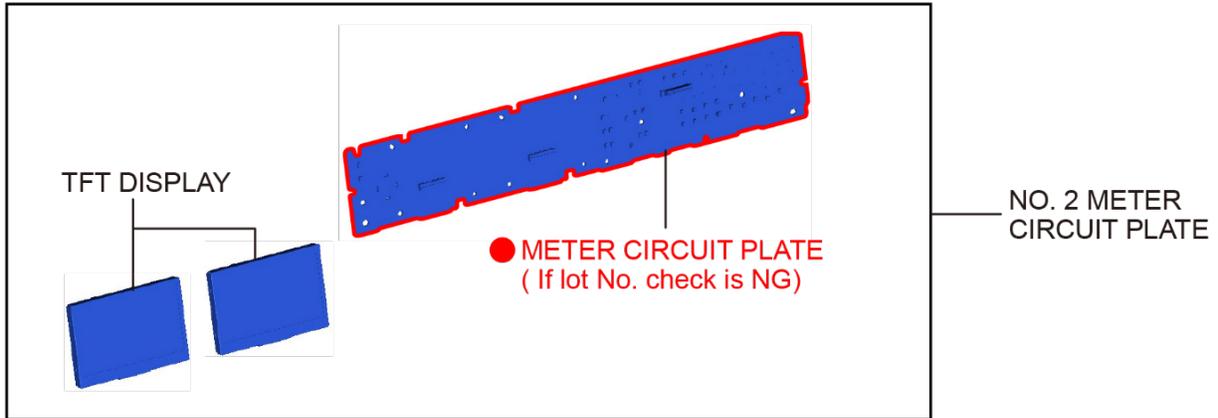
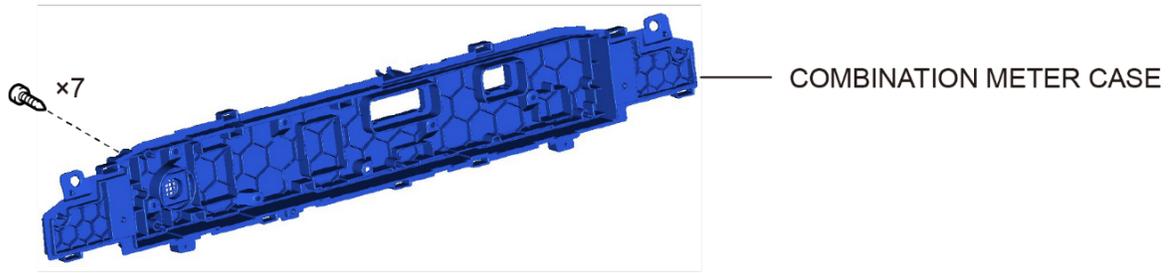
There is a possibility that an electrical short circuit in the combination meter could occur, causing the speedometer, the odometer, and the fuel gauge to become inoperative. If the speedometer and the fuel gauge are inoperative, it will not show important information like vehicle speed or fuel level. Driving with an inoperative display can increase the risk of a crash.



V. COMPONENTS



RE336902E



BE CAREFUL!
DO NOT remove combination meter glass.
Remove the combination meter glass together
with the No.1 combination meter cover.

● : Replacement part

RE342446_01A

VI. INSPECTION



1. CHECK FOR DTC'S

- a. Using a Techstream, check for Diagnostic Trouble Codes.

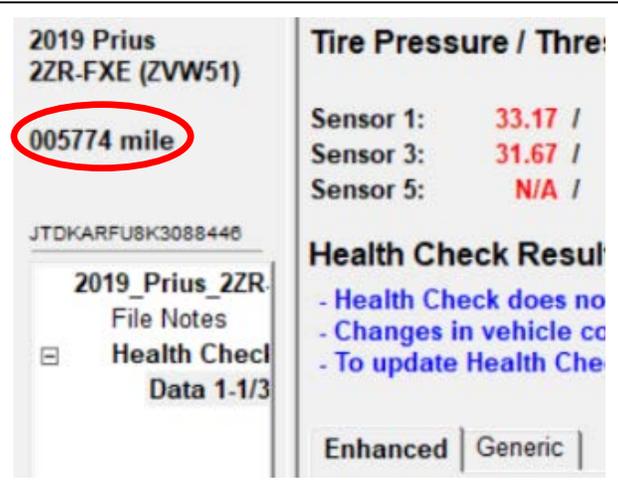
Note: *This Safety Recall covers only the inspection and replacement of the Combination Meter plate, as detailed in these instructions. It does not cover the diagnosis or replacement of any other parts on the vehicle, including the hybrid system.*

2. RECORD VEHICLE MILEAGE

- a. Record the total mileage of the vehicle as displayed on the Combination Meter:

MILEAGE: _____ (be sure to record TOTAL vehicle mileage and not Trip A or Trip B)

Note: If the inspection determines the Combination Meter Plate needs to be replaced, the **New** Combination Meter Plate needs to be pre-programmed by the manufacturer with the total vehicle mileage. If the vehicle mileage is not recorded during this inspection process, it may become necessary to reassemble the Combination Meter and reinstall it into the vehicle to retrieve the vehicle mileage.



If the Combination Meter is not able to display the vehicle mileage, it is also available on the Stored Data tab after running a Health Check.

3. REMOVE COMBINATION METER

- a. Use the following Repair Manual procedure to remove the Combination Meter from vehicle.

[METER / GAUGE / DISPLAY: COMBINATION METER: REMOVAL; 2019 - 2020 MY Prius \(RM100000001GLMF\)](#)

4. LOG INTO 19TA21 INSPECTION WEBSITE

a. Open the 19TA21 Scanning Website by selecting the following link:

<https://recall-19TA21.imagespm.info>

b. Enter your **dealer code** in the User ID field.

c. Enter xxxx (5 x's) 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.



5. SCAN QR CODE

Your dealership was provided with a 2D scanner for the F0J Power Steering ECU Inspection campaign. You will utilize this same scanner for this campaign. Please note that the 1D scanner provided for earlier airbag campaigns are not able to read QR Codes. A 2D scanner is required.

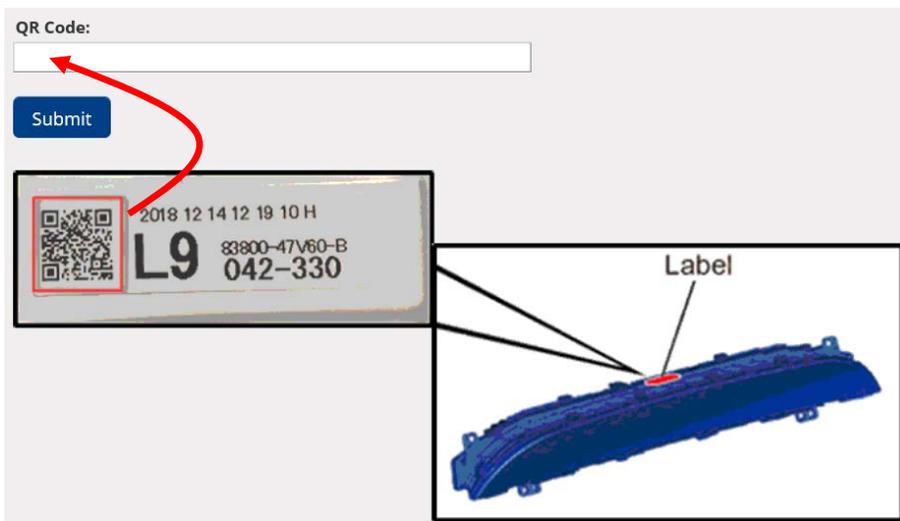
a. Plug the 2D USB scanner into the Techstream.

Note: The F0J 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. Be sure to purchase a scanner with 2D capability.

b. Scan the QR Code from the label on the top of the Combination Meter into the QR Code entry field of the website.

c. **Follow the instructions provided on the website for the next step.**

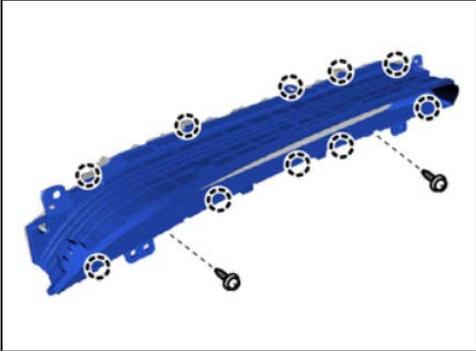
Note: The QR Code entry field will only allow a scan of the specified QR Code. Manual entry into this field is not allowed.



VII. PERFORM LOT NO. INSPECTION



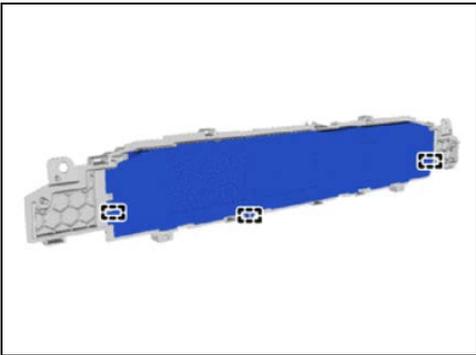
Only perform the steps in this section if directed by the Inspection website after scanning the QR Code.



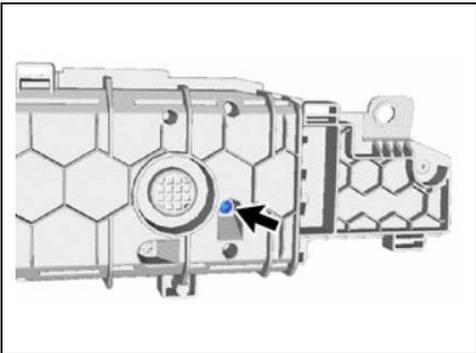
1. DISASSEMBLE COMBINATION METER

- a. Remove the 2 screws.
- b. Disengage the 10 claws to separate the housing.

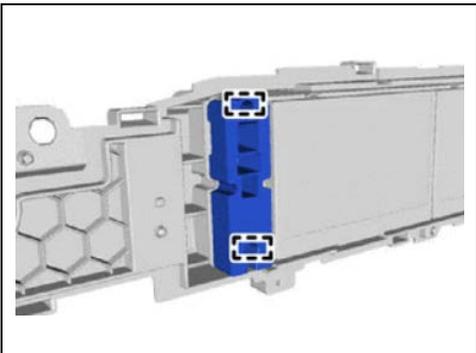
Note: The clear plastic lens does not need to be separated from the housing.



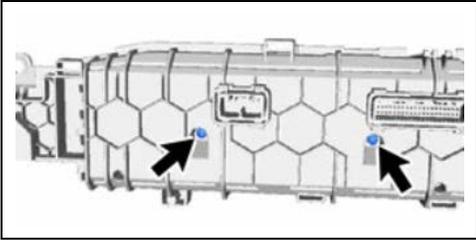
- c. Disengage the 3 guides and remove the Combination Meter Plate.



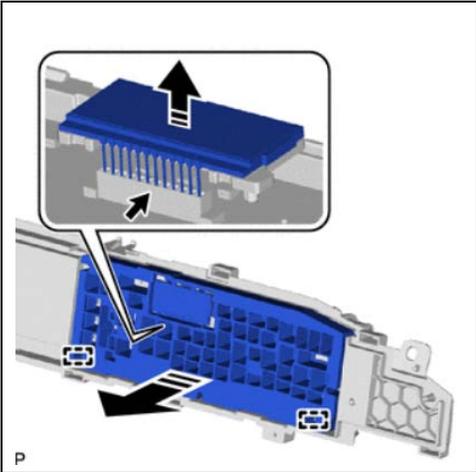
- d. Remove the screw.



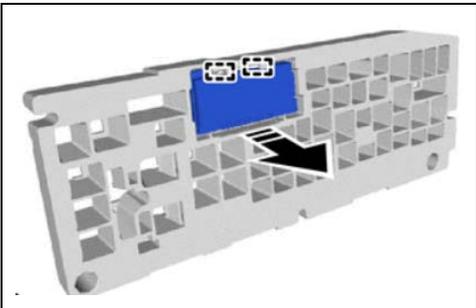
- e. Disengage the 2 guides and remove the block.



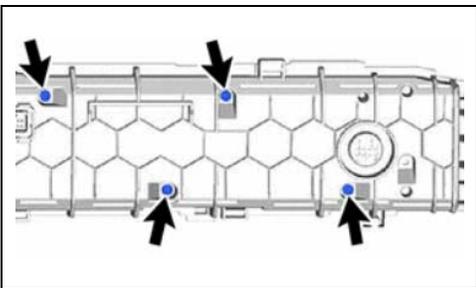
f. Remove the 2 screws.



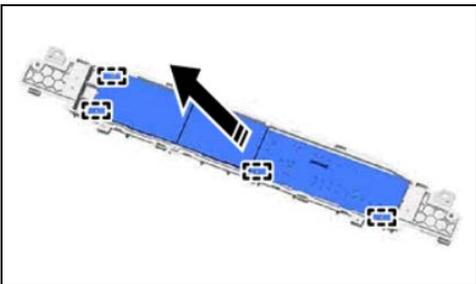
g. Disengage the two guides and slide the plate outward from the housing.



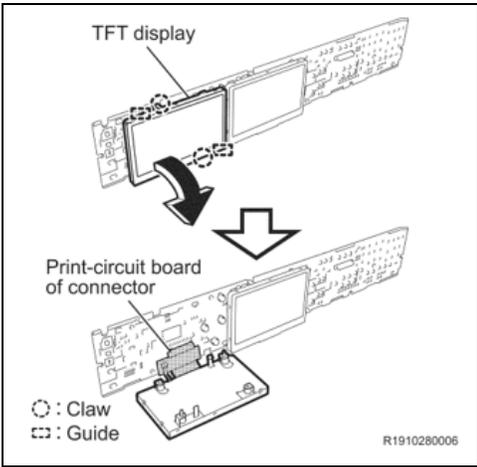
h. Disengage the 2 guides to remove the clock display.



i. Remove the 4 screws.



j. Disengage the 4 guides and remove the cover.



2. INSPECT LOT NUMBER

- a. Disengage the 2 claws and 2 guides on the **OUTSIDE** TFT, then fold the TFT display downward in the direction shown. Be very gentle with the ribbon cable. It is not necessary to detach the ribbon cable to complete the inspection.

Note: It is only necessary to perform this procedure on the outside TFT display.

- b. Locate the chip on the circuit board as shown below.
- c. Identify the 3 digits printed on the chip face as shown in the diagram.
- d. Enter these 3 digits into the website as requested.
- e. Fold the TFT panel back into it's original position and engage the 2 claws.
- f. **Follow the instructions on the website for the next step.**

Note: The print on the chip is very small and may be difficult to read. Try using your phone's camera to take a picture of the chip, then zoom in to read the 3 digits.

VIII. ORDER REPLACEMENT COMBINATION METER PLATE



Only perform the following steps if the website instructed you to replace the Combination Meter Plate.

It will be necessary to order the **NEW** Combination Meter Plate with the vehicles mileage pre-programmed. Please contact your parts department and have them follow the necessary steps to order the Combination Meter plate as detailed in the PANT Bulletin or Dealer Daily.

[PANT Bulletin 2016-005 REV 4](#)

Required Information:

Part # 2wd: 04009-85347-RP

AWD: 04009-85447-RP

Manufacturer: Yazaki

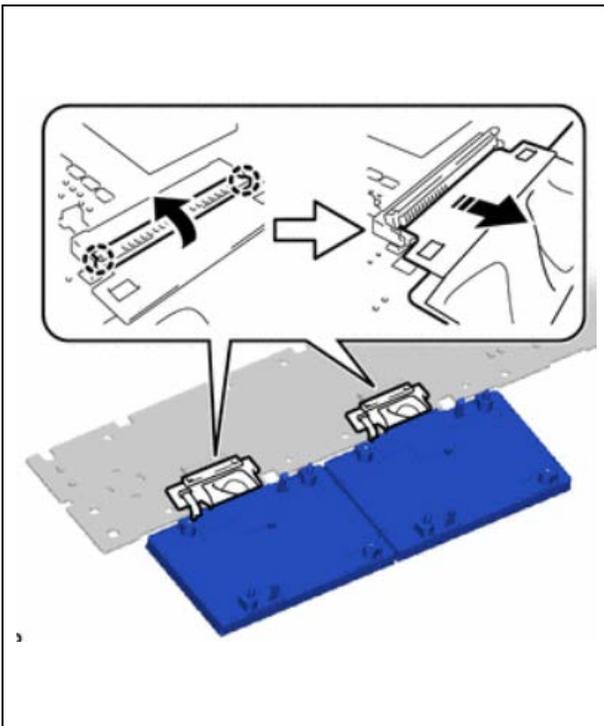
Vehicle Mileage: (as recorded on p. 7)

VIN #: (vehicle)

Production Date: (as found on label in driver's door jamb)

Once the **NEW** Combination Meter Plate with pre-programmed mileage has arrived, proceed to the next section IX. REPLACE COMBINATION METER PLATE.

IX. REPLACE COMBINATION METER PLATE



1. REMOVE TFT DISPLAYS

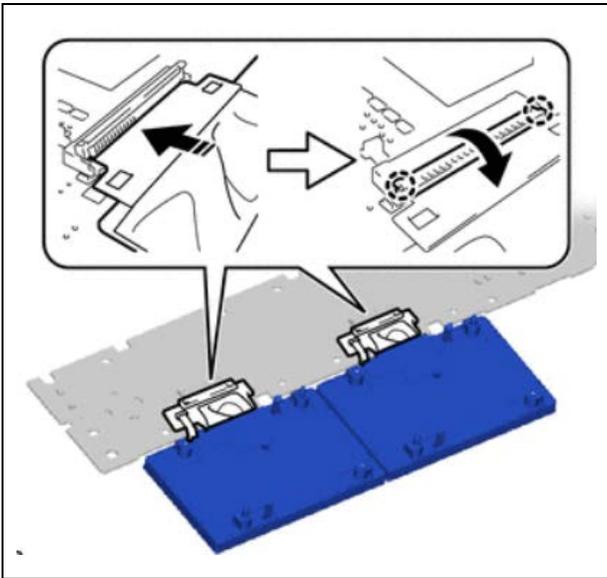
- Disengage the 4 claws and 4 guides on the two TFT panels, then fold the display's downward in the direction shown. Be very gentle with the ribbon cables. Do not allow the displays to exceed 180° to the Combination Meter Plate.
- Rotate each locking arm upward 90°.
- Gently slide each of the ribbon cables out of the socket.

[Video: Removing the Ribbon Cables](#)

Note: The original TFT displays will be reused on the **NEW** Combination Meter Plate.



- **DO NOT** use tools as the ribbon cables could be damaged.
- **Make sure not to rotate the displays more than 180°**, or the cables may be damaged.
- **DO NOT touch the ribbon cable terminals.**



2. INSTALL TFT DISPLAYS

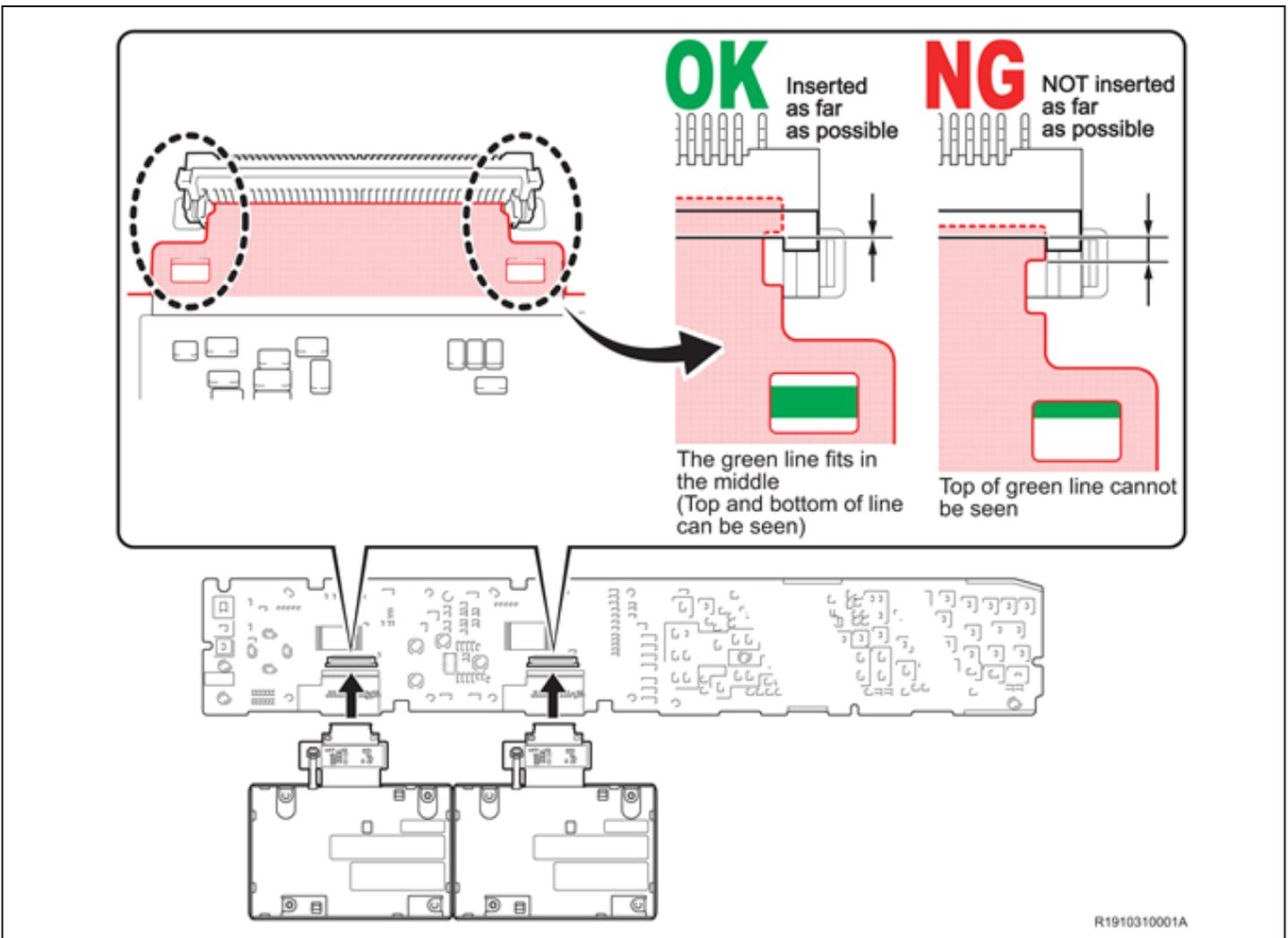
- a. Gently engage each ribbon cable into the sockets of the **NEW** Combination Meter Plate.
- b. Lower the locking arm downward 90° to engage.

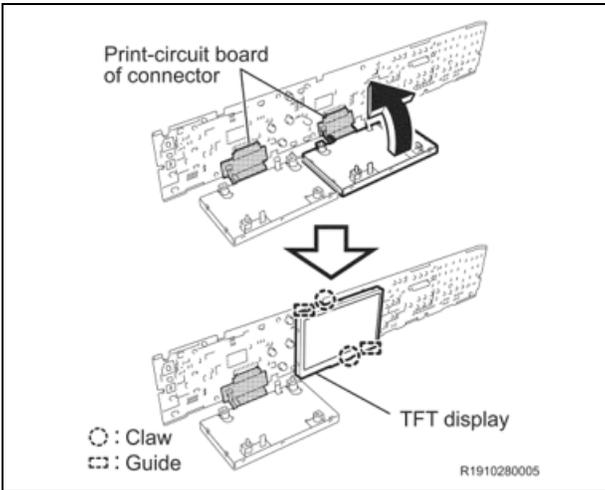


- **DO NOT touch the screen surface as the screen is susceptible to damage and dirt.**
- **DO NOT touch the printed circuit board.**

Note: The TFT displays can be installed in either location as they are identical parts.

- c. Confirm the correct installation of both ribbon cables by verifying the green line is equally spaced in the viewing window of each cable.



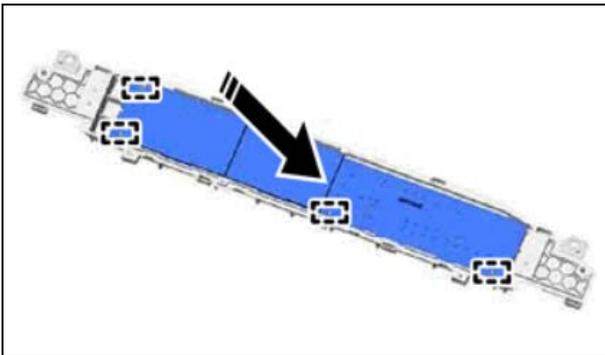


d. Rotate the two TFT displays into position on the NEW Combination Meter Plate to engage the 4 guides and 4 claws.



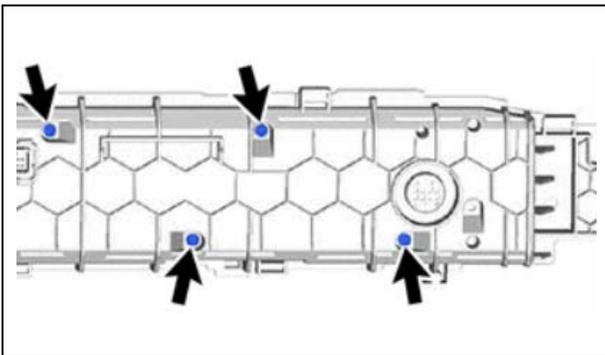
- **DO NOT touch the screen surface as the screen is susceptible to damage and dirt.**
- **DO NOT touch the printed circuit board.**

I. REASSEMBLE COMBINATION METER

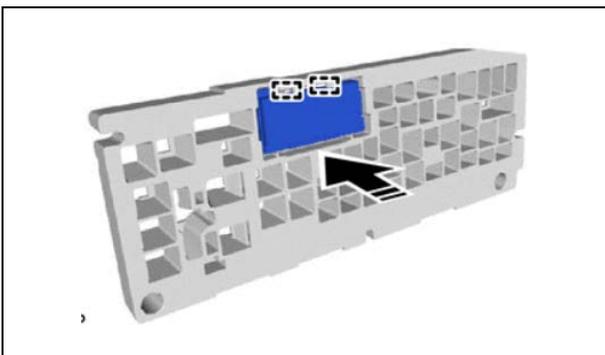


3. REASSEMBLE COMBINATION METER

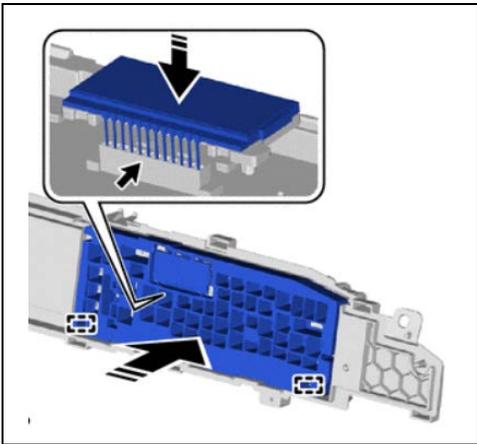
a. Install the Combination Meter Plate into the housing by engaging the 4 guides.



b. Install the 4 screws.

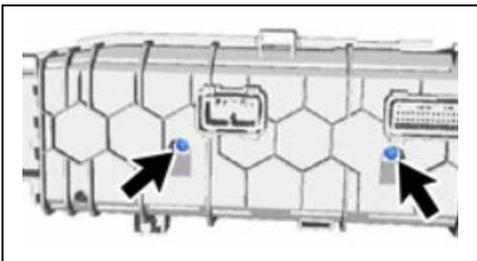


c. Engage the 2 guides to install the clock display into the No. 2 Combination Meter case.

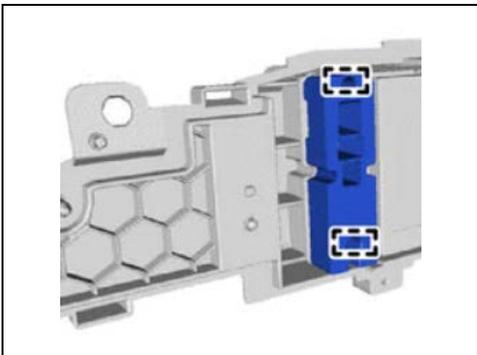


d. Engage the 2 guides to install the No. 2 Combination Meter case into the housing.

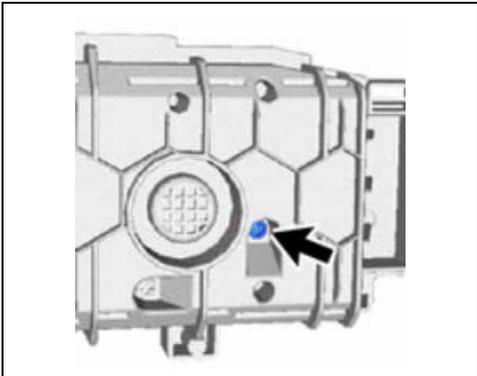
STOP Be careful to when the installing the prongs on the clock display into the socket as it can easily be installed offset to one side.



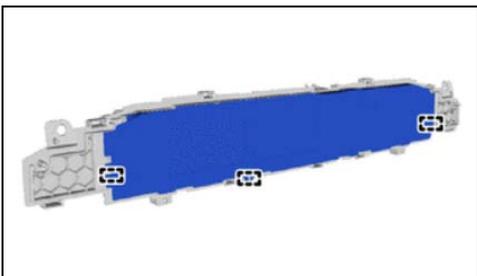
e. Install the 2 screws.



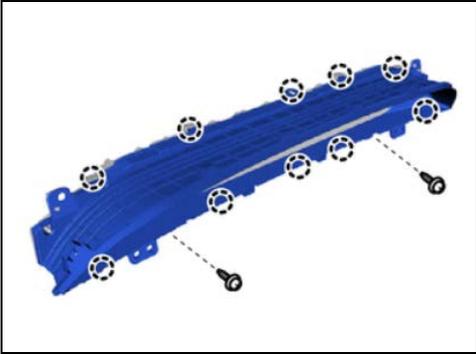
f. Engage the 2 guides.



g. Install the screw.



h. Engage the 3 guides to install the No. 1 Combination Meter plate.



- i. Engage the 10 claws to install the No. Combination Meter cover.
- j. Install the 2 screws.

II. REINSTALL COMBINATION METER

1. REINSTALL COMBINATION METER

- a. Use the following Repair Manual procedure to install the Combination Meter into the vehicle.

[METER / GAUGE / DISPLAY: COMBINATION METER: INSTALLATION; 2016 - 2020 MY Prius \(RM100000000TEZI\)](#)

◀ VERIFY REPAIR QUALITY ▶

- Verify operation of the TFT displays.
- Verify the vehicle mileage displayed on the Combination Meter is correct for the vehicle.
- Verify the clock in the upper section of the Combination Meter is working.

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.**

