


# EV Charge Cable Plug Difficult to Insert or Remove

Service Category Engine/Hybrid System

Section Hybrid/Battery Control System

Market USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012 – 2014	Prius PHV	

## Introduction

Some 2012 – 2014 model year Prius PHV vehicles may exhibit difficulty inserting or removing the EV Charge Cable. This phenomenon may be due to friction caused by contaminants attached to the EV Charge Connector Seal inside the EV Charge Cable Assembly. Follow the procedure in this bulletin to address this condition.

## Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EL1406	Remove EV Charge Cable Seal	0.2	G9060-47190	99	13

### APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

### NOTE

There is NO need to replace the EV Charge Cable Assembly or Retainer as part of this procedure.

## Required Tools & Equipment

REQUIRED TOOLS & MATERIAL	QUANTITY
Flat Head Screwdriver (small or pocket size)	1
Vinyl Tape	As Needed

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### Repair Procedure

**CAUTION**

Make sure cable is disconnected from wall outlet **BEFORE** starting the Repair Procedure.

1. Inspect inside the EV Charge Cable Connector Assembly. Is the EV Charge Connector Seal flipped, twisted, and/or damaged?

- **YES** — The EV Charge Connector Seal should be removed. Continue to step 2.

**NOTE**

The seal will **NO** longer be part of the cable.

- **NO** — This bulletin does **NOT** apply. Continue diagnosis using the applicable Repair Manual.

2. Insert the flat head screwdriver (small or pocket size) in the gap between the EV Charge Connector Retainer and the EV Charge Connector Seal to remove the EV Charge Connector Seal.

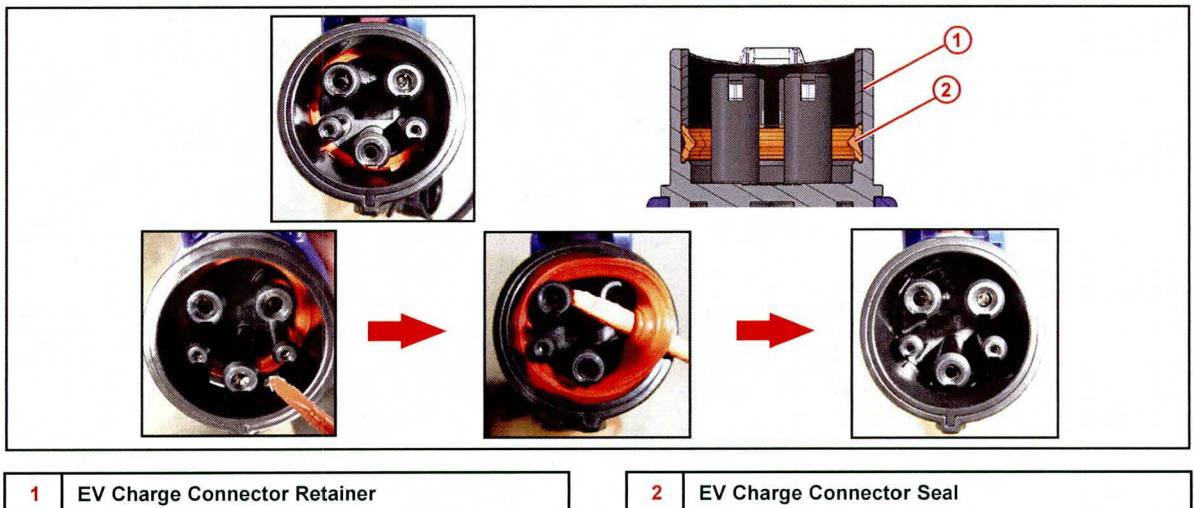
**NOTICE**

Wrap the flat head screwdriver (small or pocket size) with vinyl tape to prevent scratch damage.

**NOTE**

Make sure to **NOT** catch the seal on the Retainer Lock of the connector assembly during removal.

Figure 1.



3. Discard the seal and release the vehicle back to the customer after confirming proper operation and good physical condition of the EV Charge Cable plug.