

Subject

Touch Screen Intermittently Inoperative

Market

USA

Service Category

Audio/Visual/Telematics

Section

Navigation/Multi Info Display

Applicability

2015 Prius V

APPLICABLE VEHICLES

2015

Prius V

CONDITION

Some vehicles may experience an intermittently inoperative navigation/radio touch screen following a hot or cold soak. The only way that the customer is able to recover touch screen operation is to cycle the ignition or reboot the head unit.

RECOMMENDATIONS

If this condition is found, stop the diagnosis and follow the instructions below.

This issue is currently under investigation.

- Please create a TAS case and contact Technical Assistance (TAS) to submit details on any vehicle identified matching the condition described in this document prior to repair.
- If you are attempting to contact TAS on a weekend or TMS holiday, continue with diagnosis and submit the requested information on the next available work day. Retain all replaced parts and technician notes for possible review with TMS TAS Product Engineer.
- When creating a TAS case, use the following case coding to ensure it is directed to the Electrical group:
 - Audio/Visual/Telematics + Navigation/Multi Info Display + Nav System/Display/Components + Inoperative

LINK REFERENCES

This Tech Tip does not contain any link references