

HVAC Odor Maintenance

Service Category Vehicle Interior

Section Heating/Air Conditioning

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018 - 2020	C-HR	
2019 - 2020	Corolla Hatchback	
2017 - 2020	Prius Prime	
2016 - 2020	Prius	

Introduction

Some 2016 – 2020 model year Toyota vehicles may exhibit naturally occurring odors emitted from the HVAC system and/or related environmental factors. Follow the General Procedure in this bulletin to minimize the odors experienced.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

Parts Information

MODEL	MODEL YEAR	PART NUMBER	PART NAME
All		87139-58010	High Performance Charcoal Filter
		00289-ACRKT	Toyota Genuine A/C Refresher Kit

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General Procedure

When diagnosing HVAC odors, it is important to remember the following possible causes:

- During use, various odors from inside and outside the vehicle may enter into and accumulate in the air conditioning system. These odors may then be emitted from the vents.
- Odors coming from the outside air and interior can accumulate on the evaporator. As the evaporator core changes temperature, some of these odors may be released resulting in an unpleasant smell from the HVAC vents.
- Interior odors from sources such as air fresheners, animals, dirt, or trash can also accumulate within the HVAC system and contribute to unpleasant odors.
- It is normal to experience some odor upon the initial startup due to the moist/humid air that is trapped in the HVAC system, AFTER the vehicle has been parked.

NOTE

The procedure in this bulletin will NOT eliminate the odors described but is provided to help reduce intensity of the odors.

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General Procedure (continued)

1. Confirm the condition exists.

Does the vehicle exhibit odors that naturally occur from the HVAC system and/or related environmental factors?

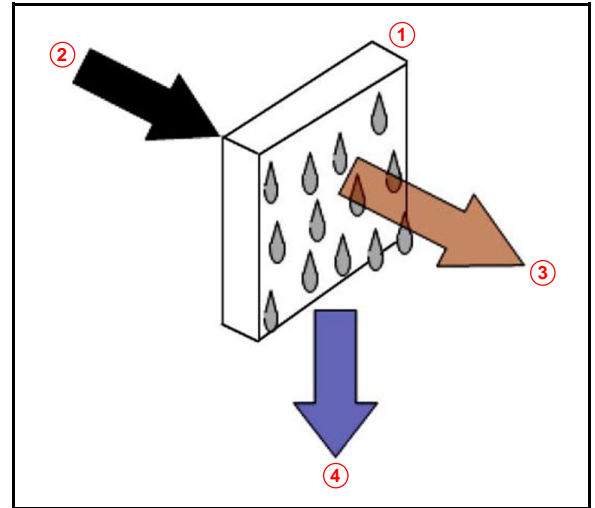
- **YES** — Continue to step 2.

NOTE

If the condition is constant or caused by outside influences, such as debris, this bulletin may NOT be effective in reducing the odors.

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

Figure 1.



1	Evaporator
2	Odor Source
3	Insoluble Odors Blow Into Vehicle Interior
4	Water Soluble Odors Dissolve in Moisture on Evaporator and Drain Out Evaporator Drain

2. Advise the customer to set the HVAC system to the outside (fresh) air mode when parking the vehicle to assist in the reduction of odors that could be trapped in the HVAC system.
3. Replace the HVAC filter on an annual basis or every 10,000 miles with a charcoal-impregnated filter (refer to the Parts Information section for the correct part).
4. If the odor condition persists, conduct an A/C evaporator cleaning service using a Toyota genuine A/C refresher kit (or equivalent) on an annual or bi-annual basis, depending on the climate conditions and customer preference.

NOTE

If the A/C evaporator cleaning service is NOT performed BEFORE installation of the high-performance filter, the filter may take several days to produce noticeable A/C odor improvement.

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A/C Evaporator Cleaning Procedure With Toyota Genuine A/C Refresher Kit

1. Remove the trim components under the HVAC unit.
 - A. Remove the lower center instrument cluster finish panel sub-assembly from 2016 – 2020 model year Prius and 2017 – 2020 Prius Prime vehicles.
Refer to TIS, applicable model and model year Repair Manual:
 - [2016](#) / [2017](#) / [2018](#) / [2019](#) / [2020](#) Prius:
Vehicle Interior – Interior Panels / Trim –
“Interior Panels / Trim: Lower Instrument Panel: Removal”
 - [2017](#) / [2018](#) / [2019](#) / [2020](#) Prius Prime:
Vehicle Interior – Interior Panels / Trim –
“Interior Panels / Trim: Lower Instrument Panel: Removal”
 - B. Remove the front number 2 console box insert from ALL applicable model and model year vehicles.
Refer to TIS, applicable model and model year Repair Manual:
 - [2016](#) / [2017](#) / [2018](#) / [2019](#) / [2020](#) Prius:
Vehicle Interior – Heating / Air Conditioning –
“Heating / Air Conditioning: Air Conditioning Unit: Removal”
 - [2017](#) / [2018](#) / [2019](#) / [2020](#) Prius Prime:
Vehicle Interior – Heating / Air Conditioning –
“Heating / Air Conditioning: Air Conditioning Unit: Removal”
 - [2018](#) / [2019](#) / [2020](#) C-HR:
Vehicle Interior – Interior Panels / Trim –
“Interior Panels / Trim: Rear Console Box: Removal”
 - [2019](#) / [2020](#) Corolla Hatchback:
Vehicle Interior – Interior Panels / Trim –
“Interior Panels / Trim: Rear Console Box: Removal”

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A/C Evaporator Cleaning Procedure With Toyota Genuine A/C Refresher Kit (continued)

2. Cover the area under the HVAC unit and its surroundings.

Figure 2. Recommend Industrial Absorbent Pads



3. Perform the HVAC odor maintenance service using a Toyota genuine A/C refresher kit.
4. AFTER performing the HVAC odor maintenance service, wait 30 minutes BEFORE removing the absorbent material and reassembling the trim panels.
5. The procedure is complete, return the vehicle to the customer.