

Hybrid Warning With DTC U011087 and U029387 in Freezing Temperatures

Service Category Engine/Hybrid System

Section Hybrid/Battery Control System

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019 - 2020	UX250H	

Introduction

Some 2019 – 2020 model year UX 250 Hybrid vehicles may experience a difficult-to-start condition accompanied by a hybrid system warning lamp occurring during below-freezing temperatures (< 32°F). This condition may occur at start-up after a short-distance drive.

After performing a Health Check, the Diagnostic Trouble Codes (DTCs) U011087 and U029387 may be present. These codes are because of the IGCT (90987-02025) relay not being able to supply power to HV ECU. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
UX 250h	TMK (Kyushu)	AWD	JTHR9JBH#L2025545

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Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
895111	Relay Replacement	0.2	IGCT Relay (90987-02025)	8C	71

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months or 50,000 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.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
90987-02025	90987-02031	Relay	1

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVI*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 15.00.028 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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Repair Procedure

1. Confirm the condition exists.

The vehicle may “Ready on” with no issues. This issue occurs only in below-freezing temperatures (< 32°F). Using Techstream, perform a Health Check.

Are DTCs U011087 and U029387 present?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Replace the IGCT relay with the NEW part number.

Refer to TIS, applicable model and model year Repair Manual:

- [2019 – 2020](#) UX 250h:
Engine/Hybrid System – Hybrid/Battery Control System – “Hybrid / Battery Control:
Hybrid Control System: ECU Power Source Circuit”

3. Clear DTCs and confirm the condition is no longer present.