

Hybrid Warning Message DTC P1CCC96 - Poor Ground Connection DC/DC Converter

Service Category Engine/Hybrid System

Section Hybrid/Battery Control System

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|------------|---|
| 2021 | RAV4 Prime | VDS(s): AB3FV, CB3FV, EB3FV, FB3FV, GB3FV |

Introduction

Some 2021 model year RAV4 Prime vehicles may exhibit a MIL ON condition with Diagnostic Trouble Code (DTC) P1CCC96 (DC/DC Converter Enable Component Internal Failure). This condition may occur from a plating issue with the DC/DC mounting bolts that cause high resistance. 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 |
|------------|--------|------------|---------------------------------|
| RAV4 Prime | Shokki | AWD | JTMAB3FV#MD012872 |
| | | | JTMCB3FV#MD012942 |
| | | | JTMEB3FV#MD012821 |
| | | | JTMFB3FV#MD012817 |
| | | | JTMGB3FV#MD012839 |

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Warranty Information

| OP CODE | DESCRIPTION | TIME | OFFP | T1 | T2 |
|---------|---|------|-------------|----|----|
| EG1917 | R & R Ground Bolts in DC/DC Converter Bracket | 1.2 | 90119-08D17 | 8A | 73 |

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.

Parts Information

| PART NUMBER | | PART NAME | QTY |
|-------------|-------------|-----------|-----|
| PREVIOUS | NEW | | |
| 90119-08D17 | 90119-A0383 | Bolt | 4 |

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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 15.30.027 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

| SPECIAL SERVICE TOOLS (SST) | PART NUMBER | QTY |
|-------------------------------|---|-----|
| Electrical Insulating Gloves* | 01413-00072 (Medium) | 1 |
| | 01413-00073 (Large) | |
| | 01413-00074 (Extra Large) | |

*Essential SST.

CAUTION

ALWAYS inspect electrical insulating gloves before use for cracks, ruptures, tears, pinholes, or damage. Do NOT wear if damaged.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

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Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a MIL ON condition with DTC P1CCC96 present?

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

2. Replace the DC/DC converter bracket bolts.

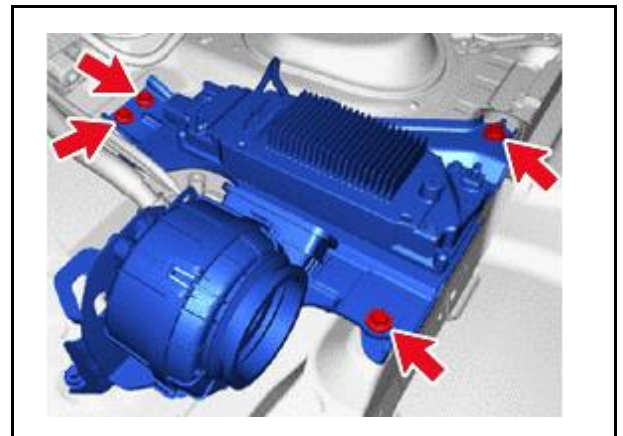
- A. Refer to TIS, applicable model and model year Repair Manual:

2021 RAV4 Prime:

Engine/Hybrid System – Hybrid/Battery Control System – [“Hybrid / Battery Control: Electric Vehicle Converter: Removal”](#)

- B. Remove the four ground bolts and replace with the NEW updated bolts.

Figure 1.



- C. Reinstall all removed components.

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

- 2021 RAV4 Prime:

Engine/Hybrid System – Hybrid/Battery Control System – [“Hybrid / Battery Control: Electric Vehicle Converter: Installation”](#)

3. Using Techstream, clear ANY DTCs and confirm the condition no longer exists.