

TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN 21TC04

Incorrect Programming for Rear Seat Belt Reminder Indicator

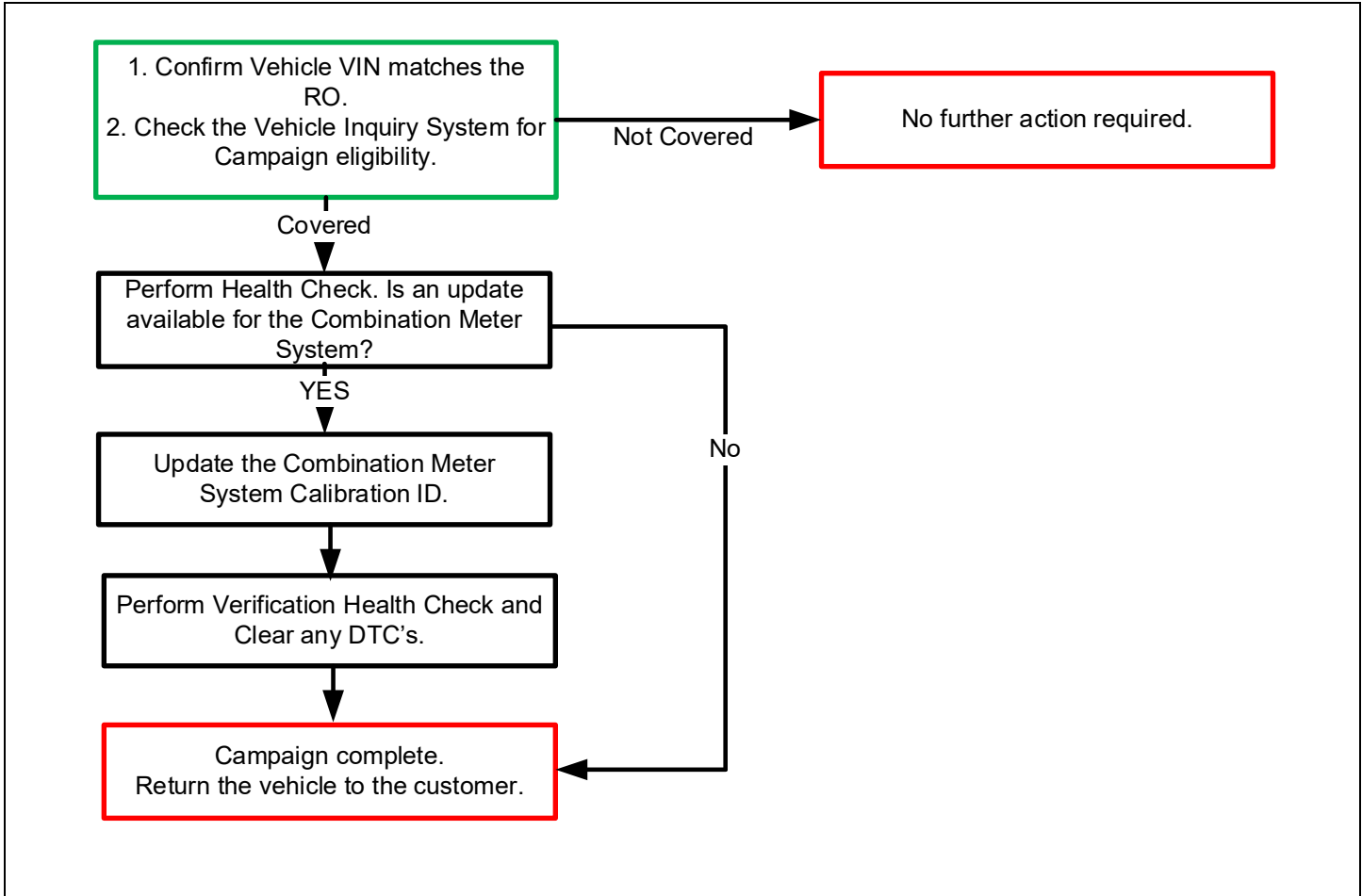
CERTAIN 2021 Model Year C-HR

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently have completed all of the following courses:

- **T623 - Toyota Electrical Circuit Diagnosis**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

- Check the TIS Vehicle Inquiry System to confirm that each VIN is eligible for this Special Service Campaign, and that it has not already been completed prior to dealer shipment or by another dealer.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

1. TOOLS, SUPPLIES & EQUIPMENT

- Techstream ADVi / Techstream 2.0 / Techstream Lite
- DCA-8000P Diagnostic Station
- T-SB-0134-16

IV. BACKGROUND

The subject vehicles are equipped with a rear seat belt reminder system that illuminates indicators temporarily after the ignition is turned on if rear seat belts are not buckled. Due to incorrect programming in a certain electronic control unit, certain situations can cause the rear seat belt reminder system not to illuminate the indicator as designed.

V. DETERMINE CALIBRATION UPDATE STATUS



1. PERFORM HEALTH CHECK

- Using a Techstream, perform a Health Check to check for any Diagnostic Trouble Code.

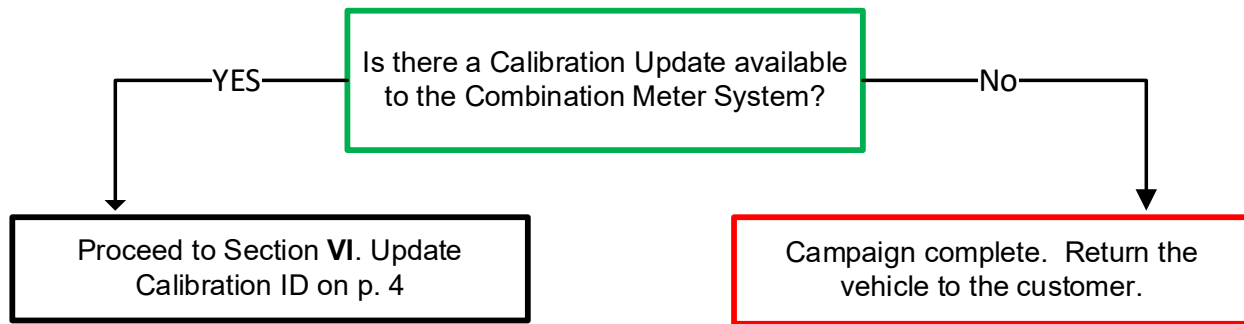
Note: *This Special Service Campaign covers only the Calibration ID update to the Combination Meter systems, as detailed in these instructions. It does not cover the diagnosis or replacement of any other parts on the vehicle.*

2. DETERMINE CALIBRATION UPDATE STATUS

- Locate the **Update** column for the **Combination Meter** System's ECU in the **Stored Data** tab for this vehicle.
- Determine the status of an available update for the Combination Meter System's; indicated by a YES or NO.

The screenshot shows the Techstream software interface. The 'Stored Data' tab is selected. The vehicle information is 2021 C-HR 3ZR-FAE with 001553 miles. The 'Health Check Results' section shows that the health check does not display live data and that changes in vehicle condition will not update automatically. The 'Enhanced' tab is selected, and a table lists various systems. The 'Combination Meter' system is highlighted, and its 'Update' status is 'Yes'.

System	Test Failed	RoB	Calibration	Update	Configure
Air Conditioner		-	8865F1002001	No	No
			83800F480002	Yes	
		-	83800F481000	No	No
			83800F482000	No	
Main Body		-	8922F1002001	No	No
D-Door Motor		-			No
Smart Key		-			No
P-Door Motor		-			No
RR-Door Motor		-			No
RL-Door Motor		-			No
Master Switch		-			No



Note: If the Combination Meter System’s ECU already has the updated Calibration ID, the campaign is complete. No further action is required. Submit the warranty claim to complete this vehicle.

VI. VEHICLE PREPERATION

The ECU reprogramming procedure is detailed in [T-SB-0134-16](#). Reference this Bulletin for additional detailed procedures and information.

1. VEHICLE PREPARATION

a. Confirm the following conditions:

- Vehicle in the IG position (engine off).
- Transaxle in Park.
- Parking brake engaged.
- Turn off all electrical accessories (i.e. climate control, audio system, etc.)
- Headlight switch in the DRL OFF position.
- Windshield wiper switch in the OFF position.

2. CONNECT THE 12v BATTERY TO A POWER SUPPLY (DCA-8000)

- a. Connect the DCA-8000 or other type of a power supply (not a battery charger) to the 12v battery.
- b. Select the Reflash icon from the Main Menu screen of the DCA-8000.

A power supply *MUST* be used during reprogramming. ECU damage will occur if the battery voltage is not properly maintained during this re-flash procedure.

Note: A power supply must be connected directly to the 12v battery terminals and NOT the remote jump posts under the hood (if equipped).

3. VERIFY TECHSTREAM SETUP

a. Verify that the Techstream meets the following conditions:

- The latest version of software is loaded.
- The Techstream battery is fully charged. If not, connect the Techstream to a 120v source.
- The DLCIII cable is in good condition.

The Techstream battery must be maintained during the update procedure. If necessary, plug the Techstream into a 120v outlet to ensure that a failure does not occur.

Note: If the Techstream communication with the vehicle fails during the re-flash procedure, the Combination Meter System’s ECU will be damaged and must be replaced.

4. DISCONNECT COOLING FAN

a. Disconnect the electrical connector from the cooling fan ECU on the radiator fan shroud.



If the cooling fans run during the Calibration update procedure, the battery voltage will be inconsistent and could cause damage to the control module(s).

VII. UPDATE CALIBRATION ID

1. UPDATE THE CALIBRATION ID FOR THE COMBINATION METER SYSTEMS ECU.

a. Identify the current Calibration ID for the Combination Meter System's ECU on the Stored Data tab.

The screenshot shows the 'Stored Data' tab for a 2021 C-HR 3ZR-FAE. The 'Combination Meter' system is highlighted in red in the system list. A callout bubble points to the '83800F480002' Calibration ID in the table.

System	RoB	Calibration	Update	Configure
Air Conditioner	-	8365F1002001	No	No
Combination Meter	-	83800F480002	Yes	No
	-	83800F481000	No	No
	-	83800F482000	No	No
Main Body	-	8922F1002001	No	No
D-Door Motor	-	-	-	No
Smart Key	-	-	-	No
P-Door Motor	-	-	-	No
RR-Door Motor	-	-	-	No
RL-Door Motor	-	-	-	No
Master Switch	-	-	-	No

b. Locate the vehicles Current CID in the chart below.

c. Select the corresponding NEW CID link to load the update.

d. Follow the on-screen instructions to complete the calibration update procedure.

MODEL	SYSTEM	ORIGINAL CID	NEW CID (Combination Meter)
C-HR	Combination Meter	83800F480002	<u>83800F480102</u>
		83800F480101	

Note: If the Combination Meter ECU has the New CID's, no update is necessary.

The CID Update Procedure is detailed in [T-SB-0134-16](#). Please reference this Bulletin for more detailed procedures and information.

VIII. COMPLETE REPAIR



1. CONNECT COOLING FAN

- a. Connect the electrical connector to the cooling fan ECU on the radiator fan shroud.



2. PERFORM VERIFICATION HEALTH CHECK

- a. Using a Techstream, perform a Health Check.
- b. Clear DTC's that may have set during the re-flash procedure.
- c. **Re-run the Health Check to confirm that no DTC's reappear.**



THIS VERIFICATION HEALTH CHECK IS NECESSARY to update the results and CID's to the National database.

3. CONFIRM CID UPDATE

a. On the Stored Data tab, confirm the following for the **Combination Meter** Systems:

- The Calibration number has the “New CID” number.
- The “Update” column says “No”

System Select: **Stored Data**

2021 C-HR
3ZR-FAE

001553 mile

000000000000000000

2021_C-HR_3zr_...
File Notes
Health Check
Data 1-
CAN Bus C
Pre-Collisi
Engine an
Cruise Co
ABS/VSC/
EMPS
Air Condit
SRS Airba
Combinati
Starting C
Navigation
Front Rec
Lane Cont
Front Rec

Tire Pressure / Threshold Value

Sensor 1: 33.42 / 28.43 S
Sensor 3: 0.00 / 1.75 S
Sensor 5: N/A / N/A

Health Check Results

- Health Check does not display live
- Changes in vehicle condition will n
- To update Health Check, click the

Enhanced | Generic

Campaign Status: NO
PERMANENT: NO
ECU Security Key: -

System	Test Failed	RoB	Calibration	Update	Configure
Air Conditioner		-	8865F1002001	No	No
Combination Meter		-	83800F480102	No	No
		-	83800F481000	No	No
		-	83800F482000	No	No
Main Body		-	8922F1002001	No	No
D-Door Motor		-	-	-	No
Smart Key		-	-	-	No
P-Door Motor		-	-	-	No
RR-Door Motor		-	-	-	No
RL-Door Motor		-	-	-	No
Master Switch		-	-	-	No

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4. PRINT CUSTOMER HEALTH CHECK REPORT

a. From the Stored Data tab, select the Customer Health Check Report button (TIS will launch when button is pressed).

System Select: Stored Data

2018 C-HR
3ZR-FAE

000000000000000000

2018_C-HR_3ZR_...
File Notes
Health Check
Data 1-
Engine
Transmission
Radar Crt
Radar Crt
ABS/VSC/
Four Whe
EMPS
Air Condit
SRS Airba
Pre-Collisi
Combinati
Starting C
Front Rec
LKAS/DA

Tire Pressure / Threshold Value [kPa/abs]

Sensor 1: 308.19 / N/A Sensor 2: 308.19 / N/A
Sensor 3: 308.47 / N/A Sensor 4: 308.19 / N/A
Sensor 5: N/A / N/A

Health Check Results

Enhanced

System	Monitor Status	DTC	Cont Cert	Pend	His	Test Failed	Calibration	Update
Engine	Inc							
Radar Cruise2	-							2
Transmission	-							2
Radar Cruise1	-							2
ABS/VSC/TRAC/EPB	-						F1520F4033	Yes
Steering Angle Sensor	-							2
Front Wheel Drive	-							2
EMPS	-							2
LKAS/DA	-							2
Front Recognition Camera	-							2
Air Conditioner	-							2
Combination Meter	-							2
Main Body	-							2
D-Door Motor	-							2
Entry/Start	-							2
P-Door Motor	-							2

Customer Health Check Report

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- Log in to TIS.
- Input Vehicle Mileage and Repair Order number.
- Check the “Performed” campaign button for the applicable campaigns.
- Select the Report button.
- Confirm Customer Health Check Report information is correct.

- g. Print Customer Health Check Report from TIS.
- h. Sign and provide to the customer.

IX. REASSEMBLY

1. REMOVE THE POWER SUPPLY FROM THE BATTERY

◀ VERIFY REPAIR QUALITY ▶

- Confirm the cooling fans are re-connected.
- Confirm the system Calibration has been updated successfully.
- Confirm there are no DTC's after the Calibration update.

X. APPENDIX

A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Campaign Designation / Phase Decoder

19TA01

19

Year Campaign
is Launched

19 = 2019
20 = 2020
21 = 2021
22 = 2022
23 = 2023
Etc...

T

Vehicle Make

T = Toyota
L = Lexus

A

Field Action Category and Phase

A = Safety Recall *Remedy*
B = Safety Recall *Interim*
C = Special Service Campaign
D = Limited Service Campaign
E = Customer Support Program
F = Emissions Recall
(May use other characters in unique cases)

01

Field Action Sequence

01 = 1st Field Action of the year
02 = 2nd Field Action of the year
03 = 3rd Field Action of the year

(The sequence is unique for each Field Action category)
(May use other characters in unique cases)

Examples:

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019

20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020

21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021