

Subject

**DSS-DCA Usage Based Upon Customer Complaint**

Market

**USA**

Service Category

**Power Source/Network**

Section

**Battery/Charging**

Applicability

**All models**

**APPLICABLE VEHICLES**

|           |                   |                 |               |
|-----------|-------------------|-----------------|---------------|
| 2018-2022 | C-HR              | 2018-2021       | Land Cruiser  |
| 2022      | Tundra HV         | 2021-2022       | Sienna HV     |
| 2021-2022 | Venza HV          | 2022            | Corolla Cross |
| 2018-2022 | Tundra            | 2020-2022       | Corolla HV    |
| 2018-2022 | Yaris THAI-Prod   | 2018-2022       | RAV4          |
| 2019-2022 | Corolla Hatchback | 2018-2022       | RAV4 HV       |
| 2018-2022 | Camry HV          | 2018-2021       | Prius C       |
| 2018-2020 | Sienna            | 2020-2022       | Supra         |
| 2018-2022 | Camry             | 2018-2022       | Prius         |
| 2018-2022 | Avalon            | 2018-2022       | Avalon HV     |
| 2018-2022 | Highlander        | 2018-2019, 2022 | Yaris         |
| 2018-2022 | Highlander HV     | 2018-2022       | Tacoma        |
| 2021-2022 | RAV4 Prime        | 2018-2022       | Prius Prime   |
| 2018-2022 | Corolla           | 2018-2022       | Sequoia       |

**CONDITION**

When customers have a concern about a discharged battery, no start, or general battery concern, the DCA-8000 is the only appropriate tool to use for diagnosis

**RECOMMENDATIONS**

When battery voltage is low, or a battery complaint exists, do not use the DSS-5000 or CPX-900 for diagnosis. Please use the DCA-8000.

- Do not use the DSS-5000 or CPX-900 for initial diagnosis.

In addition, when doing any other system diagnosis utilizing Techstream, doors open, or accessories on with engine off/ accessory mode, use the DCA-8000 power supply mode to assure the customer receives the vehicle back with ample battery charge.

- This should help to reduce customer returns when they don't adequately drive the vehicle to restore proper charge, which may require extensive driving at highway speeds.

**LINK REFERENCES**

This Tech Tip does not contain any link references