

Stop and Start System - Intermittent No Restart During Wiper Operation

Service Category Engine/Hybrid System

Market USA and Mexico

Toyota Supports
 ASE Certification 

Section Starting

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2022 - 2023	Corolla Cross	

REVISION NOTICE

September 11, 2024 Rev1:

- The Warranty Information, Parts Information, Required Tools & Equipment, and Repair Procedure sections have been updated.
- The Table of Contents section has been removed.

Any previous printed versions of this bulletin should be discarded.

Introduction

Some 2022 – 2023 model year Corolla Cross vehicles may exhibit an intermittent condition during windshield wiper operation where the stop and start system does one or both of the following:

- Does not restart the engine.
- Reactivates after being manually canceled.

NOTE

The engine remains able to be restarted manually.

The stop and start ECM (SAE term: Powertrain Control Module/PCM) logic has been modified to correct this condition. Follow the Repair Procedure in this bulletin to address this condition.

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Warranty Information

For USA Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EG2302	Reprogram the Stop and Start ECM (PCM)	0.4	89261-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

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.

For Mexico Market

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
EG2302	Reprogram the Stop and Start ECM (PCM)	0.4	89261-#####*	87	74

*Warranty claim MUST be submitted with the correct 10-digit OFF. Choose the correct OFF for the vehicle being repaired by searching for the parts in the Electronic Parts Catalog using the VIN filter.

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 60,000 kilometers, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

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Parts Information
For USA Market

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
89261-0A010	89261-0A011	Computer, Engine Stop and Start (PCM)	-
89261-0A040	89261-0A041		

NOTE

The Stop and Start ECM (PCM) should NOT be replaced as part of the Repair Procedure.

For Mexico Market

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
89261-0A010	89261-0A011	Computer, Engine Stop and Start (PCM)	-
89261-0A050	89261-0A051		

NOTE

The Stop and Start ECM (PCM) should NOT be replaced as part of the Repair Procedure.

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Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Battery Diagnostic Tool*	DCA-8000P T	1

*Essential SST.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335 (USA) or 01-800-504-5330 (Mexico) or by visiting *Home – Service Resources – Toyota Special Service Tools (SSTs)*.

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.
- GTS+ software version 2024.03.004.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 (USA) or 01-55-50103041 (Mexico) or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.
- Use Techstream or an approved J2534 interface to perform flash reprogramming updates. Visit techinfo.toyota.com for more information regarding J2534 reprogramming.

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Calibration Information

For USA Market

MODEL	MODEL YEAR	CALIBRATION ID	
		PREVIOUS	NEW
Corolla Cross	2022	892630A01000	892630A01100
	2023	892630A04000	892630A04100

For Mexico Market

MODEL	MODEL YEAR	CALIBRATION ID	
		PREVIOUS	NEW
Corolla Cross	2022	892630A01000	892630A01100
	2023	892630A05000	892630A05100

Repair Procedure

1. Confirm the condition exists.
Does the vehicle exhibit one or both of the conditions listed in the Introduction?

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

2. Use GTS+ to confirm if the stop and start ECM (PCM) calibration has been updated.
Is the calibration ID listed in GTS+ the latest stop and start ECM (PCM) calibration?

 - **YES** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.
 - **NO** — Continue to step 3.

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Repair Procedure (continued)

3. Flash reprogram the stop and start ECM (PCM).

NOTE

- The battery diagnostic tool MUST be used in Power Supply Mode to maintain battery voltage at 13.5V while flash reprogramming the vehicle.
- For details on how to use the battery diagnostic tool, refer to the [DCA-8000 Instruction Manual](#) located at *TIS – Diagnostics – Tools & Equipment – Battery Diagnostics*.

Follow the procedures outlined in [T-SB-0107-20](#), *ECU Flash Reprogramming With Security Signature*, and flash the stop and start ECM (PCM) with the NEW calibration file update.

4. Test-drive the vehicle to confirm proper operation.