

Subject <b>Unable to charge using the supplied charge cable</b>		Market <b>USA</b>
Service Category <b>Engine/Hybrid System</b>	Section <b>Hybrid/Battery Control System</b>	
Applicability <b>24-26 bZ4X, 2026 Prius PHV, RAV4 PHV</b>		

**APPLICABLE VEHICLES**

2026	Prius PHV	2026	bZ
2026	RAV4 PHV	2024-2025	bZ4X

**CONDITION**

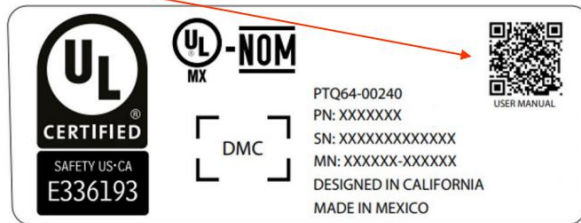
Some Customers for the above vehicles may have complaint of the following: unable to charge the vehicle using the supplied level 1 or 2 charger. Additionally, most will indicate one or more of the LEDs on the charger will illuminate at the time of no charge. Charging at other stations is still possible.

**RECOMMENDATIONS**

1. Please refer to the related User Manual/Troubleshooting Guide. Accessed following the QR code on the back of the Charger assembly or at the following Link:  
<https://www.toyota.com/content/dam/toyota/brochures/pdf/tcom/Toyota-Mobile-Charger-User-Guide.pdf>



Toyota EV Charger (bottom side)



2. Create a TAS case with a clear photo of the Charge Cable Serial # and the related information.
3. Contact TAS for next steps

**LINK REFERENCES**

1. [User Manual and Troubleshooting Guide](#)