HOW TO PROCEED WITH TROUBLESHOOTING

HINT:

Carry out troubleshooting in accordance with the procedures on the following page. Here, only the basic procedures are shown. Details are provided in the Diagnostics Section, showing the most effective methods for each circuit. Confirm the troubleshooting procedures first for the relevant circuit before beginning trouble-shooting of that circuit.

01100	/ung				
1		Vehicle brought to workshop			
<u> </u>					
2	2 Customer problem analysis				
(a)	As	k the customer about the conditions and environment when the problem occurred.			
	_				
3		Symptom confirmation and DTC (and freeze frame data) check			
(a)	Ch	eck the battery positive voltage.			
	Vo	Itage: 11 – 14 V (Engine stopped)			
(b)	Vis	sually check the wire harness, connectors and fuses for open and short, etc.			
(c)	Wa	arm up the engine to the normal operating temperature.			
(d)	Сс	nfirm the problem symptoms and conditions, and check for DTCs according to the related chart.			
		OK Go to step 5			
N	6				
	-				
4	ŀ	DTC chart			
(a)	Ch	eck the results obtained in step 3, then confirm the inspection procedures for the system or the part			
()	wh	ich should be checked using the DTC chart.			
		Go to stop 6			
		Go to step o			
5	5	Problem symptoms chart			
(a)	Ch	eck the results obtained in step 3, then confirm the inspection procedures for the system or the part			
	which should be checked using the problem symptoms table.				
6	5	Circuit inspection or parts inspection			
(a)	Со	nfirm the circuit for the system or the part which should be checked using the problem symptoms			
(4)	table or the results obtained in step 4.				
\square					
7	,	Repair			

(a) Repair the affected system or part in accordance with the instructions in step 6.

Date :

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8		Confirmation test				
(a)	a) After completing repairs, confirm that the problem has been solved (If the problem does not recur, per- form a confirmation test under the same conditions and in the same environment as when it occurred for the first time).					
	_					
EN	D					

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CUSTOMER PROBLEM ANALYSIS

HINT:

- In troubleshooting, the problem symptoms must be confirmed accurately, meaning that all preconceptions must be set aside in order to make an accurate judgement. To ascertain what the problem symptoms are, it is extremely important to ask the customer about the problem and conditions when it occurred.
- The following 5 items are important points in the problem analysis. Past problems which are thought to be unrelated and the repair history, etc. may also help in some cases. Therefore, as much information as possible should be gathered and its relationship with the problem symptoms should be correctly ascertained for use as reference in troubleshooting. A customer problem analysis table is provided for your use in the Diagnostics Section for each system.

— Important Points with Customer Problem Analysis –

- What Vehicle model, system name
- When —— Date, time, occurrence frequency
- Where —— Road conditions
- Under what conditions? ——— Running conditions, driving conditions, weather conditions
- How did it happen? Problem symptoms

(Sample) Supplemental restraint system check sheet.

CUSTOMER PROBLEM ANALYSIS CHECK						
Supplemental Restraint System Check Sheet Inspector's Name						
			VIN			
Customer's Name			Production Date		/	/
			Licence No.			
Date Vehicle Brought In	/	/	Odometer Reading			km miles
Date Problem First Occurre	ed				/	/
Weather	□ Fine		□ Rainy	□ Snowy	Other	
Temperature	Approx.					
	•					
Vehicle Operation	☐ Starting ☐ Driving	□ Idling [□ Constant speed □ Acce □ Other		cceleration	🗆 Dece	eleration]

SYMPTOM CONFIRMATION AND DIAGNOSTIC TROUBLE CODE

HINT:

The diagnostic system in COROLLA has various functions. The first function is the Diagnostic Trouble Code (DTC) Check, in which a malfunction in the signal circuits to the ECU is stored in code form in the ECU memory. Another function is the Input Signal Check, which checks if the signals from various switches are sent to the ECU correctly. By using these check functions, it is possible to quickly narrow down potential problem areas and troubleshooting can be performed effectively. The diagnostic functions are incorporated in the following systems in the COROLLA.

System	Diagnostic Trouble Code Check	Input Signal Check (Sensor Check)	Diagnostic Test Mode (Active Test)
SFI System	ل <u>ا</u> (with Check Mode)	2	L
ABS with EBD System	Ś	Ś	
Electronic Controlled Automatic Transaxle [ECT]	ل <u>ا</u> (with Check Mode)	2	
Supplemental Restraint System	2		
Cruise Control System		5	

- In the DTC check, it is very important to determine whether the problem indicated by the DTC is still occurring or has occurred in the past but returned to normal at present. In addition during the problem symptom check, it a check must be made on whether the malfunction indicated by the DTC is directly related to the problem symptom or not. For this reason, the DTC should be checked before and after symptom confirmation to determine the current conditions. If this is not done, it may, depending on the case, result in unnecessary troubleshooting for systems that are operating normally. This would make more difficult to detect the problem area or to try to repair irrelevant areas. Therefore, always follow the procedures in the correct order and perform the DTC check.
- A flow chart showing how to proceed with troubleshooting using the diagnostic trouble code (DTC) check is shown the this page. This flow chart shows how to utilize the DTC check effectively. Then, by carefully checking the results, this chart indicates how to proceed either to the DTC troubleshooting or to the troubleshooting of the problem symptoms table.

1	DTC check	
2	Making a note and clear the DTCs	
3	Symptom confirmation	
		2 Problem symptoms exist
		2 No problem symptoms exist
	a Go	o step 5
b	0	
Δ	Simulation test using the symptom simula	tion methods

Simulation test using the symptom simulation methods

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5	DTC check				
		2	DTC displayed		
		Z	Normal code displayed		
		a Troubleshooting of problem indicated by DTC			
b					
6	Symptom confirmation				
		U U	No problem symptoms exist		
		Z	Problem symptoms exist		
		If a DTC is displayed in the initial DTC check, it indicates that			
		a trouble may have occurred in a wire harness or connector in			
		that circuit in the past, therefore check the wire harness and connectors (See page 01–30).			
		a System normal			
b					
Trou	bleshooting of each problem s	symptom			

The problem is still occurring in a place other than the diagnostic circuit (The DTC displayed first is either for a past problem or it is a secondary problem).

SYMPTOM SIMULATION

HINT:

The most difficult case in troubleshooting is when no symptoms occurs. In such cases, a thorough customer problem analysis must be carried out. Then the same or similar conditions and environment in which the problem occurred in the customer's vehicle should be simulated. No matter how much experience a technician has, or how skilled he may be, if he proceeds to troubleshoot without confirming the problem symptoms, he will tend to overlook something important in the repair operation and make a wrong guess somewhere, which will only lead to a standstill. For example, for a problem which only occurs when the engine is cold, or for a problem which occurs due to vibration caused by the road during driving, etc., the problem can never be determined when the engine is hot or when the vehicles is at a standstill. Since vibration, heat or water penetration (moisture) is a likely cause for the problem which is difficult to reproduce, the symptom simulation tests introduced here are effective measures in a point that the external causes are applied to the vehicle in a stationary condition.

Important points in the symptom simulation test:

In the symptom simulation test, the problem symptoms should be confirmed, and the problem area or parts must also be discovered. To do so, reduce the possible problem circuits according to the symptoms before starting this type of test and have the hand-held tester connected beforehand. After that, carry out the symptom simulation test, judging whether the circuit being tested is defective or normal and also confirming the problem symptoms at the same time. Refer to the problem symptoms table of each system to narrow down the possible causes of the symptom.





1. VIBRATION METHOD: When vibration seems to be the major cause.

- (a) PART AND SENSOR
 - Apply slight vibration with your finger to the part of the sensor considered to be the problem cause and check whether the malfunction occurs.

HINT:

Applying strong vibration to relays may result in open relays.

- (b) CONNECTORS
 - (1) Slightly shake the connector vertically and horizontally.
- (c) WIRE HARNESS
 - (1) Slightly shake the wire harness vertically and horizontally.

The connector joint and fulcrum of the vibration are the major areas that should be checked thoroughly.

- 2. HEAT METHOD: If the problem seems to occur when the area in question is heated.
- (a) Heat the component that is the possible cause of the malfunction with a hair dryer or similar object. Check if the malfunction occurs.

NOTICE:

 Do not heat the components to more than 60°C (140°F) (Temperature is limited to keep the components from being damaged).

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• Do not apply heat directly to the parts in the ECU.



- 3. WATER SPRINKLING METHOD: When the malfunction seems to occur on a rainy day or in high-humidity.
- (a) Sprinkle water onto the vehicle and check if the malfunction occurs.

NOTICE:

- Never sprinkle water directly onto the engine compartment, but indirectly change the temperature and humidity by spraying a mist of water onto the radiator front surface.
- Never apply water directly onto the electronic components.

HINT:

If a vehicle is subject to water leakage, the leaking water may contaminate the ECU. When testing a vehicle with a water leakage problem, this factor must also be considered.



- OTHERS: If the malfunction seems to occur when electrical load is excessive.
- (a) Turn on all the electrical equipment including the heater blower, headlights, rear window defogger, etc., and check if the malfunction occurs.

DIAGNOSTIC TROUBLE CODE CHART

The inspection procedures are shown in the table below. This table allows efficient and accurate troubleshooting using the diagnostic trouble codes displayed in the diagnostic trouble code chart. Proceed with troubleshooting in accordance with the inspection procedures listed in the diagnostic chart corresponding to the diagnostic trouble codes displayed. The diagnostic trouble code chart for the Supplemental Restraint System is shown below as an example.



PROBLEM SYMPTOMS TABLE

The suspected circuits or parts for each problem symptom are shown in the table below. Use this table to troubleshoot the problem when a Normal code is displayed in the diagnostic trouble code chart but the problem is still occurring. Numbers in the table indicate the order in which the circuits or parts should be checked. HINT:

When the problem is not detected by the diagnostic system even though the problem symptom is present, it may be that the problem is occurring outside the detection range of the diagnostic system.



CIRCUIT INSPECTION

How to read and use each page is shown below.

