

# TROUBLESHOOTING GUIDE

## HYBRID DRIVE BATTERY

### Installed the battery but still seeing an error code?

There's often a simple fix. Just follow the procedures in the checklist below.

Procedures below cover the following:

**Toyota** Prius 2013-02; Prius V 2013-12; Prius C 2014-12  
**Camry** 2014-07; Avalon 2014-13; Highlander 2010-06  
**Lexus** CT200h 2013-11; ES300h 2013; RX400h 2016-06

**Nissan** Altima 2011-07  
**Ford** Escape 2009-05  
**Mercury** Mariner 2009-06  
**Mazda** Tribute 2010-08

#### ☐ CHECK 12V BATTERY

Confirm the 12V battery is connected and check voltage under load. Vehicle requires 11.2V during starting to properly power all computers. Starting voltages below 11.2V may result in false hybrid battery failure codes.

#### ☐ CHECK DISCONNECT HANDLE (a.k.a Service Plug)

Failure to correctly lock the service plug will result in the vehicle failing to start, which may generate either no codes or a high voltage interlock circuit trouble code. Confirm the orange safety disconnect handle (service plug) is in the locked position, using the following vehicle-specific procedures:

**For Toyota Prius 2003-02, Toyota Highlander 2010-06, Lexus RX400h 2010-06:**

- Insert into holder with handle facing straight out, being sure that the service plug goes all the way in
- Flip handle inward 90 degrees

**For Toyota Prius 2013-04, Toyota Prius C 2014-12, Toyota Prius V 2013-12, Toyota Camry 2014-07, Toyota Avalon 2014-13, Lexus CT200h 2013-11, Lexus ES300h 2013, Nissan Altima 2011-07:**

- Insert into holder with handle facing straight out
- Flip handle inward 90 degrees
- Push handle down until it clicks into locked position

**For Ford Escape 2009-05, Mercury Mariner 2009-06, Mazda Tribute 2010-08:**

- Insert into holder with handle
- Twist to the right until the plug clicks

#### ☐ CHECK CONNECTIONS AND GROUND

Ensure that all connections between the Hybrid Drive Battery and the vehicle are securely connected and that the Hybrid Drive Battery has a good ground to the vehicle chassis.

#### ☐ CLEAR TROUBLE CODES

Check trouble codes (DTC) and clear to make sure they are not stored from previous Hybrid Drive Battery. Depending on the type of scan tool being used, some symptoms may need to be cleared before others, and possibly more than once, before all previously stored DTCs will not return.

#### ☐ CHECK COOLING FAN OPERATION

The cooling fan for the Hybrid Drive Battery relies on being able to move air through the battery or it will not cool the battery sufficiently. Ensure there is no dust, air, or other debris in the fan assembly.

#### ☐ CALL OUR TECH LINE

Still getting a DTC? Call the Dorman Tech Line at 1-800-336-3575. A technician will personally help you determine what's causing the issue.

Think It's Dealer Only? **Check Dorman First!**

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## HYBRID DRIVE BATTERY

### Installed the battery but still seeing an error code?

There's often a simple fix. Just follow the procedures in the checklist below.

Procedures below cover the following:

Honda Insight 2014-10, 2006-00; CR-Z 2012-11;  
Civic 2011-03; Accord 2007-05

- ☐ **CHECK 12V BATTERY**  
Confirm the 12V battery is connected and check voltage under load. Vehicle requires 11.2V during starting to properly power all computers. Starting voltages below 11.2V may result in false Hybrid Drive Battery failure codes.
- ☐ **CHECK BATTERY BREAKER SWITCH**  
Ensure battery breaker switch is in the "On" position.
- ☐ **CHECK CONNECTIONS AND GROUND**  
Ensure that all connections between the Hybrid Drive Battery and the vehicle are securely connected and that the Hybrid Drive Battery has a good ground to the vehicle chassis.
- ☐ **CLEAR TROUBLE CODES**  
Check trouble codes (DTC) and clear to make sure they are not stored from previous Hybrid Drive Battery. Depending on the type of scan tool being used, some systems may need to be cleared before others, and possibly more than once, before all previously stored DTC's will not return. It is critical to follow the instructions provided by the scan tool when clearing codes on Honda vehicles or codes will NOT be cleared successfully.
- ☐ **CHECK CODING CHIP INSTALLATION (Civic 2005-03 and Accord 2007-05 only)**  
Ensure you have read the Coding Chip instructions included with the Hybrid Drive Battery and installed the correct chip for the vehicle according to the software revision software code located on the driver's door jamb. If the software is unknown and the vehicle is setting a DTC, each of the options from the instructions will have to be attempted, clearing the previously stored DTC each time, until the DTC does not reset.
- ☐ **CHECK COOLING FAN OPERATION**  
The cooling fan for the Hybrid Drive Battery relies on being able to move air through the battery and inverter (on models so equipped) or it will not cool the battery and inverter sufficiently. Ensure there is no dust, air, or other debris in the fan assembly.  
If any Hybrid Drive Battery temperature-related DTC is set, ensure that:
  - a. The air inlet is not blocked
  - b. The Hybrid Drive Battery compartment is sealed (**except Insight & CR-Z**)
  - c. The Hybrid Drive Battery is sealed against the air ducting
  - d. The air ducting is fitted together and sealed between the Hybrid Drive Battery compartment and the cooling fan inside the trunk (**except Insight & CR-Z**)
  - e. The cooling fan functions when commanded on
- ☐ **CALL OUR TECH LINE**  
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