

Subject

2012 - 2014 RAV4 EV - Communication Problems - Gateway ECU

Market

USA

Service Category

Engine/Hybrid System

Section

Hybrid/Battery Control System

Applicability

2012 - 2014 RAV4 EV

APPLICABLE VEHICLES

2012-2014

RAV4 EV

CONDITION

Some technicians have experienced communication issues between the Techstream TESLA software program and Gateway ECU when attempting to read MIL ON information or firmware update.

Utilize the troubleshooting steps provided in the recommendations section to establish communication between the Techstream TESLA software program and Gateway ECU for the following issues:

- No VIN or No green light displayed
- Failure of component firmware update

RECOMMENDATIONS

Case 1: No VIN or green light displayed in the Techstream TESLA software program

Please perform these steps BEFORE replacing the Gateway ECU.

1.	Ensure that the vehicle is in the "ON" state and/or cycle the vehicle ignition "ON"
2.	Confirm TESLA software is current
3.	Reboot Techstream
4.	Try different serial data cable
5.	Try different Techstream unit
6.	Unplug the Gateway ECU for 20 minutes & then reconnect
7.	<p>Please create a TAS case and contact Technical Assistance (TAS) to submit details on any vehicle identified matching the condition described in this document prior to repair.</p> <p>If you are attempting to contact TAS on a weekend or TMS holiday, continue with diagnosis and submit the requested information on the next available work day. Retain all replaced parts and technician notes for possible review with TMS TAS Product Engineer.</p>

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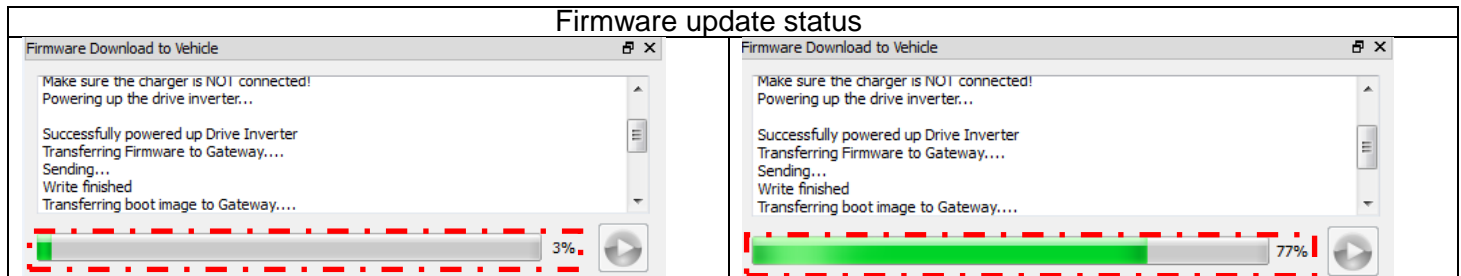
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RECOMMENDATIONS

Case 2: Failure of component firmware update



Identifying the percentage (%) completion state when the update fails may help in determining the problem area. Use the following table for problem diagnostic items to attempt before replacing the gateway ECU.

If the failure occurs between 10% - 20% complete

Problem Area	Diagnostic item
Techstream Network connection	<ul style="list-style-type: none"> • Ensure that the Techstream is connected to the network • Confirm network IP/Port settings

If the failure occurs between 20% - 40% complete

Problem Area	Diagnostic item
Techstream serial data cable	Try a different serial cable

If the failure occurs after 40% complete

Problem Area	Diagnostic item
SD Card	<p>Please create a TAS case and contact Technical Assistance (TAS) to submit details on any vehicle identified matching the condition described in this document prior to repair.</p> <p>If you are attempting to contact TAS on a weekend or TMS holiday, continue with diagnosis and submit the requested information on the next available work day. Retain all replaced parts and technician notes for possible review with TMS TAS Product Engineer.</p>

LINK REFERENCES

This Tech Tip does not contain any link references

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