010QZ-02

# HOW TO PROCEED WITH TROUBLESHOOTING

HINT:

Perform troubleshooting in accordance with the procedures below. The following is an outline of basic troubleshooting procedures. Details in the "Diagnostics" section show the most effective methods for each circuit. Confirm the troubleshooting procedures for the circuit you are working on before beginning troubleshooting.

1 VEHICLE BROUGHT TO WORKSHOP

**NEXT** 

## 2 CUSTOMER PROBLEM ANALYSIS

(a) Ask the customer about the conditions and environment when the problem occurred.

NEXT

# 3 SYMPTOM CONFIRMATION AND DTC (AND FREEZE FRAME DATA) CHECK

(a) Measure the battery positive voltage.

Standard: 11 to 14 V (Engine stopped)

- (b) Visually check the wire harness, connectors and fuses for open and short circuits.
- (c) Warm up the engine to the normal operating temperature.
- (d) Confirm the problem symptoms and conditions, and check for DTCs.

### Result:

| Result            | Proceed to |
|-------------------|------------|
| DTC is output     | В          |
| DTC is not output | А          |

A Go to step 5

В

# 4 DTC CHART

(a) Reconfirm the results obtained in step 3. Then confirm the inspection procedures for the system or part using the DTC chart.

NEXT Go to step 6

# 5 PROBLEM SYMPTOMS CHART

(a) Reconfirm the results obtained in step 3. Then confirm the inspection procedures for the system or part using the problem symptoms table.

**NEXT** 

# 6 CIRCUIT INSPECTION OR PARTS INSPECTION

(a) Confirm that the circuit or part is the cause of the malfunction.

**NEXT** 

| 7 | REPAIR |
|---|--------|
|   | NEFAIN |

(a) Repair the affected system or part according to the circuit or parts inspection.

NEXT

# 8 CONFIRMATION TEST

(a) After completing repairs, confirm that the malfunction no longer exists. If the malfunction does not reoccur, perform a confirmation test under the same conditions and in the same environment as when it occurred the first time.

NEXT

| END |  |
|-----|--|
|-----|--|

## **CUSTOMER PROBLEM ANALYSIS**

## HINT:

- When troubleshooting, confirm that the problem symptoms have been accurately identified. Preconceptions should be discarded so that an accurate judgement can be made. To clearly understand what the problem symptoms are, it is extremely important to ask the customer about the problem and the conditions at the time it occurred.
- As much information as possible should be gathered for reference. Past problems that seem unrelated may also help in some cases. In the "Diagnostics" section, a Customer Problem Analysis Check sheet is provided for each system.
- 5 items are important points in the problem analysis:

|   | Important Points with Customer Problem Analysis ———————————————————————————————————                       |
|---|---|
| ı | important i onto with outstonier i robiem Analysis  |
| I | What ——— Vehicle model, system name   |
| I | When ——— Date, time, frequency of occurrence  |
| I | Where ——— Road conditions   |
| I | <ul> <li>Under what conditions? ——— Running conditions, driving conditions, weather conditions</li> </ul> |
| I | 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 I                  | Date   | ,        | /      | /        |             |
|  |                      |          | License Plate                 | e No.  |          |        |          |             |
| Date Vehicle Brought In                                    | /                    | 1        | Odometer Rea                  | ading  |          |        |          | km<br>miles |
| Date Problem First Occu                                    | rrod                 |          |                               |        |          |        |          |             |
| Date Problem First Occu                                    | rreu                 |          |                               |        | •        | /      | /        |             |
| Weather  | ☐ Fine               | ☐ Cloudy | ☐ Rainy                       | □s     | nowy     | ☐ Othe | r        |             |
| Temperature  | Approx.              |          |                               |        |          |        |          |             |
|  |                      |          |                               |        |          |        |          |             |
| Vehicle Operation  | ☐ Starting ☐ Driving |          | □ Idling<br>stant speed<br>er | ☐ Acce | leration | □ De   | celerati | on<br>]     |
|  |                      |          |                               |        |          |        |          |             |
|  |                      |          |                               |        |          |        |          |             |

# SYMPTOM CONFIRMATION AND DIAGNOSTIC TROUBLE CODE

HINT:

The diagnostic system in the LEXUS LS 430 has various functions.

- The first function is the Diagnostic Trouble Code (DTC) check. A DTC is a code stored in the ECU
  memory whenever a malfunction in the signal circuits to the ECU occurs. In a DTC check, a previous
  malfunction's DTC can be checked by a technician during troubleshooting.
- Another function is the Input Signal Check, which checks if the signals from various switches are sent to the ECU correctly.

By using these functions, the problem areas can be narrowed down and troubleshooting is more effective. Diagnostic functions are incorporated in the following systems in the LEXUS LS 430:

| System                              | Diagnostic Trouble<br>Code Check | Input Signal Check<br>(Sensor Check) | Diagnostic Test<br>Mode (Active Test) |
|-------------------------------------|----------------------------------|--------------------------------------|---------------------------------------|
| Dynamic Radar Cruise Control System | 0                                | 0                                    | 0                                     |
| Pre-crash Sefety System             | 0                                | 0                                    | 0                                     |

- In the DTC check, it is very important to determine whether the problem indicated by the DTC is either:

  1) still occurring, or 2) occurred in the past but has since returned to normal. In addition, the DTC should be compared to the problem symptom to see if they are related. For this reason, DTCs should be checked before and after confirmation of symptoms (i.e., whether or not problem symptoms exist) to determine current system conditions, as shown in the flowchart below.
  - Never skip the DTC check. Failing to check DTCs may, depending on the case, result in unnecessary troubleshooting for systems operating normally or lead to repairs not pertinent to the problem.
- A flowchart showing how to proceed with troubleshooting using the DTC check is shown below. Directions from the flowchart will indicate how to proceed either to DTC troubleshooting or to the troubleshooting of each problem symptom.

| ECK |
|-----|
|     |

**NEXT** 

2 MAKE A NOTE OF DTCS DISPLAYED AND THEN CLEAR MEMORY

**NEXT** 

## 3 SYMPTOM CONFIRMATION

### Result:

| Result            | Proceed to |
|-------------------|------------|
| No symptoms exist | А          |
| Symptoms exist    | В          |

| В | Go to step 5 |
|---|--------------|
|   |              |

Α

4 | SIMULATION TEST USING SYMPTOM SIMULATION METHODS

**NEXT** 

# 5 DTC CHECK

## Result:

| Result            | Proceed to |
|-------------------|------------|
| DTC is not output | Α          |
| DTC is output     | В          |

B TROUBLESHOOTING OF PROBLEM INDICATED BY DTC



# 6 SYMPTOM CONFIRMATION

### Result:

| Result            | Proceed to |
|-------------------|------------|
| No symptoms exist | Α          |
| Symptoms exist    | В          |

If a DTC was displayed in the initial DTC check, the problem may have occurred in a wire harness or connector in that circuit in the past. Check the wire harness and connectors (see page 01–42).





## TROUBLESHOOTING OF EACH PROBLEM 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 a secondary problem).

## SYMPTOM SIMULATION

### HINT:

The most difficult case in troubleshooting is when no problem symptoms occur. In such cases, a thorough customer problem analysis must be carried out. A simulation of the same or similar conditions and environment in which the problem occurred in the customer's vehicle should be carried out. No matter how much skill or experience a technician has, troubleshooting without confirming the problem symptoms will lead to important repairs being overlooked and mistakes or delays.

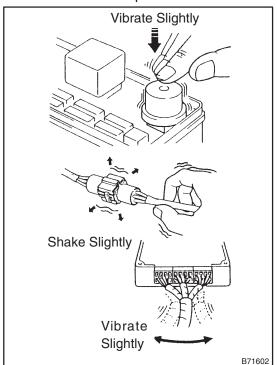
### For example:

With a problem that only occurs when the engine is cold or occurs as a result of vibration caused by the road during driving, the problem can never be determined if the symptoms are being checked on a stationary vehicle or a vehicle with a warmed—up engine.

Vibration, heat or water penetration (moisture) is difficult to reproduce. The symptom simulation tests below are effective substitutes for the conditions and can be applied on a stationary vehicle.

Important points in the symptom simulation test:

In the symptom simulation test, the problem symptoms as well as the problem area or parts must be confirmed. First, narrow down the possible problem circuits according to the symptoms. Then, connect the tester and carry out the symptom simulation test, judging whether the circuit being tested is defective or normal. Also, confirm the problem symptoms at the same time. Refer to the problem symptoms table for each system to narrow down the possible causes.



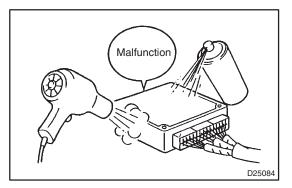
- 1. VIBRATION METHOD: When vibration seems to be the major cause.
- (a) PART AND SENSOR
  - (1) Apply slight vibration with a finger to the part of the sensor considered to be the cause of the problem and check whether or not the malfunction occurs.

#### HINT:

Applying strong vibration to relays may open relays.

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

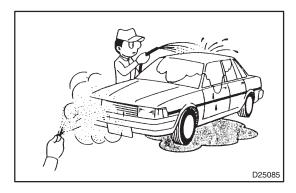
The connector joint and fulcrum of the vibration are the major areas that should be checked thoroughly.



- 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 device. Check if the malfunction occurs.

### NOTICE:

- Do not heat to more than 60°C (140°F). Exceeding this temperature may damage components.
- Do not apply heat directly to the parts in the ECU.



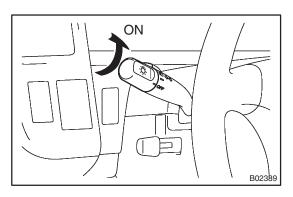
- 3. WATER SPRINKLING METHOD: When the malfunction seems to occur on a rainy day or in high-humidity.
- (a) Sprinkle water onto the vehicle and check if the malfunction occurs.

#### HINT:

If the vehicle has or had a water leakage problem, the leakage may have damaged the ECU or connections. Look for evidence of corrosion or short circuits. Proceed with caution during water tests.

#### NOTICE:

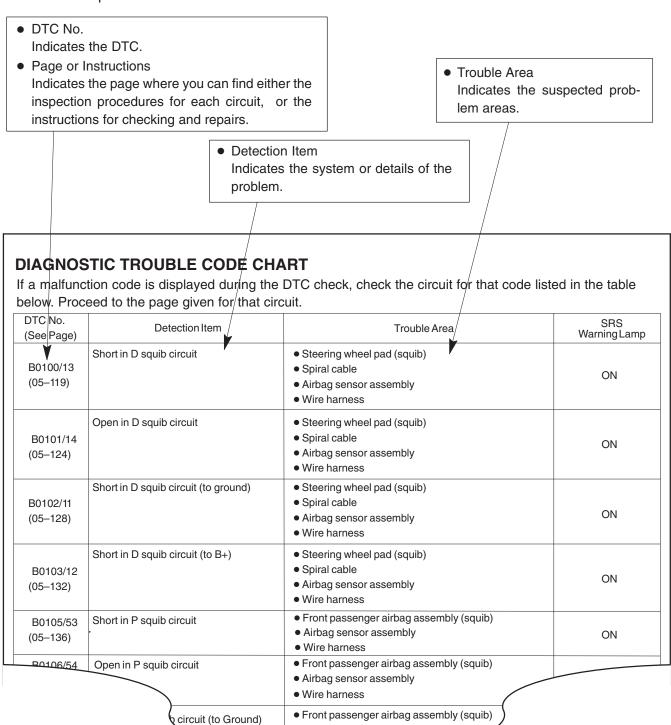
- Never sprinkle water directly into the engine compartment. Indirectly change the temperature and humidity by applying water spray onto the front of the radiator.
- Never apply water directly onto the electronic components.



- 4. HIGH ELECTRICAL LOAD METHOD: When a malfunction seems to occur when electrical load is excessive.
- (a) Turn on the heater blower, headlamps, rear window defogger and all other electrical loads. Check if the malfunction reoccurs.

## DIAGNOSTIC TROUBLE CODE CHART

Use Diagnostic Trouble Codes (DTCs) (from the DTC checks) in the table below to determine the trouble area and proper inspection procedure. The Supplemental Restraint System (SRS) DTC chart is shown below as an example.



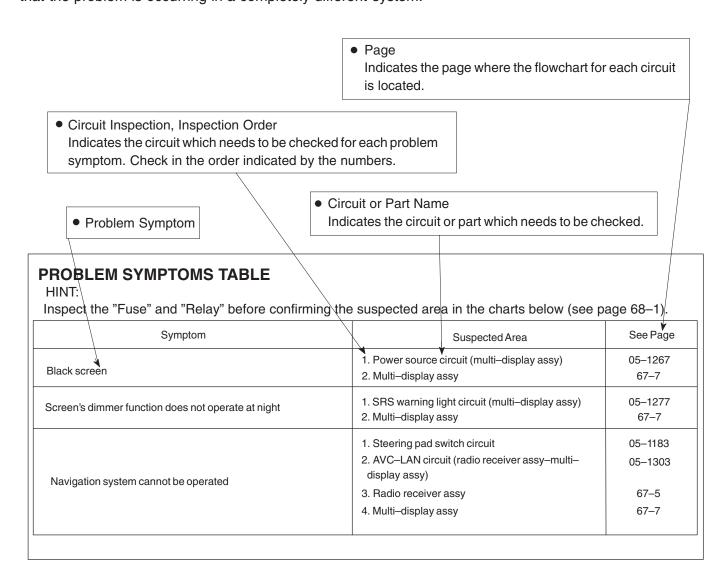
Airbag sensor assembly

Wire harness

## PROBLEM SYMPTOMS TABLE

The suspected circuits or parts for each problem symptom are shown in the table below. Use this table to troubleshoot when, during a DTC check, a "Normal" code is displayed but the problem is still occurring. Numbers in the table show the inspection order in which the circuits or parts should be checked. HINT:

In some cases, the problem is not detected by the diagnostic system even though a problem symptom is present. It is possible that the problem is occurring outside the detection range of the diagnostic system, or that the problem is occurring in a completely different system.



## CIRCUIT INSPECTION

How to read and use each page is shown below.

