

New HHC test



Messages



There are no unread messages

Go to Message Center

Vehicle Info

Read VIN

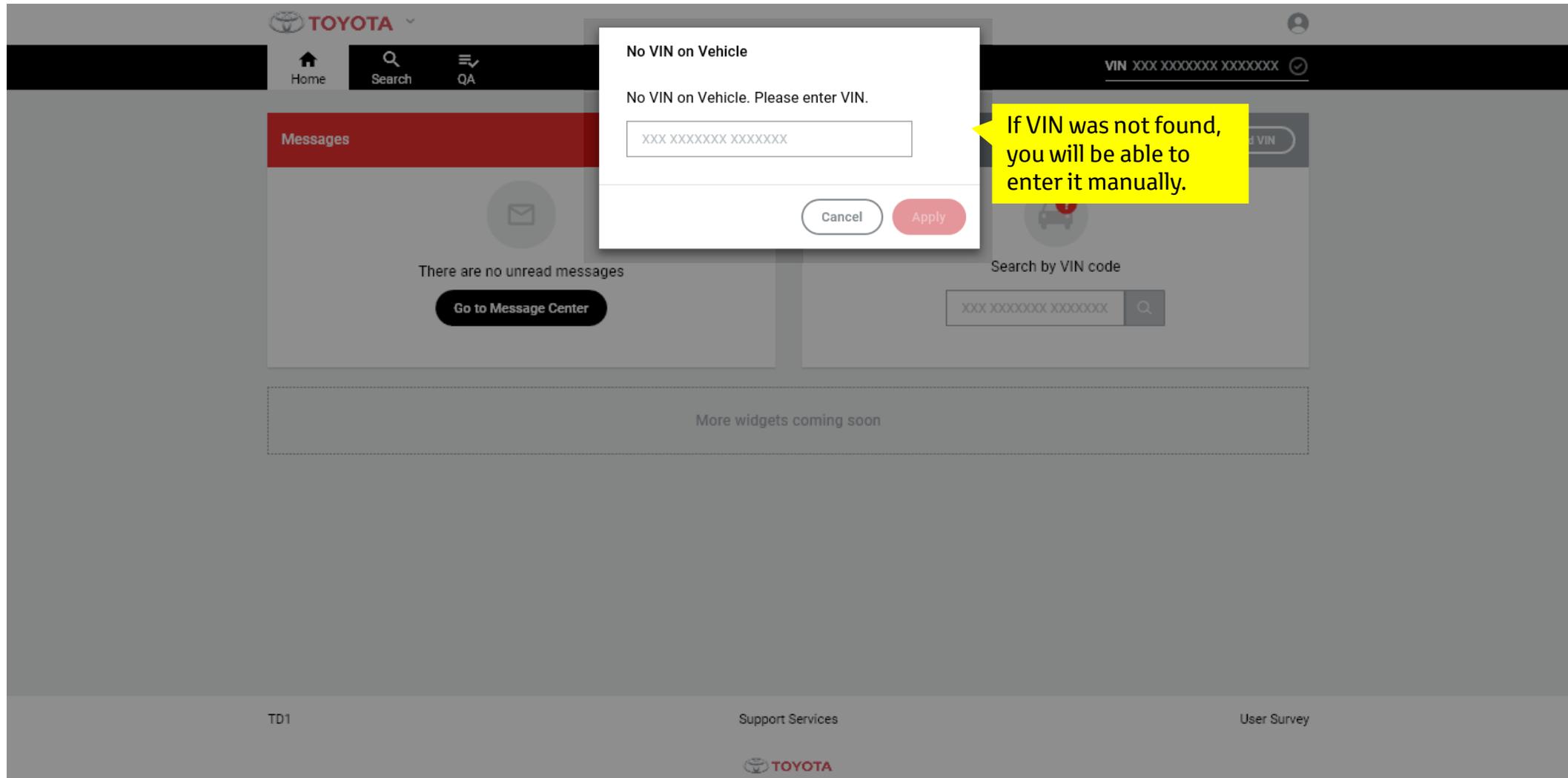
"Read VIN" will quickly obtain the VIN of the vehicle.



Search by VIN code

Search input field with placeholder text: XXX XXXXXXXX XXXXXXXX

More widgets coming soon



The screenshot shows the Toyota website interface. At the top, the Toyota logo is on the left, and a user profile icon is on the right. Below the logo is a navigation bar with icons for Home, Search, QA, and Vehicle Info. The Vehicle Info icon is circled in green. To the right of the navigation bar, a yellow box highlights the VIN 'JTM WRREV00 D030956' with a close button. Below the navigation bar, there are two main sections: 'Messages' and 'Vehicle Info'. The 'Messages' section has a red header and contains a message icon, the text 'There are no unread messages', and a 'Go to Message Center' button. The 'Vehicle Info' section has a grey header with a 'Connect Vehicle' button, a car image, and a list of vehicle details: VIN Number (JTMWRREV00D030956), Model Type (RAV4), Basic Model Code (AVA42), and Production Date (1 Dec 2016). Below these sections is a dashed box with the text 'More widgets coming soon'. At the bottom of the page, there are links for 'TD1', 'Support Services', 'Full-screen Snip', and 'User Survey', followed by the Toyota logo.

Notice that when a VIN is decoded the Vehicle Info tab is now available.
You can check in this tab what is the historic and the specifications of your vehicle, if there are ongoing campaigns or the status of the HHC contract

- Notice the VIN and vehicle information being now populated together with the production date.
These will become filters for content after this stage.
- Notice Connect Vehicle is available now for **full** interaction with the vehicle. All the vehicle services (HHC, DTC search, VIN write) will require a **full** connection!

TD1

Support Services

Full-screen Snip

User Survey



Vehicle Connection

Please Select the Model Variation

Nothing selected

Model Type:	RAV4
Basic Model Code:	AVA42
Body Type:	SUV LWB5
Production Date:	2016-12-01
Country Of Registration:	BE

Vehicle variation options must be selected, just as before.

It's important to select the correct vehicle variation otherwise the communication to ECUs maybe impacted.

Cancel

TOYOTA

Home Search

WRREV00 D030956

Connect Vehicle

Vehicle Connection

Please Select the Model Variation

-1708

Nothing selected

Radar Cruise

Others

Body Type: SUV LWB5

Production Date: 2016-12-01

Country Of Registration: BE

Cancel

Vehicle Info

Details

Odometer Replacements

Details

Engine: 2.5 L4 HV

Engine Code: 2AR-FXE

Transmission: Continuously Variable Transmission

Body Type: SUV LWB5

Colour Code: 070

Production Date: 2016-12-01

Registration Number:

Used Code:

TOYOTA

Home Search

WRREV00 D030956

Vehicle Connection

Please enter the mileage

KM M

Next



Production Date: 1 Dec 2016

Engine Code: 2AR-FXE

Vehicle Info

Details Vehicle Features Campaigns Rep

Odometer Replacements Service History HHC Certificates Vel

Details

Engine:	2.5 L4 HV
Engine Code:	2AR-FXE
Transmission:	Continuously Variable Transmission
Body Type:	SUV LWB5
Colour Code:	070
Production Date:	2016-12-01
Registration Number:	
Used Code:	

New feature: Odometer value entry

Please carefully notedown the value of the odometer from the vehicle. Pay attention if the value is expressed in **Kilometers** or in **Miles**.



Based on the information decoded from the VIN number the sistem will propose you automatically the known measurement unit. If this is not correct anymore, you can always select the unit that you consider appropriate.

Important: the odometer value inputed here will be taken in consideration for the HHC and is directly saved in the system so please pay attention and verify the value before pressing **Next**



Status Connected			Disconnect Vehicle
VIN Number JTMWRREV00D030956	Model Type RAV4	Basic Model Code AVA42	
Production Date 1 Dec 2016	Engine Code 2AR-FXE	HHC status	

The **green** area contains all the essential decoded specifications.

Vehicle Info

Details	Vehicle Features	Campaigns	Repairs	Accessory Installations
Odometer Replacements	Service History	HHC Certificates	Vehicle Diagnostic	

The **blue** area contains the new menu for repair history, campaigns, vehicle features, etc.

Vehicle Diagnostic

Must Do	Can Do
Connect Vehicle Disconnect Vehicle	HHC Start
DTC Check Start	VIN WRITE Start

The **red** area contains all the **Vehicle diagnostic operations**. In future releases, these will include WW.



Status
Connected

Disconnect Vehicle

VIN Number
JTMWRREV00D030956

Model Type
RAV4

Basic Model Code
AVA42

Production Date
1 Dec 2016

Engine Code
2AR-FXE

HHC status
Latest HHC contract date& odometer value will be indicated [here](#)

Click "Start" to initiate Hybrid Health Check

Vehicle Info

- Details
- Vehicle Features
- Campaigns
- Repairs
- Accessory Installations
- Odometer Replacements
- Service History
- HHC Certificates
- Vehicle Diagnostic

Vehicle Diagnostic

Must Do

Connect Vehicle

Disconnect Vehicle

DTC Check

Start

Can Do

HHC

Start

VIN WRITE

Start

Click "Start" to initiate Hybrid Health Check



HHC contract status indication

HHC Start — Coolant Check — DTC Check — Hybrid Battery Check — Auxiliary Battery Charging — HHC Check Result

No active Extended Care Contract present.

Last contract Start Date: 14 Nov 2017 (or Kilometers 180000)
Last contract End Date: 15 Nov 2018 (or Kilometers 195000)

A successful Hybrid Health Check will result in creating a new Extended Care contract.

Continue Without Contract Continue With Contract

Active Extended Care contract present.

Last contract Start Date: 14 Nov 2017 (or Kilometers 180000)
Last contract End Date: 15 Nov 2018 (or Kilometers 195000)

A successful Hybrid Health Check will result in creating a new Extended Care contract.

Continue Without Contract Continue With Contract

Contract expired

Reason: Past contract End Date or past mileage.

A new extended care contract is possible.

Continue without contract button will appear as the only selectable option in the following situations:

1. Vehicle is under manufacturer's warranty
2. Vehicle is older than 10 years
3. HHC done for this vehicle during the same day

Contract existing

A new extended care contract is also possible

HHC contract status indication

Important

For a vehicle that is eligible for an Extended Care Contract **both buttons will be displayed.**

While we recommend to choose to “**Continue with Contract**” option for an eligible vehicle, exceptionally the dealer can take the decision of selecting “**Continue without contract**” button in the situation where the extended care might not be required.

In such situation the HHC is a just method of evaluating the state of the hybrid system at the moment the test is being performed.

If the “**Continue without contract**” button is selected, NO contract will be created supporting the extended care and therefore, any future claim would be not be covered as part of the HHC program.

The screenshot displays a white rectangular box with a thin black border. At the top, it reads "Active Extended Care contract present." Below this, it shows "Last contract Start Date: 14 Nov 2017 (or Kilometers 180000)" and "Last contract End Date: 15 Nov 2018 (or Kilometers 195000)". A line of text states "A successful Hybrid Health Check will result in creating a new Extended Care contract." At the bottom of the box are two buttons: a black button with white text "Continue Without Contract" and a green button with white text "Continue With Contract". A red line with an arrow points from the yellow text box on the left to the "Continue Without Contract" button. A blue line with an arrow points from the green text box on the right to the "Continue With Contract" button.

If “**Continue with Contract**” is selected at the end of the HHC test, an official request is going to be made for the information submitted prior: VIN, **odometer value**, test results.
This is the reason why is important to always provide the correct data.



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check

Auxiliary Battery
Charging

HHC Check Result

During the Hybrid Health Check, a number of function tests will be performed on the vehicle

Some of the tests are performed automatically, others are performed manually. Please familiarise yourself with the test process before commencing this test.

The total duration of these tests will take approximately 4 minutes.

Please follow the instructions carefully that are provided during each test.

[Watch the tutorial video](#)

Start HHC Check



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



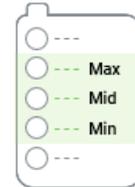
HHC Check Result

Coolant Check

Please inspect the condition of Engine Coolant Pump, Cooling Fan operation and Engine Coolant Level and enter your observations below:

Pump:

Fan:



[Go to DTC Check](#)

The coolant check has now been moved to the beginning.
This ensures safety and that the HHC has not been done for nothing in case the coolants are not OK.



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



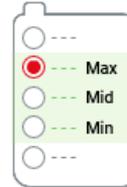
HHC Check Result

Coolant Check

Please inspect the condition of Engine Coolant Pump, Cooling Fan operation and Engine Coolant Level and enter your observations below:

Pump: Ok Not Ok

Fan: Ok Not Ok



Go to DTC Check

Once everything is OK (or in the green range), press the button to continue.



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

The system will now perform a DTC Check

Test will start automatically once the below conditions are met



Please put the car in 'Ignition ON, Ready OFF' state.

This is an automated process. If the condition is met, the circle will become green.



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

 **Test is running**

It might take up to 30 seconds



Please put the car in 'Ignition ON, Ready OFF' state.



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

The system will now check the performance of Hybrid Battery and Hybrid Battery Insulation

The following conditions are being checked



Ignition ON Ready ON



Select Lever to P



Air Conditioning Off



Coolant Temperature

Also automated. All met requirements will be indicated with a green circle.

Start Test

Step 1/2

- HHC Start
- Coolant Check
- DTC Check
- Hybrid Battery Check
- Auxiliary Battery Charging
- HHC Check Result

The system will now check the performance of Hybrid Battery and Hybrid Battery Insulation

The following conditions are being checked

- Ignition ON Ready ON
- Select Lever to P
- Air Conditioning Off
- Coolant Temperature 38.00

⚠ Please ensure the safety of the areas in front and around the vehicle and wheel chocks are in place.

Start Test

Step 1/2

Once engine is warmed up, the user can continue to **STALL TEST**. Warnings are placed to capture the attention.

This step is NOT automated to ensure the user is aware of what needs to be done.

To start this step, the user must click "Start Test"



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

The system will now check the performance of Hybrid Battery and Hybrid Battery Insulation

Test will start automatically once the below conditions are met

Warning! Active test. Ensure the brake pedal is firmly depressed for the duration of the test.

The Stall test will take 30 seconds



1 Brake Pedal depressed



2 Select Lever to D



3 Accelerator Pedal depressed

Step 2/2



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

Test is running

Please keep all the below conditions active

Warning! Active test. Ensure the brake pedal is firmly depressed for the duration of the test.

Release the accelerator pedal immediately when "stall test complete" indicator is illuminated.

1

Brake Pedal depressed

2

Select Lever to D

3

Accelerator Pedal depressed



3 seconds

Step 2/2

A progress bar has been added. This visualizes the process duration.
If a condition is not met anymore (e.g: accelerator pedal released), then the progress bar will **reset**.



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

Stall test complete

Test will end once the below conditions are met

Please ensure lever is back in position P.

1

Accelerator pedal released

2

Select Lever to P

A new screen with instructions for safety.

Step 2/2



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery Charging



HHC Check Result

Stall test complete

Test will end once the below conditions are met

Please ensure lever is back in position P.

1

Accelerator pedal released

2

Select Lever to P

Automated detection

Step 2/2



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery
Charging



HHC Check Result

The system will now check the Auxillary Battery Charging System

Test will start automatically once the below conditions are met



Ignition ON Ready ON



Air Conditioning and blower ON (no auto mode)



Head lights - High Beam ON (no auto mode)



HHC Start



Coolant Check



DTC Check



Hybrid Battery Check



Auxiliary Battery
Charging



HHC Check Result

 Loading... Please wait

- HHC Start
- Coolant Check
- DTC Check
- Hybrid Battery Check
- Auxiliary Battery Charging
- HHC Check Result



Hybrid Health Check Passed

An extended care contract cannot be created because: 94034 : TARS Dealer Code is not provided

Please hand-over a Hybrid Health Check certificate to the customer

Certificate Language

Print

Verdict will be shown in the end.

If multiple languages are used in the country, an option is provided to select one.