

Subject

EV Distance and HV Battery Performance Concerns

Market

USA

Service Category

Vehicle Interior

Section

Meter/Gauge/Display

Applicability

2012-2015 Prius PHV

APPLICABLE VEHICLES

2012-2015

Prius PHV

CONDITION

Some Prius PHV customers may notice a change in the displayed EV Distance or have a concern about the HV Battery performance based on this value.

RECOMMENDATIONS

This may be a normal condition as a result of the following:

1. When driving in "EV Mode", the Powertrain Control Module (PCM) calculates the vehicle's "SOC per mile" using the difference in the HV Battery State Of Charge (SOC) over the trip, and the distance traveled. A rolling average of this value is calculated and applied to the displayed EV Distance to more accurately estimate the vehicle's potential range in "EV Mode". As the vehicle is driven, the displayed range will be updated and may change based on the customer's driving style and conditions, similar to variations in MPG.
2. The EV Distance will automatically decrease by 11% when A/C is ON and HVAC fan is operating. Turning OFF the A/C or HVAC fan will restore the displayed distance to the previous value.

The EV Distance will be reset to the default value when 12V battery power is removed from the PCM.

Note: If contacting TAS for any PHV HV Battery concerns, please include the Charge Cancel History (see link below) in the TAS case.

LINK REFERENCES

1. [HYBRID / BATTERY CONTROL: PLUG-IN CHARGE CONTROL SYSTEM: UTILITY; 2012 MY Prius PHV \[01/2012 - ???????\]](#)