

Hybrid Warning Message DTC P1CCC96 - Poor Ground Connection DC/DC Converter

Service Category Engine/Hybrid System

Section Hybrid/Battery Control System

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2021	RAV4 Prime	VDS(s): AB3FV, CB3FV, EB3FV, FB3FV, GB3FV

Introduction

Some 2021 model year RAV4 Prime vehicles may exhibit a MIL ON condition with Diagnostic Trouble Code (DTC) P1CCC96 (DC/DC Converter Enable Component Internal Failure). This condition may occur from a plating issue with the DC/DC mounting bolts that cause high resistance. Follow the Repair Procedure in this bulletin to address this condition.

Production Change Information

This bulletin applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
RAV4 Prime	Shokki	AWD	JTMAB3FV#MD012872
			JTMCB3FV#MD012942
			JTMEB3FV#MD012821
			JTMFB3FV#MD012817
			JTMGB3FV#MD012839

Hybrid Warning Message DTC P1CCC96 - Poor Ground Connection DC/DC Converter

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EG1917	R & R Ground Bolts in DC/DC Converter Bracket	1.2	90119-08D17	8A	73

APPLICABLE WARRANTY

- This repair is covered under the Toyota Basic Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
90119-08D17	90119-A0383	Bolt	4

Hybrid Warning Message DTC P1CCC96 - Poor Ground Connection DC/DC Converter

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVI*	ADE	TSADVUNIT	1
Techstream 2.0		TS2UNIT	
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 15.30.027 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

SPECIAL SERVICE TOOLS (SST)	PART NUMBER	QTY
Electrical Insulating Gloves*	01413-00072 (Medium)	1
	01413-00073 (Large)	
	01413-00074 (Extra Large)	

*Essential SST.

CAUTION

ALWAYS inspect electrical insulating gloves before use for cracks, ruptures, tears, pinholes, or damage. Do NOT wear if damaged.

NOTE

Additional SSTs may be ordered by calling 1-800-933-8335.

Hybrid Warning Message DTC P1CCC96 - Poor Ground Connection DC/DC Converter

Repair Procedure

1. Confirm the condition exists.

Does the vehicle exhibit a MIL ON condition with DTC P1CCC96 present?

- **YES** — Continue to step 2.
- **NO** — This bulletin does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Replace the DC/DC converter bracket bolts.

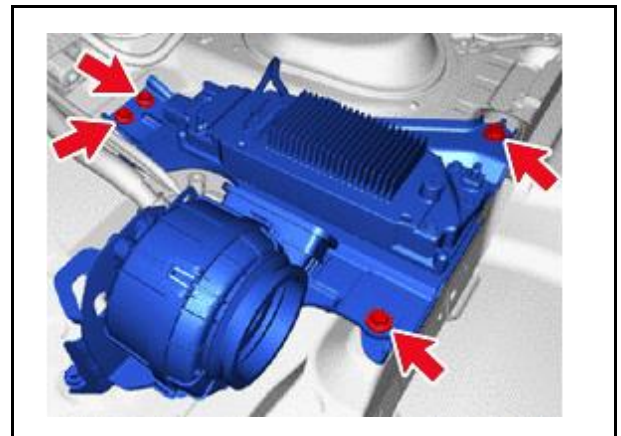
- A. Refer to TIS, applicable model and model year Repair Manual:

2021 RAV4 Prime:

Engine/Hybrid System – Hybrid/Battery Control System – “[Hybrid / Battery Control: Electric Vehicle Converter: Removal](#)”

- B. Remove the four ground bolts and replace with the NEW updated bolts.

Figure 1.



- C. Reinstall all removed components.

Refer to TIS, applicable model and model year Repair Manual:

- 2021 RAV4 Prime:

Engine/Hybrid System – Hybrid/Battery Control System – “[Hybrid / Battery Control: Electric Vehicle Converter: Installation](#)”

3. Using Techstream, clear ANY DTCs and confirm the condition no longer exists.