SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · BZ4X / SOLTERRA EV
RA-BZ4X-123456-20261028

2023 Toyota bZ4X · 2023 bZ4X Limited AWD · AWD

JTMABACA2PA123456

ODOMETER IN: 40,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

25V-577 · Defroster and defogger can stop working after an HVAC fault such as electric compressor failure (2023–2025 bZ4X, Solterra) ☐ Open ☐ Done ☐ N/A

22V-444 · Wheels · hub bolts ☐ Open ☐ Done ☐ N/A

Factory battery and drive warranty · may still apply (Toyota usually 8 years or 100,000 mi). Check the in-service date before quoting high-voltage battery or drive motor work; covered repairs go to a Toyota dealer. ☐ Covered ☐ Expired ☐ Unknown

B · INSPECTION POINTS, IN PLAN ORDER

1. Electric A/C compressor failure: no heat or defrost (recall 25V-577)

Check now · Any mileage (2023–2025 bZ4X and Solterra)

Check the VIN for 25V-577 ☐ OK ☐ Watch ☐ Fix

Run heat and defrost and confirm warm air ☐ OK ☐ Watch ☐ Fix

Parts (bZ4X): Ask your parts supplier for the OE part number for this VIN.

2. 12V battery drain and no-start

Plan · Any mileage (Owner reports on 2023–2025 bZ4X and Solterra)

Load-test the 12V battery ☐ OK ☐ Watch ☐ Fix

Check for parasitic draw if it keeps going flat ☐ OK ☐ Watch ☐ Fix

12V battery: __ V / test result

Parts (bZ4X): Ask your parts supplier for the OE part number for this VIN.

3. Slow DC fast charging and charging software faults

Watch · Any mileage (2023 bZ4X and Solterra (software updates); 2024 Solterra settings; 2024–2025 bZ4X supplied charge cable)

Check the VIN for 22TC11, 23TC05 (bZ4X) or EEA-23 (Solterra) ☐ OK ☐ Watch ☐ Fix

Test a DC fast-charge session ☐ OK ☐ Watch ☐ Fix

Test the supplied Level 1/2 cable ☐ OK ☐ Watch ☐ Fix

DC charge rate at 20–50%: __ kW

Parts (bZ4X): Ask your parts supplier for the OE part number for this VIN.

4. EV system warning codes (battery heater P2D384B, motor ECU P060694), 2023

Watch · Any mileage (2023 bZ4X (battery heater code) and 2023 Solterra (motor ECU code))

Scan the EV battery and motor ECUs for P2D384B / P060694 ☐ OK ☐ Watch ☐ Fix

Scan for: P2D384B, P060694

Parts (bZ4X): Ask your parts supplier for the OE part number for this VIN.

C · ALSO REPORTED FOR THE BZ4X / SOLTERRA EV, QUICK CHECKS

- **Driver assistance / braking alerts** (25 complaints): Driver-assistance complaints; not part of the electric drive.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Electric A/C compressor failure: no heat or defrost (recall 25V-577)

The high-voltage electric compressor runs the heat pump. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.

Ask: have you noticed no heat or no defrost, or A/C or heat pump warning?

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2. 12V battery drain and no-start

Owners report the 12V battery running down, sometimes repeatedly after replacement. Owners report it at all mileages, so it is worth a look at every visit. Our price is $290, before tax and shop supplies.

Ask: have you noticed car will not go Ready, or doors open only with the mechanical key?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Toyota repair procedures and your shop's judgment.