STARTER BATTERY CONNECTED SERVICE

eCARE BATTERY WARNING MESSAGES IN THE MyToyota APP

Background

Toyota hybrid and battery electric vehicles contain a 12-volt starter battery, as you would find in any petrol or diesel engined car. This battery is responsible for turning on the switch/relay which powers up the high voltage system.

It is also the main power source for many of the vehicle's systems, including the keyless entry and the starting system.

Because of this, the starter battery is always using power. As it charges while driving, less frequent use can lead to the battery charge running low, resulting in a failed start.

To counteract this issue, we have developed a new warning light which warns the customer if the starter battery requires charging.

This warning is an estimation produced by a judgment algorithm. The algorithym analyses a number of different data points from the vehicle and issues a warning based on this data.

MyToyota App

Currently, if the customers starter battery runs low, an eCare message is sent via TechDoc.

From **15th April 2025**, if judgment thinks there is a starter battery issue the customer will receive:

1. A push notification (as shown in image 1):

"Your starter battery is heavily discharged, and your starting power is at risk; however, you may still drive your vehicle. To recharge the battery, drive for at least 30 minutes."

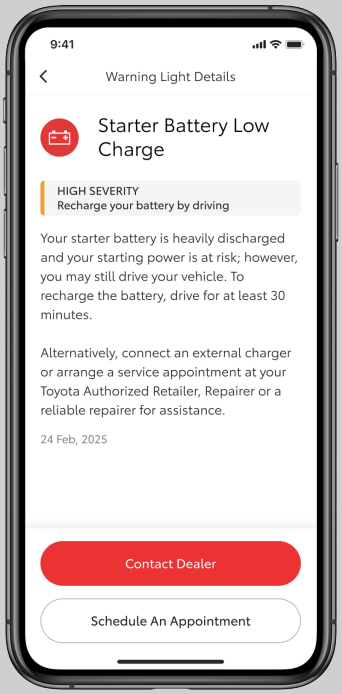
2. In the MyToyota app the message will be shown in the warning lights card.

3. Tapping on the message will display the push notification text, alongside the following additional details (as shown in image 2):

"Alternatively, connect an external charger or arrange a service appointment at your Toyota Authorized Retailer, Repairer, or a reliable repairer for assistance."

Note: For customers to benefit from alerts, they must have push notifications enabled in the MyToyota app.

1. Push notification



2. Warning lights card