

## 2013 RAV4 Pre-Delivery Service (PDS)

Service  
 Category General

Section Pre-Delivery Service

Market USA

Toyota Supports  
 ASE Certification 

### Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2013	RAV4	

### Introduction

Pre-Delivery Service (PDS) is a critical step in satisfying our new car customers. Customer feedback indicates the following areas deserve special attention when performing PDS:

- Careful inspection for paint chips/scratches and body dents/dings.
- Proper operation of electrical accessories (including interior light, clock, and radio reset).
- Interior cleanliness.
- Proper function of mechanical systems.

Customer retention and proper maintenance of vehicles has been a major focus for Toyota. To help remind customers that regular oil changes are essential to the proper maintenance of their vehicle, dealers are required to begin installing a first oil change reminder sticker prior to delivery. By doing this, customers will be reminded to return to your dealership for their first oil change. Your current oil change reminder sticker may be used. (See PDS Check Sheet item 8 of "Final Inspection & Cleaning".)

A new PDS Check Sheet has been developed for the 2013 model year RAV4. Some check points have been added, expanded or clarified. **Bulletins are available for items in bold type.**

### Warranty Policy

If the need for additional repairs or adjustment is noted during the Pre-Delivery Service, the required service should be performed under warranty. Reimbursement will be managed under the warranty policy.

**The Warranty Policy and Procedures Manual requires that you maintain the completed PDS check sheet in the customer's file.** If you cannot produce a completed form for each retailed vehicle upon TMS and/or Region/Distributor audit, the PDS payment amount will be subject to debit.

An additional Repair Order completed in conjunction with normal PDS must have time punch/flags for service. If multiple repairs are performed, separate time flags must be punched for each repair.

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### Reimbursement Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	1.0	N/A	N/A	N/A

### Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
TIS Techstream* or Techstream Lite  NOTE: Software version 7.31.003 or later is required.	ADE	TSPKG1 or TSLITEDLR01	1

\* Essential SST.

#### NOTE

**Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.**

### Before Inspection

When performing new car Pre-Delivery Service, install D/C Cut Fuse before moving vehicle from storage lot so that FUNCTIONAL OPERATION checks can begin as soon as vehicle is moved into service stall.

1. **Install D/C Cut Fuse** – see check sheet
2. Install antenna\*

### Functional Operation

Apply parking brake and cycle the ignition "IG-ON," place gear selector in reverse, turn on lights and rear defogger. Unlock all doors, release fuel door.

1. Check dome, courtesy, map, and sun visor lights
2. Check warning/indicator lights, gauges, and horn
3. Check windshield wipers and washers
4. Check headlights, instrument lights, turn signals, emergency flashers, and brake lights
5. Check inside/outside rear view mirror operation/adjustment\*
6. Check cigarette lighter\* and power outlets

Check the power outlet using an electrical accessory designed for this use.

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### Functional Operation (Continued)

7. Check audio/navigation\*/backup camera\* systems and set clock  
For navigation, set the destination search area to local position
8. **Verify Entune/Navigation software version (Display Audio, Non-HDD Type only)\*** – T-SB-0026-12
9. Check sliding roof\*
10. Check Rear Seat Entertainment System operation\*
11. Install shift-lock override button cover

### Walkaround Inspection

Starting at the left front door, check window and door lock operation and the operation of all power windows and door locks from master switch, on vehicles so equipped. While walking around vehicle in a counterclockwise direction, open left rear door (if applicable) and check operation of window regulator and door lock, set child safety door locks to the normal (unlocked) position. Assure tightness of interior garnishes and check seat belts. Inspect lights at rear of vehicle. Repeat checks at right rear door. Inspect right front door window regulator and lock operation and garnishes. Check seats and seat belt operation. Continue on around to the front of the vehicle checking lights.

1. **Check Smart Key System\*** – T-SB-0015-12
2. Check door and door lock operation, including each wireless remote control/theft deterrent system\*
3. Check window operation
4. Check that engine starts with all keys
5. Check that child safety door locks are in normal (unlocked) position
6. Check seats and seat belt operation
7. Check rear defogger/rear view mirror defogger\*
8. Check side marker, tail, backup, cargo\*, and license plate lights
9. Check luggage compartment light\* and trim appearance
10. Check spare tire pressure, inspect for damage, and check jack and tool installation
11. Check headlight aim

Refer to the Repair Manual for procedures.

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### Under Hood

1. Check engine oil and ATM fluid levels
2. Check brake and power steering fluid levels  
Visually inspect using see-through reservoirs.
3. Check engine coolant level
4. Check windshield washer fluid level
5. **Check battery state-of-charge using Digital Battery System Analyzer**

Refer to Service Bulletin No. PG001-06, "Battery Maintenance for In-Stock Vehicles & Pre-Delivery."

**NOTE**

**Battery SOC should be a minimum of 75%. Please enter the SOC Reading on the space provided on the check sheet and attach the printout to the check sheet.**

6. Inspect for fuel, oil, coolant, and other fluid leaks

### Under Vehicle (On Hoist)

1. **Remove disc brake anti-rust covers/anti-corrosion wheel film\*** – PD017-04

Visually inspect rotors for rust.

**NOTE**

**For best rotor rust prevention, retain wheel film on vehicle until just prior to customer delivery.**

2. Inspect tires for defects/damage
3. **Initialize Tire Pressure Warning System (TPWS)** – see check sheet
4. Install wheel covers/caps/spare tire wheel covers\*
5. Inspect for fuel, oil, coolant, and other fluid leaks
6. Inspect under the vehicle for damage, rust, etc.
7. Visually check bolts and nuts on chassis and powertrain for looseness
8. Install rubber body plugs\* (stored in glove box or center console)

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### Road Test

A complete road test helps assure customer satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and driving performance.

1. Check cold engine operation  
Check starting and fast idle operation performance.
2. Check engine operation during warm-up  
Check that engine operates smoothly during warm-up.  
Check for unusual noise, engine vibration, rough idle, etc.
3. Check engine at normal operating temperature  
Check engine performance over a broad range of driving conditions, including idle quality, acceleration, cruise, and deceleration.
4. Check automatic transmission operation  
Check automatic transmission operation, including operation in each range, neutral start switch, and shift lock system.
5. Check brake and parking brake operation  
Check brake function, including unusual noise, parking brake performance, and all related brake system indicator lights.
6. Check steering operation and off-center/vehicle pull/flutter  
Check steering function.  
Check steering off-center/vehicle pull/flutter.
7. Inspect for abnormal noise and vibration
8. Inspect for squeaks and rattles
9. Check front and rear\* heater and A/C operation
10. Check cruise control operation\*  
Check cruise control, including On-Off switch, "SET/COAST," "RESUME/ACCEL," and "CANCEL" functions.
11. Check front seat heater/ventilation operation\*

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### Final Inspection & Cleaning

1. Remove interior protective covers, unnecessary labels, tags, etc. (Remove protective covers just before delivery to the customer)

Remove plastic covers from door panels, seats, head restraints, and sun visors, as required.

Remove labels, tags, and stickers (except those containing owner information).

**NOTE**

**Consumer information labels, such as airbag information warning and bumper information labels, MUST be left on the vehicle until delivery to a retail customer.**

2. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
3. **Verify floor mat application and install using retaining clips\*** – [T-SB-0024-12](#)
4. Remove Rapgard™ and clear protective bumper film\*  
Ensure that ALL glue residue is removed.
5. Wash and clean vehicle
6. Inspect paint finish for scratches, chips, rust, dents, damage, etc.
7. Inspect exterior body parts for proper installation, damage, rust, etc.
8. Place oil change sticker on inside of windshield, top left corner  
Complete the mileage or date recommendation and apply the oil change reminder sticker to the inside of the windshield, top left corner. You may use your current oil change reminder sticker or order new stickers by calling 1-800-527-6283.
9. Place Owner's Guide and first aid kit portfolio\* in glove box
10. Perform Techstream Health Check  
Perform Health Check to ensure that diagnostic trouble codes are not present. Health Check results can be printed for the customer at delivery, or for the dealer file, using the Diagnostic Report function.
11. **Install front license plate and mounting bracket** – [see check sheet](#)

*\*Inspect or install when equipped or required*



# TOYOTA RAV4

## 2013 PRE-DELIVERY SERVICE CHECK SHEET

December 2012

BEFORE INSPECTION	OK	Adjust/Repair
01 Install D/C Cut Fuse – see page 2 .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Install antenna* .....	<input type="checkbox"/>	<input type="checkbox"/>

FUNCTIONAL OPERATION		
<i>Apply parking brake and cycle ignition "IG-ON"; place gear selector in reverse; turn on lights and rear defogger. Unlock doors; release fuel door.</i>		
01 Check dome, courtesy, map, and sun visor lights .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Check warning/indicator lights, gauges, and horn .....	<input type="checkbox"/>	<input type="checkbox"/>
03 Check windshield wipers and washers .....	<input type="checkbox"/>	<input type="checkbox"/>
04 Check headlights, instrument lights, turn signals, emergency flashers, and brake lights .....	<input type="checkbox"/>	<input type="checkbox"/>
05 Check inside/outside rear view mirror operation/adjustment* .....	<input type="checkbox"/>	<input type="checkbox"/>
06 Check cigarette lighter* and power outlets .....	<input type="checkbox"/>	<input type="checkbox"/>
07 Check audio/navigation*/backup camera* systems and set clock .....	<input type="checkbox"/>	<input type="checkbox"/>
08 Verify Entune/Navigation software version (Display Audio, Non-HDD Type only)* .....	<input type="checkbox"/>	<input type="checkbox"/>
09 Check sliding roof* .....	<input type="checkbox"/>	<input type="checkbox"/>
10 Check Rear Seat Entertainment System operation* .....	<input type="checkbox"/>	<input type="checkbox"/>
11 Install shift-lock override button cover .....	<input type="checkbox"/>	<input type="checkbox"/>

WALKAROUND INSPECTION		
<i>Start at left front door. Check window and door lock operation (from master power switch, if equipped). Continue around vehicle in a counterclockwise direction checking each door and window operation, child door locks, seat belts, interior condition, all lights, luggage compartment contents. Finish by checking headlight aim and continue into UNDER HOOD checks.</i>		
01 Check Smart Key System* .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Check door and door lock operation, including each wireless remote control/theft deterrent system* .....	<input type="checkbox"/>	<input type="checkbox"/>
03 Check window operation .....	<input type="checkbox"/>	<input type="checkbox"/>
04 Check that engine starts with all keys .....	<input type="checkbox"/>	<input type="checkbox"/>
05 Check that child safety door locks are in normal (unlocked) position .....	<input type="checkbox"/>	<input type="checkbox"/>
06 Check seats and seat belt operation .....	<input type="checkbox"/>	<input type="checkbox"/>
07 Check rear defogger/rear view mirror defogger* .....	<input type="checkbox"/>	<input type="checkbox"/>
08 Check side marker, tail, backup, cargo*, and license plate lights .....	<input type="checkbox"/>	<input type="checkbox"/>
09 Check luggage compartment light* and trim appearance .....	<input type="checkbox"/>	<input type="checkbox"/>
10 Check spare tire pressure, inspect for damage, and check jack and tool installation .....	<input type="checkbox"/>	<input type="checkbox"/>
11 Check headlight aim .....	<input type="checkbox"/>	<input type="checkbox"/>
UNDER HOOD		
01 Check engine oil and ATM fluid levels .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Check brake and power steering fluid levels .....	<input type="checkbox"/>	<input type="checkbox"/>
03 Check engine coolant level .....	<input type="checkbox"/>	<input type="checkbox"/>
04 Check windshield washer fluid level .....	<input type="checkbox"/>	<input type="checkbox"/>
05 Check battery state-of-charge using Digital Battery System Analyzer (SOC Reading: _____%) .....	<input type="checkbox"/>	<input type="checkbox"/>
06 Inspect for fuel, oil, coolant, and other fluid leaks .....	<input type="checkbox"/>	<input type="checkbox"/>
* Inspect or install when equipped/required.		

UNDER VEHICLE (ON HOIST)	OK	Adjust/Repair
01 Remove disc brake anti-rust covers/anti-corrosion wheel film* .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Inspect tires for defects/damage .....	<input type="checkbox"/>	<input type="checkbox"/>
03 Initialize Tire Pressure Warning System (TPWS) - see page 2 .....	<input type="checkbox"/>	<input type="checkbox"/>
04 Install wheel covers/caps/spare tire wheel covers* .....	<input type="checkbox"/>	<input type="checkbox"/>
05 Inspect for fuel, oil, coolant, and other fluid leaks .....	<input type="checkbox"/>	<input type="checkbox"/>
06 Inspect under the vehicle for damage, rust, etc. ....	<input type="checkbox"/>	<input type="checkbox"/>
07 Visually check bolts and nuts on chassis and powertrain for looseness .....	<input type="checkbox"/>	<input type="checkbox"/>
08 Install rubber body plugs* (stored in glove box or center console) .....	<input type="checkbox"/>	<input type="checkbox"/>

ROAD TEST
<i>A complete road test helps assure customer satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and driving performance.</i>

Enter Odometer Readings		
Reading Before Test: _____	Reading After Test: _____	
01 Check cold engine operation .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Check engine operation during warm-up .....	<input type="checkbox"/>	<input type="checkbox"/>
03 Check engine at normal operating temperature .....	<input type="checkbox"/>	<input type="checkbox"/>
04 Check automatic transmission operation .....	<input type="checkbox"/>	<input type="checkbox"/>
05 Check brake and parking brake operation .....	<input type="checkbox"/>	<input type="checkbox"/>
06 Check steering operation & off-center/vehicle pull/flutter. ....	<input type="checkbox"/>	<input type="checkbox"/>
07 Inspect for abnormal noise and vibration .....	<input type="checkbox"/>	<input type="checkbox"/>
08 Inspect for squeaks and rattles .....	<input type="checkbox"/>	<input type="checkbox"/>
09 Check front and rear* heater and A/C operation .....	<input type="checkbox"/>	<input type="checkbox"/>
10 Check cruise control operation* .....	<input type="checkbox"/>	<input type="checkbox"/>
11 Check front seat heater/ventilation operation* .....	<input type="checkbox"/>	<input type="checkbox"/>

FINAL INSPECTION AND CLEANING		
01 Remove interior protective covers, unnecessary labels, tags, etc. (Remove just before delivery to customer) .....	<input type="checkbox"/>	<input type="checkbox"/>
02 Visually inspect all interior parts for installation, damage, fit, dirt, etc. ....	<input type="checkbox"/>	<input type="checkbox"/>
03 Verify floor mat application and install using retaining clips* .....	<input type="checkbox"/>	<input type="checkbox"/>
04 Remove Rapgard™ and clear protective bumper film* .....	<input type="checkbox"/>	<input type="checkbox"/>
05 Wash and clean vehicle .....	<input type="checkbox"/>	<input type="checkbox"/>
06 Inspect paint finish for scratches, chips, rust, dents, damage, etc. ....	<input type="checkbox"/>	<input type="checkbox"/>
07 Inspect exterior body parts for proper installation, damage, rust, etc. ....	<input type="checkbox"/>	<input type="checkbox"/>
08 Place oil change sticker on inside of windshield, top left corner .....	<input type="checkbox"/>	<input type="checkbox"/>
09 Place Owner's Guide & first aid kit portfolio* in glove box .....	<input type="checkbox"/>	<input type="checkbox"/>
10 Perform Techstream Health Check .....	<input type="checkbox"/>	<input type="checkbox"/>
11 Install front license plate and mounting bracket - see page 2 .....	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS:		

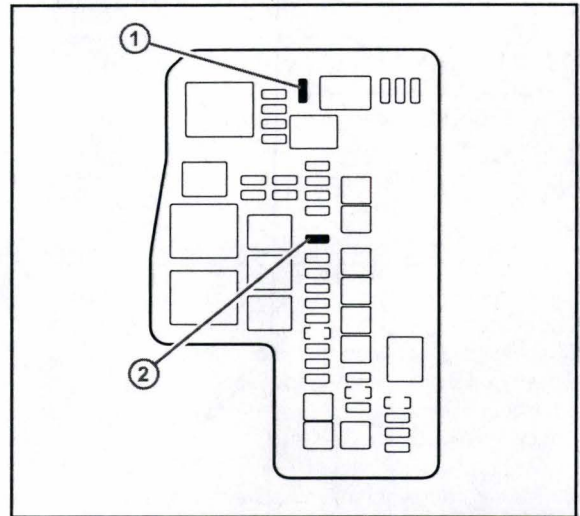
Completion and retention of this form is required to comply with Toyota's Warranty Policy.

TECHNICIAN'S SIGNATURE _____	SERVICE MANAGER'S SIGNATURE _____		
NAME (PLEASE PRINT) _____	NAME (PLEASE PRINT) _____		
Date _____	Dealer Name _____	Dealer Code _____	Vehicle Identification Number (Sticker) _____

*We hereby certify that all items on this form have been checked and corrected for proper operation as required.*

## D/C CUT FUSE INSTALLATION

To minimize battery discharge the D/C Cut Fuse has been removed and is stored in the engine compartment Relay Block. Install the D/C Cut Fuse and confirm all related DTCs are cleared.



1 D/C Cut Fuse Storage Location 2 Install D/C Cut Fuse Here

## TPWS INITIALIZATION

Refer to the Repair Manual for the Initialization Procedure.

### NOTE

- Please note the spare tire does NOT have a TPWS sensor.
- If performing this procedure in areas with temperatures significantly colder or warmer than shop temperature, follow the procedures outlined in Service Bulletin No. T-SB-0020-12, "Tire Inflation Pressure Compensation and Adjustment".

## FRONT LICENSE PLATE & MOUNTING BRACKET INSTALLATION

1. Align holes "A" of the mounting bracket with the dimples on the front bumper cover. Mark the location of holes "B" on the front bumper cover.

### NOTE

- Holes "A" are used for installation of the mounting bracket to the bumper cover.
- Holes "B" are used for the installation of the front license plate to the mounting bracket.

2. Drill two relief holes with a diameter of 11 mm (0.43 in.) at the hole "B" marks on the front bumper cover to prevent the license page retaining bolt end from contacting cover.

### NOTICE

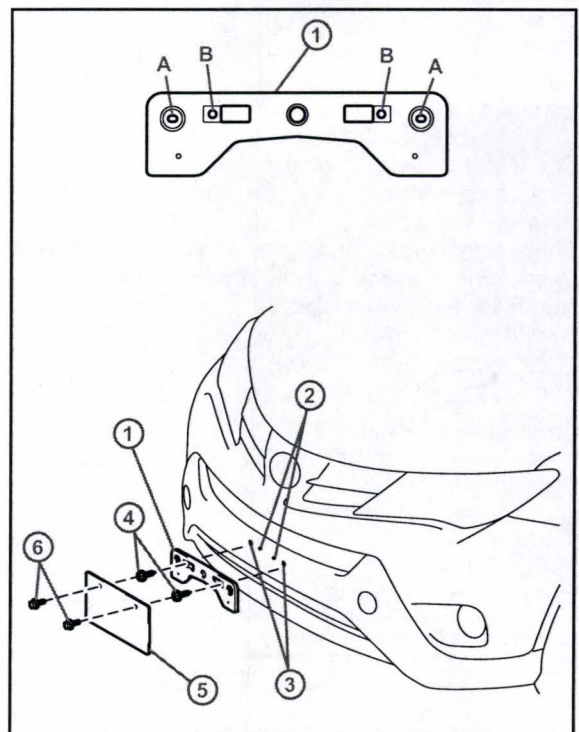
Do NOT drill at the dimples on the front bumper cover.

3. Install the mounting bracket to the front bumper cover by attaching the two self-tapping screws into the dimples.
4. Install the front license plate to the mounting bracket using bolts with the following measurements:

**Length: 15.0 - 23.0 mm (0.59 - 0.91 in.)**

**Diameter: 6.0 mm (0.24 in.)**

**Pitch: 1.0 mm (0.04 in.)**



1 Mounting Bracket 4 Self-Tapping Screws  
2 Dimples 5 License Plate  
3 Mark and Drill Holes 6 Bolts