

2014 Corolla Pre-Delivery Service (PDS)

Service
 Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|----------|------------------------|
| 2014 | Corolla | |

REVISION NOTICE

September 4, 2013 Rev1:

- **The Functional Operation section has been updated.**

Any previous printed versions of this bulletin should be discarded.

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 2014 model year Corolla. Some check points have been added, expanded or clarified. **Bulletins are available for items in bold type.**

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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.

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 |
|--------------------|----------|-------------|-----|
| Techstream 2.0* | ADE | TS2UNIT | 1 |
| TIS Techstream | | TSPKG1 | |
| Techstream Lite | | TSLITEDLR01 | |

* Essential SST.

| |
|--|
| <p>NOTE</p> <ul style="list-style-type: none"> • Only ONE of the Techstream units listed above is required. • Software version 8.20.019 or later is required. • 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 the D/C Cut Fuse before moving vehicle from storage lot so that Functional Operation checks can begin as soon as vehicle is moved into the service stall.

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

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Functional Operation

Apply parking brake and cycle 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.

7. Check audio/navigation* systems and set clock

For Navigation, set the destination search area to local position.

8. Check sliding roof*
9. 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-0020-13](#)**
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

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Walkaround Inspection (Continued)

7. Check rear defogger/rear view mirror defogger*
8. Check side marker, tail, backup, and license plate lights
9. Check luggage compartment light* and trim appearance
10. Adjust spare tire pressure, inspect for damage, and check jack and tool installation
11. Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

1. Check engine oil and ATM* fluid levels
2. Check brake and clutch* fluid levels
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**

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Under Vehicle (On Hoist) (Continued)

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*
Install rubber plugs (stored in glove box or console) into rear torque box holes.

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 clutch or transmission operation
Check clutch operation, including engagement, disengagement, chattering, and unusual noise.
Check manual transmission operation, including shift lever/linkage and unusual noise.
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

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Road Test (Continued)

8. Inspect for squeaks and rattles
9. Check 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 operation*
12. **Set/calibrate compass*** – see check sheet

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-0023-13
4. Remove Rappard™ 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.

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Final Inspection & Cleaning (Continued)

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 EV

2014 PRE-DELIVERY SERVICE CHECK SHEET

September 2013

| BEFORE INSPECTION | OK | Adjust/Repair |
|--|--------------------------|--------------------------|
| 01 Install Short Pin (see page 2)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 02 Install antenna*..... | <input type="checkbox"/> | <input type="checkbox"/> |

FUNCTIONAL OPERATION

Apply parking brake and cycle the Start/Stop switch to "Ready" On; place gear selector in reverse; turn on lights and rear defogger; unlock doors; release battery charger door.

| | | |
|--|--------------------------|--------------------------|
| 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 Check sliding roof | <input type="checkbox"/> | <input type="checkbox"/> |

WALKAROUND INSPECTION

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.

| | | |
|---|--------------------------|--------------------------|
| 01 Check Smart Key System*..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 02 Check window operation | <input type="checkbox"/> | <input type="checkbox"/> |
| 03 Check that child safety door locks are in normal (unlocked) position | <input type="checkbox"/> | <input type="checkbox"/> |
| 04 Check seats and seat belt operation | <input type="checkbox"/> | <input type="checkbox"/> |
| 05 Check rear defogger/rear view mirror defogger* | <input type="checkbox"/> | <input type="checkbox"/> |
| 06 Check side marker, tail, backup, and license plate lights | <input type="checkbox"/> | <input type="checkbox"/> |
| 07 Check luggage compartment light* and trim appearance | <input type="checkbox"/> | <input type="checkbox"/> |
| 08 Check headlight aim | <input type="checkbox"/> | <input type="checkbox"/> |

UNDER HOOD

| | | |
|--|--------------------------|--------------------------|
| 01 Check brake fluid level..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 02 Check battery system coolant level (blue; right side)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 03 Check motor system coolant level (blue; left side)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 04 Check heater system coolant level (pink; right side)..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 05 Check windshield washer fluid level | <input type="checkbox"/> | <input type="checkbox"/> |
| 06 Check auxiliary battery state-of-charge using Digital Battery System Analyzer (SOC Reading: _____%) | <input type="checkbox"/> | <input type="checkbox"/> |
| 07 Inspect for coolant and other fluid leaks | <input type="checkbox"/> | <input type="checkbox"/> |

COMMENTS: _____

UNDER VEHICLE (ON HOIST)

| | | |
|--|--------------------------|--------------------------|
| 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 Tire Pressure Warning System (TPWS) confirmation (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 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

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.

Enter Odometer Readings

Reading Before Test: _____ Reading After Test: _____

| | | |
|---|--------------------------|--------------------------|
| 01 Check electric motor operation | <input type="checkbox"/> | <input type="checkbox"/> |
| 02 Check gear selector operation | <input type="checkbox"/> | <input type="checkbox"/> |
| 03 Check brake and parking brake operation | <input type="checkbox"/> | <input type="checkbox"/> |
| 04 Check steering operation & off-center/vehicle pull/flutter | <input type="checkbox"/> | <input type="checkbox"/> |
| 05 Inspect for abnormal noise and vibration | <input type="checkbox"/> | <input type="checkbox"/> |
| 06 Inspect for squeaks and rattles | <input type="checkbox"/> | <input type="checkbox"/> |
| 07 Check front and rear* heater and A/C operation..... | <input type="checkbox"/> | <input type="checkbox"/> |
| 08 Check cruise control operation* | <input type="checkbox"/> | <input type="checkbox"/> |
| 09 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"/> |
| 02 Visually inspect all interior parts for installation, damage, fit, dirt, etc. | <input type="checkbox"/> |
| 03 Verify floor mat application and install using retaining clips* | <input type="checkbox"/> |
| 04 Verify the green light is illuminated on SOS (Safety Connect) button* | <input type="checkbox"/> |
| 05 Remove Rapgard™ and clear protective bumper film*.... | <input type="checkbox"/> |
| 06 Wash and clean vehicle..... | <input type="checkbox"/> |
| 07 Inspect paint finish for scratches, chips, rust, dents, damage, etc..... | <input type="checkbox"/> |
| 08 Inspect exterior body parts for proper installation, damage, rust, etc..... | <input type="checkbox"/> |
| 09 Place Owner's Guide & first aid kit portfolio* in glove box | <input type="checkbox"/> |
| 10 Install front license plate and mounting bracket* (see page 2) | <input type="checkbox"/> |
| 11 Perform Techstream Health Check | <input type="checkbox"/> |
| 12 Fully Charge EV battery | <input type="checkbox"/> |

* Inspect or install when equipped/required.

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

| | | | |
|------------------------------|-----------------------------------|--|---|
| TECHNICIAN'S SIGNATURE _____ | SERVICE MANAGER'S SIGNATURE _____ | We hereby certify that all items on this form have been checked and corrected for proper operation as required. | |
| NAME (PLEASE PRINT) _____ | NAME (PLEASE PRINT) _____ | | |
| Date _____ | Dealer Name _____ | Dealer Code _____ | Vehicle Identification Number (Sticker) _____ |

SHORT PIN INSTALLATION

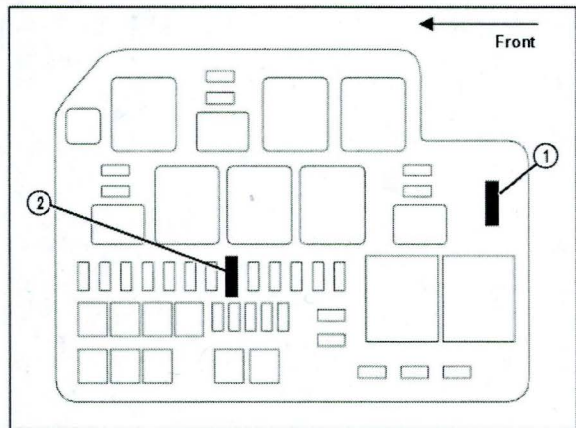
To minimize battery discharge the Short Pin has been removed and is stored in the engine compartment Relay Block. Install the Short Pin and confirm all related DTCs are cleared.

DTC Clearing Procedure

1. Connect Techstream to DLC3.
2. Cycle the ignition switch to the "IG-ON" position.
3. Using Techstream, check any other codes being output.
4. Erase DTCs (B1650 and B1794) and Freeze Frame Data.

NOTE

If any DTCs besides DTC B1650 and B1794 remain, repair the applicable system according to the Repair Manual.



1 Short Pin Storage Location

2 Install Short Pin Here

TPWS CONFIRMATION

1. Make sure that the tires are cold and set the tire inflation pressure of all tires (except the spare tire) to the specified values.

HINT

The specified values are shown on the sidewall of the tire and the loading information label on the driver's side door jamb.

2. Connect Techstream to the DLC3.
3. Cycle the power switch to "Ready OFF" mode and turn Techstream on.
4. Enter the following menus: Chassis / Tire Pressure Monitor / Data List.
5. Confirm that the tire pressure data of all tires is displayed on the Techstream screen.

HINT

- The order in which the data is received is random.
- It may take up to a few minutes until the values are displayed.
- If the values are not displayed after a few minutes, perform troubleshooting according to the inspection procedure for DTCs C2121/21 to C2124/24. Refer to the Repair Manual.

6. Remove the ID number labels from each wheel (if present) and discard.

NOTE

To adjust the tire pressure correctly when the outside temperature is significantly colder than shop temperature, perform a Health Check using Techstream and select the "Compensation Tire Pressure" checkbox. Compensation pressures will be displayed on the Health Check results screen. Adjust the tire pressure when the tires are cold.

FRONT LICENSE PLATE & MOUNTING BRACKET INSTALLATION*

1. Insert the front license plate into the tabs on the front license plate mounting bracket.
2. Align the installation holes on the front license plate and bracket with the dimples on the front bumper.
3. Screw the 2 self-tapping screws directly into the dimples to install the front license plate and bracket bolts with the following measurements:

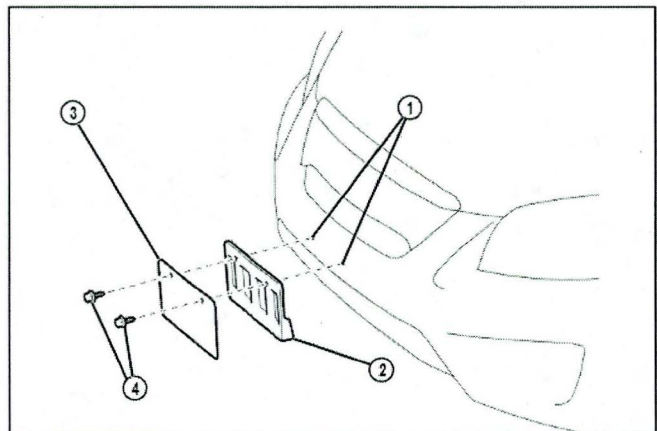
Length: 20.0 - 25.0 mm (0.79 - 0.98 in.)

Diameter: 6.0 mm (0.24 in.)

Pitch: 1.0 mm (0.04 in.)

NOTICE

- Do NOT drill at the dimples on the front bumper cover.
- Do not overtighten the self tapping screws.



1 Dimples

2 Front License Plate Mounting Bracket

3 License Plate

4 Self-Tapping Screws