2015 Highlander/Highlander HV Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service **Market** USA

Toyota Supports ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2015	Highlander, Highlander HV	

Introduction

Pre-Delivery Service (PDS) is a critical step in satisfying your dealership's 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 2015 model year Highlander and Highlander HV. Some check points have been added, expanded, or clarified. **Bulletins are available for items in bold.**

Warranty Policy

If the need for additional repairs or adjustment is noted during PDS, 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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Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
001013	Pre-Delivery Service (PDS)	Highlander	1.1	–	–	–
		Highlander HV	1.5			

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	

* Essential SST.

NOTE

- **Only ONE of the Techstream units listed above is required.**
- **Software version 9.10.037 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 PDS, install the Short Pin before moving the vehicle from the storage lot so that Functional Operation checks can begin as soon as the vehicle is moved into the service stall.

1. **Install Short Pin** – see check sheet

Functional Operation

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

8. Check multi-information display

   NOTE
   Refer to the multi-information display section in the vehicle's Owner's Manual for a comprehensive list of the system's functions and displays.

9. Install shift-lock override button cover
10. Check sliding roof*
11. Check Rear Seat Entertainment system operation*

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, and luggage compartment contents. Remove rubber body plugs from glove box for installation during Under Vehicle inspection.

1. **Check Smart Key System** – T-SB-0024-14
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, and license plate lights
9. Check luggage compartment trim appearance
10. Check headlight aim

    NOTE
    Refer to the Repair Manual for procedures.

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Under Hood

1. Check engine oil level
2. Check brake fluid level
3. Check engine coolant level
4. Check inverter coolant level*
5. Check windshield washer fluid level
6. **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
   - **Maintenance-free Panasonic batteries can be replenished with distilled water.**
   - **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.**

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

Battery Maintenance*

1. **Perform HV battery check and maintenance** – T-SB-0027-14

Under Vehicle

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. Adjust spare tire pressure, inspect for damage, and check jack and tool installation
4. **Initialize Tire Pressure Warning System (TPWS)** – see check sheet
5. Install wheel covers/caps/spare tire wheel covers*
6. Inspect for fuel, oil, coolant, and other fluid leaks

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Under Vehicle (Continued)

7. Inspect under the vehicle for damage, rust, etc.
8. Visually check bolts and nuts on chassis and powertrain for looseness
9. Install rubber body plugs

   Install the rubber plugs into the front and rear torque box holes.

   NOTE
   The two body plugs are stored in the glove box.

Road Test

A complete road test helps assure customer satisfaction. Drive the vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and vehicle 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 under a broad range of driving conditions, including idle quality, acceleration, cruise, and deceleration.

4. Check transmission operation

   Check 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 front and rear* heater and A/C operation
10. Check cruise control operation*

    Check cruise control, including “ON-OFF,” “-SET,” “+RES,” and “CANCEL” functions.
11. Check front seat heater/ventilation operation*
12. **Set/calibrate compass*** – see check sheet
13. **Initialize parking assist monitor system** – see check sheet

Final Inspection & Cleaning

1. Remove interior protective covers, unnecessary labels, tags, etc. (Remove protective covers just before delivery to 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
   Customer information labels, such as the fuel caution, airbag warnings, and bumper labels, MUST be left on the vehicle until delivery to a retail customer.

2. **Verify floor mat application and install using retaining clips*** – T-SB-0029-14
3. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
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.
9. Place Owner’s Guide and first aid kit portfolio* in glove box

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Final Inspection & Cleaning (Continued)

10. **Install front license plate and mounting bracket*** – see check sheet
11. 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.

** Inspect or install when equipped or required*

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