

2016 RAV4/RAV4 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
2016	RAV4, RAV4 HV	

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 2016 model year RAV4 and RAV4 HV. 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 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 Policy (Continued)

OP CODE	DESCRIPTION	MODEL	TIME	OFP	T1	T2
001013	Pre-Delivery Service (PDS)	RAV4	1.0	-	-	-
		RAV4 HV	1.3			

Before Inspection

When performing new car PDS, 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](#)
Install fuse on vehicles with VINs beginning with “J” only.
- 2. Initialize Parking Assist Monitor System** – [see check sheet](#)

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.
7. Check audio/navigation*/backup camera systems and set clock
For navigation, set the destination search area to local position
8. Check sliding roof*
9. Check Rear Seat Entertainment system operation*
10. Install shift-lock override button cover

Walkaround Inspection

Starting at the left front door, check window and door lock operation. Continue around the vehicle in a counterclockwise direction checking each door and window operation, child door locks, seat belts, interior condition, all lights, and luggage compartment contents. Finish by checking headlight aim and continue into UNDER HOOD checks.

- 1. Check Smart Key System*** – [T-SB-0024-14](#)

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Walkaround Inspection (continued)

2. Check that engine/hybrid system starts with all keys
3. Check that child safety door locks are in normal (unlocked) position
4. Check seats and seat belt operation
5. Check rear defogger/rear view mirror defogger*
6. Check side marker, tail, backup, and license plate lights
7. Check luggage compartment light* and trim appearance
8. Check jack and tool installation
9. Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

1. Check engine oil level
2. Check brake fluid level
Visually inspect using see-through reservoir.
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

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](#)**

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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 and adjust air pressure (including spare tire)
The recommended tire inflation pressure changes with tire size, driving conditions and vehicle model. For precise tire pressure information, refer to the Owner's Manual and/or tire information label located on the vehicle.
Sidewall "Maximum" cold tire inflation pressure should not be used for normal driving.
3. **Initialize Tire Pressure Warning System (TPWS)** – [see check sheet](#)
4. Install wheel covers/caps/spare tire wheel covers*
5. Check hybrid transmission fluid level*
Remove the filler plug and inspect the hybrid transmission fluid level.
6. Inspect for fuel, oil, coolant, and other fluid leaks
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* (stored in glove box or center console)

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.

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Road Test (continued)

4. 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
8. Inspect for squeaks and rattles
9. Check Blind Spot Monitor System*
Check when the switch is "ON," the indicator is illuminated. Check when a vehicle is detected in the blind spot, the outside rear view mirror indicator on that side illuminates.
10. Check front and rear* heater and A/C operation
11. Check cruise control operation*
Check cruise control, including On-Off switch, "SET/COAST," "RESUME/ACCEL," and "CANCEL" functions.
12. Check front seat heater/ventilation operation

Final inspection and 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

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.

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Final inspection and Cleaning (continued)

3. **Verify floor mat application and install using retaining clips*** – [T-SB-0029-14](#)
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
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*