

# 2018 iA Pre-Delivery Service (PDS)

**Service Category** General

**Section** Pre-Delivery Service

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2018	iA	

## 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 are and have always 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 install 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 and Cleaning.")

A new PDS [Check Sheet](#) has been developed for the 2018 model year iA. 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 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	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	0.9	-	-	-

### Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
Techstream Lite		TSLITEPDLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

\* Essential SST.

**NOTE**

- Only ONE of the Techstream units listed above is required.
- Software version 12.10.018 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

### Before Inspection

While performing new car PDS, install the AUDIO1 and the ROOM fuses before moving the vehicle from the storage lot so that the Functional Operation checks can begin as soon as the vehicle is moved into the service stall.

1. Install AUDIO1 and ROOM fuses – [see check sheet](#)

### 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, release trunk hatch.

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 power outlet
7. Check audio/navigation\*/backup camera\* systems and set clock
8. Set Oil Change Maintenance Monitor to 7,500 miles – [T-SB-0255-17](#)

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### Walkaround Inspection

Starting at the left front door, check window and door lock operation (from master power switch, if equipped). 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.

1. Check door and door lock operation, including each wireless remote control/theft deterrent system\*
2. Check power window operation
3. Check that engine starts with ALL keys
4. Check seats and seat belt operation
5. Check rear defogger
6. Check side marker, tail, backup, and license plate lights
7. Check rear cargo area trim appearance
8. Adjust spare tire pressure, inspect for damage, and check jack and tool installation

**NOTE**

**Compact spare tire – 60 psi (414 kPa)**

9. 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  
Visually inspect using see-through reservoirs.
3. Check engine coolant level
4. Check windshield washer fluid level
5. **Check battery State-Of-Charge (SOC) using Digital Battery System Analyzer**  
Refer to Service Bulletin No. [T-SB-0195-17](#), “Battery Maintenance During PDS.”

**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

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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. **Initialize Tire Pressure Warning System (TPWS)** – [see check sheet](#)
3. Inspect tires for defects/damage
4. Install wheel caps (stored in glove box)
5. Inspect for fuel, oil, coolant, and other fluid leaks
6. Visually check bolts and nuts on chassis and powertrain for looseness
7. Inspect under the vehicle for damage, rust, etc.

### 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 operation at normal operating temperature  
Check engine performance over a broad range of driving conditions, including idle quality, acceleration, cruise, and deceleration.
4. Check clutch/automatic 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.

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### Road Test (Continued)

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 heater and A/C operation
10. Check speedometer operation
11. Check cruise control operation

### Final Inspection and 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. **Verify floor mat application and install using retaining clips\* – [T-SB-0188-17](#)**
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. 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.
10. Place Owner's Manual portfolio\* in glove box
11. **Install front license plate\* – [see check sheet](#)**

\*Inspect or install when equipped or required.