

# 2019 Prius C Pre-Delivery Service (PDS)

**Service Category** General

**Section** Pre-Delivery Service

**Market** USA

Toyota Supports  
ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2019	Prius C	

## 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 are and have always been a major focus for Toyota. To help remind customers that regular service is essential to the proper maintenance of the vehicle, dealers are required to install a service reminder sticker prior to delivery. By doing this, customers will be reminded to return to your dealership for service. Your current service reminder sticker may be used. (See PDS Check Sheet item 7 of "Final Inspection and Cleaning.")

A new PDS [Check Sheet](#) has been developed for the 2019 model year Prius C. Some check points have been added, expanded, or clarified. **Bulletins are available for items in bold type.**

## Precautions

The Prius C has unique operating modes, so always follow the precautions below when performing PDS:

- The Prius C contains high-voltage (144 ~ 520V) AC and DC systems. All high-voltage wiring and connections are orange in color. Do not carelessly touch these orange-colored wiring harnesses and connectors.
- The gasoline engine may start up and shut down suddenly whenever the "Ready" light is illuminated. **Be sure to place the selector lever in the "P" position, apply the parking brake, and cycle the ignition to "IG-OFF" to stop the hybrid system (the "Ready" light is off) before working in the engine compartment.**

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### Precautions (continued)

- The hybrid transaxle, engine radiator, and inverter radiator may reach high temperatures during inspection. Carefully observe all caution labels and instructions on these components.
- Be sure to place the shift selector in the “P” position at all times unless otherwise instructed. When the shift selector is in the “N” position, the hybrid vehicle battery will not charge even if the gasoline engine is operating.
- When leaving the vehicle, place the selector in the “P” position, apply the parking brake, and cycle the ignition to “IG-OFF” to stop the hybrid system (the “Ready” light is off).
- The traction battery air intake is located on the front floor cover.
- Do not splash water on the electric components in the engine compartment.

### 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 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.

### Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	1.4	—	—	—

### 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 13.10.019 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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### **Before Inspection**

1. **Install D/C cut fuse – [see Check Sheet](#)**

### **Functional Operation**

Apply parking brake, cycle ignition “IG-ON,” place gear selector in “R,” turn on lights and rear defogger, unlock all doors, and release fuel door.

1. Check dome, courtesy, map, and sun visor lights\*
2. Check warning/indicator lights, buzzers, and horn
3. Check windshield wipers and washers
4. Check headlights, instrument lights, dimmer switch, turn signals, emergency flashers, and brake lights
5. Check inside/outside rear view mirror operation/adjustment\*
6. Check USB\* and 12V power outlets  
Check the power outlet using an electrical accessory designed for this use.
7. Check audio/navigation\*/backup camera\* systems and set clock
8. Check multi-information display and trip information on center display\*
9. Check sliding roof\*

### **Walkaround Inspection**

Starting at the 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. Finish by checking headlight aim.

1. **Check Smart Key System\* – [T-SB-0185-17](#)**
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 light\* and trim appearance

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### Walkaround Inspection (continued)

10. Adjust spare tire pressure, inspect for damage, and check jack and tool installation

**NOTE**

Compact spare tire – 60 psi (420 kPa).

11. Check headlight aim  
Refer to the Repair Manual for procedures.
12. **Check battery State-Of-Charge (SOC) using digital battery system analyzer (SOC reading: \_\_\_\_\_%)**

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.

### Under Hood

1. Check engine oil level
2. Check brake and power steering fluid levels  
Visually inspect using see-through reservoirs.
3. Check engine coolant level
4. Check inverter coolant level
5. Check windshield washer fluid level
6. Inspect for fuel, oil, coolant, and other fluid leaks

### Battery Maintenance

1. **Perform HV battery check and maintenance – [T-SB-0197-17](#)**

### 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

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### **Under Vehicle (On Hoist) (continued)**

3. **Initialize Tire Pressure Warning System (TPWS)** – [see Check Sheet](#)
4. Install wheel caps\*
5. **Install front wheel opening extension pads** – [see Check Sheet](#)
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)\*
10. Check hybrid transaxle fluid level

### **Road Test**

A complete road test helps promote 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 hybrid transaxle operation
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 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 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**

Customer information labels, such as the fuel caution, airbag warnings, and bumper labels must be left on the vehicle until delivery to 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-0188-17](#)
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. Place service reminder sticker on inside of windshield, top left corner  
Complete the mileage or date recommendation and apply the service reminder sticker to the inside of the windshield, top left corner. You may use your current service reminder sticker.
8. Inspect exterior body parts for proper installation, damage, rust, etc.
9. **Install front license plate and mounting bracket\*** – [see Check Sheet](#)
10. Place Owner's Manual portfolio\* in glove box
11. Perform Techstream Health Check  
Perform Health Check to ensure that Diagnostic Trouble Codes (DTCs) 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.