

# 2020 Sienna Pre-Delivery Service (PDS)

**Service Category** General

**Section** Pre-Delivery Service

**Market** USA

Toyota Supports  
 ASE Certification 

## Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2020	Sienna	

## 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.
- 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 vehicles, dealers are required to install a service reminder sticker before 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 9 of “Final Inspection and Cleaning.”)

A new PDS [Check Sheet](#) has been developed for the 2020 model year Sienna. Some checkpoints 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 Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	1.0	-	-	-

### 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 14.00.019 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 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](#)
2. **Initialize power slide door\*** – [see Repair Manual](#)
3. **Initialize power back door\*** – [see Repair Manual](#)
4. **Initialize parking assist monitor system\*** – [see Repair Manual](#)
5. **Initialize/update the Entune™ 3.0 App Suite Connect** – [T-SB-0008-19](#)

### Functional Operation

Apply parking brake, turn vehicle on (engine off), 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, gauges, and horn
3. Check windshield wipers and washers

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### Functional Operation (continued)

4. Check headlights, instrument lights, 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 sliding roof(s)\*
8. **Add dealer contact information for Call Dealer head unit function – [OM08037U](#)**
9. Check audio/navigation\*/backup camera systems and set clock  
For navigation, set the destination search area to local position.
10. Check Rear Seat Entertainment system operation\*
11. Check Automatic Door Lock (ADL) function\*
12. Install shift-lock override button cover
13. **Check auto access seat\* – [see Repair Manual](#)**

### 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\* – [see Repair Manual](#)**
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\* and check jack and tool installation

**NOTE**

Compact spare tire – 60 psi (413 kPa).

11. 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 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-0007-19](#), *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

### 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 before delivery to the customer.

2. Inspect tires for defects/damage (including spare tire\*)
3. **Initialize Tire Pressure Warning System (TPWS) – [see Check Sheet](#)**
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 (stored in glove box or center console)\*

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### 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 transmission operation  
Check automatic transmission operation, if equipped, including operation in each range, neutral start switch, and shift-lock system.  
Check manual transmission operation, if equipped, including shift lever/linkage, operation in each gear, and clutch engagement, disengagement, chattering, and unusual noise.
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 front and rear\* 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\*
12. **Set/calibrate compass\*** – [see Check Sheet](#)

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### 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. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
3. **Verify floor mat application and install using retaining clips\*** – [T-SB-0158-18](#)
4. Verify green light is illuminated on SOS (Safety Connect) button\*
5. Remove Rapgard™ and clear protective bumper film\*  
Ensure that all glue residue is removed.
6. Wash and clean vehicle
7. Inspect paint finish for scratches, chips, rust, dents, damage, etc.
8. Inspect exterior body parts for proper installation, damage, rust, etc.
9. 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.
10. Place Owner's Manual portfolio\* in glove box
11. **Install front license plate and mounting bracket\*** – [see Check Sheet](#)
12. 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.
13. Install receiver towing hitch cap\*

\*Inspect or install when equipped or required