

2020 Prius 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	Prius	

REVISION NOTICE

February 14, 2020 Rev1:

- **The Before Inspection and Final Inspection and Cleaning sections have been updated.**
- Any previous printed versions of this bulletin should be discarded.**

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 vehicle, 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 of "Final Inspection and Cleaning.")

A new PDS [Check Sheet](#) has been developed for the 2020 model year Prius. Some check points have been added, expanded, or clarified. **Bulletins are available for items in bold type.**

2020 Prius Pre-Delivery Service (PDS)

Precaution

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

- The Prius contains high-voltage (200 ~ 650 volts) 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 press the “P” position switch, apply the parking brake, press the Power switch in order to stop the hybrid system (the Ready light is off), and remove the ignition key before working in the engine compartment.**
- 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 into “P” (press the “P” switch) 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, press the “P” position switch, apply the parking brake, and press the Power switch to stop the hybrid system (the Ready light is off). Remove the ignition key.
- Air vents are provided on the package tray behind the rear seatback to cool the hybrid vehicle battery. Do not block these air vents.
- 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 Prius 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.

Warranty Information

OP CODE	DESCRIPTION	TIME	OPF	T1	T2
001013	Pre-Delivery Service (PDS)	1.4	–	–	–

2020 Prius Pre-Delivery Service (PDS)

Required Tools & Equipment

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

*Essential SST.

NOTE

- Only one of the Techstream units listed above is required.
- Software version 14.30.022 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Before Inspection

1. Install D/C cut fuse – [see Check Sheet](#)
2. 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
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 audio/navigation*/backup camera* systems and set clock
For navigation, set the destination search area to local position.
8. Check multi-information display and trip information on center display*
9. Install shift-lock override button cover*
10. Check sliding roof*

2020 Prius Pre-Delivery Service (PDS)

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 window operation
3. Check that engine starts with all keys
4. Check that child safety door locks are in normal (unlocked) position*
5. Check seats and seat belt operation
6. Check rear defogger/rear view mirror defogger*
7. Check side marker, tail, backup, and license plate lights
8. Check luggage compartment light* and trim appearance
9. Adjust spare tire* pressure, inspect for damage, and check jack and tool installation

NOTE

Compact spare tire – 60 psi (420 kPa).

10. Check headlight aim
Refer to the Repair Manual for procedures.
11. 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.

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 inverter coolant level
5. Check windshield washer fluid level
6. Inspect for fuel, oil, coolant, and other fluid leaks

2020 Prius Pre-Delivery Service (PDS)

Battery Maintenance

1. Perform HV battery check and maintenance – [T-SB-0006-19](#)

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
3. Initialize Tire Pressure Warning System (TPWS) – [see Check Sheet](#)
4. Install wheel caps*
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)*
9. Check hybrid transaxle fluid level

2020 Prius Pre-Delivery Service (PDS)

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. **Calibrate Intelligent Clearance Sonar System** – [see Check Sheet](#)
5. Check hybrid transaxle operation
6. Check brake and parking brake operation
Check brake function, including unusual noise, parking brake performance, and all related brake system indicator lights.
7. Check steering operation and off-center/vehicle pull/flutter
Check steering function.
Check steering off-center/vehicle pull/flutter.
8. Inspect for abnormal noise and vibration
9. Inspect for squeaks and rattles
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*

2020 Prius Pre-Delivery Service (PDS)

Final Inspection and Cleaning

1. Remove interior protective covers, unnecessary labels, tags, etc. (Remove 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

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. 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*

NOTE

Vehicle may arrive with hanger requesting inspection of Safety Connect system. If system is working properly and green light is illuminated, disregard hanger.

5. Remove Rappgard™ 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. **Install front license plate and mounting bracket*** – [see Check Sheet](#)
11. Place Owner's Manual portfolio* in glove box
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.

* Inspect or install when equipped or required.