

2020 Highlander, Highlander 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
2020	Highlander, Highlander HV	

REVISION NOTICE

February 14, 2020 Rev1:

- **The Before Inspection, Functional Operation, Walkaround Inspection, and Under Hood 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 item 8 of "Final Inspection and Cleaning.")

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

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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.

Warranty Information

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	Highlander	1.0	-	-	-
		Highlander HV	1.4			

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.

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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 D/C cut fuse** – [see Check Sheet](#)
2. **Initialize Seat ECU*** – [see Repair Manual](#)
3. **Initialize/update the Entune™ 3.0 App Suite Connect** – [T-SB-0008-19](#)

Functional Operation

Apply parking brake, turn vehicle on (engine off/ready off), place gear selector in “R,” turn on lights and rear defogger, unlock all doors, and release fuel door, trunk, and 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 USB and 12V power outlets
Check the power outlet using an electrical accessory designed for this use.
7. Check backup camera operation
8. **Add dealer contact information into head unit** (All LE, Limited, and Platinum models, all XLE models with Audio Plus, and XLE models with Premium Audio equipped with optional Service Connect) (See Multimedia System Owner’s Manual – [Premium Audio](#) / [Audio Plus](#))
9. Check audio/navigation* systems and set clock
For navigation, set the destination search area to the correct location.
10. Check multi-information display

NOTE

Refer to the multi-information display section in the vehicle’s Owner’s Manual for a comprehensive list of the system’s functions and displays.

11. Check sliding roof*
12. Check rear seat entertainment system operation*

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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 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
10. Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

1. Check engine oil level
2. Check brake fluid level
3. Check engine/inverter* coolant level
4. Check windshield washer fluid level
5. **Check battery State-Of-Charge 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

Battery Maintenance*

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

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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 before delivery to the customer.

2. Inspect tires for defects/damage
3. Adjust spare tire pressure, inspect for damage, and check jack and tool installation
4. **Initialize Tire Pressure Warning System (TPWS)** – [see Check Sheet](#)
5. Install wheel covers/caps/spare tire wheel covers*
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)*
Install the rubber plugs into the front and rear torque box holes.

Road Test

A complete road test helps promote customer satisfaction. Drive the vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and vehicle performance.

1. Check cold engine operation, operation during warm-up, and operation at normal operating temperature

Check starting and fast idle operation performance.

Check that engine operates smoothly during warm-up.

Check for unusual noise, engine vibration, rough idle, etc. after warmup.

Check engine performance over a broad range of driving conditions, including idle quality, acceleration, cruise, and deceleration.

2. 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.

3. Check brake and parking brake operation

Check brake function, including unusual noise, parking brake performance and all related brake system indicator lights.

4. Check steering operation and off-center/vehicle pull/flutter

Check steering function.

Check steering off-center/vehicle pull/flutter.

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Road Test (continued)

5. Inspect for abnormal noise and vibration, squeaks, and rattles
6. Check front and rear* heater and A/C operation
7. Check cruise control operation*
Check cruise control, including ON-OFF switch, Set/Coast, Resume/Accel, and Cancel functions.
8. Check front seat heater/ventilation operation*
9. **Memorize steering neutral point*** (If equipped with parking assist monitor system or panoramic view monitor system) – [see Repair Manual](#)
10. **Calibrate steering angle sensor zero point***
(If equipped with parking support brake system) – [Driving Method](#) / [Techstream Method](#)
(Procedure 4)

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

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. **Verify floor mat application and install using retaining clips*** – [T-SB-0158-18](#)
3. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
4. Remove Rappgard™ 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 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.
9. Place Owner's Manual portfolio* in glove box
10. **Install front license plate and mounting bracket*** – [see Check Sheet](#)
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.