Subject
Vehicle Drivability Complaint Questionnaire

Market
USA

Service Category
Engine/Hybrid System

Section
Engine Control

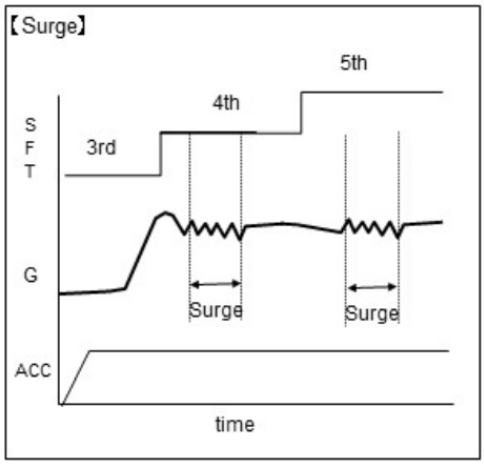
Applicability
Tacoma Camry Sienna Highlander RAV4

APPLICABLE VEHICLES

2018-2021	Highlander	2018-2021	Tacoma
2018-2020	Sienna	2018-2021	RAV4
2018-2021	Camry	2018-2021	Avalon

CONDITION

The Toyota Quality group is looking to better understand our customers expectation regarding vehicle drivability. Specifically, we are looking at vehicle surge/hesitation condition (inconsistent acceleration) and would like to recover detailed customer voice and vehicle data. Refer to the below surge/hesitation graph.



If you have a customer with this type of concern, and no other fault with the vehicle has been found, follow the instructions below.

If you are unclear if the customer is experiencing a surge/hesitation condition, continue to follow the instructions below.

RECOMMENDATIONS

Collect the following information and then contact TAS.

Dealer Provided:
Vehicle information

- Vehicle grade (XLE, Limited, TRD Pro, etc.)
- Mileage
- Tire condition
  - Brand
  - Size (e.g. 195/65 R15 91H)
  - Tread depth, equal tread depth
  - Air pressure when customer arrives at the dealer

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RECOMMENDATIONS

- Payload (anything in the bed, any additional weight)
- Aftermarket products (lift kit, wheels, non-OEM tires)
- Current EFI/ECT software/calibration number

Evaluation/duplication drive (If you cannot duplicate, Request this information from the customer)

- Road information where customer has the compliant (street name, location, smoothness, when traveling uphill or downhill, etc.)
- Elevation of testing area
- Weather condition of test (ambient air temp, rain, etc.)
- AC status (on/off, temperature, defroster, etc.)

Customer Provided Information

- See questionnaire below and have customer fill out (questionnaire can also be found under "Customer Interview Forms" on Service Lane --> Knowledge Center.)

Data Recording:

During drive with the customer, take a vehicle snapshot using Techstream to capture **only** the following datalist parameters.

PID Values	**Units**	Accelerator position	%
Vehicle speed	MPH	Open side malfunction	On/Off
Engine speed	RPM	Throttle request position	V
Calculated load	%	Throttle sensor position	%
Mass air flow Sensor	gm/sec	Throttle position command	V
Atmospheric pressure	psi	Throttle position sensor open position No.1	V
Coolant temperature	°F	Output axis speed	rpm
A/T oil temperature No.1	°F	NT sensor speed	rpm
Intake air temperature	°F	Shift SW status (P,R,N,S,D range)	On/Off
Ambient air temperature	°F	Drive mode status	Normal
Engine run time	sec	Power mode SW	On/Off
IG-On coolant temperature	°F	Lock up status	On/Off
IG-On intake air temperature	°F	Shift status	1-6
Battery voltage	V	Actual engine percent torque	%

Please mark (Flag) each instance of the customer compliant.

- For technician drive only (do **NOT** have customer perform) – during condition duplication, select neutral gear position and see if the drivability condition changes in any way. Note change if any. This will help determine if it is drivetrain or vehicle side related.

Once all items are complete (vehicle data, customer questionnaire, Techstream snapshot) **create a TAS case and attach all documents.** If it is a weekend or holiday, continue with diagnosis and repair. Please save all parts and/or details and contact TAS on the next available work day.

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Vehicle Drivability – Customer Questionnaire

1. **Fuel**
   - Octane (is same octane used all the time?) _____
     - If different octane is used, does the affect vehicle derivability? _____
     - Are different brands of fuel used? _____
     - Does this affect/change drivability? _____
     - If yes to either, in what way(s)? _____
     - Please provide most commonly used brand of fuel _____
2. **Drive mode** (d-range, s-range, ECT, manual shifting of automatic transmission)
   - What drive mode is used when issue is felt? _____
     - Does condition change or not occur if another drive mode is used? _____
     - If so, what drive mode was used? _____
     - In what way(s) does the condition change? _____
3. **Occurrence**
   - When does condition occur after startup? (immediately, after x minutes, startup has no affect)

     _____
   - How long does this occurrence last? (short single instance, couple seconds, etc.)

     _____
   - Speed when condition occurs? _____
   - Is speed steady, accelerating or decelerating? _____

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LINK REFERENCES

This Tech Tip does not contain any link references