

2021 Venza 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
2021	Venza HV	

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 (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 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.")

This bulletin contains the PDS procedures that apply specifically to 2021 model year Venza hybrid vehicles. A universal PDS [Check Sheet](#) that contains PDS steps that apply to all 2021 model year Toyota vehicles has been developed. To properly perform a complete PDS, you must complete all procedures contained in this TSB as well as the universal PDS [Check Sheet](#).

In addition, if the vehicle is stored for over 30 days, be sure to follow [Long-Term Vehicle Storage Guidelines](#).

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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 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	OFP	T1	T2
001013	Pre-Delivery Service (PDS)	Venza HV	1.0	–	–	–

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 15.00.028 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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Procedures

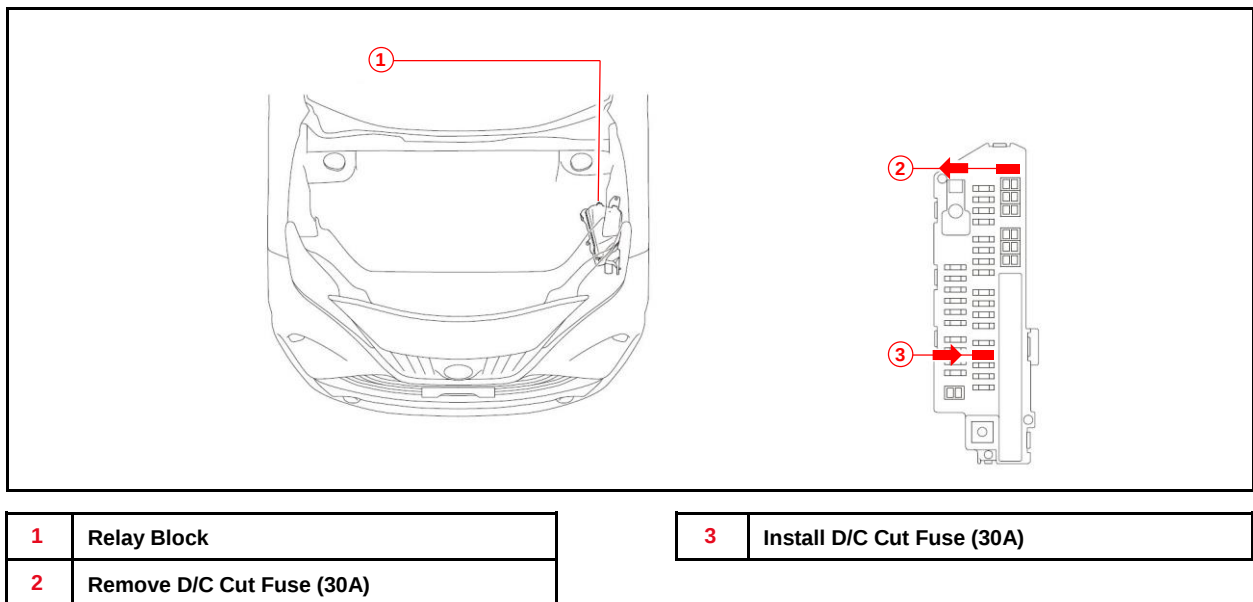
• D/C Cut Fuse Installation*	3
• Seating Position Control ECU Initialization*	4
• Power Back Door Initialization*	4
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*If applicable.

D/C Cut Fuse Installation

To minimize battery discharge, The D/C cut fuse (30A) has been removed and is stored in the blank space of the engine compartment relay block. Install the D/C cut fuse (30A) and confirm ALL related Diagnostic Trouble Codes (DTCs) are cleared.

Figure 1.



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Seating Position Control ECU Initialization

Refer to the applicable Repair Manual for the seating position control ECU [initialization procedure](#) (procedure 2).

Power Back Door Initialization

As a result of removal of the D/C cut fuse with the back door opened, the automatic open and close function of the power back door will be inoperative due to loss of the back door position memory stored in the microcomputer. Therefore, initialize the power back door during PDS at the dealership. If the D/C cut fuse is removed with the back door closed, the initialization is not required because the back door position memory is still stored in the microcomputer.

Refer to the applicable Repair Manual for the power back door [initialization procedure](#).

Memorize Steering Angle Neutral Point

As a result of the removal of the D/C cut fuse, the power source to the steering angle sensor is cut off. When the D/C cut fuse is reinstalled, the parking assist monitor system/panoramic view monitor system will be operative, but it cannot display guidelines to assist parking operation because the center position recognized by the steering angle sensor may not be in an initial position. Therefore, perform steering angle neutral point initialization AFTER installing the D/C cut fuse during PDS.

Refer to the applicable Repair Manual for the steering angle neutral point [initialization procedure](#).

Perform Steering Sensor Zero Point Calibration

As a result of the removal of the D/C cut fuse, the steering angle sensor power source is cut off. When the D/C cut fuse is reinstalled, the center position recognized by the steering angle sensor may not be the appropriate position. Therefore, it is necessary to perform steering sensor zero point calibration AFTER installing the D/C cut fuse during PDS.

Refer to the applicable Repair Manual for the steering zero point calibration procedure:

- [Driving Method](#).
- [Techstream Method](#) (procedure 4).

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Front License Plate and Mounting Bracket Installation

The front license plate bracket and two self-tapping screws are stored in the vehicle. Follow this procedure to install the front license plate bracket and front license plate in states where it is required by law.

1. Align holes "A" of the front license plate mounting bracket with the dimples on the lower radiator grille. Mark the location of holes "B" on the bumper cover.

NOTE

- Holes "A" are used for installation of the mounting bracket to the lower radiator grille.
- Holes "B" are used for the installation of the front license plate to the mounting bracket.

2. Install the mounting bracket to the lower radiator grille using two self-tapping screws.

NOTICE

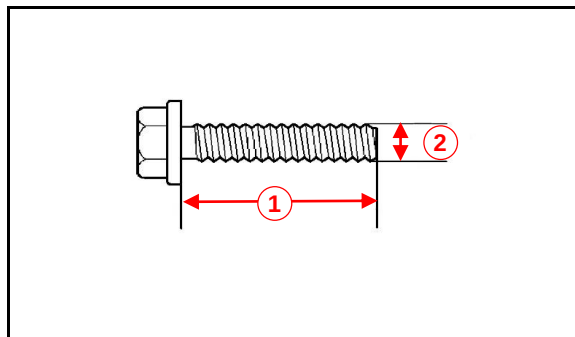
- Do NOT pre-drill holes into the bumper.
- Do NOT overtighten the self-tapping screws.

3. Install the front license plate to the mounting bracket at holes "B" using two bolts of noncorroding type with the dimensions below.

Nominal Length: 15.0 mm (0.59 in.)

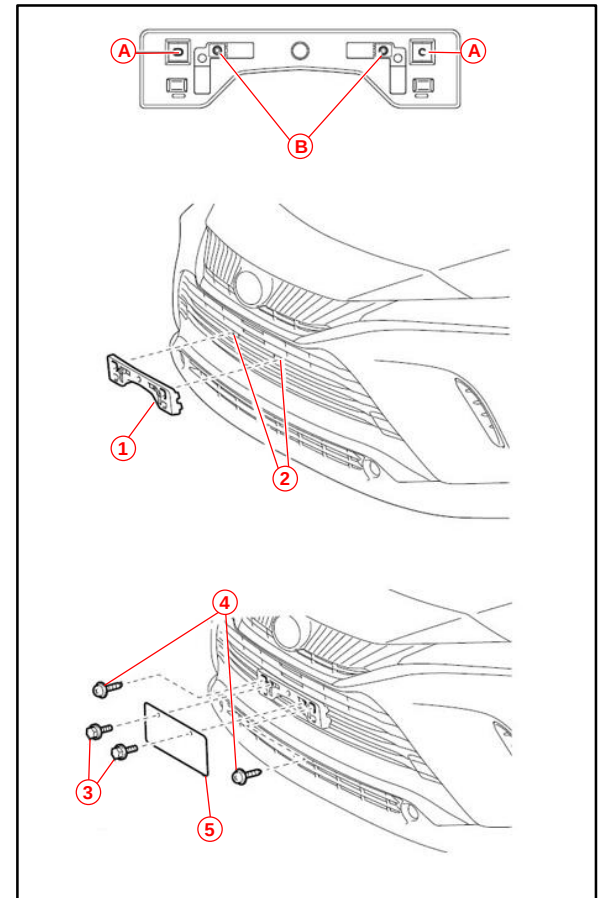
Diameter: 6.0 mm (0.24 in.)

Figure 2.



1	Nominal Length
2	Diameter

Figure 3.



1	Mounting Bracket
2	Dimple
3	Bolts
4	Self-tapping Screw
5	Front License Plate

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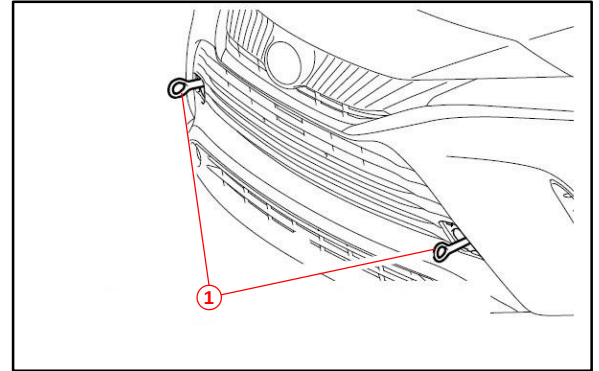
Front Emergency Towing Eyelet Removal and Hole Cover Installation

1. Remove the front emergency towing eyelets from the front bumper by turning them counterclockwise.

HINT

If it is difficult to loosen the front emergency towing eyelet, use a steel bar.

Figure 4.



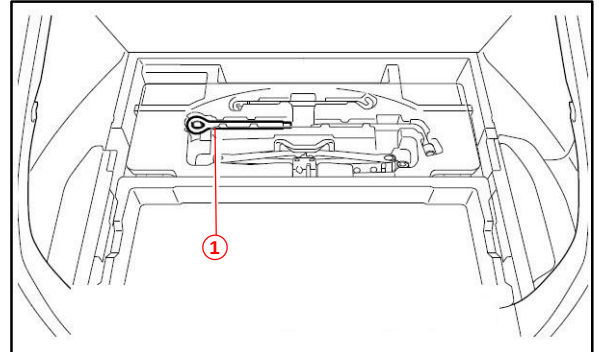
1 Front Emergency Towing Eyelet

2. Place one of the removed emergency towing eyelets into the luggage tray in the luggage compartment.

HINT

Dispose of the other removed emergency towing eyelet.

Figure 5.



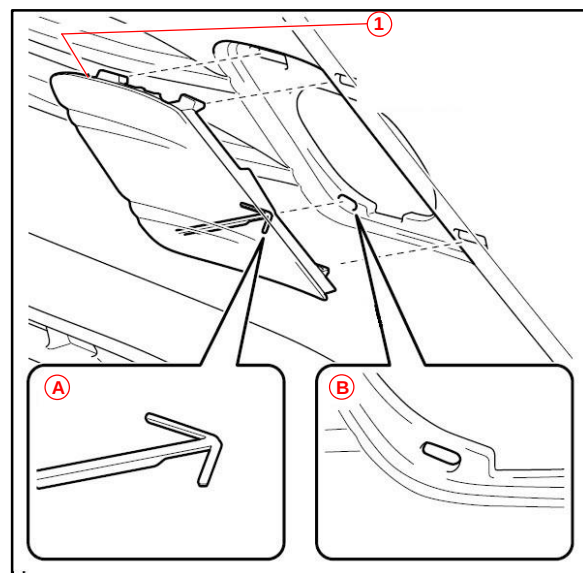
1 Emergency Towing Eyelet

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Front Emergency Towing Eyelet and Hole Cover Installation (continued)

3. Install the front emergency towing eyelet hole covers, which are stored in the glove compartment, onto the front bumper.
 - A. Insert the arrow-shaped part of the emergency towing eyelet hole cover "A" into the eyelet hole "B" as shown.
 - B. Install the emergency towing eyelet hole cover to the hole of the bumper.

Figure 6.



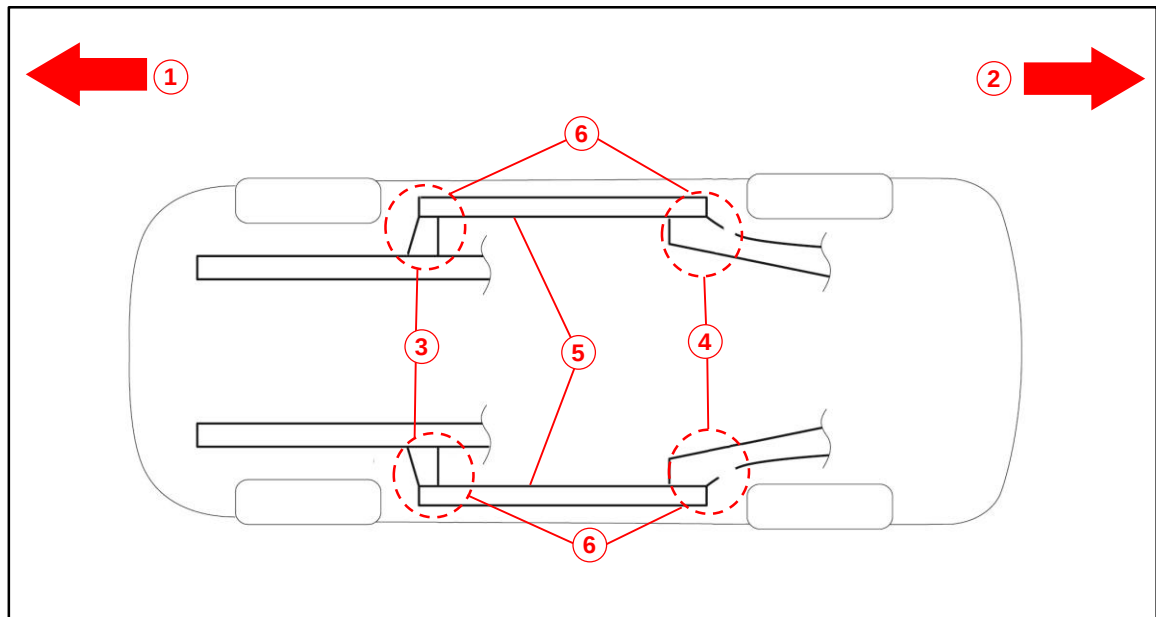
A	Arrow-shaped Part
B	Eyelet Hole
1	Front Emergency Towing Eyelet Hole Cover

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Installation of Rubber Body Plugs

1. Confirm the number of plugs in the glove box. If two plugs are present, perform substep 2A ONLY. If four plugs are present, perform substep 2A AND substep 2B.
2. Install plugs according the instructions below by confirming the number of plugs in the glove box.
 - A. Install two plugs in the rear side member hole or rocker inner hole (see Figure 7).
 - B. Install two plugs in the torque box hole or rocker inner hole (see Figure 7).

Figure 7.



1	Front Side
2	Rear Side
3	Torque Box Hole or Rocker Inner Hole
4	Rear Side Member Hole or Rocker Inner Hole
5	Rocker Inner
6	Install Plug Here (if Applicable)

NOTICE

- The installation of these plugs is required to prevent rust.
- These plugs are stored in the glove box.
- The number of plugs may vary according to production locations in the same vehicle model.

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Tire Pressure Warning System (TPWS) Initialization

Refer to the applicable Repair Manual for the TPWS [initialization procedure](#).

Note the spare tire does NOT have a TPWS sensor.

NOTE

To adjust the tire pressure correctly when the outside temperature is significantly colder than shop temperature, perform a Health Check using Techstream and select the compensation tire pressure checkbox. Compensation pressures will display on the Health Check results screen. Adjust the tire pressure when the tires are cold.

Dealer Contact Information for Call Dealer Head Unit Function

Refer to the *Multimedia System Owner's Manual* to add [dealer contact information](#).

Entune™ 3.0 App Suite Connect Initialization/Update

Refer to [T-SB-0039-20](#) *Entune™ 3.0 App Suite Connect* to initialize/update the Entune™ 3.0 App Suite Connect.