

2021 Prius and Prius Prime 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	Prius, Prius Prime	

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 Prius and Prius Prime vehicles. A universal PDS [Check Sheet](#) which 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	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	Prius	1.4	-	-	-
		Prius Prime	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 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

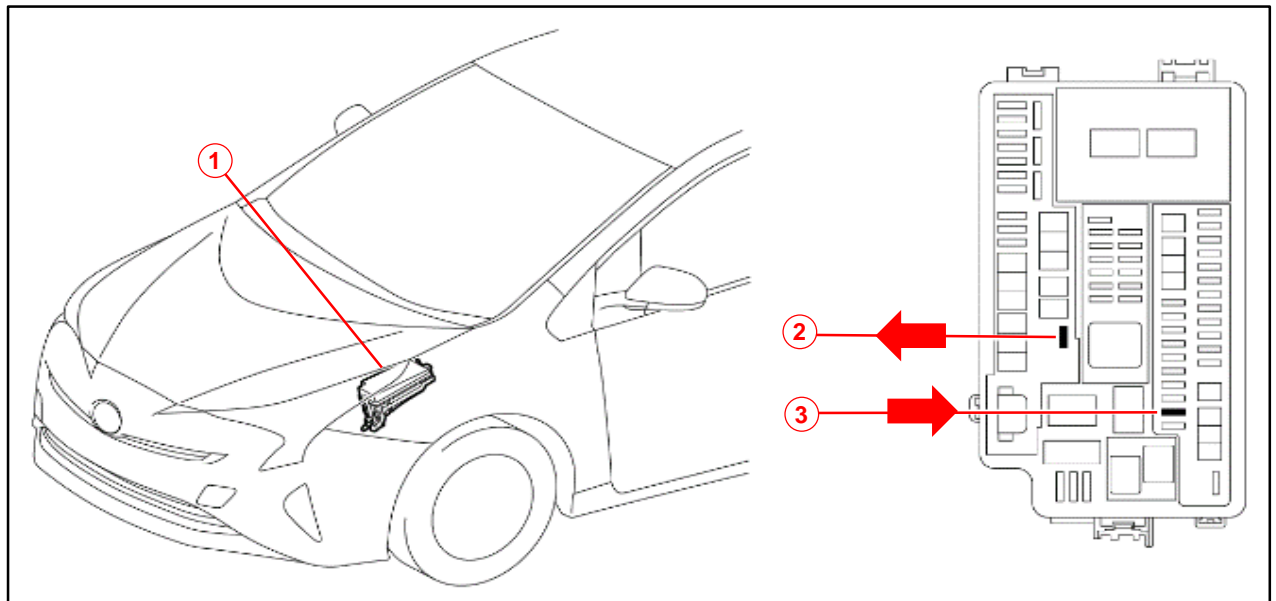
- [D/C Cut Fuse Installation](#) 3
- [Calibrate Intelligent Clearance Sonar System*](#) 4
- [Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation*](#) 4
- [Front License Plate and Mounting Bracket Installation*](#) 6
- [Tire Pressure Warning System \(TPWS\) Initialization](#) 7
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*If applicable.

D/C Cut Fuse Installation

To minimize battery discharge, the D/C cut fuse (25A) has been removed and is stored in the engine compartment relay block. Install the D/C cut fuse (25A) during PDS.

Figure 1.



1	Relay Block
2	Remove D/C Cut Fuse (25A)

3	Install D/C Cut Fuse (25A)
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Calibrate Intelligent Clearance Sonar System

As the D/C cut fuse is removed, 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, on models equipped with an intelligent clearance sonar system, it is necessary to calibrate the system after installing the D/C cut fuse during PDS.

Refer to the applicable Repair Manual for the Intelligent Clearance Sonar calibration procedure.

- Driving Method: ([Prius](#) / [Prius Prime](#)).
- Techstream Method: ([Prius](#) / [Prius Prime](#)) (procedure 4).

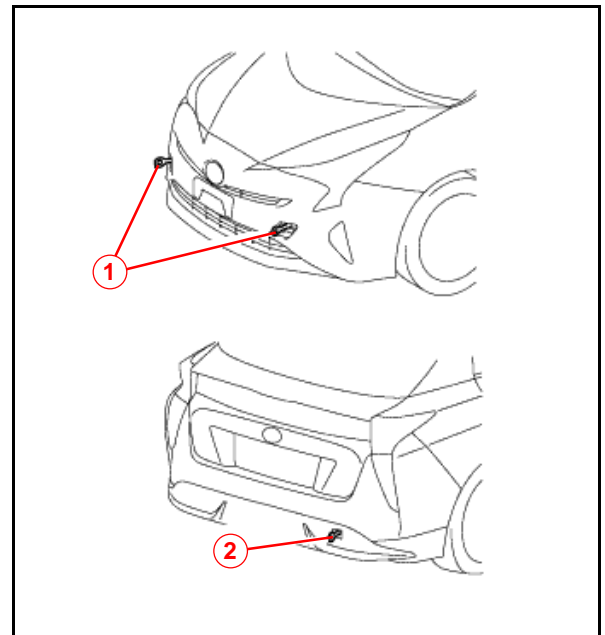
Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation

1. If installed, remove the front and rear emergency towing eyelets from the front and rear bumpers by turning them counterclockwise.

NOTE

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

Figure 2.



1	Front Emergency Towing Eyelet
2	Rear Emergency Towing Eyelet

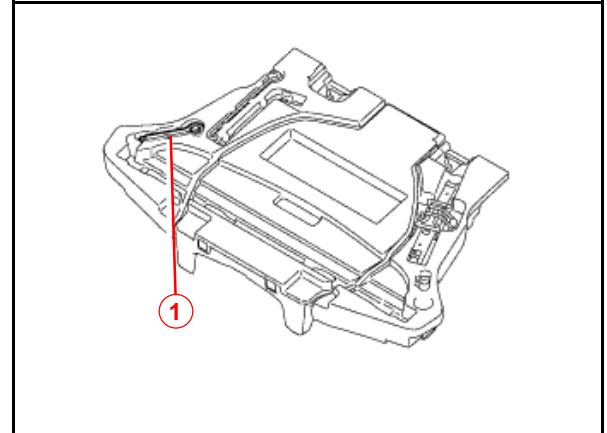
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Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation (continued)

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

NOTE
 Dispose of the other removed emergency towing eyelet.

Figure 3.

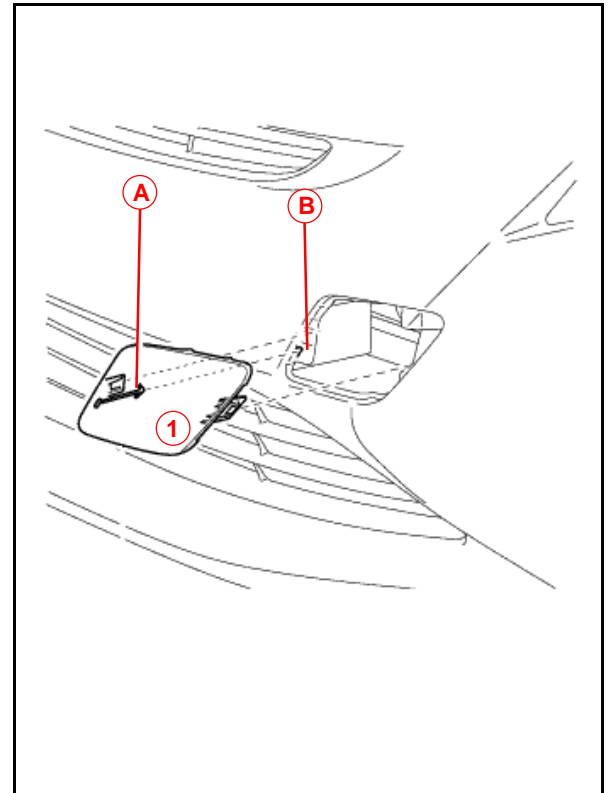


1	Emergency Towing Eyelet
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3. Install the front and rear emergency towing eyelet hole covers stored in the glove box on the front and rear bumpers.
 - A. Insert the arrow-shaped part of the emergency towing eyelet hole cover "A" into the eyelet hole "B" as shown.
 - B. Install the emergency towing eyelet hole cover to the hole of the bumper.

NOTE
 Make sure the front emergency towing eyelet cover is installed in the front, and the rear emergency towing eyelet cover is installed in the rear.

Figure 4.



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

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Front License Plate and Mounting Bracket Installation

The front license plate mounting bracket and two self-tapping screws are loaded in the vehicle at the assembly plant.

1. Align holes "A" of the front license plate mounting bracket with the dimples on the front bumper cover and mark the location of holes "B" on the front bumper cover.

NOTE

- Holes "A" are used to install the mounting bracket onto the bumper cover.
- Holes "B" are used to install the front license plate onto the mounting bracket.

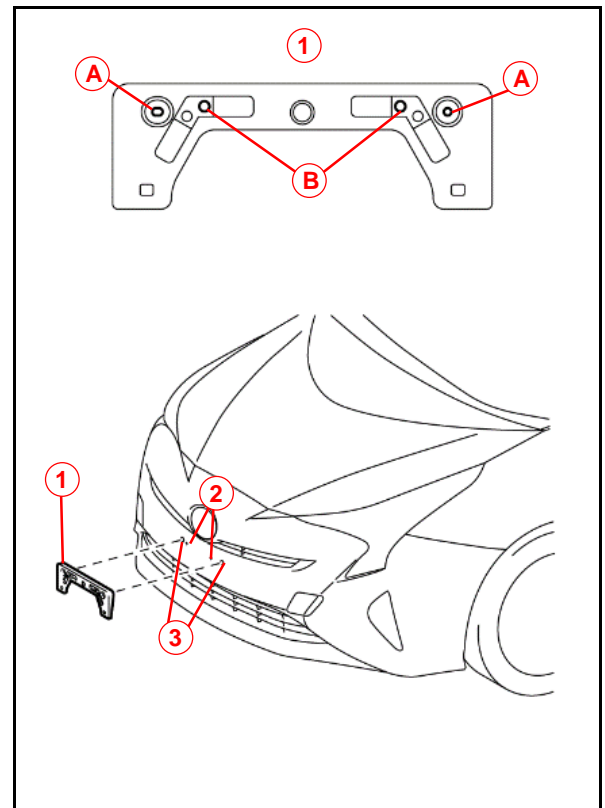
2. Drill two relief holes with a diameter of 11 mm (0.43 in.) at the marks on the front bumper cover to prevent the license plate retaining bolt end from contacting the cover.

NOTICE

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

3. Install the mounting bracket onto the front bumper cover using the two self-tapping screws.

Figure 5.

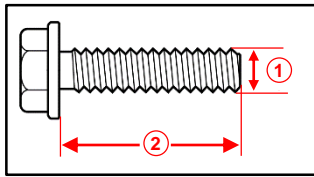


1	Front License Plate Mounting Bracket
2	Mark and Drill Hole
3	Dimple

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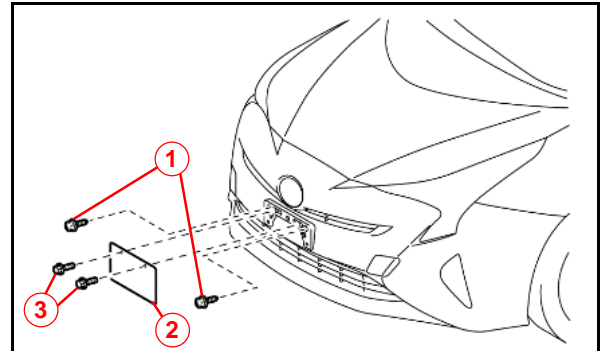
Front License Plate and Mounting Bracket Installation (continued)

Install the front license plate onto the mounting bracket at holes "B" using two noncorroding bolts with the following dimensions:
Length: 15.0 mm (0.59 in.)
Diameter: 6.0 mm (0.24 in.)
Pitch: 1.0 mm (0.04 in.)



1 Diameter 2 Length

Figure 6.



1	Self-tapping Screw
2	Front License Plate
3	Bolt

Tire Pressure Warning System (TPWS) Initialization

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

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.

Installation of Rubber Body Plugs

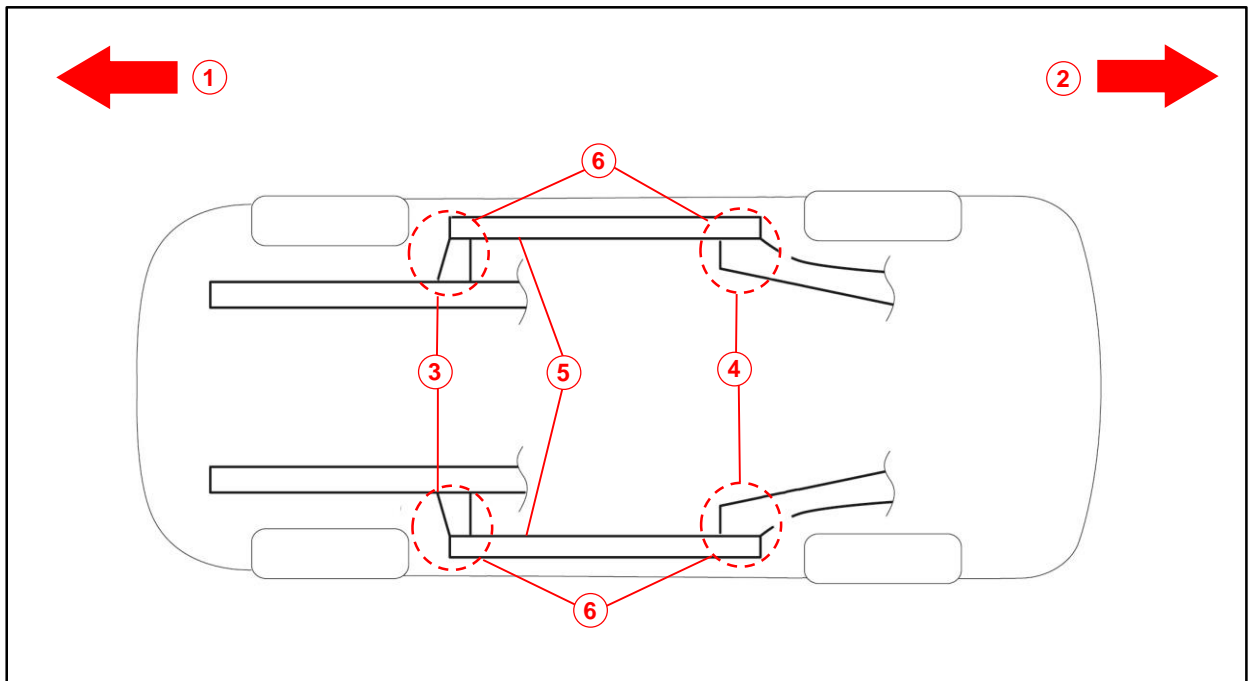
1. Confirm the number of plugs in the glove box. If two (2) plugs are present, perform sub step 2A ONLY. If four (4) plugs are present, perform sub step 2A AND sub step 2B.

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Installation of Rubber Body Plugs (continued)

2. Install plugs according the instructions below by confirming the number of plugs in the glove box.
 - A. Install two (2) plugs in the rear side member hole or rocker inner hole (see Figure 7).
 - B. Install two (2) 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.

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.