

# 2021 C-HR 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	C-HR	

## 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 C-HR 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](#).

## 2021 C-HR Pre-Delivery Service (PDS)

---

### 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)	C-HR	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.

## 2021 C-HR Pre-Delivery Service (PDS)

### Procedures

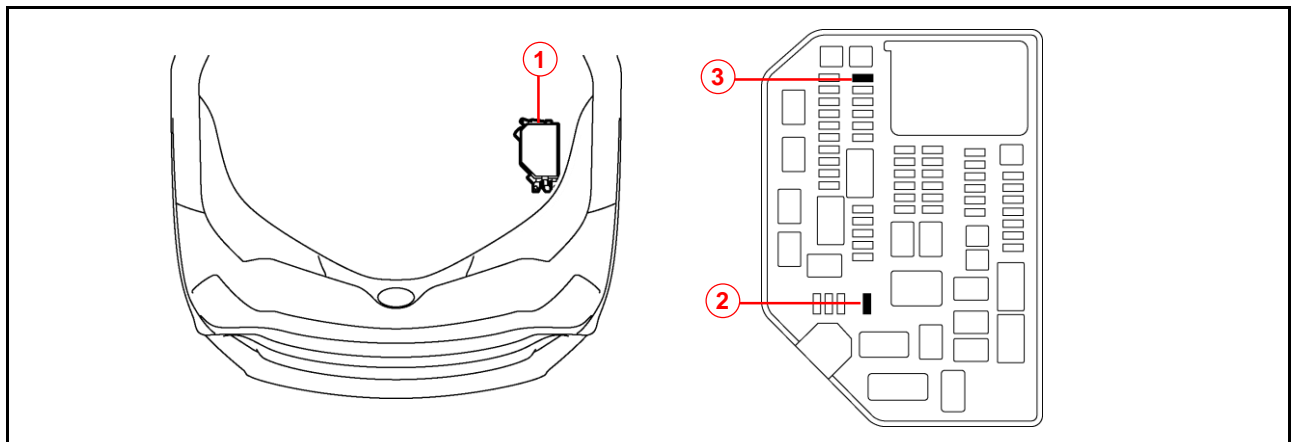
- [D/C Cut Fuse Installation\\*](#) ..... 3
- [Tire Pressure Warning System \(TPWS\) Initialization](#) ..... 4
- [Memorize Steering Angle Neutral Point\\*](#) ..... 5
- [Perform Steering Sensor Zero Point Calibration\\*](#) ..... 5
- [Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation\\*](#) ..... 6
- [Front Wheel Opening Extension Pad Installation\\*](#) ..... 9
- [Front License Plate and Mounting Bracket Installation\\*](#) ..... 10
- [Installation of Rubber Body Plugs\\*](#) ..... 12
- [Entune™ 3.0 App Suite Connect Initialization/Update](#) ..... 12

\*If applicable.

### D/C Cut Fuse Installation

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

**Figure 1.**



<b>1</b>	Relay Block
<b>2</b>	Remove D/C Cut Fuse (30A)

<b>3</b>	Install D/C Cut Fuse (30A) (Original Location)
----------	---

## 2021 C-HR Pre-Delivery Service (PDS)

---

### Tire Pressure Warning System (TPWS) Initialization

1. Connect the Techstream to DLC3.
2. Cycle the IG switch to the IG-ON position and check that the Low Tire Pressure Warning light blinks for 1 minute and remains illuminated.
3. Press or remove the valve cores of each tire individually (except the compact spare) to reduce the tire inflation pressure rapidly by 6 psi (0.4 kgf/cm<sup>2</sup>, 40 kPA), or more, within 30 seconds.
4. Using Techstream, check for the following DTCs:
  - C2111 – Transmitter ID1 Operation Stop.
  - C2112 – Transmitter ID2 Operation Stop.
  - C2113 – Transmitter ID3 Operation Stop.
  - C2114 – Transmitter ID4 Operation Stop.
  - C2115 – Transmitter ID5 Operation Stop.

Are DTCs C2111, C2112, C2113, C2114, and/or C2115 present?

- **YES** — Repeat steps 3 and 4.
- **NO** — Continue to step 5.

#### NOTE

If DTCs C2111, C2112, C2113, C2114, and/or C2115 are present after repeating steps 3 and 4, lift the vehicle and rotate each tire so that the tire pressure warning valve/sensor is at the top of the wheel well and repeat steps 3 and 4. If other DTCs are present, refer to the applicable Repair Manual.

5. 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 the 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.

## 2021 C-HR Pre-Delivery Service (PDS)

---

### 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 rear 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.

1. Start the engine. Check if the rear view monitor system is operative.

**NOTE**

When the estimated course lines are displayed, initialization of the rear view monitor system has been completed.

2. Move the shift lever to the “P” position. Turn the steering wheel lock to lock.
3. Move the shift lever to the “R” position. When the estimated course lines appear on the rear view monitor, the initialization of the rear view monitor system is complete.

### 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](#).

## 2021 C-HR Pre-Delivery Service (PDS)

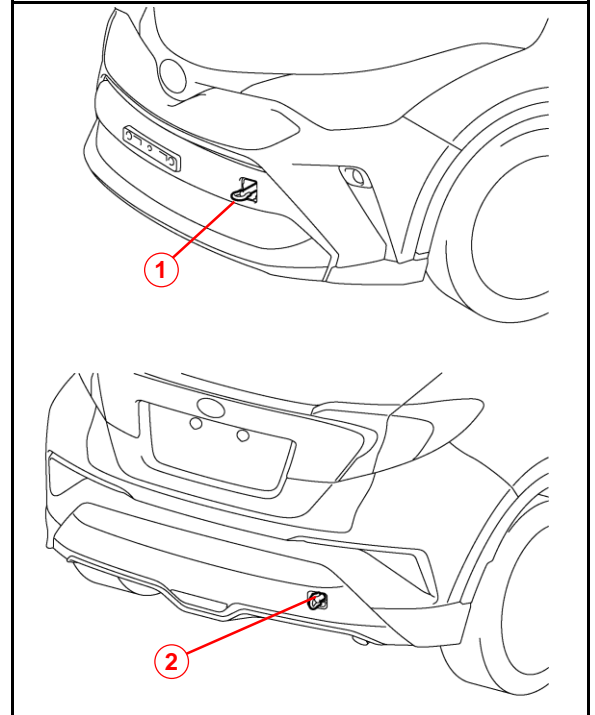
### Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation

1. Remove the front 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.**



<b>1</b>	<b>Front Emergency Towing Eyelet</b>
<b>2</b>	<b>Rear Emergency Towing Eyelet</b>

## 2021 C-HR Pre-Delivery Service (PDS)

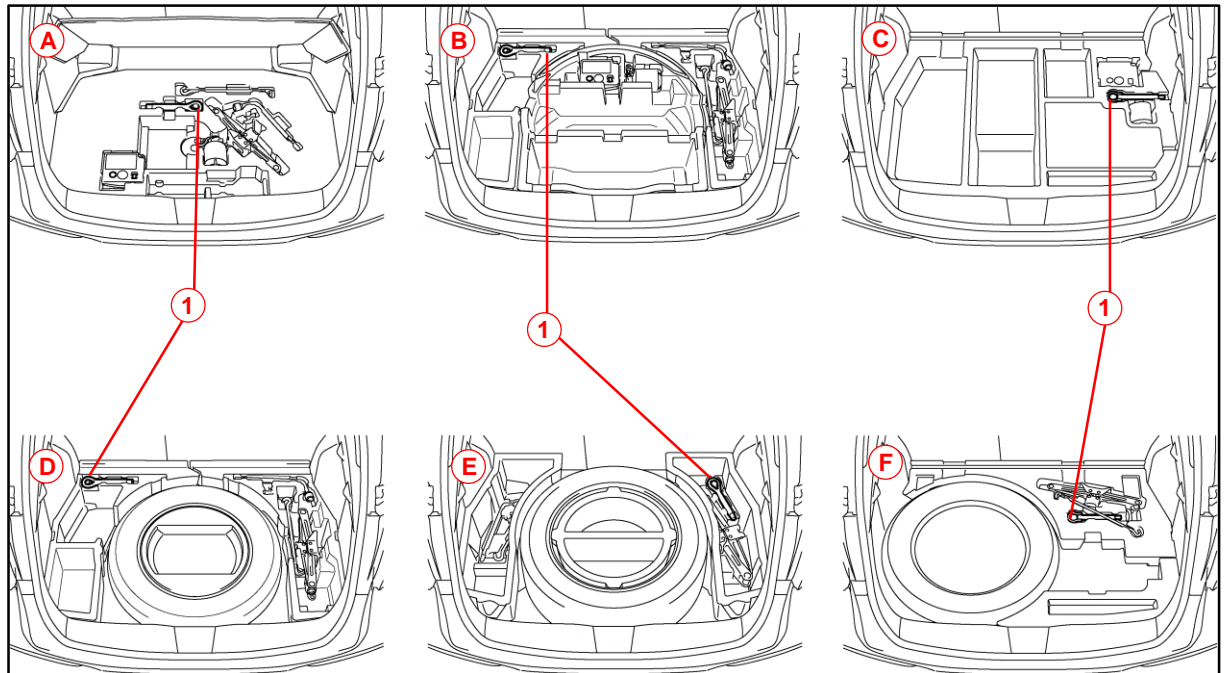
### Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation (continued)

- 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.**



<b>A</b>	Type A
<b>B</b>	Type B
<b>C</b>	Type C
<b>D</b>	Type D
<b>E</b>	Type E
<b>F</b>	Type F
<b>1</b>	Emergency Towing Eyelet

## 2021 C-HR Pre-Delivery Service (PDS)

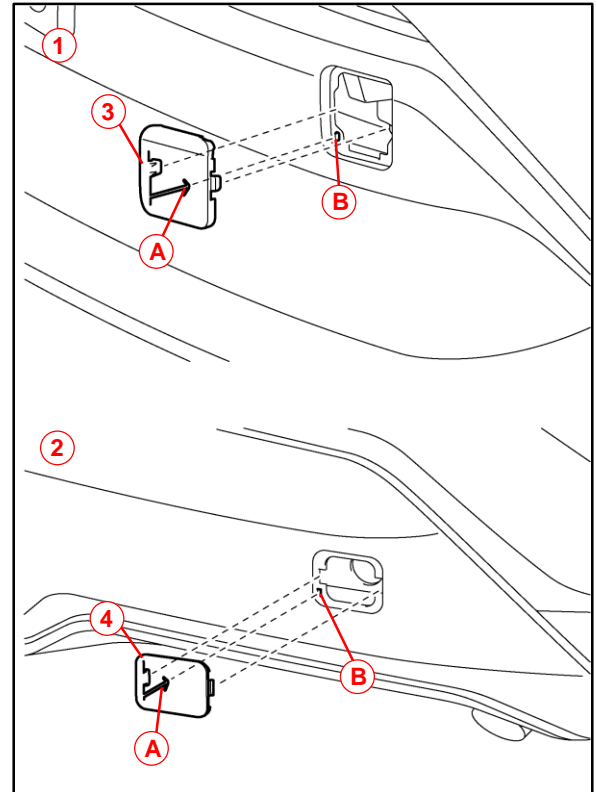
### Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation (continued)

3. Install the front and rear emergency towing eyelet hole covers, which are stored in the glove compartment, onto 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 front emergency towing eyelet hole cover to the hole of the front 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.**



<b>1</b>	Front
<b>2</b>	Rear
<b>3</b>	Front Emergency Towing Eyelet Hole Cover
<b>4</b>	Rear Emergency Towing Eyelet Hole Cover
<b>A</b>	Arrow-shaped Part
<b>B</b>	Eyelet Hole



## 2021 C-HR Pre-Delivery Service (PDS)

### Front Wheel Opening Extension Pad Installation

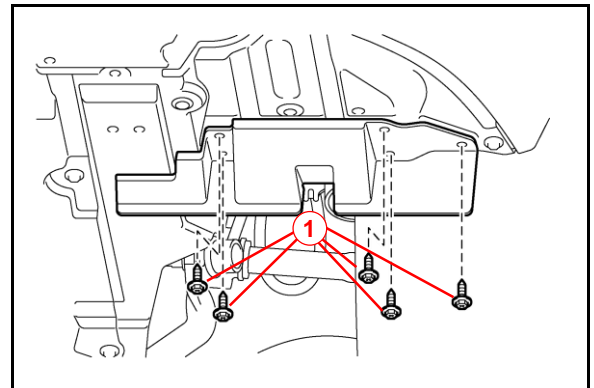
The front wheel opening extension pad set (right and left front wheel opening extension pads and 10 self-tapping screws) is loaded in the luggage compartment at the assembly plant to avoid damage in transit. Install the front wheel opening extension pads to the vehicle before delivery to customer according to the procedure below.

**NOTE**

- Use the same procedure for the left-hand side and the right-hand side.
- The procedure listed below is for the left-hand side.
- There is a distinguishable mark on each pad.

1. Place the left front wheel opening extension pad on the installation position and tighten the five self-tapping screws.

**Figure 5.**



<b>1</b>	<b>Self-tapping Screw</b>
----------	---------------------------

2. Repeat the procedure for right-hand side.

## 2021 C-HR Pre-Delivery Service (PDS)

### Front License Plate and Mounting Bracket Installation

The front license plate bracket and two self-tapping screws are stored in the luggage compartment. 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 mounting bracket with the dimples on the front bumper cover and mark the location of holes "B" on the bumper cover.

**NOTE**

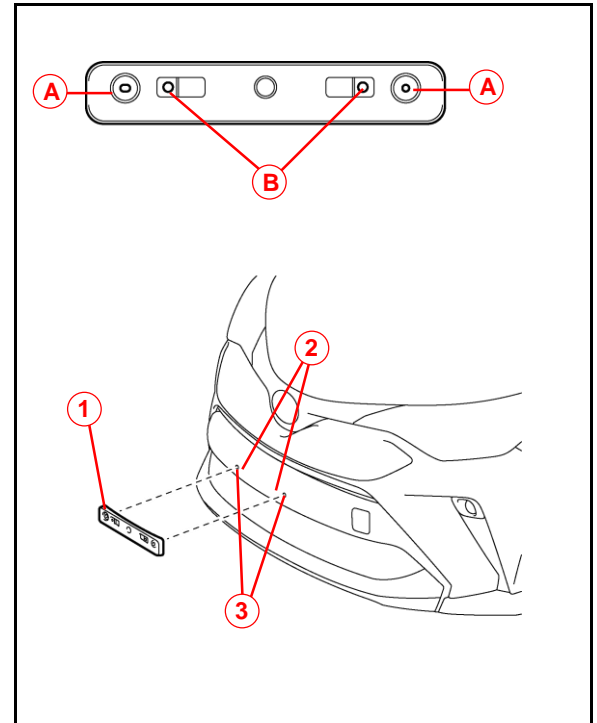
- Holes "A" are used for installation of the mounting bracket to the bumper cover.
- Holes "B" are used for the installation of the front license plate to the mounting bracket.

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

**NOTICE**

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

**Figure 6.**



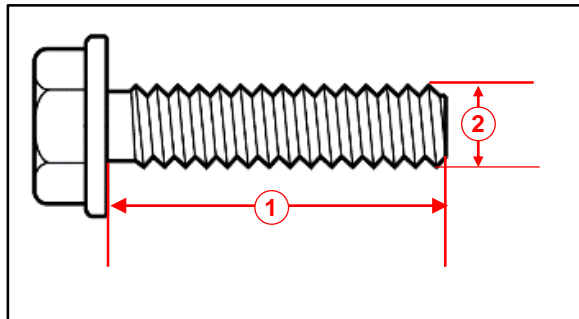
1	Mounting Bracket
2	Mark and Drill Hole
3	Dimple

## 2021 C-HR Pre-Delivery Service (PDS)

### Front License Plate and Mounting Bracket Installation (continued)

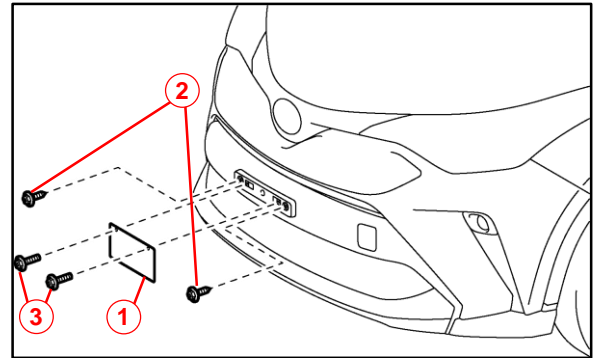
3. Install the mounting bracket to the front bumper cover by attaching the two self-tapping screws into the dimples.
  
4. Install the front license plate to the mounting bracket at holes "B" using two noncorroding bolts with the following dimensions:  
**Length: 15.0 mm (0.59 in.)**  
**Diameter: 6.0 mm (0.24 in.)**

**Figure 7.**



<b>1</b>	<b>Length</b>
<b>2</b>	<b>Diameter</b>

**Figure 8.**



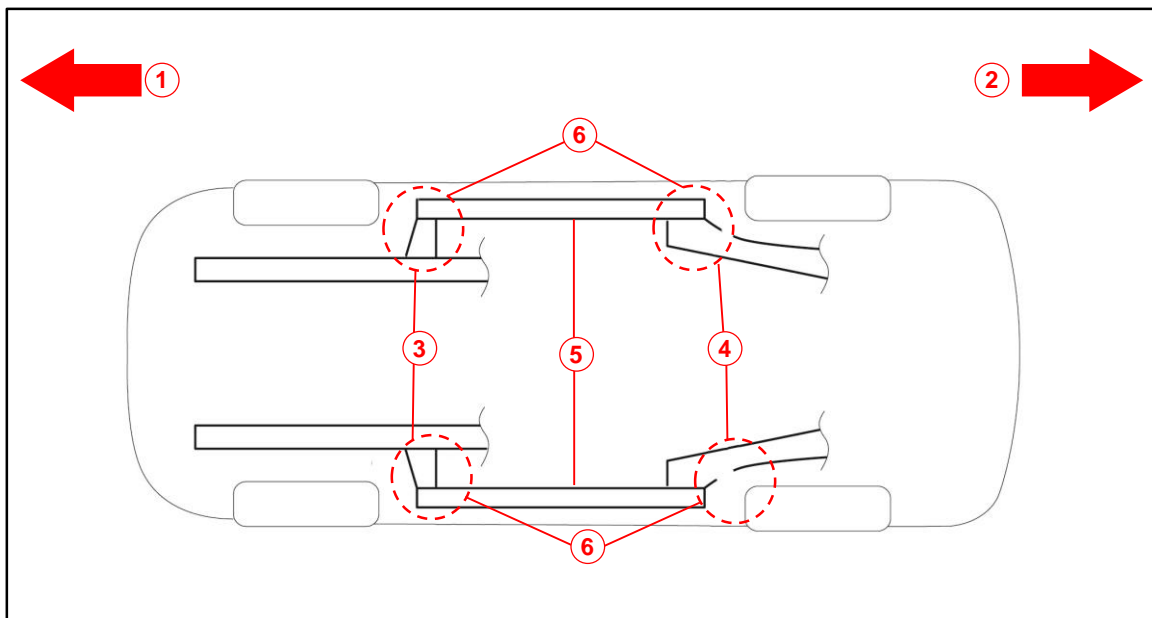
<b>1</b>	<b>Self-tapping Screw</b>
<b>2</b>	<b>Bolt</b>
<b>3</b>	<b>Front License Plate</b>

## 2021 C-HR Pre-Delivery Service (PDS)

### 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 9).
  - B. Install two plugs in the torque box hole or rocker inner hole (see Figure 9).

**Figure 9.**



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

**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.