

2023 Corolla Cross and Corolla Cross 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
2023	Corolla Cross, Corolla Cross 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 2023 model year Corolla Cross and Corolla Cross Hybrid vehicles. A universal PDS [Check Sheet](#) that contains PDS steps that apply to all 2023 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	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	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 17.20.013 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

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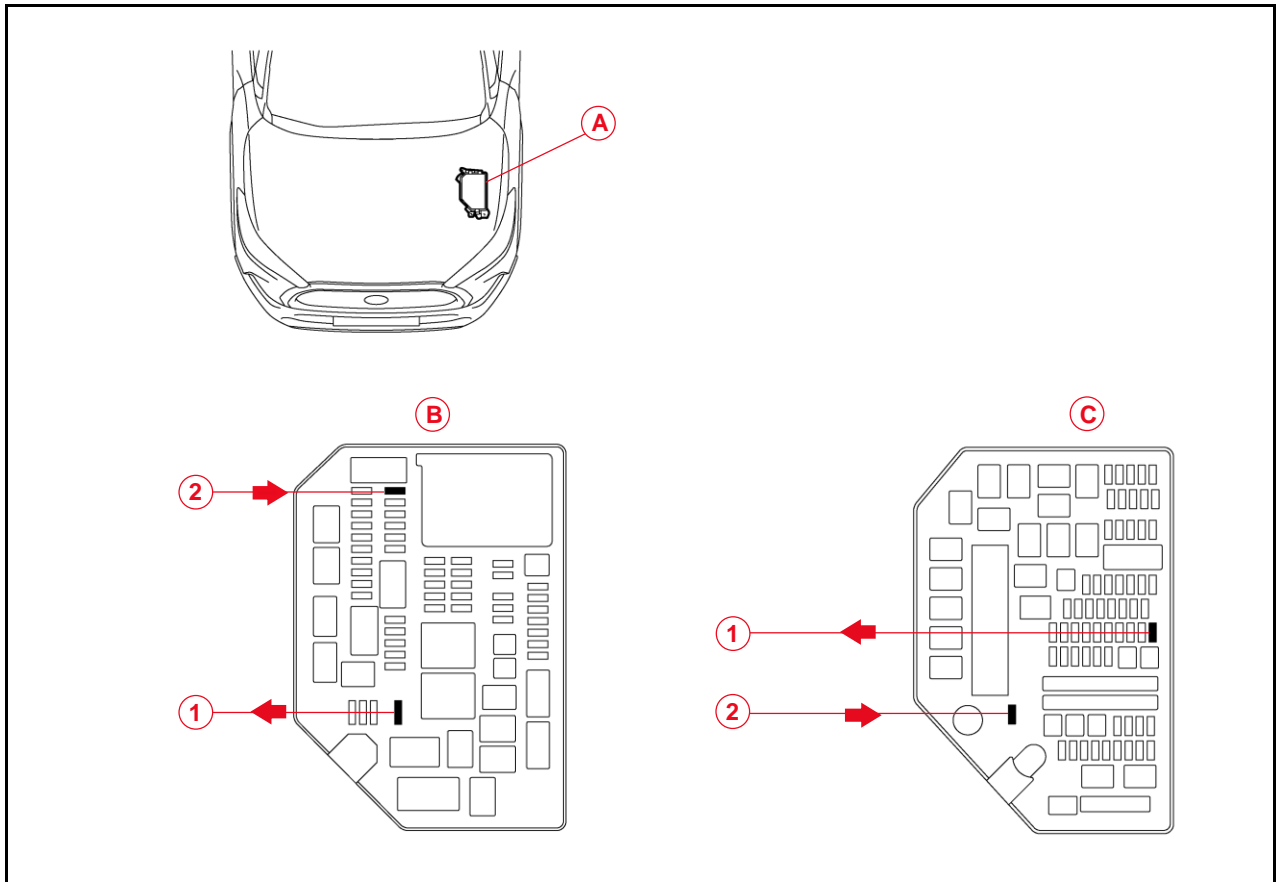
*If applicable.

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D/C Cut Fuse Installation

The D/C cut fuse (30A) has been removed at the assembly plant to reduce parasitic current draw in transit and storage. The removed D/C cut fuse (30A) is stored in the blank space of the relay block in the engine compartment. The D/C cut fuse (30A) **MUST** be reinstalled to the original location during PDS.

Figure 1.



A	Relay Block
B	Gasoline Vehicles
C	Hybrid Vehicles

1	Remove D/C Cut Fuse (30A)
2	Install D/C Cut Fuse (30A) (Original Location)

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Head Unit System Reset

Prior to selling a Toyota vehicle, please confirm that the welcome screen with language options appears on the head unit display when ignition is switched to the ON position. There may be instances where the welcome screen with language options may not properly appear on the head unit display.

If the welcome screen showing language options is not displayed, complete the following steps:

1. Select the Settings option (gear icon).
2. Scroll down and select the Info & Security option.
3. The System Reset dialogue box will appear. Select Reset to confirm the resetting of system.
4. Confirm that the welcome screen with language options is now displayed.

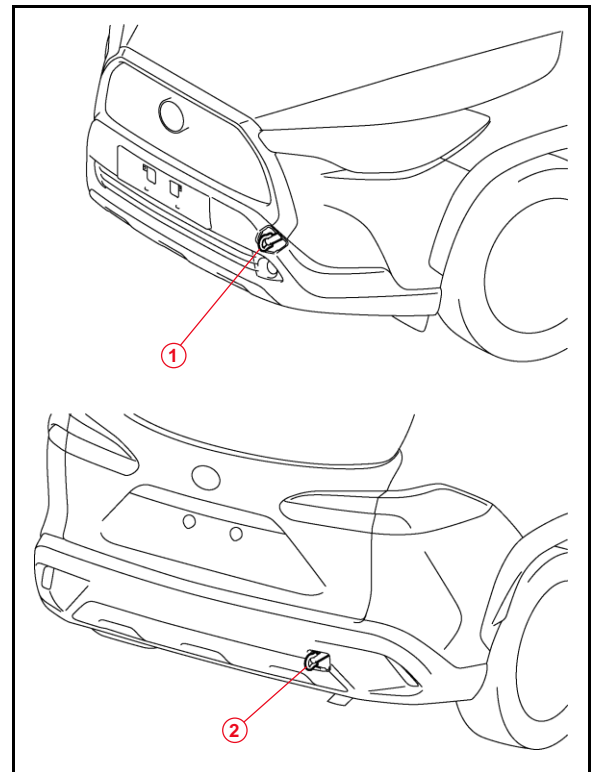
Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation

1. 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 emergency towing eyelets, use a steel bar.
- Dispose of the removed emergency towing eyelets.

Figure 2.



1	Front Emergency Towing Eyelet
2	Rear Emergency Towing Eyelet

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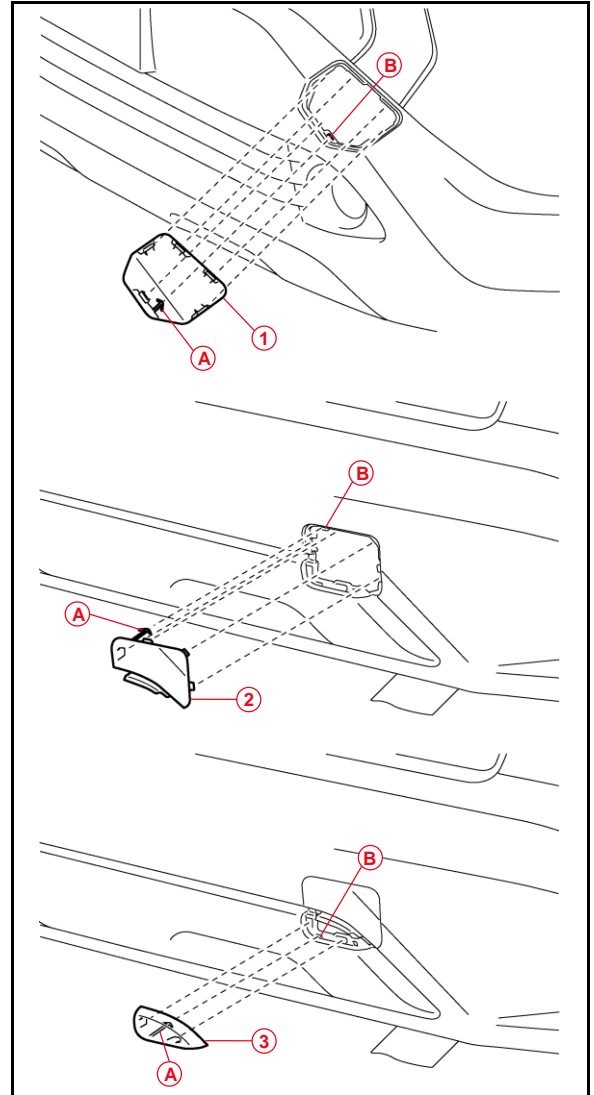
Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation (continued)

2. 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 “A” of the front emergency towing eyelet hole covers into eyelet holes “B” as shown.

B. Install the front and rear emergency towing eyelet hole covers into the holes of the front bumper.

Figure 3.



A	Arrow-shaped Part
B	Eyelet Hole
1	Front Emergency Towing Eyelet Hole Cover
2	Rear No. 1 Emergency Towing Eyelet Hole Cover
3	Rear No. 2 Emergency Towing Eyelet Hole Cover

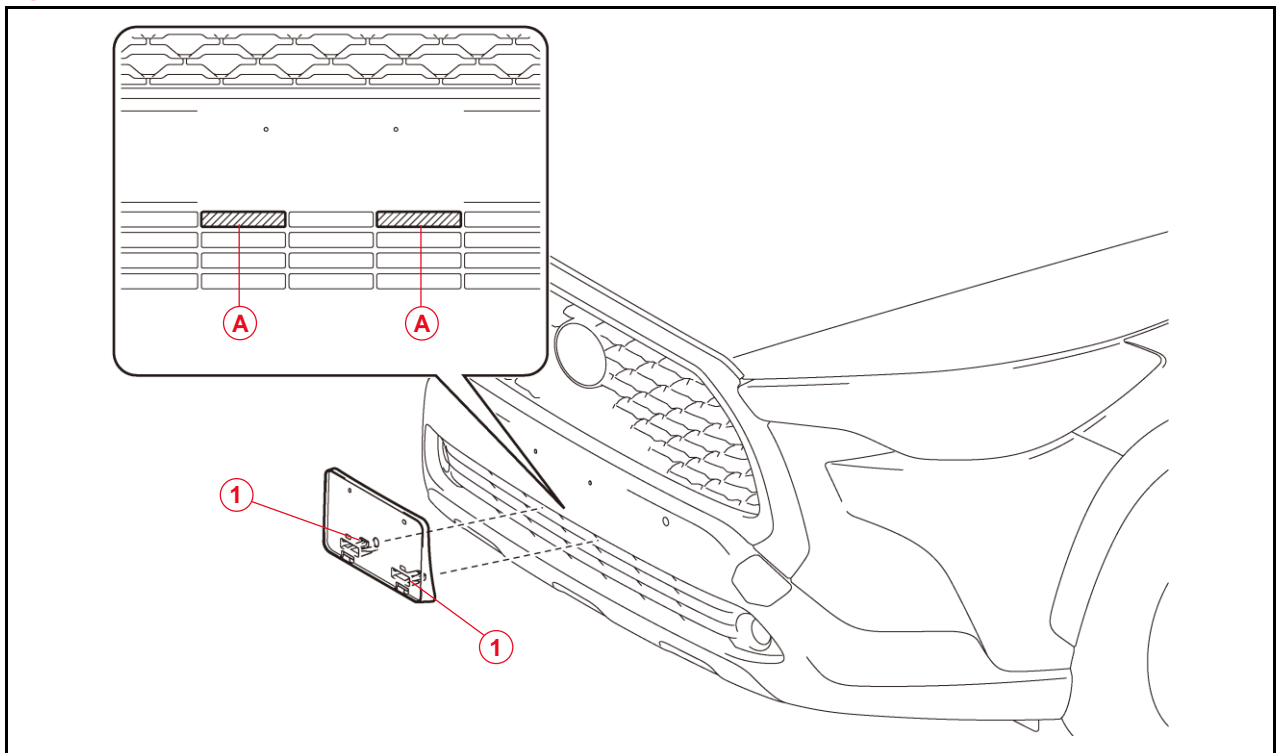
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Front License Plate and Mounting Bracket Installation

The front license plate bracket and two self-tapping screws are loaded in the luggage compartment at the assembly plant. Follow this procedure to install the front license plate bracket and front license plate in states where it is required by law.

1. Install the bracket rib into area "A" of the grille.
2. Press the front license plate bracket onto the grille until the clips engage.
3. Align the holes on the front license plate bracket with the dimples on the front of the grille.

Figure 4.



A	Area A
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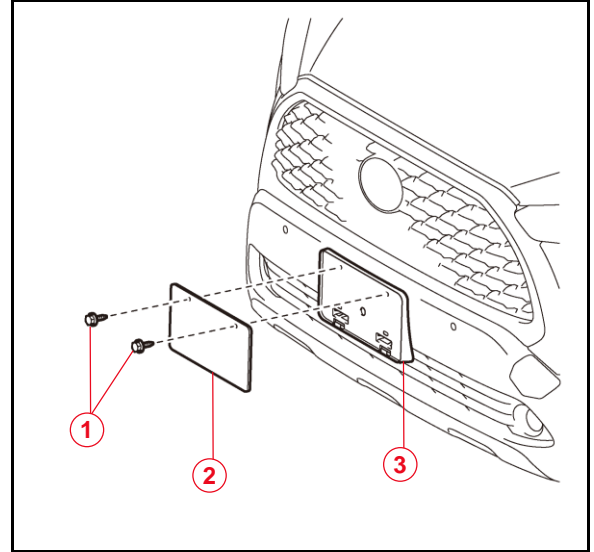
1	Snap fit
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Front License Plate and Mounting Bracket Installation (continued)

4. Install two self-tapping screws through the holes on the front license plate, bracket, and lower grille.

Figure 5.



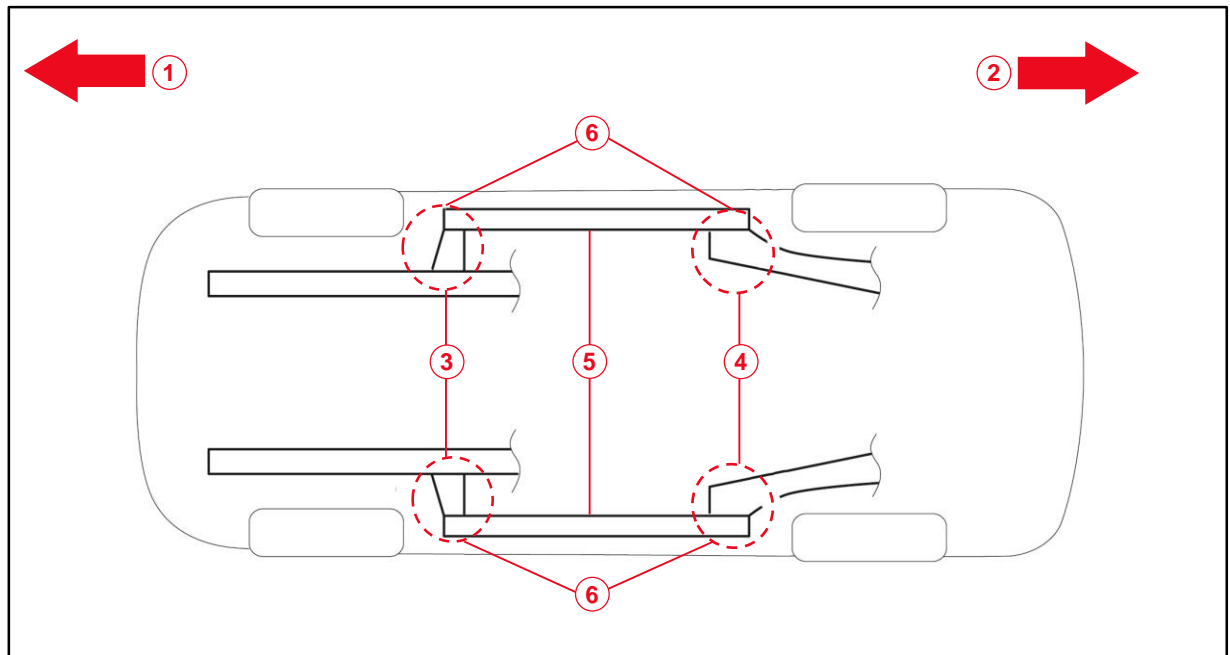
1	Self-tapping Screws
2	License Plate
3	Mounting Bracket

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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 to 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 as shown.
 - B. Install two plugs in the torque box hole or rocker inner hole as shown.

Figure 6.



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](#).

Set Hybrid Radio Feature to OFF

Without a Wi-Fi subscription, the customer will receive a "Subscription Required" pop-up while in weak broadcast radio signal areas. This pop-up notification may cause confusion to the customer. Therefore, it is necessary to toggle the Hybrid Radio feature to the OFF position.

1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Navigate the following menus in the head unit: *Settings – Sound and Media – Radio – Hybrid Radio*.
3. Ensure the Hybrid Radio feature is set to the OFF position.

NOTE

The Enable Hybrid Radio feature is factory preset to the ON position.

Navigation — Set Date & Time by GPS

Before selling a Toyota vehicle, it is necessary to turn the Set Date & Time by GPS setting to the ON position.

1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Navigate the following menus in the head unit: *Settings – General – Date & Time – Set date & time by GPS*.
3. Ensure the Set Date & Time by GPS function is set to the ON position.