

# 2024 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
2024	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 2024 model year Venza Hybrid vehicles. A universal PDS [Check Sheet](#) that contains PDS steps that apply to all 2024 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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\*If applicable.

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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)	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**

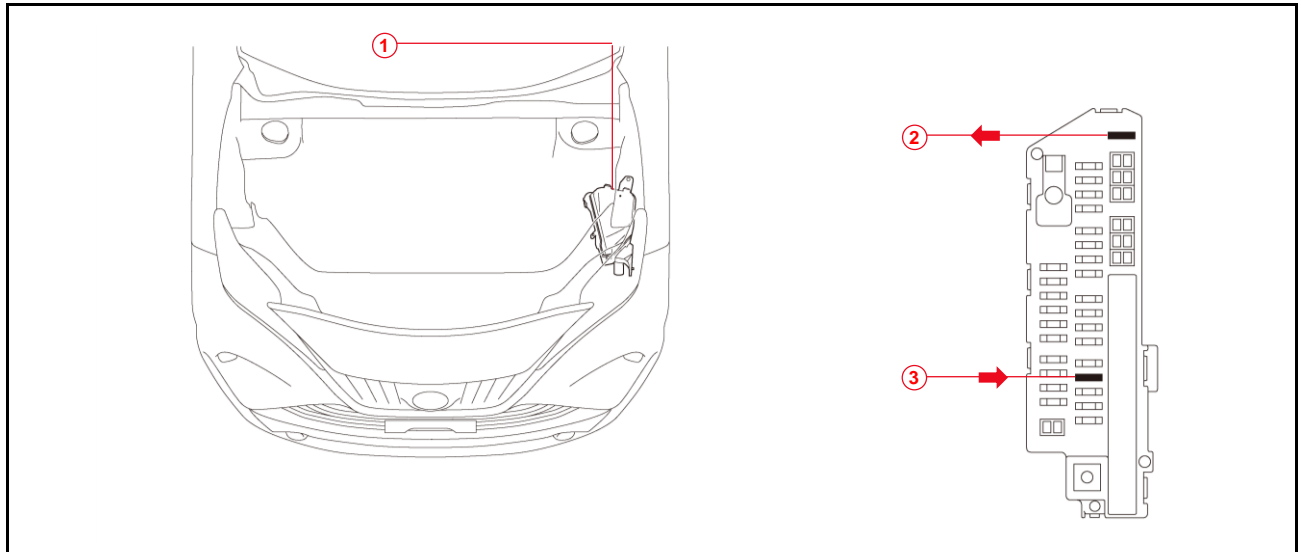
- Only ONE of the Techstream units listed above is required.
- GTS+ version 2023.03.002.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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### 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.**



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

<b>3</b>	<b>Install D/C Cut Fuse (30A)</b>
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**NOTE**

- With the D/C cut fuse (30A) removed, if ANY DTCs are detected when the ignition is turned ON during transportation, use Global Techstream Software (GTS) to clear ALL DTCs AFTER ensuring that there are NO malfunctions.
- While the vehicle is stored at the dealership, disconnect the negative (-) battery terminal to prevent battery discharge. Refer to [T-SB-0024-23 Battery Maintenance During PDS](#) for battery maintenance information.

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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**

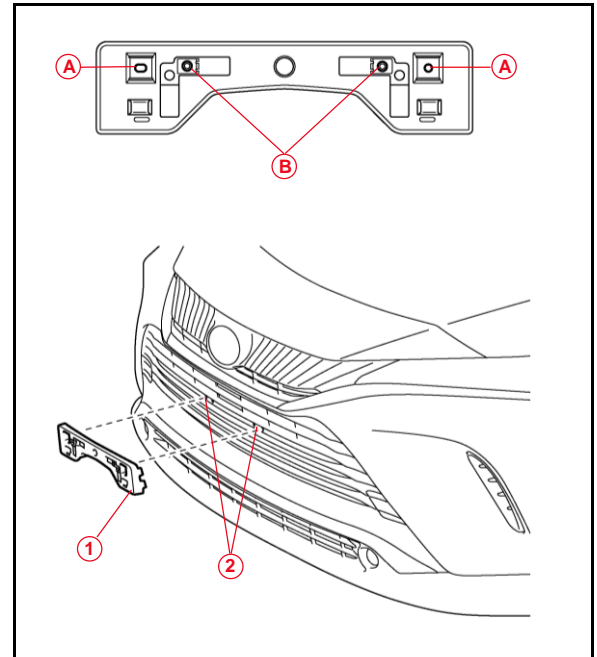
- Holes “A” are used for installation of the mounting bracket to the lower radiator grille.
- Holes “B” are used for the installation of the front license plate to the mounting bracket.

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.

**Figure 2.**



<b>1</b>	<b>Mounting Bracket</b>
<b>2</b>	<b>Dimples</b>

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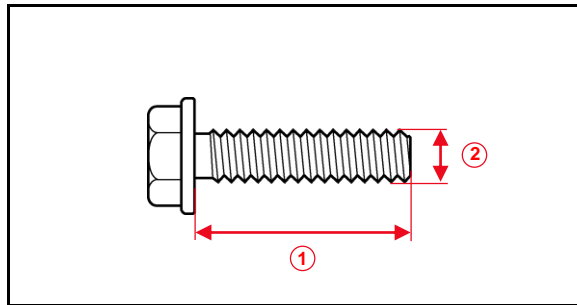
### Front License Plate and Mounting Bracket Installation (continued)

- 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.)**

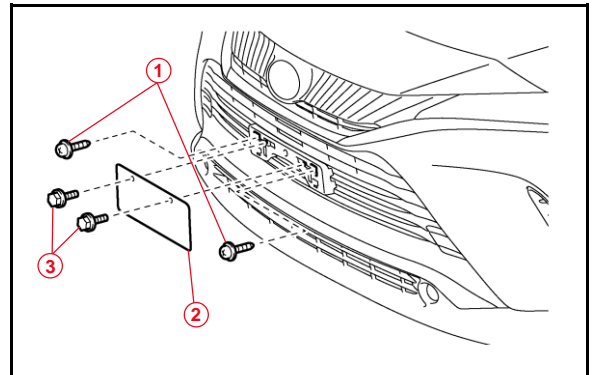
**Diameter: 6.0 mm (0.24 in.)**

**Figure 3.**



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

**Figure 4.**



<b>1</b>	<b>Self-tapping Screws</b>
<b>2</b>	<b>Front License Plate</b>
<b>3</b>	<b>Bolts</b>

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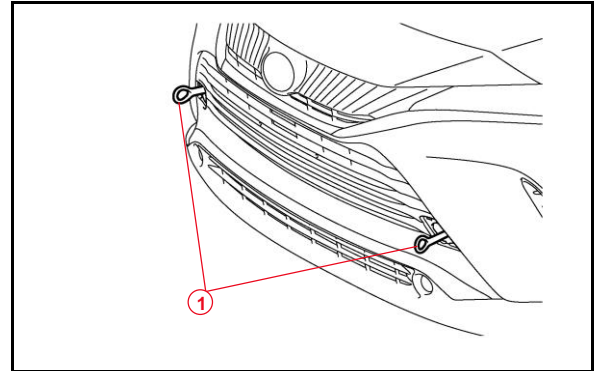
### Front Emergency Towing Eyelet Removal and Hole Cover Installation

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 eyelets, use a steel bar.

**Figure 5.**



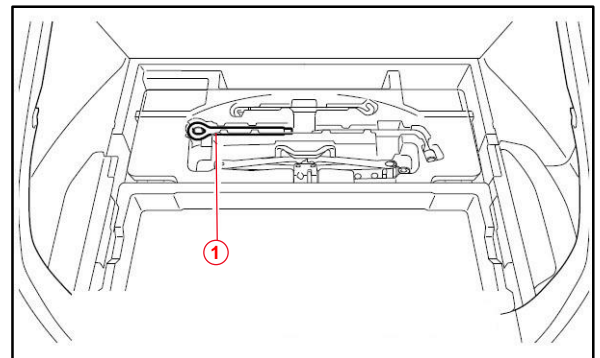
<b>1</b>	<b>Front Emergency Towing Eyelets</b>
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2. Place one of the removed emergency towing eyelets into the luggage tray in the luggage compartment.

**HINT**

Dispose of the other removed emergency towing eyelet.

**Figure 6.**



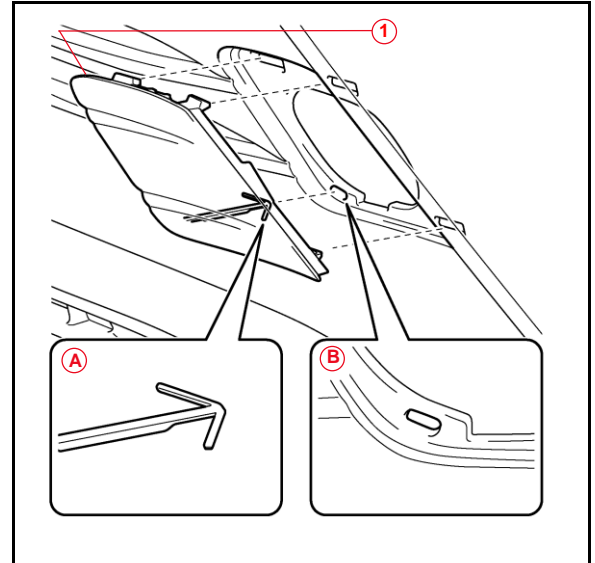
<b>1</b>	<b>Emergency Towing Eyelet</b>
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### Front Emergency Towing Eyelet and Hole Cover Installation (continued)

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 7.**



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

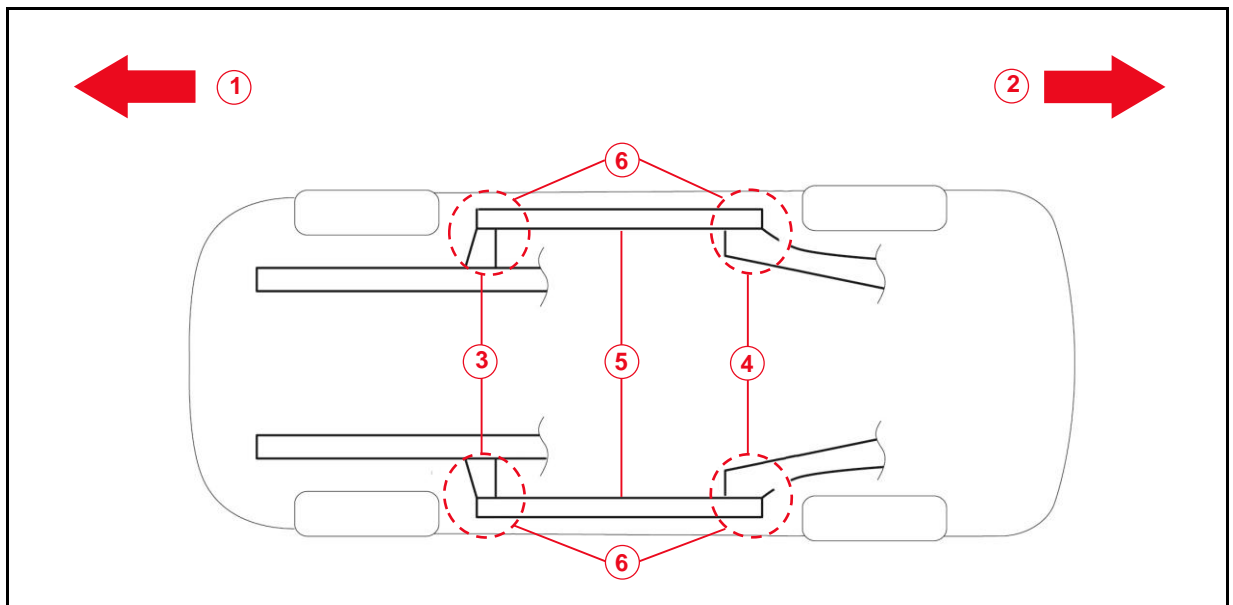


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### Installation of Rubber Body Plugs

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 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 8.**



<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.

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### 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 functions 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](#).

### Tire Pressure Warning System (TPWS) Initialization

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

#### NOTE

- Note the spare tire does NOT have a TPWS sensor.
- To adjust the tire pressure correctly when the outside temperature is significantly colder than shop temperature, perform a Health Check using GTS+ 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.

### 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 in 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](#).

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### Memorize Steering Angle Neutral Point (With Park Assist Monitor or Panoramic View Monitor)

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 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.
2. Turn the steering wheel lock to the locked position.
3. Place the shifter in the (R) Reverse position.
4. Ensure the estimated course lines are displayed.

#### NOTE

Initialization of the panoramic view monitor system has been completed when the estimated course lines are displayed.

### Seating Position Control ECU Initialization

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

### Head Unit System Reset

Prior to vehicle delivery, confirm that the welcome screen with language options appears on the head unit display when the ignition is switched to the ON position. There may be instances in which 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 the system.
4. Confirm that the welcome screen with language options is now displayed.

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### Dealer Contact Information for Call Dealer Head Unit Function (Premium Audio Only)

Refer to the *Multimedia System Owner's Manual* to add [dealer contact information](#).  
See section 2-8 *Vehicle settings – Setting dealer information*.

### Navigation — Set Date & Time by GPS

Prior to vehicle delivery, 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.