

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2025	RAV4, RAV4 HV, RAV4 PHV	

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 2025 model year RAV4, RAV4 Hybrid, and RAV4 Plug-in Hybrid vehicles.

Refer to [T-SB-0028-24](#), the universal *Check Sheet* that contains PDS steps that apply to all 2025 model year Toyota vehicles. 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, refer to [T-SB-0023-24](#), *Long-Term Vehicle Storage Guidelines*.

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Introduction (continued)

Refer to the table below for a definition of terms that may be used in this bulletin.

Table 1.

TERM	ACRONYM	DEFINITION
Conventional Vehicle	CV	A vehicle with only a gasoline engine for propulsion
Electrified Vehicle	EV	A vehicle that utilizes a hybrid, plug-in hybrid, fuel cell, or battery electric system for propulsion
Hybrid Electric Vehicle	HEV	A vehicle with both a gasoline engine and a HV Battery
Plug-in Hybrid Electric Vehicle	PHEV	A vehicle with both a gasoline engine and a HV Battery that can be charged externally
Battery Electric Vehicle	BEV	A vehicle with only a HV Battery that can be charged externally
Fuel Cell Electric Vehicle	FCEV	A vehicle with both a hydrogen fuel cell and a HV Battery
State of Charge	SOC	The remaining capacity available in a battery
12-Volt	12V	Standard 12V battery used to power electrical systems separate from high voltage components
High Voltage	HV	HV Battery used to power the electrified vehicle

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Table of Contents

- [Warranty Policy](#).....4
- [Warranty Information](#).....4
- [Required Tools & Equipment](#)4
- [D/C Cut Fuse Installation](#)5
- [Front License Plate and Mounting Bracket Installation](#) *6
- [Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation](#) *7
- [Installation of Rubber Body Plugs](#)9
- [Tire Pressure Warning System \(TPWS\) Initialization](#).....10
- [Enable Hybrid Battery Thermal Keep Control Mode \(RAV4 PHV Only\)*](#)11
 - [Confirm Hybrid Battery Thermal Control Mode State](#).....11
 - [Set Hybrid Battery Thermal Keep Control Mode](#).....12
- [Steering Sensor Zero Point Calibration](#)13
- [Memorize Steering Angle Neutral Point*](#)13
- [Seating Position Control ECU Initialization](#)14
- [Head Unit System Reset](#).....14
- [Dealer Contact Information for Call Dealer Head Unit Function](#).....14
- [Navigation — Set Date & Time by GPS](#)15

*If applicable.

2025 RAV4, RAV4 HV, and RAV4 PHV 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)	RAV4	1.0	-	-	-
		RAV4 HV	1.4			
		RAV4 PHV	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.
- GTS+ software version 2024.03.004.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

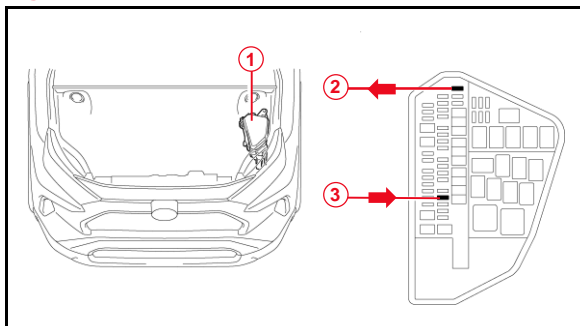
2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

D/C Cut Fuse Installation

To minimize battery discharge during transportation and storage, the D/C cut fuse has been removed at the assembly plant and temporarily stored in the blank space of the relay block in the engine compartment. During PDS, reinstall the D/C cut fuse to its original location and confirm ALL related Diagnostic Trouble Codes (DTCs) are cleared.

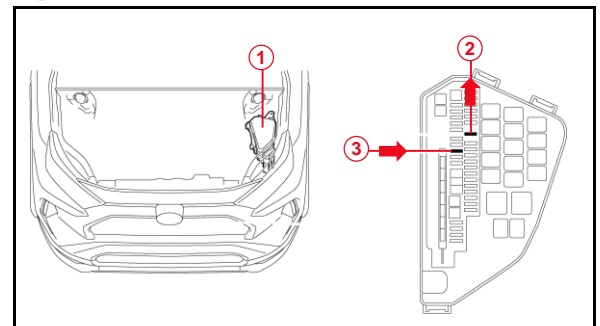
Remove the D/C cut fuse from the blank space of the relay block in the engine compartment and install the D/C cut fuse in the relay block as shown.

Figure 1. RAV4 and RAV4 HV



1	Relay Block
2	Remove the D/C Cut Fuse (30A)
3	Install the D/C Cut Fuse (30A)

Figure 2. RAV4 PHV



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

NOTE

- With the D/C cut fuse 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-0021-24](#), *Battery Inspection and Maintenance during PDS*, for battery maintenance information.

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Front License Plate and Mounting Bracket Installation

The front license plate mounting 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.

- Align holes "A" of the mounting bracket with the dimples on the front bumper cover. 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.

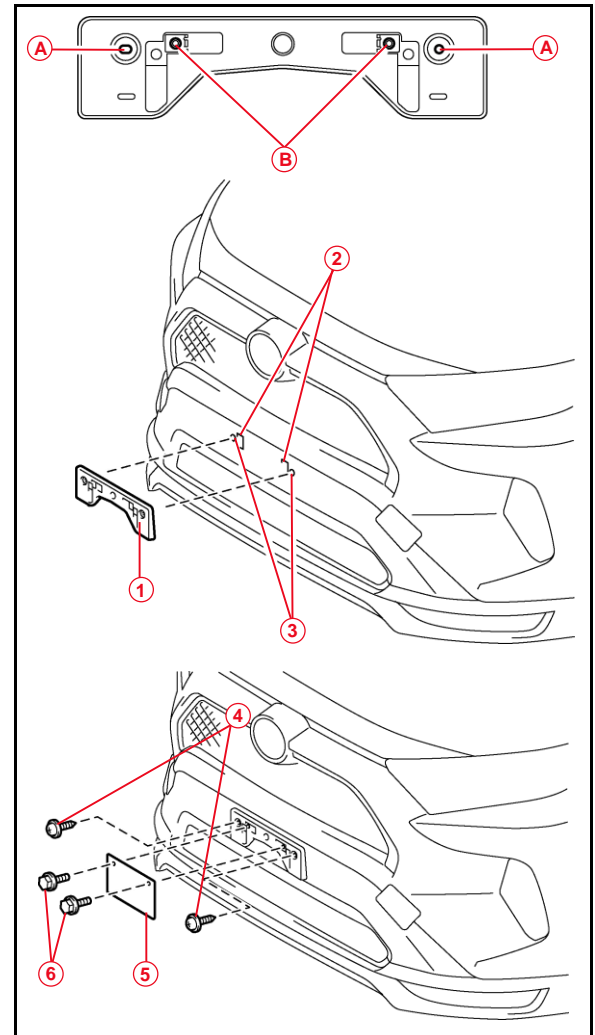
- Drill two relief holes with a diameter of 11 mm (0.43 in.) at the hole "B" marks on the front bumper cover to prevent the license plate retaining bolt end from contacting the cover.

NOTICE

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

- Install the mounting bracket to the front bumper cover by attaching the two self-tapping screws into the dimples.

Figure 3.



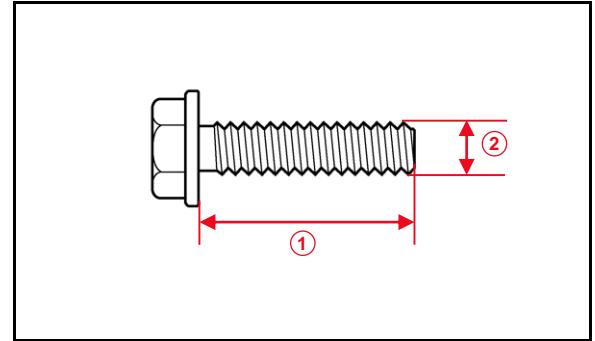
1	Mounting Bracket
2	Mark and Drill Holes
3	Dimples
4	Self-tapping Screws
5	License Plate
6	Bolts

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Front License Plate and Mounting Bracket Installation (continued)

- Install the front license plate onto the mounting bracket using two noncorroding bolts with the following dimensions:
Nominal Length: 15.0 mm (0.59 in.)
Diameter: 6.0 mm (0.24 in.)

Figure 4.



1	Nominal Length
2	Diameter

Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation

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

NOTE

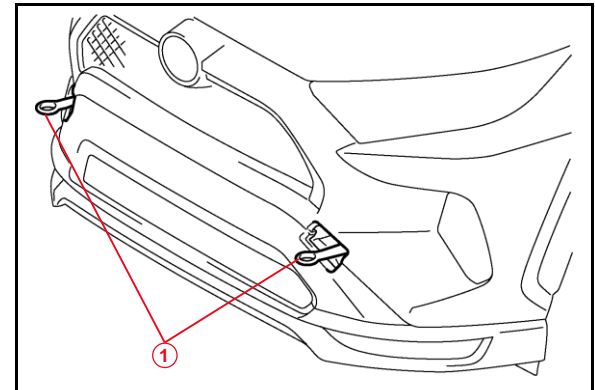
If it is difficult to loosen the front emergency towing eyelet(s), use a steel bar.

- 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 5.



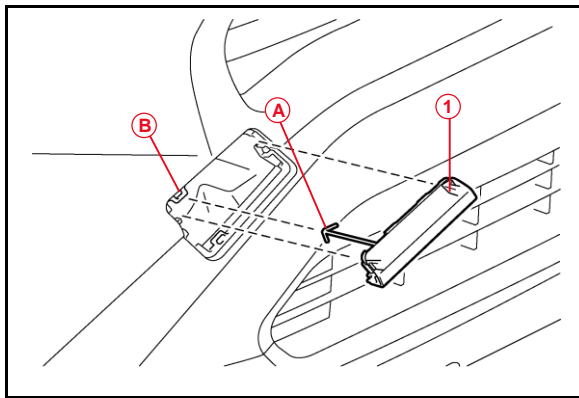
1	Front Emergency Towing Eyelets
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2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

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

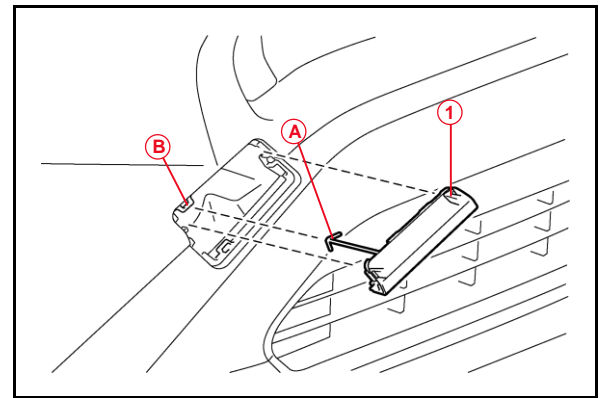
3. Install the front emergency towing eyelet hole covers, which are stored in the glove compartment, onto the front bumper.
 - A. Insert the arrow-shaped part of the emergency towing eyelet hole cover "A" into the eyelet hole "B" as shown.
 - B. Install the front emergency towing eyelet hole cover to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

Figure 6. RAV4 and RAV4 HV Type A



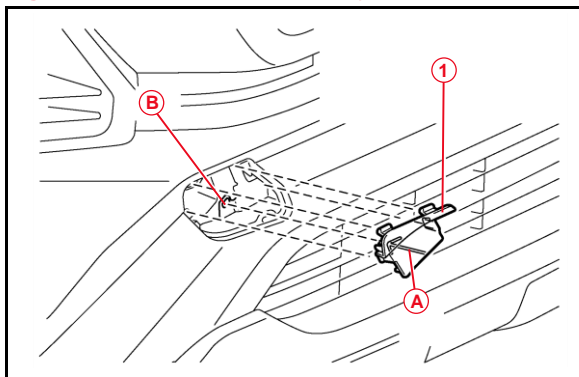
1	Front Emergency Towing Eyelet Hole Cover
A	Arrow-shaped Part
B	Eyelet Hole

Figure 7. RAV4 PHV Type A



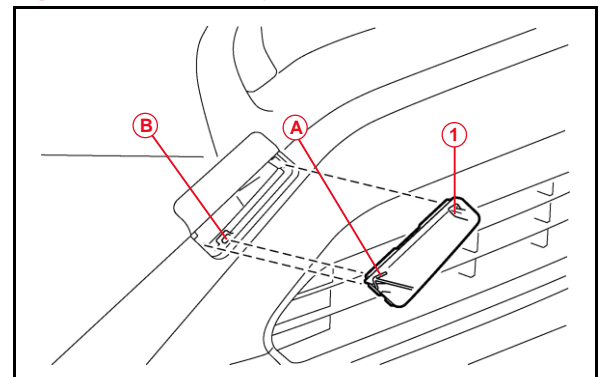
1	Front Emergency Towing Eyelet Hole Cover
A	Arrow-shaped Part
B	Eyelet Hole

Figure 8. RAV4 and RAV4 HV Type B



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

Figure 9. RAV4 PHV Type B



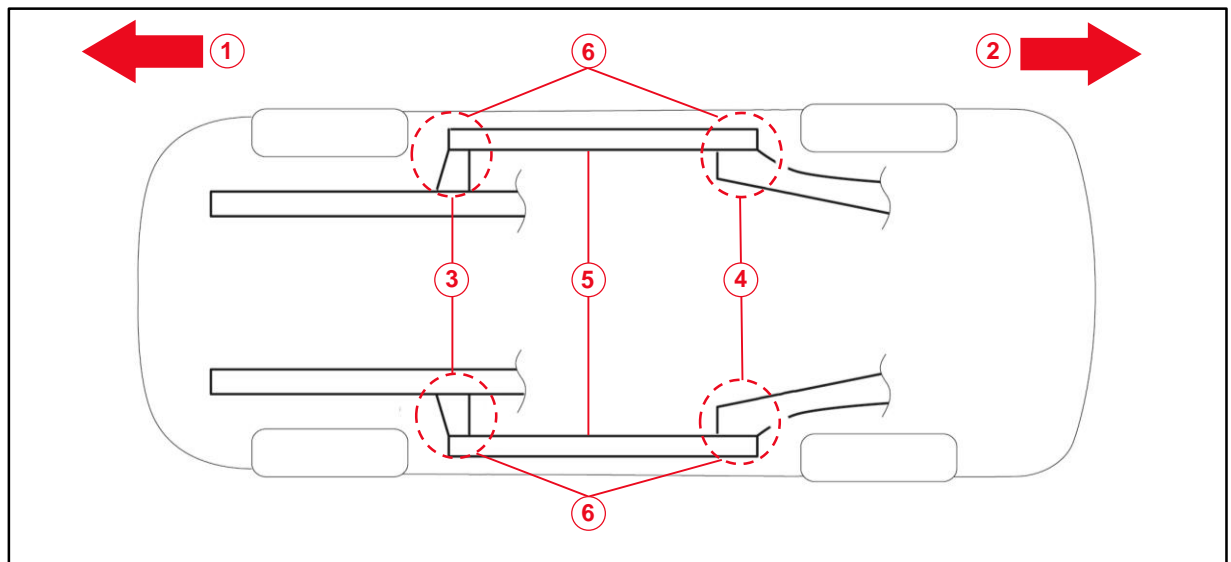
1	Front Emergency Towing Eyelet Hole Cover
A	Arrow-shaped Part
B	Eyelet Hole

2025 RAV4, RAV4 HV, and RAV4 PHV 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 the 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 10.



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.

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Tire Pressure Warning System (TPWS) Initialization

After adjusting all the tires to the correct air pressure, perform the initialization of the Tire Pressure Warning System.

Refer to the applicable Repair Manual for the TPWS initialization procedure.

- [2025](#) RAV4 and RAV4 HV:
Suspension – Tire Pressure Monitoring – Tire Pressure Warning System – Initialization
- [2025](#) RAV4 PHV:
Suspension – Tire Pressure Monitoring – Tire Pressure Warning System – Initialization

NOTE

- 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.
- The spare tire does NOT have a TPWS sensor.

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Enable Hybrid Battery Thermal Keep Control Mode (RAV4 PHV Only)

The HV/EV battery may freeze in extremely cold areas. As a result, the HV/EV battery may become excessively weak, and the system may NOT be able to be started. By enabling HV Battery Thermal Keep Control Mode, it is possible to warm the HV/EV battery and maintain its current temperature in order to prevent it from becoming excessively weak.

When this mode is set to ON, the timer charging settings are canceled at temperatures of 14°F (-10°C) or lower. Charging will begin immediately when the charging cable is connected to the vehicle.

Table 2. HV Battery Thermal Keep Control Mode

PURPOSE	CONDITION	OPERATION
Prevent the HV/EV Battery from Freezing	Ambient temperature is 14°F (-10°C) or lower.	Begins to warm the HV/EV battery to maintain its current temperature when the ambient temperature drops to -14°F (-10°C) or lower when the charging cable is connected to the vehicle.
	Charging cable is connected to vehicle.	To prevent the HV/EV battery from freezing when a charging start time is set, when the Hybrid Battery Thermal Keep Mode is enabled, the charging timer will be disabled, and charging will begin immediately when the charging cable is connected to the vehicle.

To enable HV Battery Thermal Keep Control Mode, it is necessary to use GTS+ during PDS at the dealership.

Confirm Hybrid Battery Thermal Keep Control Mode State

1. Connect the Techstream to the DLC3.
2. Turn the power switch IG-ON.
3. Read the Data List on GTS+ software by entering the following menus: *Powertrain – HV Battery – Data List – Hybrid Battery Thermal Keep Control Mode Status*.
4. Check the results by referring to the following table:

Table 3.

TESTER DISPLAY	MEASUREMENT ITEM	RANGE	NORMAL CONDITION
Hybrid Battery Thermal Keep Control Mode Status	Hybrid Battery Thermal Keep Control Mode State	ON or OFF	ON: Enabled OFF: Disabled

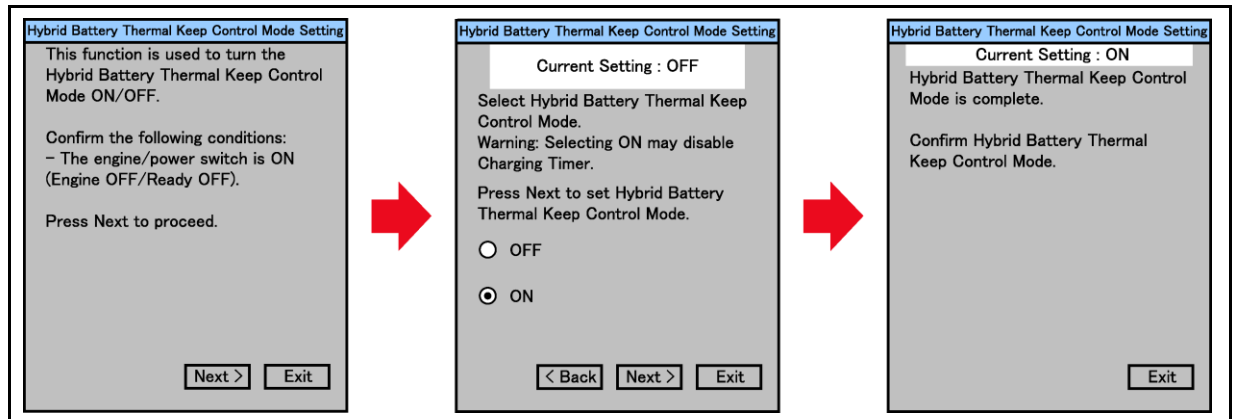
2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Enable Hybrid Battery Thermal Keep Control Mode (continued)

Set Hybrid Battery Thermal Keep Control Mode

1. Connect the Techstream to the DLC3.
2. Turn the power switch to IG-ON.
3. Enter the following menus: *Powertrain – HV Battery – Utility – Hybrid Battery Thermal Keep Control Mode.*

Figure 11.



4. Confirm the following message is displayed: "This function is used to turn the Hybrid Battery Thermal Keep Control Mode ON / OFF."
5. Confirm that the conditions displayed on the screen are met and then press Next.

NOTE

The power switch is ON (Ready OFF).

6. Confirm the following message is displayed: "Select Hybrid Battery Thermal Keep Control Mode."
7. Select ON and press Next.

NOTICE

Selecting ON may disable the charging timer.

8. Confirm the following message is displayed: "Hybrid Battery Thermal Keep Control Mode is complete."

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

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.

- [2025](#) RAV4 and RAV4 HV:
Vehicle Interior – Pre-Collision – Pre-Collision System – Initialization
- [2025](#) RAV4 PHV:
Vehicle Interior – Pre-Collision – Pre-Collision System – Initialization

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. Ensure the panoramic view monitor is operative.
3. Turn the steering wheel lock to the locked position.
4. Place the shifter in the (R) Reverse position.
5. 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.

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

Seating Position Control ECU Initialization

Follow Registration Procedure step 2, Position Control ECU Assembly Initialization.

Refer to TIS, applicable model and model year Repair Manual:

- [2025](#) RAV4:
Vehicle Interior – Seat – Front Power Seat Control System (for Gasoline Model with Memory) – Registration
- [2025](#) RAV4 HV:
Vehicle Interior – Seat – Front Power Seat Control System (for HV Model with Memory) – Registration
- [2025](#) RAV4 PHV:
Vehicle Interior – Seat – Front Power Seat Control System (w/ Memory) – Registration

Head Unit System Reset

Prior to vehicle delivery, 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.

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.

- [2025](#) RAV4 and RAV4 HV:
Section 2-8 Vehicle Settings – Setting Dealer Information
- [2025](#) RAV4 PHV:
Section 2-8 Vehicle Settings – Setting Dealer Information

2025 RAV4, RAV4 HV, and RAV4 PHV Pre-Delivery Service (PDS)

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.