

# 2025 Grand Highlander and Grand Highlander 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
2025	Grand Highlander, Grand Highlander 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 2025 model year Grand Highlander and Grand Highlander 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*.

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### 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

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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	OPF	T1	T2
001013	Pre-Delivery Service (PDS)	Grand Highlander	1.0	-	-	-
		Grand Highlander HV	1.5			

### 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*.

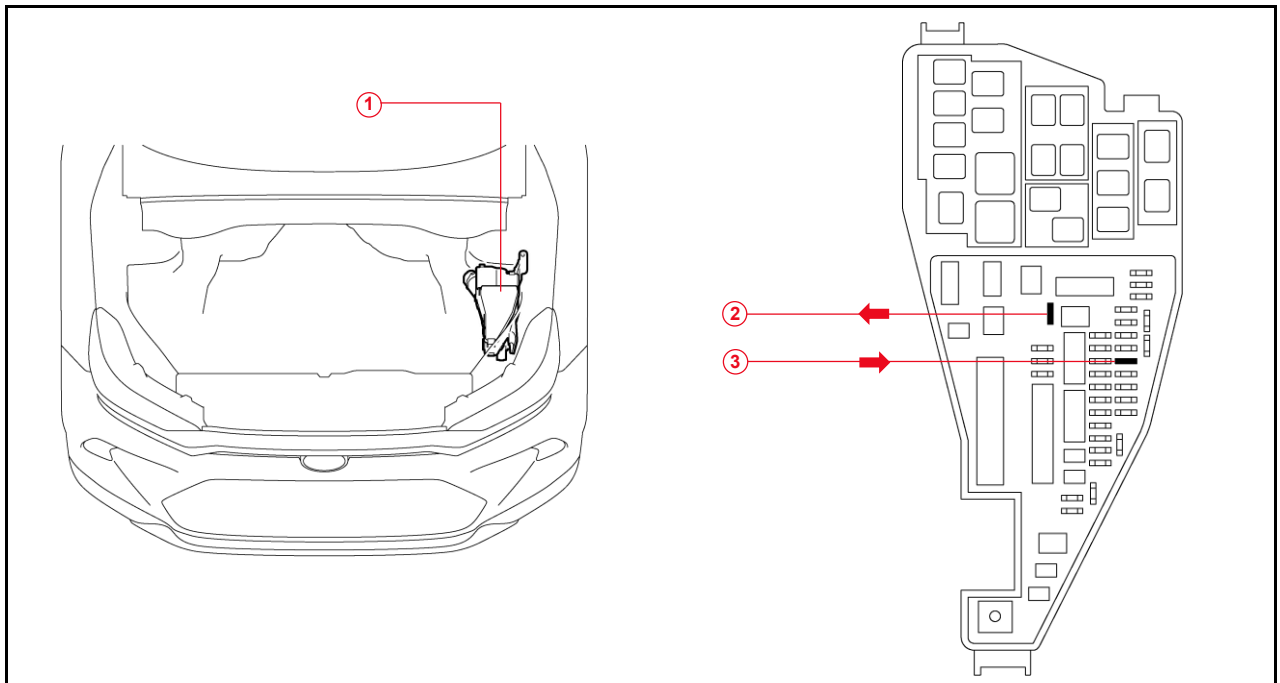
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### D/C Cut Fuse Installation

To minimize battery discharge, the D/C cut fuse (20A) has been removed and is stored in the engine compartment relay block. Install the D/C cut fuse (20A) and confirm ALL related Diagnostic Trouble Codes (DTCs) are cleared.

Remove the D/C cut fuse (20A) from the blank space of the relay block in the engine compartment and install the D/C cut fuse (20A) in the relay block as shown.

**Figure 1.**



<b>1</b>	<b>Relay Block</b>
<b>2</b>	<b>Remove the D/C Cut Fuse (20A)</b>
<b>3</b>	<b>Install the D/C Cut Fuse (20A) (Original Location)</b>

**NOTE**

- With the D/C cut fuse (20A) 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 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.

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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. Follow this procedure to install the front license plate mounting 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 radiator grille.

**NOTE**

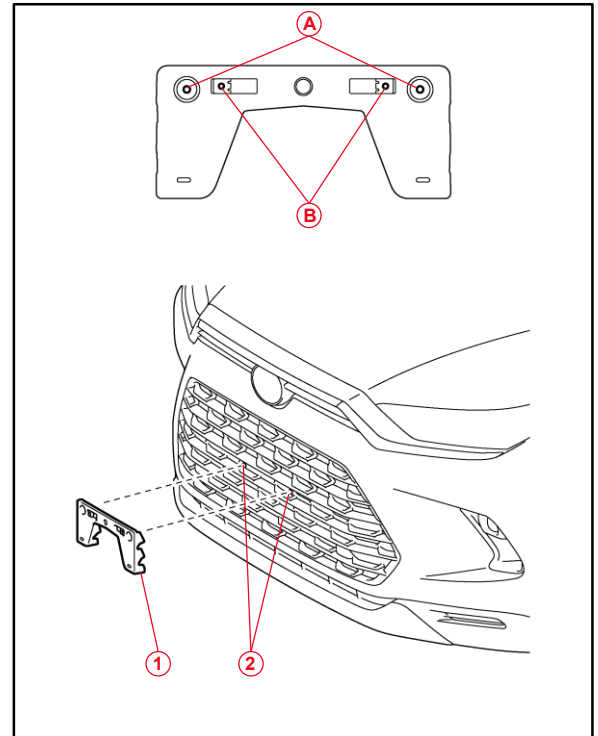
- Holes "A" are used for the installation of the mounting bracket to the radiator grille.
- Holes "B" are used for the installation of the front license plate to the mounting bracket.

2. Install the mounting bracket to the radiator grille using the two self-tapping screws.

**NOTICE**

**Do NOT overtighten the self-tapping screws.**

**Figure 2.**



<b>A</b>	Holes "A" for Mounting Bracket
<b>B</b>	Holes "B" for License Plate
<b>1</b>	Mounting Bracket
<b>2</b>	Dimples

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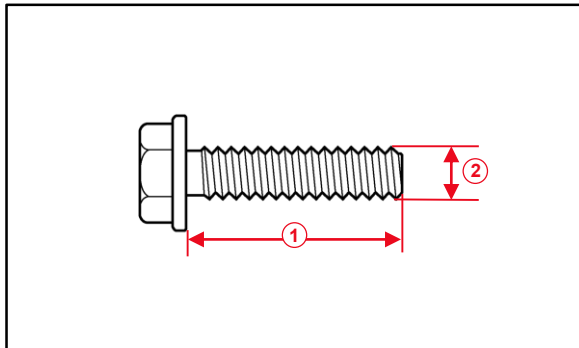
### Front License Plate and Mounting Bracket Installation (continued)

- Install the front license plate to the mounting bracket using two non-corroding bolts with the following dimensions:

**Nominal Length: 15.0 mm (0.59 in.)**

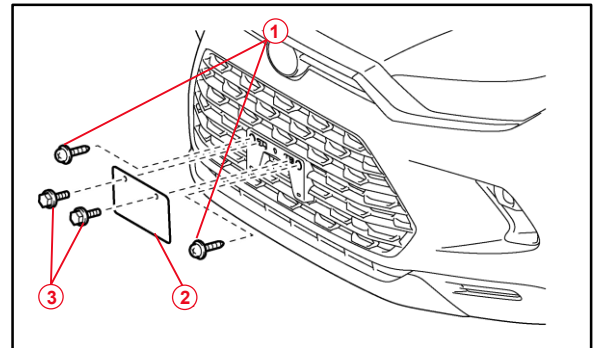
**Diameter: 6.0 mm (0.24 in.)**

**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>

### Power Back Door Initialization

As a result of the removal of the D/C cut fuse with the back door opened, the “automatic open and close” function of the power back door will be inoperative due to loss of the back door position memory stored in the ECU. Refer to the applicable Repair Manual for the power back door initialization procedure.

- [2025](#) Grand Highlander and Grand Highlander HV:  
*Vehicle Exterior – Door / Hatch – Back Door Closer ECU – Initialization*

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### 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](#) Grand Highlander and Grand Highlander HV:

*Suspension – Tire Pressure Monitoring – Tire Pressure Warning Receiver – Initialization*

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

### Seating Position Control ECU Initialization

Initialization of the seating position control ECU is required after D/C cut fuse installation. Refer to the applicable Repair Manual for the seating position control ECU initialization procedure (procedure 2).

- [2025](#) Grand Highlander and Grand Highlander HV:

*Vehicle Interior – Seat – Front Power Seat Control System (w/ Memory) – Registration*

### Head Unit System Reset

Before selling a Toyota vehicle, 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 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.

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### Customize ACC Function

The pre-startup function detects when a user enters the vehicle, and it energizes the audio head unit (+BA) so that the multimedia system can quickly be used. This function is not enabled at the factory to reduce parasitic current draw in transit and storage. To enable this function, it is necessary to set the ACC customization function in the navigation display to OFF.

1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Enter the following menus: *Settings – Vehicle Customization – Utility – ACC Customize*.
3. Change the setting to OFF.

### 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](#) Grand Highlander and Grand Highlander HV:  
*Section 2-9 Vehicle Settings – Setting Dealer Information*

### 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.