



Technical Service BULLETIN

August 10, 2001

Title: 2002 MODEL YEAR PRE-DELIVERY SERVICE (PDS) Models: All '02 Models Except Prius

PRODUCT GENERAL INFORMATION
PG014-01

Introduction Pre-Delivery Service is a critical step in satisfying your dealership's 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.

Periodic in-dealership training for technicians, both new and experienced, is a requirement to ensure that PDS is performed correctly.

The "Service Manager's Guide to Technician Orientation and Training" is included in the Dealer Delivery Quality Operations Guide (P/N 00116-DDQOG-98) and provides a sample training agenda to conduct a successful session in your dealership. (These training materials have been distributed to dealers. Additional copies are available through the MDC – Dealer Support Materials.)

A new PDS form has been developed for the 2002 model year. Some check points have been added, expanded or clarified. **For improved customer satisfaction, please pay particular attention to the Fuse Installation and Electrical Operation areas indicated in bold red type.**

PDS Form Ordering Information An initial distribution of PDS forms will be mailed to each dealership. Additional PDS forms (M/N 00406-PDS02) may be ordered from the Material Distribution Center.

Warranty Policy If the need for additional repairs or adjustment is noted during the Pre-Delivery Service, 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 PDS check sheet in the customers 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.

Reimbursement Information

OP CODE	DESCRIPTION	TIME	OPN	T1	T2
001013	Pre-Delivery Service (PDS)	*	N/A	N/A	N/A

* Variable by model.



**2002 Model
Year PDS
Check Sheet** DUE TO EXCESSIVELY LARGE FILE SIZE THE PDS FORM HAS BEEN REMOVED
FROM THIS TSB AND FORM M/N 00406-PDS02 HAS BEEN PROVIDED AS A
SEPERATE FILE.

Before Inspection When performing new car Pre-Delivery Service, install fuses(s) before moving vehicle from storage lot so that FUNCTIONAL OPERATION checks can begin as soon as vehicle is moved into the service stall.

A01 Install fuse(s)*

MODEL	FUSE(S)	STORED IN
Avalon	FUSE (or SHORT PIN) NOT REMOVED	
Camry (VINs starting with 4T1)		
Camry (VINs starting with JT2)	DCC	FUSE BOX
Camry Solara	SHORT PIN	
Camry CNG		
Celica	DCC	
Corolla	DOME	
Matrix		
ECHO		
Land Cruiser	RADIO, ECU-B1	
MR2 Spyder	ECU-B1	
RAV4	CUT	
RAV4 EV	DOME, A/C	
Sienna	FUSE (or SHORT PIN) NOT REMOVED	
Tacoma		
Tacoma PreRunner		
Tundra		
4Runner	DOME, MPX-B	FUSE BOX
Sequoia	FUSE (or SHORT PIN) NOT REMOVED	
Highlander	SHORT PIN	FUSE BOX

A02 Install outside rearview mirrors*

Functional Operation Apply parking brake and turn ignition "ON", place gear selector in reverse, turn on lights and rear defogger. Unlock all doors, release fuel door, release trunk hatch.

B01 Check dome, courtesy, map and sun visor lights*

B02 Check warning/indicator lights, gauges and horn

B03 Check Passenger Air Bag System Cutoff switch and light*

**Functional
Operation**
(Continued)

NOTE:

Make sure the Passenger Air Bag On-Off Switch is “ON” when finished with PDS.
The indicator light should be off.

Check the system for proper operation by cycling from the “ON” to the “OFF” position.

Check that the indicator light comes on when the system is “OFF”.

B04 Check windshield wipers and washers

B05 Check headlights, instrument lights, turn signals, emergency flashers and brake lights

B06 Check inside/outside rear view mirror operation/adjustment

B07 Check cigarette lighter and power outlets*

Check the power outlet using an electrical accessory designed for this use.

B08 Check sun roof/convertible top*

NOTE:

Convertible top will not operate while car is moving.

B09 Install antenna (Celica, Corolla, Matrix, MR2 Spyder, Sienna, Tacoma, Tundra & 4Runner)*

B10 Check audio system and set clock*

B11 Check Video Entertainment System operation (Sienna)

B12 Install shift-lock override button cover

**Walkaround
Inspection**

Starting at the left front door, check window and door lock operation and the operation of all power windows and door locks from master switch, on vehicles so equipped. While walking around vehicle in a counterclockwise direction, open left rear door and check operation of window regulator and door lock, set Child Safety Door Lock to the normal (unlocked) position. Assure tightness of interior garnishes and check seat belts. Inspect trunk contents and lights at rear of vehicle. Repeat checks at right rear door. Inspect right front door window regulator and lock operation and garnishes. Check seat and seat belt operation. Continue on around to the front of the vehicle checking lights. Make necessary adaptations for two-door, hatchback, Truck and Sienna models.

C01 Check window operation

C02 Check door and door lock operation, including wireless remote control/theft deterrent system*

C03 Check that engine starts with all keys

C04 Check power sliding door operation (Sienna)*

C05 Check that Child Safety Door Locks are in normal (unlocked) position*

C06 Check seats and seat belt operation

C07 Check rear defogger

- Walkaround Inspection**
(Continued)
- C08 Check side marker, tail, backup, and license plate lights**
 - C09 Check trunk light* and trunk trim appearance**
 - C10 Check spare tire pressure and jack and tool installation**

NOTE:

Compact spare tire – 60 psi (413 kPa).

- C11 Check headlight aim**
Refer to the Repair Manual for procedures.

- Under Hood**
- D01 Check engine oil and ATM* fluid levels**
 - D02 Check brake, clutch* and power steering fluid levels**
Visually inspect using see-through reservoirs.
 - D03 Check engine coolant level**
 - D04 Check battery state-of-charge by Open Circuit Voltage method. Recharge if below 12.4 Volts (75% of charge)**
 - D05 Inspect for fuel, oil, coolant, and other fluid leaks**

- Under Vehicle (On Hoist)**
- E01 Remove disc brake anti-rust covers***
Visually inspect rotors for rust.
 - E02 Remove front spring spacers***
Remove Spring Spacers from Japan Production Camry V6 models.
Remove Spring Spacers from Celica models.

MODEL	LOCATION
Camry V6 (Japan Production Only)	FRONT COIL SPRINGS
Celica	

- E03 Install rubber body plugs***
Install the rubber plugs (stored in glove box or console) into rear torque box holes.
- E04 Inspect tires for defects/damage and adjust tires' pressure**
The recommended tire inflation pressure changes with tire size, driving conditions and vehicle model. For precise tire pressure information, refer to the Owner's Manual and/or tire information label located on the vehicle.
Sidewall "Maximum" cold tire inflation pressure should not be used for normal driving.
- E05 Install wheel covers/caps/spare tire wheel cover***
- E06 Install mudguards (Solara)**
- E07 Install front spoiler (Corolla, Matrix)***
- E08 Inspect for fuel, oil, coolant and other fluid leaks**

Road Test A Complete Road Test helps assure Customer Satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noises and driving performance.

F01 Check cold engine operation

Check starting and fast idle operation performance.

F02 Check engine operation during warm-up

Check that engine operates smoothly during warm-up.

Check for unusual noise, engine vibration, rough idle, etc.

F03 Check engine at normal operating temperature

Check engine performance over a broad range of driving conditions, including idle quality, acceleration, cruise and deceleration.

F04 Check clutch/transmission operation

Check clutch operation, including: engagement, disengagement, chattering and unusual noise.

Check manual transmission operation, including shift lever/linkage and unusual noise.

Check automatic transmission operation, including operation in each range, neutral start switch and shift lock system.

F05 Check brake and parking brake operation

Check brake function, including unusual noise, parking brake performance and all related brake system indicator lights.

F06 Check steering operation and off-center/vehicle pull/flutter

Check steering function.

Check steering off-center/vehicle pull/flutter.

F07 Inspect for abnormal noises and vibration

F08 Inspect for squeaks and rattles

F09 Check front and rear* heater and A/C* operation

F10 Check cruise control operation*

Check cruise control, including On-Off switch, "SET/COAST", "RESUME/ACCEL", and "CANCEL" functions.

F11 Check front seat heater* and seat memory function*

F12 Set/Calibrate compass

**Final
Inspection
& Cleaning****G01 Remove interior protective covers, unnecessary labels, tags, etc.
(Remove protective covers just before delivery to customer)**

Remove plastic covers from door panels, seats, head restraints, and sunvisors, as required.

Remove labels, tags, and stickers (except those containing owner information).

NOTE:

Consumer Information Label such as Air Bag Information Warning and Bumper Information Labels must be left on the vehicle until delivery to a retail customer.

G02 Visually inspect all interior parts for installation, damage, fit, dirt, etc.

G03 Remove Rapgard™ protective film

G04 Wash and clean vehicle

G05 Inspect paint finish for scratches, chips, rust, dents, damage, etc.

G06 Install roof rack cross bars (RAV4)*

G07 Install receiver towing hitch cap (Sequoia)*

G08 Inspect exterior body parts for proper installation, damage, rust, etc.