



Technical Service BULLETIN

August 4, 2003

Title:

2004 MODEL YEAR PRE-DELIVERY SERVICE (PDS)

Models:

All '04 Models Except Prius



REVISED

P D005-03

PRE-DELIVERY SERVICE

TSB REVISION NOTICE:

- December 9, 2004: Section E04: Under Vehicle (On Hoist) has been updated to include the spare tire.
- October 11, 2004: Automatic Door Lock (ADL) function for 2004 model year Avalon has been added to section A03: Initialize power systems.

Previous versions of this TSB and Check Sheet should be discarded.

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.

Customer retention and proper maintenance of vehicles has been a major focus for Toyota. To help remind customers that regular oil changes are essential to the proper maintenance of their vehicle, dealers are required to begin installing a first oil change reminder sticker prior to delivery. By doing this, customers will be reminded to return to your dealership for their first oil change. Your current oil change reminder sticker may be used. (See PDS Check Sheet item G09.)

A new PDS form has been developed for the 2004 model year. Some check points have been added, expanded or clarified. Fuse Installation, Battery Maintenance, and new items are 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-PDS04) 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 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.

Reimbursement Information

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

* Variable by model.



2004 Model
Year PDS
Check Sheet



2004 TOYOTA PRE-DELIVERY SERVICE CHECK SHEET

	OK	Adjust/ Repair		OK	Adjust/ Repair
A. BEFORE INSPECTION			E. UNDER VEHICLE (ON HOIST)		
01 INSTALL FUSE(S) <input checked="" type="checkbox"/>			01 Remove disc brake anti-rust covers/anti-corrosion wheel film* <input type="checkbox"/>		
<i>(See Application Chart on back)</i>			02 Remove front spring spacers (Celica)* <input type="checkbox"/>		
02 Install outside rear view mirrors* <input type="checkbox"/>			03 Install rubber body plugs* <input type="checkbox"/>		
03 Initialize power systems <input type="checkbox"/>			<i>(Stored in glove box or console)</i>		
<i>(See Power System Initialization chart)</i>			04 Inspect tires for defects/damage and adjust tire pressure (including spare tire) <input type="checkbox"/>		
B. FUNCTIONAL OPERATION			05 Install wheel covers/caps/spare tire wheel covers* <input type="checkbox"/>		
<i>Apply parking brake and turn ignition "ON"; place gear selector in reverse; turn on lights and rear defogger. Unlock doors; release fuel door; release trunk hatch.</i>			06 Inspect for fuel oil, coolant, and other fluid leaks <input type="checkbox"/>		
01 Check dome, courtesy, map and sun visor lights* <input type="checkbox"/>			F. ROAD TEST		
02 Check warning/indicator lights, gauges and horn <input type="checkbox"/>			<i>A complete road test helps assure Customer Satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and driving performance.</i>		
03 Check Passenger Airbag System Cutoff switch and light* <input type="checkbox"/>			Enter Odometer Reading		
04 Check Curtain Shield Airbag Roll Sensing switch and light (Land Cruiser)* <input type="checkbox"/>			Reading Before Test _____		
05 Check windshield wipers and washers <input type="checkbox"/>			Reading After Test _____		
06 Check headlights, instrument lights, turn signals, emergency flashers, and brake lights <input type="checkbox"/>			01 Check cold engine operation <input type="checkbox"/>		
07 Check inside/outside rear view mirror operation/adjustment <input type="checkbox"/>			02 Check engine operation during warm up <input type="checkbox"/>		
08 Check cigarette lighter and power outlets* <input type="checkbox"/>			03 Check engine at normal operating temperature <input type="checkbox"/>		
09 Check sunroof/convertible top* <input type="checkbox"/>			04 Check clutch/transmission operation <input type="checkbox"/>		
10 Install antenna (Celica, Corolla, Matrix, MR2 Spyder, RAV4, Sienna, Tacoma, Tundra)* <input type="checkbox"/>			05 Check brake and parking brake operation <input type="checkbox"/>		
11 Check audio system and set clock* <input type="checkbox"/>			06 Check steering operation and off-center/vehicle pull/flutter <input type="checkbox"/>		
12 Check Rear Seat Entertainment System operation (Sequoia, Sienna) <input type="checkbox"/>			07 Inspect for abnormal noises and vibration <input type="checkbox"/>		
13 Install shift-lock override button cover <input type="checkbox"/>			08 Inspect for squeaks and rattles <input type="checkbox"/>		
C. WALKAROUND INSPECTION			09 Check front and rear* heater and A/C* operation <input type="checkbox"/>		
<i>Start at left front door. Check window and door lock operation (from master power switch, if equipped). Continue around vehicle in a counterclockwise direction checking each door and window operation, child door locks, seat belts, interior condition, all lights, trunk contents. Remove rubber body plugs from glove box for installation during UNDER VEHICLE inspection. Finish by checking headlight aim and continue into UNDER HOOD checks.</i>			10 Check cruise control operation* <input type="checkbox"/>		
01 Check window operation <input type="checkbox"/>			11 Check front seat heater* and seat memory function* <input type="checkbox"/>		
02 Check door and door lock operation, including wireless remote control/theft deterrent system* <input type="checkbox"/>			12 Set/calibrate compass* <input type="checkbox"/>		
03 Check that engine starts with all keys <input type="checkbox"/>			13 Check Rear Height Control Air Suspension (4Runner)* <input type="checkbox"/>		
04 Check power sliding door and power back door operation (Sienna)* <input type="checkbox"/>			G. FINAL INSPECTION AND CLEANING		
05 Check that child safety door locks are in normal (unlocked) position* <input type="checkbox"/>			01 Remove interior protective covers, unnecessary labels, tags, etc. (Remove protective covers just before delivery to the customer) <input type="checkbox"/>		
06 Check seats and seat belt operation <input type="checkbox"/>			02 Visually inspect all interior parts for installation, damage fit, dirt, etc. <input type="checkbox"/>		
07 Check rear defogger* <input type="checkbox"/>			03 Remove Rappard™ protective film <input type="checkbox"/>		
08 Check side marker, tail, backup and license plate lights <input type="checkbox"/>			04 Wash and clean vehicle <input type="checkbox"/>		
09 Check trunk light* and trunk trim appearance <input type="checkbox"/>			05 Inspect paint finish for scratches, chips, rust, dents, damage, etc. <input type="checkbox"/>		
10 Check spare tire pressure and jack and tool installation <input type="checkbox"/>			06 Install roof rack cross bars (4Runner, RAV4)* <input type="checkbox"/>		
11 Check headlight aim <input type="checkbox"/>			07 Install receiver towing hitch cap (4Runner, Sequoia)* <input type="checkbox"/>		
12 Activate tire pressure monitor (4Runner)* <input type="checkbox"/>			08 Inspect exterior body parts for proper installation, damage, rust, etc. <input type="checkbox"/>		
D. UNDER HOOD			09 Place Oil Change Sticker on inside of windshield, top left corner <input type="checkbox"/>		
01 Check engine oil and ATM* fluid levels <input type="checkbox"/>			COMMENTS		
02 Check brake, clutch* and power steering fluid levels <input type="checkbox"/>			_____		
03 Check engine coolant level <input type="checkbox"/>			_____		
04 Check battery state-of-charge using MICROPRO 815 Digital Analyzer (See TSB PG017-02 for details) <input type="checkbox"/>			_____		
05 Inspect for fuel, oil, coolant, and other fluid leaks <input type="checkbox"/>			* Inspect or Install when Equipped/Required		
Completion and retention of this form is required to comply with Toyota's Warranty Policy.					
TECHNICIAN'S SIGNATURE _____		SERVICE MANAGER'S SIGNATURE _____		<i>We hereby certify that all items on this form have been checked and corrected for proper operation as required.</i>	
NAME (PLEASE PRINT) _____		NAME (PLEASE PRINT) _____			
Date _____	Dealer Name _____	Dealer Code _____	Vehicle Identification Number (Sticker) _____		
Order additional forms through the Dealer Support Materials System (MDC) M/N 00406-PDS04					

Before Inspection When performing new car Pre-Delivery Service, install fuse(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	JUNCTION BLOCK
Camry Solara	SHORT PIN	
Celica	DCC	
Corolla	DOME	RELAY BLOCK
Matrix		
ECHO		
Land Cruiser	SHORT PIN	JUNCTION BLOCK NO. 1
MR2 Spyder	ECU-B1	RELAY BLOCK
RAV4	CUT	JUNCTION BLOCK
Sienna	SHORT PIN	RELAY BLOCK
Tacoma	FUSE (or SHORT PIN) NOT REMOVED	
Tacoma PreRunner		
Tundra		
4Runner	SHORT PIN	RELAY BLOCK
Sequoia	FUSE (or SHORT PIN) NOT REMOVED	
Highlander	SHORT PIN	JUNCTION BLOCK

A02 Install outside rear view mirrors*

A03 Initialize power systems

MODEL	DRIVER'S POWER WINDOW	MOON ROOF	BACK DOOR POWER WINDOW	TIRE PRESSURE WARNING SYSTEM	AUTOMATIC DOOR LOCK (ADL)
Highlander		Yes		Yes	
RAV4				Yes	
Solara	Yes	Yes		Yes	
Sienna	Yes	Yes		Yes	
4Runner	Yes	Yes	Yes	Yes	
Avalon					Yes

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 Airbag System Cutoff switch and light*

NOTE:

Make sure the Passenger Airbag 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 Curtain Shield Airbag Roll Sensing switch and light (Land Cruiser)*

B05 Check windshield wipers and washers

B06 Check headlights, instrument lights, turn signals, emergency flashers and brake lights

B07 Check inside/outside rear view mirror operation/adjustment

B08 Check cigarette lighter and power outlets*

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

B09 Check sunroof/convertible top*

NOTE:

Convertible top will not operate while car is moving.

B10 Install antenna (Celica, Corolla, Matrix, MR2 Spyder, RAV4, Sienna, Tacoma, Tundra)*

B11 Check audio system and set clock*

B12 Check Rear Seat Entertainment System operation (Sequoia, Sienna)

B13 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 and power back 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*

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.

C12 Activate tire pressure monitor (4Runner)*

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 using MICROPRO 815 Digital Analyzer (See TSB PG017-02 for details)

D05 Inspect for fuel, oil, coolant, and other fluid leaks

**Under Vehicle
(On Hoist)****E01 Remove disc brake anti-rust covers/anti-corrosion wheel film***

Visually inspect rotors for rust.

NOTE:

For best rotor rust prevention, retain wheel film on vehicle until just prior to customer delivery.

E02 Remove front spring spacers (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 tire pressure (including spare tire)

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 covers***E06 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.

Road Test
(Continued)

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*

F13 Check Rear Height Control Air Suspension (4Runner)*

Final
Inspection
& Cleaning

**G01 Remove interior protective covers, unnecessary labels, tags, etc.
(Remove protective covers just before delivery to the customer)**

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

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

NOTE:

Consumer Information Label such as Airbag 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 (4Runner, RAV4)*

G07 Install receiver towing hitch cap (4Runner, Sequoia)*

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

G09 Place Oil Change Sticker on inside of windshield, top left corner

Complete the mileage or date recommendation and apply the oil change reminder sticker to the inside of the windshield, top left corner. You may use your current oil change reminder sticker or order new stickers by calling 1–800–527–6283.