



**Technical Service
BULLETIN**

August 24, 2004

Title:

**2005 MY HIGHLANDER PRE-DELIVERY
SERVICE (PDS)**

Models:

'05 Highlander

PRE-DELIVERY SERVICE
PD033-04

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 G07.)

A new PDS form has been developed for the 2005 model year Highlander. Some check points have been added, expanded or clarified. TSBs are available for items in bold red type.

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)	0.9	N/A	N/A	N/A



2005 Model
Year PDS
Check Sheet

 **TOYOTA HIGHLANDER**
2005 PRE-DELIVERY SERVICE CHECK SHEET

	OK	Adjust/ Repair		OK	Adjust/ Repair
A. BEFORE INSPECTION			E. UNDER VEHICLE (ON HOIST)		
01 INSTALL SHORT PIN <input checked="" type="checkbox"/>			01 Remove disc brake anti-rust covers/anti-corrosion wheel film <input type="checkbox"/>		
02 Initialize moon roof* <input type="checkbox"/>			02 Install rubber body plugs (Stored in glove box or console) <input type="checkbox"/>		
B. FUNCTIONAL OPERATION			03 Inspect tires for defects/damage and adjust tire pressure <input type="checkbox"/> <input type="checkbox"/>		
<small>Apply parking brake and turn ignition "ON," place gear selector in reverse, turn on lights and rear defogger. Unlock doors, release fuel door, release back door.</small>			04 Initialize Tire Pressure Warning System <input type="checkbox"/>		
01 Install antenna* <input type="checkbox"/>			05 Install wheel covers/caps/spare tire wheel covers* <input type="checkbox"/>		
02 Check dome, courtesy, map, and sun visor lights* <input type="checkbox"/> <input type="checkbox"/>			06 Inspect for fuel oil, coolant, and other fluid leaks <input type="checkbox"/> <input type="checkbox"/>		
03 Check warning/indicator lights, gauges, and horn <input type="checkbox"/> <input type="checkbox"/>			F. ROAD TEST		
04 Check Passenger Airbag System Cutoff switch and light* <input type="checkbox"/> <input type="checkbox"/>			<small>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.</small>		
05 Check windshield wipers and washers <input type="checkbox"/> <input type="checkbox"/>			Enter Odometer Reading Reading Before Test _____ Reading After Test _____		
06 Check headlights, instrument lights, turn signals, emergency flashers, and brake lights <input type="checkbox"/> <input type="checkbox"/>			01 Check cold engine operation <input type="checkbox"/> <input type="checkbox"/>		
07 Check inside/outside rear view mirror operation/adjustment <input type="checkbox"/> <input type="checkbox"/>			02 Check engine operation during warm-up <input type="checkbox"/> <input type="checkbox"/>		
08 Check cigarette lighter and power outlets <input type="checkbox"/> <input type="checkbox"/>			03 Check engine at normal operating temperature <input type="checkbox"/> <input type="checkbox"/>		
09 Check moon roof* <input type="checkbox"/> <input type="checkbox"/>			04 Check automatic transmission operation <input type="checkbox"/> <input type="checkbox"/>		
10 Check audio system and set clock <input type="checkbox"/> <input type="checkbox"/>			05 Check brake and parking brake operation <input type="checkbox"/> <input type="checkbox"/>		
11 Check Rear Seat Entertainment System operation* <input type="checkbox"/> <input type="checkbox"/>			06 Check steering operation and off-center/vehicle pull/flutter <input type="checkbox"/> <input type="checkbox"/>		
12 Install shift-lock override button cover <input type="checkbox"/> <input type="checkbox"/>			07 Inspect for abnormal noises and vibration <input type="checkbox"/> <input type="checkbox"/>		
C. WALKAROUND INSPECTION			08 Inspect for squeaks and rattles <input type="checkbox"/> <input type="checkbox"/>		
<small>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, luggage compartment 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.</small>			09 Check heater and A/C operation <input type="checkbox"/> <input type="checkbox"/>		
01 Check window operation <input type="checkbox"/> <input type="checkbox"/>			10 Check cruise control operation <input type="checkbox"/> <input type="checkbox"/>		
02 Check door and door lock operation, including wireless remote control/theft deterrent system* <input type="checkbox"/> <input type="checkbox"/>			11 Check front seat heater operation* <input type="checkbox"/> <input type="checkbox"/>		
03 Check that engine starts with all keys <input type="checkbox"/> <input type="checkbox"/>			12 Set/calibrate compass* <input type="checkbox"/>		
04 Check that child safety door locks are in normal (unlocked) position <input type="checkbox"/> <input type="checkbox"/>			G. FINAL INSPECTION AND CLEANING		
05 Check seats and seat belt operation <input type="checkbox"/> <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 rear defogger <input type="checkbox"/> <input type="checkbox"/>			02 Visually inspect all interior parts for installation, damage, fit, dirt, etc. <input type="checkbox"/> <input type="checkbox"/>		
07 Check side marker, tail, backup, and license plate lights <input type="checkbox"/> <input type="checkbox"/>			03 Remove Rappard™ protective film <input type="checkbox"/>		
08 Check luggage compartment light and trim appearance <input type="checkbox"/> <input type="checkbox"/>			04 Wash and clean vehicle <input type="checkbox"/>		
09 Check spare tire pressure and jack and tool installation <input type="checkbox"/> <input type="checkbox"/>			05 Inspect paint finish for scratches, chips, rust, dents, damage, etc. <input type="checkbox"/> <input type="checkbox"/>		
10 Check headlight aim <input type="checkbox"/> <input type="checkbox"/>			06 Inspect exterior body parts for proper installation, damage, rust, etc. <input type="checkbox"/> <input type="checkbox"/>		
D. UNDER HOOD			07 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"/> <input type="checkbox"/>			08 Install front license plate <input type="checkbox"/>		
02 Check brake and power steering fluid levels <input type="checkbox"/> <input type="checkbox"/>			COMMENTS _____ _____		
03 Check engine coolant level <input type="checkbox"/> <input type="checkbox"/>					
04 Check battery state-of-charge using MICROPRO 815 Digital Analyzer <input type="checkbox"/> <input type="checkbox"/>					
05 Inspect for fuel, oil, coolant, and other fluid leaks <input type="checkbox"/> <input type="checkbox"/>					
Completion and retention of this form is required to comply with Toyota's Warranty Policy.			* Inspect or Install when Equipped/Required		
_____ TECHNICIAN'S SIGNATURE		_____ SERVICE MANAGER'S SIGNATURE		We hereby certify that all items on this form have been checked and corrected for proper operation as required.	
_____ NAME (PLEASE PRINT)		_____ NAME (PLEASE PRINT)			
_____ Date	_____ Dealer Name	_____ Dealer Code	_____ Vehicle Identification Number (Sticker)		

Before Inspection When performing new car Pre-Delivery Service, install short pin 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 short pin
A02 Initialize moon roof*

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 back door.

B01 Install antenna*
B02 Check dome, courtesy, map, and sun visor lights*
B03 Check warning/indicator lights, gauges, and horn
B04 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”.

- 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 moon roof*
B10 Check audio system and set clock
B11 Check Rear Seat Entertainment System operation*
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 luggage compartment 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.

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 that child safety door locks are in normal (unlocked) position

C05 Check seats and seat belt operation

C06 Check rear defogger

C07 Check side marker, tail, backup, and license plate lights

C08 Check luggage compartment light and trim appearance

C09 Check spare tire pressure and jack and tool installation

NOTE:

Compact spare tire – 60 psi (413 kPa).

C10 Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

D01 Check engine oil and ATM* fluid levels

D02 Check brake 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

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 Install rubber body plugs

Install the rubber plugs (stored in glove box or console) into front and rear torque box holes.

- Under Vehicle
(On Hoist)
(Continued)**
- E03 Inspect tires for defects/damage and adjust tire 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.
- E04 Initialize Tire Pressure Warning System**
- 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 automatic transmission operation**
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 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 operation***
- F12 Set/calibrate compass***

**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 Rappgard™ protective film
G04 Wash and clean vehicle
G05 Inspect paint finish for scratches, chips, rust, dents, damage, etc.
G06 Inspect exterior body parts for proper installation, damage, rust, etc.
G07 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.
- G08 Install front license plate**