


2014 Venza Pre-Delivery Service (PDS)

Service
 Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014	Venza	

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 8 of "*Final Inspection & Cleaning.*")

A new PDS Check Sheet has been developed for the 2014 model year Venza. Some check points have been added, expanded, or clarified. **Bulletins are available for items in bold 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.

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Reimbursement Information

OP CODE	DESCRIPTION	TIME	OFFP	T1	T2
001013	Pre-Delivery Service (PDS)	1.0	N/A	N/A	N/A

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream 2.0*	ADE	TS2UNIT	1
TIS Techstream		TSPKG1	
Techstream Lite		TSLITEDLR01	

* Essential SST.

<p>NOTE</p> <ul style="list-style-type: none"> • Only ONE of the Techstream units listed above is required. • Software version 8.20.019 or later is required. • Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

Before Inspection

1. Install antenna

Functional Operation

Apply parking brake and cycle ignition to "IG-ON," place gear selector in reverse, turn on lights and rear defogger. Unlock all doors, release fuel door.

1. Check dome, courtesy, map, and sun visor lights*
2. Check warning/indicator lights, gauges, and horn
3. Check windshield wipers and washers
4. Check headlights, instrument lights, turn signals, emergency flashers, and brake lights
5. Check inside/outside rear view mirror operation/adjustment
6. Check cigarette lighter* and power outlets

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

7. Check audio/navigation*/backup camera* systems and set clock

For Navigation, set the destination search area to local position.

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Functional Operation (Continued)

8. **Verify Entune/Navigation software version (Display Audio, Non-HDD Type only)* – T-SB-0026-12**
9. Check sliding roof*
10. Install shift-lock override button cover
11. Check Rear Seat Entertainment System operation*

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 locks to the normal (unlocked) position. Assure tightness of interior garnishes and check seat belts. Inspect lights at rear of vehicle. Repeat checks at right rear door. Inspect right front door window regulator and lock operation and garnishes. Check seats and seat belt operation. Continue on around to the front of the vehicle checking lights.

1. **Check Smart Key System* – T-SB-0020-13**
2. Check door and door lock operation, including each wireless remote control/theft deterrent system*
3. Check window operation
4. Check that engine starts with all keys
5. Check that child safety door locks are in normal (unlocked) position
6. Check seats and seat belt operation
7. Check rear defogger/rearview mirror defogger*
8. Check side marker, tail, backup, and license plate lights
9. Check luggage compartment light* and trim appearance
10. Adjust spare tire pressure, inspect for damage, and check jack and tool installation
11. Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

1. Check engine oil level
2. Check brake fluid level

Visually inspect using see-through reservoirs.

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Under Hood (Continued)

3. Check engine coolant level
4. Check windshield washer fluid
5. **Check battery state-of-charge using Digital Battery System Analyzer**

Refer to Service Bulletin No. PG001-06, "Battery Maintenance for In-Stock Vehicles & Pre-Delivery."

NOTE

Battery SOC should be a minimum of 75%. Please enter the SOC Reading on the space provided on the check sheet and attach the printout to the check sheet.

6. Inspect for fuel, oil, coolant, and other fluid leaks

Under Vehicle (On Hoist)

1. **Remove disc brake anti-rust covers/anti-corrosion wheel film* – PD017-04**

Visually inspect rotors for rust.

NOTE

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

2. Inspect tires for defects/damage
 3. **Verify Tire Pressure Warning System (TPWS) – see check sheet**
 4. Install wheel covers/caps/spare tire wheel covers*
 5. Inspect for fuel, oil, coolant, and other fluid leaks
 6. Inspect under the vehicle for damage, rust, etc.
 7. Visually check bolts and nuts on chassis and powertrain for looseness
 8. Install rubber body plugs*
- Install the rubber plugs (stored in glove box or console) into torque box holes.

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Road Test

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.

1. Check cold engine operation
Check starting and fast idle operation performance.
2. Check engine operation during warm-up
Check that engine operates smoothly during warm-up.
Check for unusual noise, engine vibration, rough idle, etc.
3. Check engine at normal operating temperature
Check engine performance over a broad range of driving conditions, including idle quality, acceleration, cruise, and deceleration.
4. Check automatic transmission operation
Check automatic transmission operation, including operation in each range, neutral start switch, and shift lock system.
5. Check brake and parking brake operation
Check brake function, including unusual noise, parking brake performance, and all related brake system indicator lights.
6. Check steering operation and off-center/vehicle pull/flutter
Check steering function.
Check steering off-center/vehicle pull/flutter.
7. Inspect for abnormal noise and vibration
8. Inspect for squeaks and rattles
9. Check front and rear* heater and A/C operation
10. Check cruise control operation*
Check cruise control, including On-Off switch, "SET/COAST," "RESUME/ACCEL," and "CANCEL" functions.
11. Check front seat heater/ventilation operation*
12. **Set/calibrate compass*** – see check sheet

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Final Inspection & Cleaning

1. 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 labels, such as airbag information warning and bumper information labels, MUST be left on the vehicle until delivery to a retail customer.

2. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
3. **Verify floor mat application and install using retaining clips* – T-SB-0023-13**
4. Remove Rapgard™ and clear protective bumper film*
Ensure that ALL glue residue is removed.
5. Wash and clean vehicle
6. Inspect paint finish for scratches, chips, rust, dents, damage, etc.
7. Inspect exterior body parts for proper installation, damage, rust, etc.
8. 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.
9. Place Owner's Guide and first aid kit portfolio* in glove box
10. Perform Techstream Health Check
Perform Health Check to ensure that diagnostic trouble codes are not present. Health Check results can be printed for the customer at delivery, or for the dealer file, using the Diagnostic Report function.
11. **Install front license plate and mounting bracket* – see check sheet**

**Inspect or install when equipped or required*



TOYOTA SEQUOIA

2014 PRE-DELIVERY SERVICE CHECK SHEET

July 2013

BEFORE INSPECTION

OK Adjust/Repair

01 Install Short Pin (see page 2)

FUNCTIONAL OPERATION

Apply parking brake and cycle ignition "IG-ON"; place gear selector in reverse; turn on lights and rear defogger. Unlock doors; release fuel door.

- 01 Check dome, courtesy, map, and sun visor lights*
- 02 Check warning/indicator lights, gauges, and horn
- 03 Check windshield wipers and washers
- 04 Check headlights, instrument lights, turn signals, emergency flashers, and brake lights
- 05 Check inside/outside rear view mirror operation/adjustment
- 06 Check cigarette lighter and power outlets*
- 07 Check audio/navigation*/backup camera* system and set clock
- 08 Install shift-lock override button cover
- 09 Check sliding roof*
- 10 Check Rear Seat Entertainment System operation*
- 11 Check Parking Assist System*

WALKAROUND INSPECTION

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. Finish by checking headlight aim and continue into UNDER HOOD checks.

- 01 Check Smart Key System*
- 02 Check door and door lock operation, including each wireless remote control/theft deterrent system*
- 03 Check window operation
- 04 Check that engine starts with all keys
- 05 Check that child safety door locks are in normal (unlocked) position*
- 06 Check seats and seat belt operation
- 07 Check rear defogger*/rear view mirror defogger*
- 08 Check side marker, tail, backup, and license plate lights
- 09 Check luggage compartment light* and trim appearance
- 10 Check jack and tool installation
- 11 Check headlight aim

UNDER HOOD

- 01 Check engine oil level
- 02 Check brake and power steering* fluid levels
- 03 Check engine coolant level
- 04 Check windshield washer fluid level
- 05 Check battery state-of-charge using Digital Battery System Analyzer (SOC Reading: _____%)
- 06 Inspect for fuel, oil, coolant, and other fluid leaks

* Inspect or install when equipped/required.

UNDER VEHICLE (ON HOIST)

OK Adjust/Repair

- 01 Remove disc brake anti-rust covers/anti-corrosion wheel film
- 02 Inspect tires for defects/damage
- 03 Initialize Tire Pressure Warning System (TPWS) (see page 2)
- 04 Install wheel covers/caps/spare tire wheel covers*
- 05 Inspect for fuel, oil, coolant, and other fluid leaks
- 06 Inspect under the vehicle for damage, rust, etc.
- 07 Visually check bolts and nuts on chassis and powertrain for looseness
- 08 Install rubber body plugs (stored in glove box or center console)*

ROAD TEST

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.

Enter Odometer Reading

Reading Before Test: _____ Reading After Test: _____

- 01 Check cold engine operation
- 02 Check engine operation during warm-up
- 03 Check engine at normal operating temperature
- 04 Check automatic transmission operation
- 05 Check brake and parking brake operation
- 06 Check steering operation and off-center/vehicle pull/flutter
- 07 Inspect for abnormal noise and vibration
- 08 Inspect for squeaks and rattles
- 09 Check front and rear* heater and A/C operation
- 10 Check cruise control operation
- 11 Check Blind Spot Monitor System*
- 12 Check front seat heater/ventilation operation*
- 13 Set/calibrate compass* (see page 2)
- 14 Check rear height control air suspension*

FINAL INSPECTION AND CLEANING

- 01 Remove interior protective covers, unnecessary labels, tags, etc. (Remove just before delivery to customer)
- 02 Visually inspect all interior parts for installation, damage, fit, dirt, etc.
- 03 Verify floor mat application and install using retaining clips*
- 04 Remove Rapgard™ and clear protective bumper film*
- 05 Wash and clean vehicle
- 06 Inspect paint finish for scratches, chips, rust, dents, damage, etc.
- 07 Inspect exterior body parts for proper installation, damage, rust, etc.
- 08 Place oil change sticker on inside of windshield, top left corner
- 09 Place Owner's Guide and first aid kit portfolio* in glove box
- 10 Perform Techstream Health Check
- 11 Install front license plate & mounting bracket (see page 2)

Completion and retention of this form is required to comply with Toyota's Warranty Policy.

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) _____

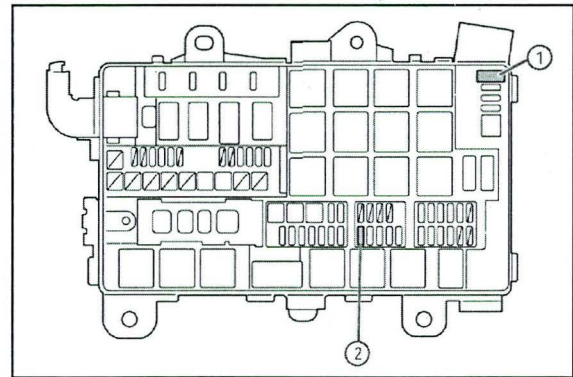
Date	Dealer Name	Dealer Code	Vehicle Identification Number (Sticker)
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SHORT PIN INSTALLATION

To minimize battery discharge the Short Pin has been removed and is stored in the engine compartment Relay Block. Install the Short Pin.

NOTE

If the vehicle is stored in the dealership for a long period of time after PDS, disconnect the negative (-) battery terminal to prevent battery discharge. Refer to Service Bulletin No. PG001-06, "Battery Maintenance for In-Stock Vehicles & Pre-Delivery," for battery maintenance information.



1 Storage Location 2 Installation Location

TPWS INITIALIZATION

Refer to the Repair Manual for the Initialization procedure. Please note the spare tire does not have a TPWS sensor.

NOTE

To adjust tire pressure correctly when outside temperature is significantly colder or warmer than shop temperature, perform a Health Check using Techstream and select the "Compensation Tire Pressure" checkbox. The compensation pressures will be displayed on the Health Check results screen. Adjust the tire pressure when the tires are cold.

COMPASS CALIBRATION

Refer to the Repair Manual for the Calibration procedure for vehicles equipped with a compass in the rear view mirror.

NOTE

- Do NOT perform calibration of the compass in a place where the Earth's magnetic field is subject to interference (underground parking, under a steel tower, between buildings, roof parking, near a railroad crossing, near a large vehicle, etc.).
- During calibration, do NOT operate electric systems (moon roof, power windows, etc.) as they may interfere with the calibration.

FRONT LICENSE PLATE AND MOUNTING BRACKET INSTALLATION

The bracket and 6 mounting screws are placed in a vinyl bag located on the right front passenger's side floor.

Installation Procedure

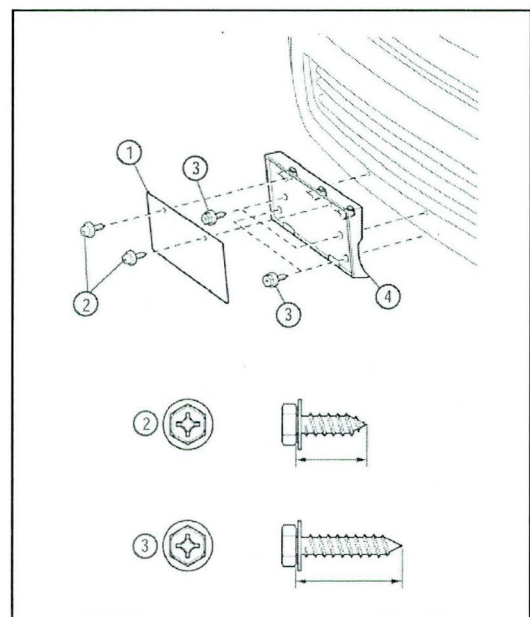
1. Attach the license plate bracket by snapping the clips on the top of the bracket onto the lower lip of the air intake opening on the bumper.
2. Align the 4 mounting holes in the bracket with the 4 dimples in the bumper.
3. Screw two 20 mm (0.787 in.) self-tapping mounting screws (A) into the top holes on the bumper and then screw the two 30 mm (1.81 in.) self tapping screws (B) into the bottom holes.
4. Align the mounting holes in the license plate with the corresponding holes in the bracket. Using the 2 remaining 20 mm (0.787 in.) self-tapping screws (A), mount the license plate directly to the bracket assembly.

Length: 20.0 mm (0.79 in.)

Diameter: 6.0 mm (0.24 in.)

NOTICE

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



1 License Plate 2 Screw A: 20 mm (0.787 in.) 3 Screw B: 30 mm (1.81 in.) 4 Front License Plate Mounting Bracket