

2012 RAV4 EV Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2012	RAV4 EV	

REVISION NOTICE

October 25, 2012 Rev1:

- Under Hood section has been updated.

Any previous printed versions of this bulletin should be discarded.

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.

A new PDS [Check Sheet](#) has been developed for the 2012 model year RAV4 EV. 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	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	1.0	N/A	N/A	N/A

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
TIS Techstream* or Techstream Lite NOTE: Software version 7.20.041 or later is required.	ADE	TSPKG1 or TSLITEDLR01	1

* Essential SST.

NOTE

Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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 service stall.

1. Install short pin – [see check sheet](#)
2. Install antenna*

Functional Operation

Apply parking brake and cycle the Start/Stop switch to "Ready" On, place gear selector in reverse, turn on lights and rear defogger, unlock all doors, release battery charger 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.

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Functional Operation (Continued)

7. Check audio/navigation*/backup camera* systems and set clock
For navigation, set the destination search area to local position
8. Check sliding roof*

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 (if applicable) 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-0022-11](#)
2. Check window operation
3. Check that child safety door locks are in normal (unlocked) position
4. Check seats and seat belt operation
5. Check rear defogger/rear view mirror defogger*
6. Check side marker, tail, backup, and license plate lights
7. Check luggage compartment light* and trim appearance
8. Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

1. Check brake and power steering fluid levels
Visually inspect using see-through reservoirs.
2. Check battery system coolant level (blue; right side)
3. Check motor system coolant level (blue; left side)
4. Check heater system coolant level (pink; right side)

NOTE

Use caution when adding coolant to vehicle. Ensure that the two coolant types do not get mixed.

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Under Hood (Continued)

5. Check windshield washer fluid level
6. **Check auxiliary 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.

7. Inspect for 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. **Tire Pressure Warning System (TPWS) confirmation** – [see check sheet](#)
4. Install wheel covers/caps/spare tire wheel covers*
5. Inspect for 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* (stored in glove box or 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.

1. Check electric motor operation

Check performance over a broad range of driving conditions, including acceleration, cruise, and deceleration (including Brake Regeneration mode).

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Road Test (Continued)

2. Check gear selector operation

Check gear selector operation, including operation in each range, neutral start switch, and shift lock system.

3. Check brake and parking brake operation

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

4. Check steering operation and off-center/vehicle pull/flutter

Check steering function.

Check steering off-center/vehicle pull/flutter.

5. Inspect for abnormal noise and vibration

6. Inspect for squeaks and rattles

7. Check front and rear* heater and A/C operation

8. Check cruise control operation*

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

9. Check front seat heater/ventilation operation*

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-0040-11](#)

4. Verify the green light is illuminated on SOS (Safety Connect) button*

5. Remove Rapgard™ and clear protective bumper film*

Ensure that ALL glue residue is removed.

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Final Inspection & Cleaning (Continued)

6. Wash and clean vehicle
7. Inspect paint finish for scratches, chips, rust, dents, damage, etc.
8. Inspect exterior body parts for proper installation, damage, rust, etc.
9. Place Owner's Guide and first aid kit portfolio* in glove box
10. **Install front license plate and mounting bracket** – [see check sheet](#)
11. 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.

12. **Fully Charge EV battery** – [T-SB-0109-12](#)

**Inspect or install when equipped or required*