

2023 Highlander, Highlander HV Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|---------------------------|------------------------|
| 2023 | Highlander, Highlander HV | |

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.

Customer retention and proper maintenance of vehicles are and have always been a major focus for Toyota. To help remind customers that regular service is essential to the proper maintenance of the vehicle, dealers are required to install a service reminder sticker before delivery. By doing this, customers will be reminded to return to your dealership for service. Your current service reminder sticker may be used. (See PDS Check Sheet item 8 of “Final Inspection and Cleaning.”)

This bulletin contains the PDS procedures that apply specifically to 2023 model year Highlander and Highlander Hybrid vehicles. A universal PDS [Check Sheet](#) that contains PDS steps that apply to all 2023 model year Toyota vehicles has been developed. To properly perform a complete PDS, you must complete all procedures contained in this TSB as well as the universal PDS [Check Sheet](#).

In addition, if the vehicle is stored for over 30 days, be sure to follow [Long-Term Vehicle Storage Guidelines](#).

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Warranty Policy

If the need for additional repairs or adjustment is noted during PDS, 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 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.

Warranty Information

| OP CODE | DESCRIPTION | MODEL | TIME | OFP | T1 | T2 |
|---------|----------------------------|---------------|------|-----|----|----|
| 001013 | Pre-Delivery Service (PDS) | Highlander | 1.0 | - | - | - |
| | | Highlander HV | 1.4 | | | |

Required Tools & Equipment

| REQUIRED EQUIPMENT | SUPPLIER | PART NUMBER | QTY |
|-------------------------------|----------|--------------|-----|
| Techstream ADVi* | ADE | TSADVUNIT | 1 |
| Techstream 2.0 | | TS2UNIT | |
| Techstream Lite | | TSLITEPDLR01 | |
| Techstream Lite (Green Cable) | | TSLP2DLR01 | |

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- Software version 17.20.013 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

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Procedures

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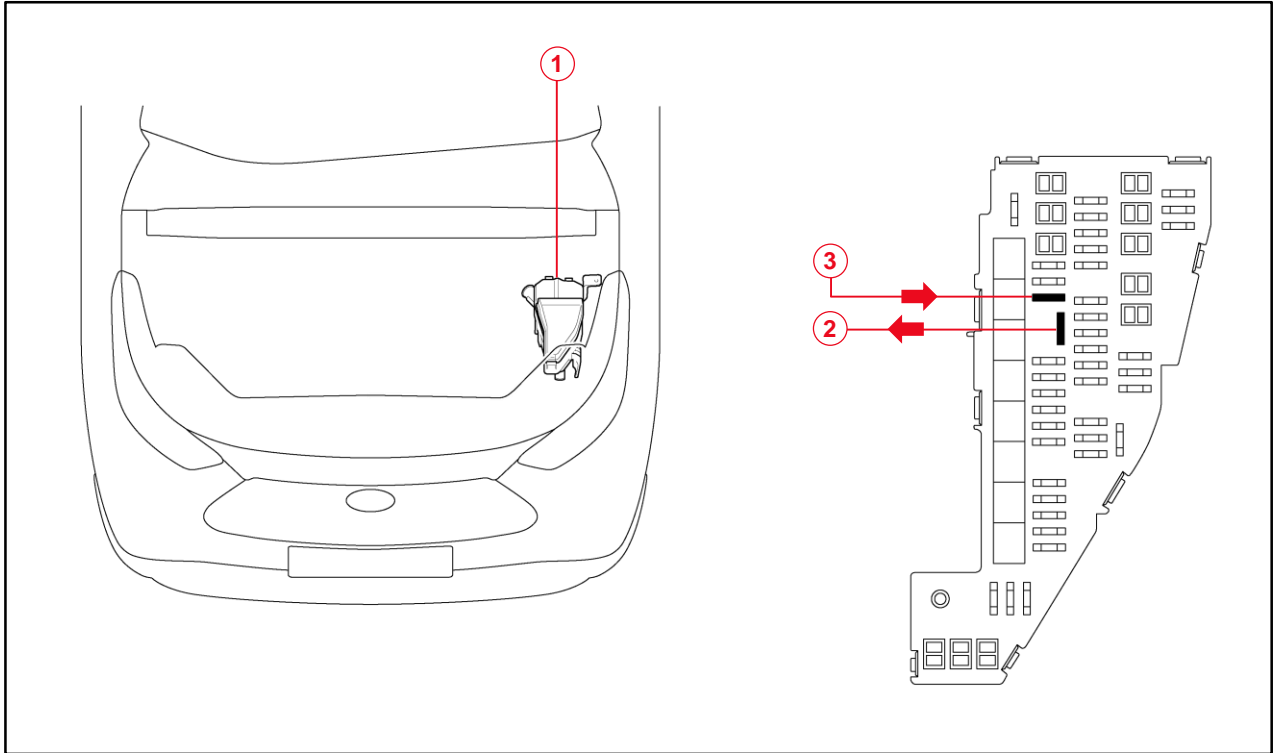
*If applicable.

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D/C Cut Fuse Installation

To minimize battery discharge, the D/C cut fuse (25A) has been removed and is stored in the engine compartment relay block. Install the D/C cut fuse (25A) and confirm ALL related Diagnostic Trouble Codes (DTCs) are cleared.

Figure 1.



| | |
|----------|---------------------------|
| 1 | Relay Block |
| 2 | Remove D/C Cut Fuse (25A) |

| | |
|----------|--|
| 3 | Install D/C Cut Fuse (25A) (Original Location) |
|----------|--|

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Head Unit System Reset

Prior to selling a Toyota vehicle, please confirm that the welcome screen with language options appears on the head unit display when ignition is switched to the ON position. There may be instances where the welcome screen with language options may not properly appear on the head unit display.

If the welcome screen showing language options is not displayed, complete the following steps:

1. Select the Settings option (gear icon).
2. Scroll down and select the Info & Security option.
3. The System Reset dialogue box will appear. Select Reset to confirm the resetting of system.
4. Confirm that the welcome screen with language options is now displayed.

Seating Position Control ECU Initialization

Refer to the applicable Repair Manual for the seating position control ECU [initialization procedure](#) (procedure 2).

Memorize Steering Angle Neutral Point

As a result of the removal of the D/C cut fuse, the power source to the steering angle sensor is cut off. When the D/C cut fuse is reinstalled, the parking assist monitor system/panoramic view monitor system will be operative, but it cannot display guidelines to assist parking operation because the center position recognized by the steering angle sensor may not be in an initial position. Therefore, perform steering angle neutral point initialization AFTER installing the D/C cut fuse during PDS.

Refer to the applicable Repair Manual for the steering angle neutral point [initialization procedure](#).

Perform Steering Sensor Zero Point Calibration

As a result of the removal of the D/C cut fuse, the steering angle sensor power source is cut off. When the D/C cut fuse is reinstalled, the center position recognized by the steering angle sensor may not be the appropriate position. Therefore, it is necessary to perform steering sensor zero point calibration AFTER installing the D/C cut fuse during PDS.

Refer to the applicable Repair Manual for the steering zero point calibration procedure:

- [Driving Method](#).
- [Techstream Method](#) (procedure 4).

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Front License Plate and Mounting Bracket Installation

The front license mounting plate bracket and two self-tapping screws are loaded in the vehicle at the assembly plant. Follow one of the following procedures to install the front license plate mounting bracket and front license plate in states where it is required by law.

Installation Procedure (Type A)

- Align holes "A" of the mounting bracket with the dimples on the front bumper.

NOTE

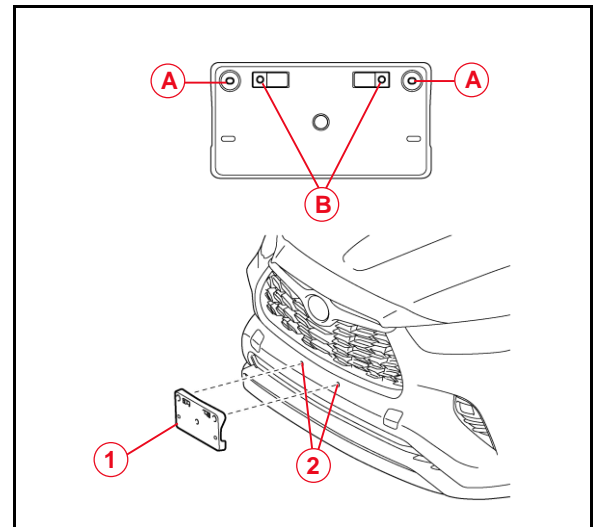
- Holes "A" are used for installation of the mounting bracket to the front bumper.
- Holes "B" are used for the installation of the front license plate to the mounting bracket.

- Install the mounting bracket to the front bumper using two self-tapping screws.

NOTICE

Do NOT overtighten the self-tapping screws.

Figure 2.



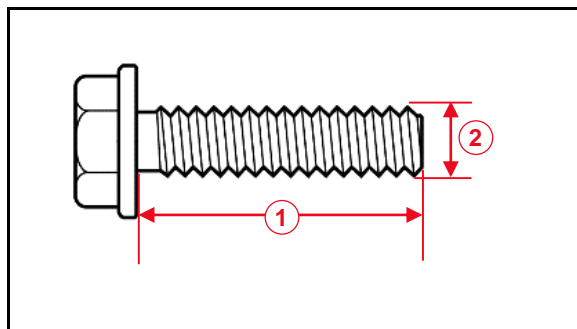
| | |
|---|------------------|
| 1 | Mounting Bracket |
| 2 | Dimple |

- Install the front license plate to the mounting bracket at holes "B" using two non-corroding bolts with the following dimensions:

Length: 15.0 mm (0.59 in.)

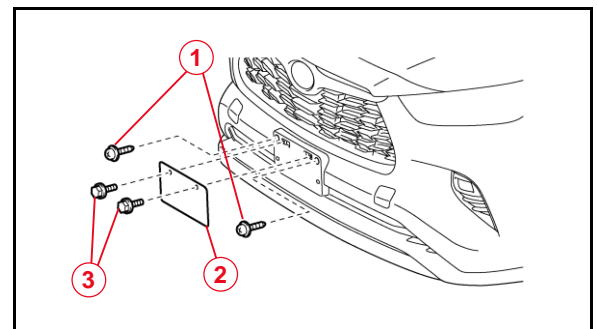
Diameter: 6.0 mm (0.24 in.)

Figure 3.



| | |
|---|----------|
| 1 | Length |
| 2 | Diameter |

Figure 4.



| | |
|---|---------------------|
| 1 | Self-tapping Screw |
| 2 | Front License Plate |
| 3 | Bolt |

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Front License Plate and Mounting Bracket Installation (continued)

Installation Procedure (Type B)

- Align holes "A" of the mounting bracket with the dimples on the radiator lower grille.

NOTE

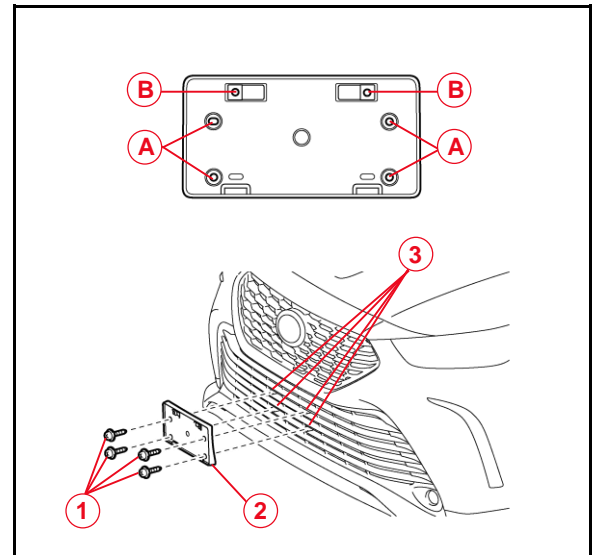
- Holes "A" are used for installation of the mounting bracket to the radiator lower grille.
- Holes "B" are used for the installation of the front license plate to the mounting bracket.

- Install the mounting bracket to the front bumper using four self-tapping screws.

NOTICE

Do NOT overtighten the self-tapping screws.

Figure 5.



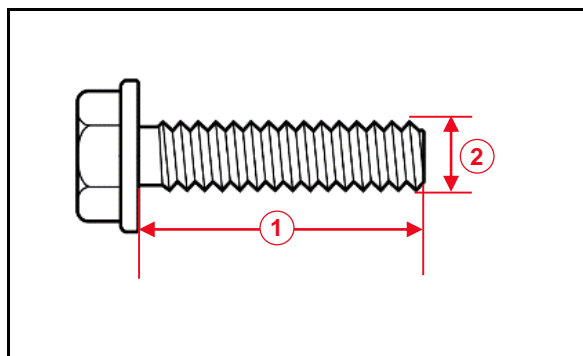
| | |
|---|--------------------|
| 1 | Self-tapping Screw |
| 2 | Mounting Bracket |
| 3 | Dimple |

- Install the front license plate to the mounting bracket at holes "B" using two non-corroding bolts with the following dimensions:

Length: 15.0 mm (0.59 in.)

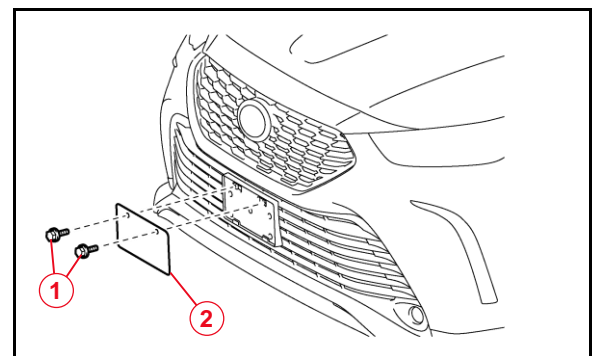
Diameter: 6.0 mm (0.24 in.)

Figure 6.



| | |
|---|----------|
| 1 | Length |
| 2 | Diameter |

Figure 7.



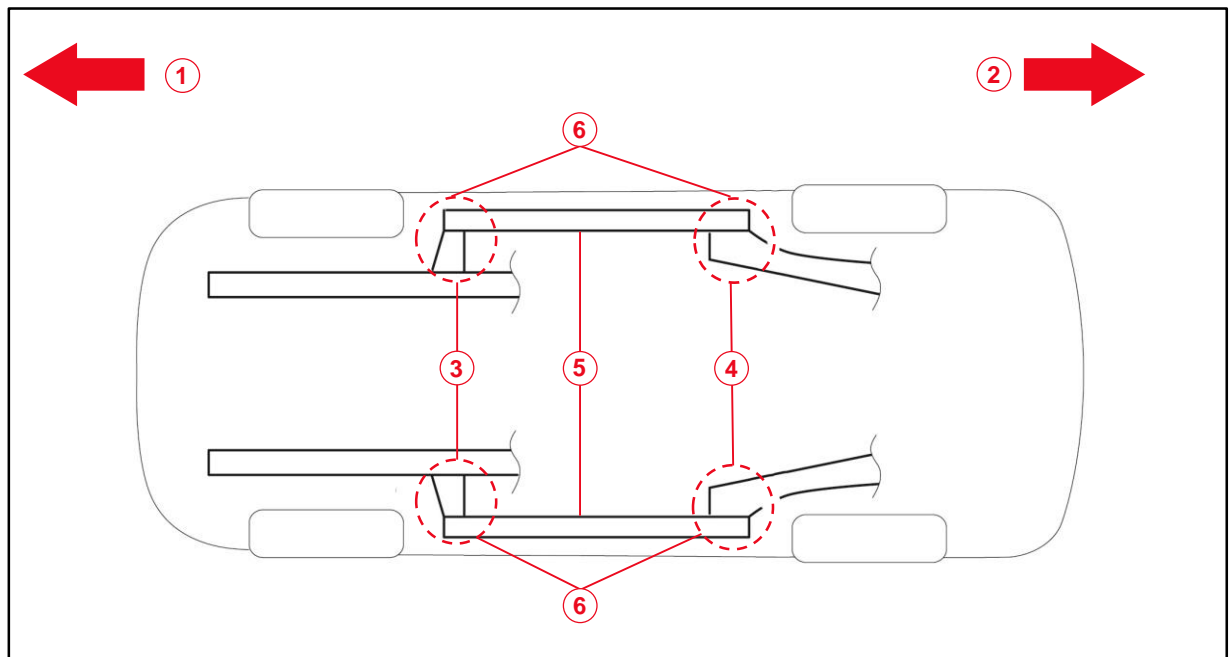
| | |
|---|---------------------|
| 1 | Bolt |
| 2 | Front License Plate |

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Installation of Rubber Body Plugs

1. Confirm the number of plugs in the glove box. If two plugs are present, perform substep 2A ONLY. If four plugs are present, perform substep 2A AND substep 2B.
2. Install the plugs according to the instructions below by confirming the number of plugs in the glove box.
 - A. Install two plugs in the rear side member hole or rocker inner hole as shown.
 - B. Install two plugs in the torque box hole or rocker inner hole as shown.

Figure 8.



| | |
|----------|---|
| 1 | Front Side |
| 2 | Rear Side |
| 3 | Torque Box Hole or Rocker Inner Hole |
| 4 | Rear Side Member Hole or Rocker Inner Hole |
| 5 | Rocker Inner |
| 6 | Install Plug Here (if Applicable) |

NOTICE

- The installation of these plugs is required to prevent rust.
- These plugs are stored in the glove box.
- The number of plugs may vary according to production locations in the same vehicle model.

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Tire Pressure Warning System (TPWS) Initialization

Refer to the applicable Repair Manual for the TPWS [initialization procedure](#).

NOTE

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

Dealer Contact Information for Call Dealer Head Unit Function

Refer to the *Multimedia System Owner's Manual* to [add dealer contact information](#).

NOTE

Highlander and Highlander Hybrid model year vehicles equipped with Audio plus and Premium Audio ONLY.

Set Hybrid Radio Feature to OFF

Without a Wi-Fi subscription, the customer will receive a "Subscription Required" pop-up while in weak broadcast radio signal areas. This pop-up notification may cause confusion to the customer. Therefore, it is necessary to toggle the Hybrid Radio feature to the OFF position.

1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Navigate the following menus in the head unit: *Settings – Sound and Media – Radio – Hybrid Radio*.
3. Ensure the Hybrid Radio feature is set to the OFF position.

NOTE

The Enable Hybrid Radio feature is factory preset to the ON position.

Navigation — Set Date & Time by GPS

Before selling a Toyota vehicle, it is necessary to turn the Set Date & Time by GPS setting to the ON position.

1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Navigate the following menus in the head unit: *Settings – General – Date & Time – Set date & time by GPS*.
3. Ensure the Set Date & Time by GPS function is set to the ON position.