



**Technical Service
BULLETIN**

September 1, 1999

Title:

**2000 MODEL YEAR PRE-DELIVERY
SERVICE (PDS)**

Models:

All Models

PRODUCT GENERAL INFORMATION
PG021-99

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

Periodic in-dealership training for technicians, both new and experienced, is a requirement to ensure that PDS is performed correctly. A number of training resources are available in your dealership.

- Pre-Delivery Service – The Final Touch video (P/N 00401-43067)
- Pre-Delivery Service Technician's Handbook (P/N 00401-43068)

The "Service Manager's Guide to Technician Orientation and Training" is included in the Dealer Delivery Quality Operations Guide (P/N 00116-DDQOG-98) and provides a sample training agenda to conduct a successful session in your dealership. (These training materials have been distributed to dealers. Additional copies are available through the TDN system – Dealer Support Materials.)

A new PDS form has been developed for the 2000 model year. Some check points have been added, expanded or clarified. **For improved customer satisfaction, please pay particular attention to the Fuse Installation and Electrical Operation areas indicated in bold red type.**

**PDS Form
Ordering
Information**

An initial distribution of PDS forms will be mailed to each dealership. Additional PDS forms (P/N 00406-PDS00) may be ordered via TDN – Dealer Support Materials or from the Material Distribution Center utilizing form 1450.

**Warranty
Policy**

If the need for additional repairs or adjustments is noted during the Pre-Delivery Service, required service should be performed under warranty. Reimbursement should be requested via regular warranty channels.

The Warranty Policy and Procedures Manual requires that you maintain the completed PDS check sheet in the customer 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.

See Page 7, Warranty Information section for Opcode information.





1999 TOYOTA PRE-DELIVERY SERVICE CHECK SHEET

A. BEFORE INSPECTION	OK	Adjust/Repair	E. UNDER VEHICLE (ON HOIST)	OK	Adjust/Repair
01 INSTALL FUSE(S) See Application Chart on back 02 Install outside rearview mirrors*			01 Remove disc brake anti-rust covers* 02 Remove front spring spacers* (See Application Chart on back) 03 Remove engine protector (Celica w/5S-FE) 04 Install rubber body plugs* 05 Inspect tires for defects/damage and adjust tires' pressure... 06 Install wheel covers/caps 07 Install mudguards*		
B. FUNCTIONAL OPERATION Apply parking brake and turn ignition "ON;" place gear selector in reverse; turn on lights and rear defogger. Unlock doors; release gas door; release trunk hatch.			F. 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.		
01 Check dome, courtesy, map and sun visor lights* 02 Check warning/indicator lights, gauges and horn 03 Check passenger air bag system cutoff switch and light* 04 Check windshield wipers and washers 05 Check headlights, instrument lights, turn signals, emergency flashers and brake lights 06 Check inside/outside rearview mirror operation/adjustment 07 Check cigarette lighter and power outlet* 08 Check sunroof/convertible top* 09 Check audio system/remote function and set clock* 10 Install shift-lock override button cover			Enter Odometer Reading Reading before test _____ Reading after test _____		
C. 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, 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.			01 Check cold engine operation 02 Check engine operation during warm-up 03 Check engine at normal operating temperature 04 Check clutch/transmission operation 05 Check brake and parking brake operation 06 Check steering operation and off-center 07 Inspect for abnormal noises 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 front seat heater* and seat memory function*		
01 Check window operation 02 Check door and door lock operation, including wireless remote control/theft deterrent system* 03 Check that engine starts with all keys 04 Check power sliding door operation (Stenna)* 05 Check that Child Safety Door Locks are in normal (unlocked) position* 06 Check seats and seat belt operation 07 Check integrated child seat and seat belt operation 08 Check rear defogger* 09 Check side marker, tail, backup and license plate lights 10 Check trunk light* and trunk trim appearance 11 Check spare tire pressure and jack and tool installation 12 Check headlight aim			G. FINAL INSPECTION AND CLEANING 01 Remove interior protective covers, unnecessary labels, tags, etc. 02 Visually inspect all interior parts for installation, damage, fit, dirt, etc. 03 Remove Rappard™ protective film 04 Wash and clean vehicle 05 Inspect paint finish for scratches, chips, rust, dents, damage, etc. 06 Inspect exterior body parts for proper installation, damage, rust, etc. 07 Sign "Commitment to Excellence" sticker (P/N 00103-STICK-PDS96) and affix to window		
D. UNDER HOOD 01 Check engine oil and ATM* fluid levels 02 Check brake, clutch* and power steering fluid levels 03 Check engine coolant level 04 Check battery state-of-charge by Open Circuit Voltage method. Recharge if below 12.4 volts (75% charge)			COMMENTS _____ _____ _____		
* 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			
_____ NAME (PLEASE PRINT)		_____ NAME (PLEASE PRINT)			
Date	Dealer Name	Dealer Code	Vehicle Identification Number (Sticker)		

**THE TOYOTA TOUCH
COMMITMENT TO EXCELLENCE**

We hereby certify that all items on this form have been checked and corrected for proper operation as required.

Order additional forms through the Dealer Support Materials System (MDC).
98-PRT-129

00406 PDS99

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)	SHORT PIN	FUSE BOX
Camry Solara		
Celica	DCC	FUSE BOX
Corolla	DOME	FUSE BOX
ECHO		
Land Cruiser	RADIO, ECU-B1	FUSE BOX
MR2 Spyder	ECU-B1	FUSE BOX
RAV4	DOME	FUSE BOX
Sienna	FUSE (or SHORT PIN) NOT REMOVED	
Tacoma		
Tundra		
4Runner	DOME, MPX-B	FUSE BOX

A02 Install outside rearviewmirrors*

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/rear hatch.

- B01 Check dome, courtesy, map and sunvisor lights***
- B02 Check warning/indicator lights, gauges and horn**
- B03 Check Passenger Air Bag System Cutoff switch and light***

NOTE:
Make sure the Passenger Air Bag Cutoff System 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 windshield wipers and washers**
- B05 Check headlights, instrument lights, turn signals, emergency flashers and brake lights**

**Functional
Operation**
(Continued)

- B06** Check inside/outside rearview mirror operation/adjustment
- B07** Check cigarette lighter and power outlet*
Check the power outlet using an electrical accessory designed for this use.
- B08** Check sunroof/convertible top*

NOTE:

Convertible top will not operate while car is moving.

- B09** Check audio system and set clock*
- B10** Install shift-lock override button cover

**Walk-Around
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 operation (Sienna)*
- C05** Check that Child Safety Door Locks are in normal (unlocked) position*
- C06** Check Seats and Seat Belt Operation
- C07** Check integrated child seat and seat belt operation*
- C08** Check rear defogger*
- C09** Check side marker, tail, backup and license plate lights
- C10** Check trunk light* and trunk trim appearance
- C11** Check spare tire pressure and jack and tool installation

NOTE:

Compact spare tire – 60 psi (413 kPa).

- C12** Check headlight aim
Ensure that ignition, light switch, etc., are "OFF" and A/T selector is in PARK.

- 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 by Open Circuit Voltage method. Recharge if below 12.4 Volts (75% of charge)**
- Under Vehicle (On Hoist)**
 - E01 Remove disc brake anti-rust covers***
Visually inspect rotors for rust.
North American produced models are not equipped with anti-rust covers.
 - E02 Remove front spring spacers***
Remove Spring Spacers from Japan Production Camry V6 models.
Remove Spring Spacers from Celica models.

MODEL	LOCATION
Camry V6 (Japan Production Only)	FRONT COIL SPRINGS
Celica	

- E03 Install rubber body plugs***
Install the rubber plugs (stored in glove box) into rear torque box holes.
- E04 Inspect tires for defects/damage and adjust tires' 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.
- E05 Install wheel covers/caps**
- E06 Install mudguards (Solara)**
- E07 Install antenna (Tundra)**

- 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.
- 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.
- 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**
Check steering function and steering wheel centering.
Check for suspension noise.
- 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 (Avalon XLS)**

- Road Test **G01** Remove interior protective covers, unnecessary labels, tags, etc.
(Remove protective covers just before delivery to customer).
- Remove plastic covers from door panels, seats, head restraints and sunvisors, as required.
 - Remove labels, tags and stickers (except those containing owner information).

NOTE:

Consumer Information Label such as Air Bag 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** Inspect exterior body parts for proper installation, damage, rust, etc.
- G07** Sign “Commitment To Excellence“ sticker (P/N 00405-STICK-PDS98) and affix to window

Warranty Information

OP CODE	DESCRIPTION	TIME	OPN	T1	T2
001013	Pre Delivery Service	*	N/A	N/A	N/A

* Variable by model.