

# TECHNICAL SERVICE BULLETIN

REF.: PRODUCT GENERAL  
INFORMATION  
NO.: PG95-007  
DATE: SEPTEMBER 15, 1995  
MODEL: ALL MODELS

## 1996 MODEL YEAR PRE-DELIVERY SERVICE (PDS)

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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
- Interior Cleanliness
- Proper Operation of Electrical Accessories
- Proper Function of Mechanical Systems

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

- Pre-Delivery Service – The Final Touch video (P/N 00401-42971)
- Pre-Delivery Service Technician's Handbook (P/N 00401-43047)

The "Service Manager's Guide to Technician Orientation and Training" is included in the Delivery Quality Operations Guide (P/N 00401-42980) 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 1996 model year. Some check points have been eliminated while others 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 100 forms (1 Package) has already been mailed to each dealership. Additional forms may be ordered via TDN – Dealer Support Materials or from the Material Distribution Center utilizing form 1450. (P/N 00406-PDS96)





# 1996 TOYOTA PRE-DELIVERY SERVICE CHECK SHEET

A. BEFORE INSPECTION		OK	Adjust/ Repair	E. UNDER VEHICLE (ON HOIST)		OK	Adjust/ Repair	
<b>01 INSTALL FUSE(S)</b>				<b>01</b> Remove disc brake anti-rust covers* .....				<input type="checkbox"/>
See Application Chart On Back				<b>02</b> Remove front spring spacers* .....				<input type="checkbox"/>
<b>02</b> Install outside rearview mirrors* .....				(See Application Chart on back) .....				<input type="checkbox"/>
<b>B. FUNCTIONAL OPERATION</b>				<b>03</b> Remove engine protector (Celica w/5S-FE) .....				<input type="checkbox"/>
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.				<b>04</b> Install rubber body plugs* .....				<input type="checkbox"/>
<b>01</b> Check dome, courtesy, map and sunvisor lights* .....				<b>05</b> Inspect tires for defects/damage and adjust tires' pressure ....				<input type="checkbox"/>
<b>02</b> Check warning lights, gauges and horn .....				<b>06</b> Install wheel covers/caps .....				<input type="checkbox"/>
<b>03</b> Check windshield wipers and washers .....				<b>F. ROAD TEST</b>				
<b>04</b> Check headlights, instrument lights, turn signals, emergency flashers and brake lights .....				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.				
<b>05</b> Check inside/outside rearview mirror operation/adjustment .....				Enter Odometer Reading				
<b>06</b> Check cigarette lighter .....				Reading before test .....				
<b>07</b> Check sunroof/convertible top* .....				Reading after test .....				
<b>08</b> Check audio system and set clock* .....				<b>01</b> Check cold engine operation .....				<input type="checkbox"/>
<b>09</b> Install shift-lock override button cover .....				<b>02</b> Check engine operation during warm-up .....				<input type="checkbox"/>
<b>C. WALK-AROUND INSPECTION</b>				<b>03</b> Check engine at normal operating temperature .....				<input type="checkbox"/>
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.				<b>04</b> Check clutch/transmission operation .....				<input type="checkbox"/>
<b>01</b> Check window operation .....				<b>05</b> Check brake and parking brake operation .....				<input type="checkbox"/>
<b>02</b> Check door and door lock operation .....				<b>06</b> Check steering operation and off-center .....				<input type="checkbox"/>
<b>03</b> Check that Child Safety Door Locks are in normal (off) position* .....				<b>07</b> Inspect for abnormal noises and vibration .....				<input type="checkbox"/>
<b>04</b> Check seats and seat belt operation .....				<b>08</b> Inspect for squeaks and rattles .....				<input type="checkbox"/>
<b>05</b> Check integrated child seat and seat belt operation* .....				<b>09</b> Check heater and A/C* operation .....				<input type="checkbox"/>
<b>06</b> Check rear defogger* .....				<b>10</b> Check cruise control operation* .....				<input type="checkbox"/>
<b>07</b> Check side marker, tail, backup and license plate lights .....				<b>G. FINAL INSPECTION AND CLEANING</b>				
<b>08</b> Check trunk light* and trunk trim appearance .....				<b>01</b> Remove interior protective covers, unnecessary labels, tags, etc. ....				<input type="checkbox"/>
<b>09</b> Check spare tire pressure and jack and tool installation .....				<b>02</b> Visually inspect all interior parts for installation, damage, fit, dirt, etc. ....				<input type="checkbox"/>
<b>10</b> Check headlight aim .....				<b>03</b> Remove Raggard™ protective film .....				<input type="checkbox"/>
<b>D. UNDER HOOD</b>				<b>04</b> Wash and clean vehicle .....				<input type="checkbox"/>
<b>01</b> Check engine oil and ATM* fluid levels .....				<b>05</b> Inspect paint finish for scratches, chips, rust, dents, damage, etc. ....				<input type="checkbox"/>
<b>02</b> Check brake, clutch* and power steering fluid levels .....				<b>06</b> Inspect exterior body parts for proper installation, damage, rust, etc. ....				<input type="checkbox"/>
<b>03</b> Check engine coolant level .....				<b>COMMENTS</b> _____ _____ _____ _____ _____ _____				
<b>04</b> Check battery state-of-charge by Open Circuit Voltage method. Recharge if below 12.4 volts (75% charge) .....								
* Inspect or Install when Equipped/Required								
Completion and retention of this form is required to comply with Toyota's Warranty Policy.				<b>THE TOYOTA TOUCH</b> <b>COMMITMENT TO EXCELLENCE</b>  <i>We hereby certify that all items on this form have been checked and corrected for proper operation as required.</i>				
TECHNICIAN'S SIGNATURE _____		SERVICE MANAGER'S SIGNATURE _____						
NAME (PLEASE PRINT) _____		NAME (PLEASE PRINT) _____						
Date	Dealer Name	Dealer Code	Vehicle Identification Number (Sticker)					



**1996 MODEL YEAR PRE-DELIVERY SERVICE (CONT'D)****A. 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
Tercel, Paseo, Corolla 4Runner & Land Cruiser	DOME	FUSE BLOCK
Camry (Japan Production) Celica	SHORT PIN	FUSE BLOCK
Supra	DOME, RADIO #1	FUSE BLOCK
Previa	DOME, CIG	CENTER POCKET
T100	CIG	ASHTRAY
RAV4 (From Nov. 1995)	DOME	FUSE BLOCK
Tacoma	DOME	FUSE BLOCK
Camry and Avalon (North American Production)	FUSE (or SHORT PIN) NOT REMOVED	

**A02 Install outside rearview mirrors\***

\* *Inspect or Install when Equipped/Required*



*Indicates high priority Customer Satisfaction item.*



## 1996 MODEL YEAR PRE–DELIVERY SERVICE (CONT'D)

### B. 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 lights, gauges and horn

**B03** Check windshield wipers and washers

**B04** Check headlights, instrument lights, turn signals, emergency flashers and brake lights

**B05** Check inside/outside rearview mirror operation/adjustment

**B06** Check cigarette lighter

**B07** Check sunroof/convertible top\*

**Note:** Convertible top will not operate while car is moving.

**B08** Check audio system and set clock\*


**B09** Install shift–lock override button cover

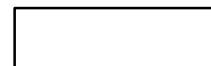
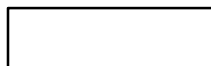
### C. WALK–AROUND INSPECTION

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 belts, including automatic seat belt system. Continue on around to the front of the vehicle checking lights. Make necessary adaptations for two–door, hatchback, Truck and Previa models.

**C01** Check window operation

\* Inspect or Install when Equipped/Required

 Indicates high priority Customer Satisfaction item.





**1996 MODEL YEAR PRE-DELIVERY SERVICE (CONT'D)****C02** Check door and door lock operation**C03** Check that Child Safety Door Locks are in normal (unlocked) position\***C04** Check Seats and Seat Belt Operation

- For Celica convertible models, pass shoulder belt through seat belt hanger and inspect seat belt for normal operation and latching.

**C05** Check integrated child seat and seat belt operation\***C06** Check rear defogger\***C07** Check side marker, tail, backup and license plate lights**C08** Check trunk light\* and trunk trim appearance**C09** Check spare tire pressure and jack and tool installation**Note:** Compact spare – 60 psi (413 kPa)**C10** Check headlight aim

Ensure that ignition, light switch, etc., are “OFF” and A/T selector is in PARK.

**D. UNDERHOOD****D01** Check engine oil and ATM\* fluid levels**D02** Check brake, clutch\* and power steering fluid levels

- Visually inspect using see-through reservoirs.

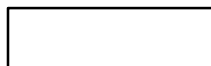
**D03** Check engine coolant level**D04** Check battery state-of-charge by Open Circuit Voltage method. Recharge if below 12.4 Volts (75% of charge)**OPEN CIRCUIT VOLTAGE (OCV) CHART**

RESULTS	OPEN CIRCUIT VOLTAGE	% STATE OF CHARGE	EQUIVALENT SPECIFIC GRAVITY
OK	12.65 Volts	100%	1.265 @ 80°F
	12.40 Volts	75%	1.225 @ 80°F
	12.20 Volts	50%	1.190 @ 80°F
NG	Less Than 12.20 Volts	Less Than 50%	<1.190 @ 80°F

\* Inspect or Install when Equipped/Required



Indicates high priority Customer Satisfaction item.





## 1996 MODEL YEAR PRE–DELIVERY SERVICE (CONT'D)

### E. UNDER VEHICLE (ON HOIST)

#### E01 Remove disc brake antirust covers\*

- Visually inspect rotors for rust.
- North American produced models are not equipped with antirust covers.

#### **E02** Remove front spring spacers\*

- Remove Spring Spacer from Japan Production Camry V6 models.
- Remove Spring Spacers from Celica models.

### SPRING SPACER REMOVAL

MODEL	LOCATION
CAMRY (V6) (Japan Production Only)	FRONT COIL SPRINGS
CELICA	FRONT COIL SPRINGS

#### E03 Remove Engine Protector\*

- Remove engine protector from Celica with 5S–FE Engine.

#### E04 Install rubber body plugs\*


- Install the rubber plugs (stored in glove box) into rear torque box holes.

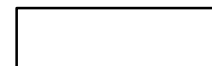
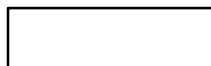
#### E05 Inspect tires for defects/damage and adjust tires' pressure

- 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.
- Tire sidewall "Maximum" cold tire inflation pressure should not be used for normal driving.

#### E06 Install wheel covers/caps

\* Inspect or Install when Equipped/Required

 Indicates high priority Customer Satisfaction item.





## 1996 MODEL YEAR PRE–DELIVERY SERVICE (CONT'D)

### 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.

**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**

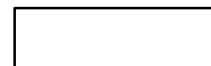
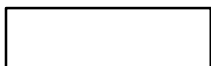
**F09 Check heater and A/C\* operation**

**F10 Check cruise control operation\***

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

*\* Inspect or Install when Equipped/Required*

 *Indicates high priority Customer Satisfaction item.*





## 1996 MODEL YEAR PRE–DELIVERY SERVICE (CONT'D)

### G. FINAL INSPECTION AND CLEANING

#### G01 Remove interior protective covers, unnecessary labels, tags, etc.

- 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 Labels such as Ozone Depletion Substance 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.

### 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.

Consult your Flat Rate Manual for time allowances for individual models.

*\* Inspect or Install when Equipped/Required*

 *Indicates high priority Customer Satisfaction item.*

