

2011 Prius Pre Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2011	Prius	

TSB REVISION NOTICE

July 15, 2011 Rev2:

- **Step 6 has been added to Under Vehicle section.**

Any previous printed versions of this service bulletin should be discarded.

December 1, 2010 Rev1:

- **Precautions section has been added.**

Any previous printed versions of this service bulletin should be discarded.

Introduction

Pre-Delivery Service (PDS) 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 2011 model year Prius. Some check points have been added, expanded or clarified. **TSBs are available for items in bold type.**

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Precautions

The Prius has unique operating modes, so always follow the precautions below when performing the PDS operation:

- The Prius contains high-voltage (200 ~ 650 volts) AC and DC systems. All high-voltage wiring and connections are orange in color. Do NOT carelessly touch these orange-colored wiring harnesses and connectors.
- The gasoline engine may start up and shut down suddenly whenever the “READY” light is illuminated. **Be sure to press the “P” position switch, apply the parking brake, press the “POWER” switch in order to stop the hybrid system (the “READY” light is OFF), and remove the ignition key before working in the engine compartment.**
- The hybrid transaxle, engine radiator, and inverter radiator may reach high temperatures during inspection. Carefully observe all caution labels and instructions on these components.
- Be sure to place the shift selector into “P” (press the “P” switch) at all times unless otherwise instructed. When the shift selector is in the “N” position, the hybrid vehicle battery will NOT charge even if the gasoline engine is operating.
- When leaving the vehicle, press the “P” position switch, apply the parking brake, and press the “POWER” switch in order to stop the hybrid system (the “READY” light is OFF). Remove the ignition key.
- Air vents are provided on the package tray behind the rear seatback to cool the hybrid vehicle battery. Do NOT block these air vents.
- Do NOT splash water on the electric components in the engine compartment.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
001013	Pre-Delivery Service (PDS)	1.5	N/A	–	–

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 Prius 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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Before Inspection

1. Install short pin ([T-SB-0307-10](#))
2. Install radio antenna
3. Initialize advanced parking guidance system ([T-SB-0302-10](#))

Functional Operation

Apply parking brake and cycle ignition "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 light, buzzer and horn
3. Check windshield wipers and washers
4. Check headlights, instrument lights, dimmer switch, 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.
8. Check multi-information display and trip information on center display*
9. Install shift-lock override button cover*
10. Check sliding roof*

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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-0026-10](#))
2. Check window operation
3. Check that engine starts with all keys
4. Check that child safety door locks are in normal (unlocked) position*
5. Check seats and seat belt operation
6. Check rear defogger/rear view mirror defogger*
7. Check side marker, tail, backup, cargo*, and license plate lights
8. Check luggage compartment light* and trim appearance
9. Adjust spare tire pressure, inspect for damage, and check jack and tool installation

NOTE

Compact spare tire - 60 psi (420kPa).

10. Check headlight aim
Refer to the Repair Manual for procedures.
11. **Check battery state-of-charge using Digital Battery System Analyzer (SOC Reading: _____%)***

Refer to TSB 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.

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Under Hood

1. Check engine oil level and ATM* fluid levels
2. Check brake and power steering fluid levels
Visually inspect using see-through reservoirs.
3. Check engine coolant level
4. Check inverter coolant level
5. Check windshield washer fluid level
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 (including spare tire)
3. **Initialize Tire Pressure Warning System (TPWS) [\(T-SB-0298-10\)](#)**
4. Install wheel caps*
5. **Install front spoiler under cover and rear side spoilers [\(T-SB-0306-10\)](#)**
6. **Remove spring spacers on vehicles with PLUS package. [\(T-SB-0073-11\)](#)**
7. Inspect for fuel, oil, coolant, and other fluid leaks
8. Inspect under the vehicle for damage, rust etc.
9. Visually check bolts and nuts on chassis and powertrain for looseness
10. Install rubber body plugs (stored in glove box or console)
11. Check hybrid transaxle fluid

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

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Road Test (Continued)

- 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 hybrid transmission operation
- 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 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 operation*

Final Inspection & Cleaning

- 1. 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 sun visors, as required. Remove labels, tags, and stickers (except those containing owner information).

NOTE

Customer information labels, such as the fuel caution, airbag warnings, and bumper labels, MUST be left on the vehicle until delivery to a retail customer.

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Final Inspection & Cleaning (Continued)

2. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
3. **Verify floor mat application and install using retaining clips*** [\(T-SB-0086-10\)](#)
4. Verify green light is illuminated on SOS (Safety Connect) button*

NOTE

Vehicle may arrive with hanger requesting inspection to Safety Connect system. If system is working properly and green light is illuminated, disregard hanger.

5. Remove Rapgard™ and clear protective bumper film*
Ensure that ALL glue residue is removed.
6. Wash and clean vehicle
7. Inspect paint finish for scratches, chips, rust, dents, damage, 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 or order new stickers by calling 1-800-527-6283.
9. Inspect exterior body parts for proper installation, damage, rust, etc.
10. **Install front license plate and mounting bracket*** [\(T-SB-0299-10\)](#)
11. Place Owner's Guide and first aid kit portfolio* in glove box
12. 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.

Battery Maintenance

1. **Perform HV battery check and maintenance** [\(T-SB-0305-10\)](#)

* Inspect or install when equipped or required