

2009 MY Venza Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2009	Venza	

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.

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 2009 model year Venza. Some check points have been added, expanded or clarified. TSBs are available for items in bold.

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

Functional Operation

Apply parking brake and cycle ignition to "IG-ON," place gear selector in reverse, turn on lights and rear defogger. Unlock all doors, release fuel door.

1. **Check Smart Key System*** ([T-SB-0340-08](#))
2. Install antenna*
3. Check dome, courtesy, map, and sun visor lights*
4. Check warning/indicator lights, gauges, and horn
5. Check windshield wipers and washers
6. Check headlights, instrument lights, turn signals, emergency flashers, and brake lights
7. Check inside/outside rear view mirror operation/adjustment
8. Check cigarette lighter* and power outlets.
 Check the power outlet using an electrical accessory designed for this use.
9. Check moon roof*
10. Check audio/navigation* system and set clock
11. Install shift-lock override button cover
12. Check Rear Seat Entertainment System operation*

** Inspect or install when equipped or required*

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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 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 window operation
2. Check door and door lock operation, including each wireless remote control/theft deterrent system*
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
7. Check side marker, tail, backup, and license plate lights
8. Check cargo light and cargo trim appearance
9. Check spare tire, jack and tool installation
10. Check headlight aim

Refer to the Repair Manual for procedures.

Under Hood

1. Check engine oil and ATM fluid levels
2. Check brake, and power steering fluid levels
Visually inspect using see-through reservoirs.
3. Check engine coolant level

* Inspect or install when equipped or required

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Under Hood (Continued)

4. Check battery state-of-charge using Digital Battery System Analyzer

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.

5. 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. Install rubber body plugs

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

3. Inspect tires for defects/damage

4. Tire Pressure Warning System (TPWS) Verification ([T-SB-0336-08](#))

5. Inspect for fuel, oil, coolant, and other fluid leaks

6. Visually check bolts and nuts on chassis and powertrain for looseness

7. Inspect under the vehicle for damage, rust, etc.

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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
 - 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 automatic transmission operation
 - Check automatic transmission operation, including operation in each range, neutral start switch, and shift lock system.
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*
12. **Set/calibrate compass*** ([T-SB-0339-08](#))

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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. **Install floor mats using retaining clips*** ([T-SB-0042-08](#))
3. Visually inspect all interior parts for installation, damage, fit, dirt, etc.
4. Remove Rapgard™ and clear protective bumper film*
Ensure that ALL glue residue is removed.
5. Wash and clean vehicle
6. Inspect paint finish for scratches, chips, rust, dents, damage, etc.
7. Inspect exterior body parts for proper installation, damage, rust, 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. **Install front license plate** ([T-SB-0338-08](#))
10. Place Owner's Guide and first aid kit portfolio* in glove box

**Inspect or install when equipped or required*