

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Service Category General

Section Pre-Delivery Service

Market USA

Toyota Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2027	Prius, Prius PHV	

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.

The PDS process helps identify potential vehicle concerns before customer delivery. After completing the PDS process, maintain accurate PDS records by ensuring the required documents listed below are completed and recorded in accordance with Toyota Warranty Policy.

- GTS+ Health Check
- Completed PDS Check Sheet
- Battery Charge Test Print Out
- GTS+ Tire Pressure Information

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.

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Introduction (continued)

This bulletin contains the PDS procedures that apply specifically to the 2027 model year Prius and Prius PHV vehicles.

Refer to [T-SB-0024-26](#), the universal *Check Sheet* that contains PDS steps that apply to all 2027 model year Toyota vehicles. 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, refer to [T-SB-0012-26](#), *Long-Term Vehicle Storage Guidelines*.

Refer to the table below for a definition of terms that may be used in this bulletin.

Table 1.

TERM	ACRONYM	DEFINITION
Conventional Vehicle	CV	A vehicle with only a gasoline engine for propulsion
Electrified Vehicle	EV	A vehicle that utilizes a hybrid, plug-in hybrid, fuel cell, or battery electric system for propulsion
Hybrid Electric Vehicle	HEV	A vehicle with both a gasoline engine and an HV battery
Plug-in Hybrid Electric Vehicle	PHEV	A vehicle with both a gasoline engine and an HV battery that can be charged externally
Battery Electric Vehicle	BEV	A vehicle with only an HV battery that can be charged externally
Fuel Cell Electric Vehicle	FCEV	A vehicle with both a hydrogen fuel cell and an HV battery
State of Charge	SOC	The remaining capacity available in a battery
12-Volt	12V	Standard 12V battery used to power electrical systems separate from high voltage components
High Voltage	HV	HV battery used to power the electrified vehicle

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Table of Contents

• Warranty Policy	4
• Warranty Information	4
• Required Tools and Equipment	4
• D/C Cut Fuse Installation	5
• Front License Plate and Mounting Bracket Installation *	6
• Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation	9
• Power Back Door Initialization	12
• Tire Pressure Warning System (TPWS) Initialization	12
• Enable Hybrid Battery Thermal Keep Control Mode *	13
• Confirm Hybrid Battery Thermal Keep Control Mode State	13
• Set Hybrid Battery Thermal Keep Control Mode	14
• Seat Position Control ECU Initialization	15
• Head Unit System Reset	15
• Dealer Contact Information for Call Dealer Head Unit Function	15
• Navigation — Set Date & Time by GPS	16

*If applicable.

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

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)	Prius	1.6	–	–	–
		Prius PHV				

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
Techstream ADVi*	ADE	TSADVUNITECP	1
Techstream Lite		TSLP3DLR01	
Techstream Lite (Green Cable)		TSLP2DLR01	

*Essential SST.

NOTE

- Only ONE of the Techstream units listed above is required.
- GTS+ software version 2026.02.002.02 or later is required.
- Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787 or by visiting *TIS – Diagnostics – Tools & Equipment – Techstream Order Portal*.

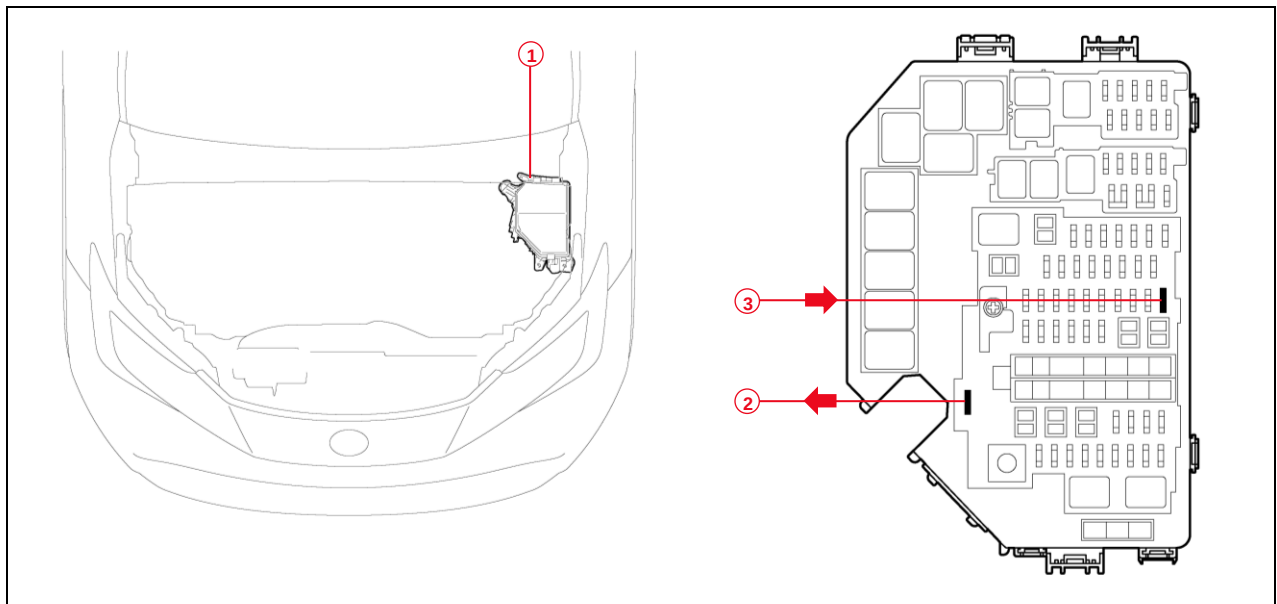
2027 Prius and Prius PHV Pre-Delivery Service (PDS)

D/C Cut Fuse Installation

Check the location of the D/C Cut fuse (30A). It may have been removed at the assembly plant and temporarily stored in the blank space of the relay block in the engine compartment to minimize battery discharge during transportation and storage.

- If the D/C Cut fuse (30A) is still in its original location in the relay block, proceed with performing a Health Check using GTS+.
- If the D/C Cut fuse (30A) is NOT in its original location, it is necessary to remove the D/C Cut fuse (30A) from the blank space in the relay block and reinstall it to its original location as shown in Figure 1. After installation, confirm ALL related DTCs are cleared.

Figure 1.



1	Relay Block
2	Remove the D/C Cut Fuse (30A) (Blank Space)

3	Install the D/C Cut Fuse (30A) (Original Location)
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NOTE

- With the D/C Cut fuse (30A) removed, if ANY DTCs are detected when the ignition is turned ON during transportation, use GTS+ to clear ALL DTCs AFTER ensuring that there are NO malfunctions.
- While the vehicle is stored at the dealership, disconnect the negative (–) battery terminal to prevent battery discharge. Refer to [T-SB-0017-26](#), *Battery Inspection and Maintenance During PDS*, for battery maintenance information.

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Front License Plate and Mounting Bracket Installation (if applicable)

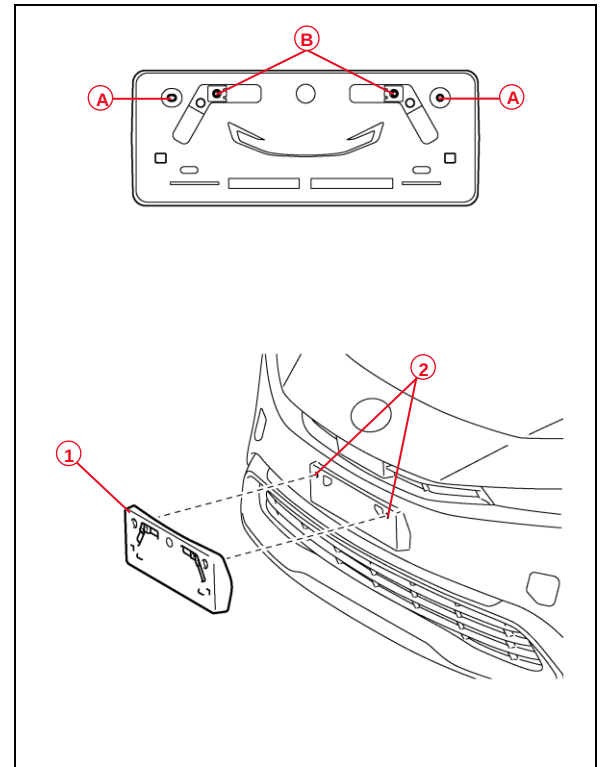
The front license plate bracket and two self-tapping screws are loaded in the vehicle at the assembly plant. Follow this procedure to install the front license plate bracket and front license plate in states where it is required by law.

1. Align attachment point “A” of the mounting bracket with the dimples on the front bumper cover and mark the location of attachment point “B” on the front bumper cover.

NOTE

- Attachment point “A” is used for the installation of the mounting bracket to the front bumper cover.
- Attachment point “B” is used for the installation of the front license plate to the mounting bracket.

Figure 2.



A	Attachment point “A” for Mounting Bracket
B	Attachment point “B” for Front License Plate
1	Mounting Bracket
2	Dimples

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

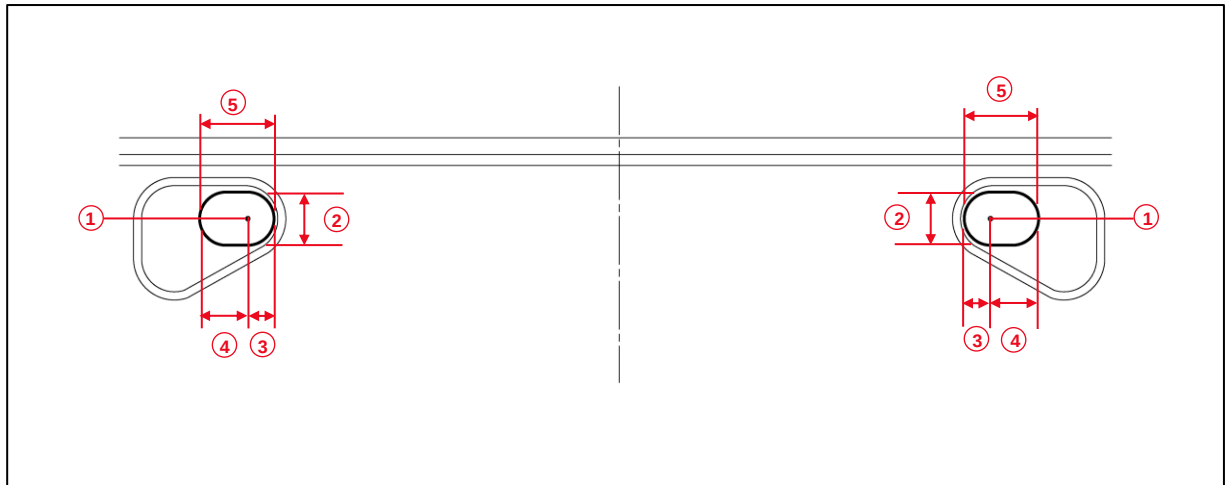
Front License Plate and Mounting Bracket Installation (continued)

2. Create two oval relief holes on the front bumper cover at the marks shown in the figure below to prevent the front license plate mounting bracket from contacting the front bumper.

NOTICE

Do NOT pre-drill holes in the dimples.

Figure 3.



1	Mark
2	12 mm (0.47 in.)
3	6 mm (0.24 in.)

4	11 mm (0.43 in.)
5	17 mm (0.67 in.)

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

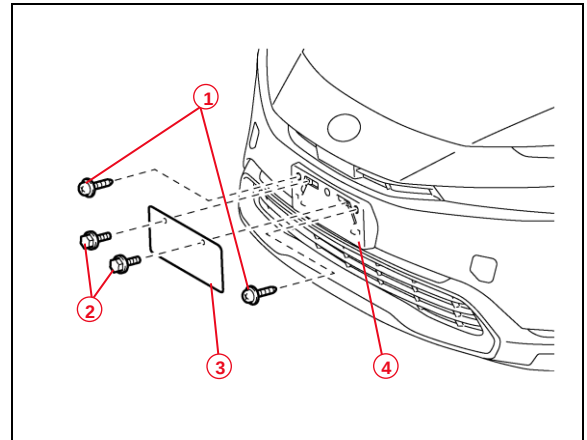
Front License Plate and Mounting Bracket Installation (continued)

3. Install the mounting bracket to the front bumper by attaching the two self-tapping screws into the dimples.

NOTICE

Do NOT overtighten the self-tapping screws.

Figure 4.



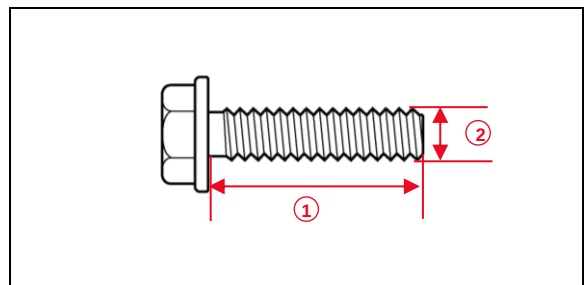
1	Self-tapping Screws
2	Bolts
3	Front License Plate
4	Mounting Bracket

4. Install the front license plate to the mounting bracket using two noncorroding bolts with the following dimensions:

Length: 15.0 mm (0.59 in.)

Diameter: 6.0 mm (0.24 in.)

Figure 5.



1	Length
2	Diameter

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

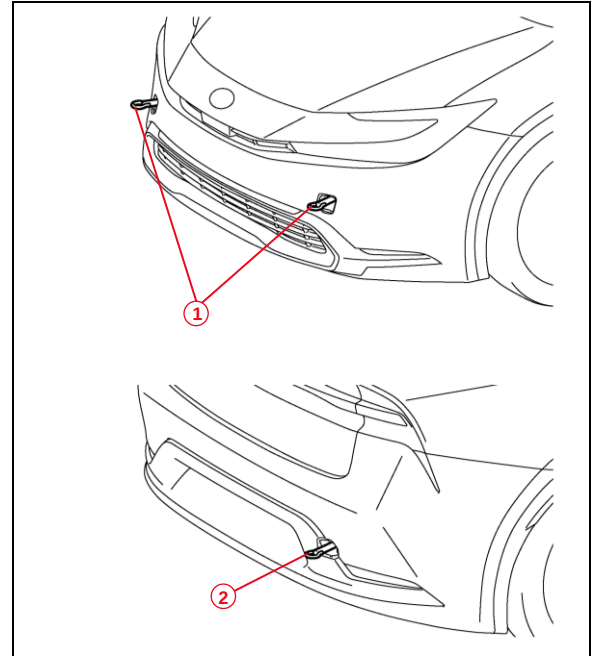
Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation

1. Remove the front and rear emergency towing eyelets from the front and rear bumpers by turning them counterclockwise.

NOTE

If it is difficult to loosen the emergency towing eyelets, use a steel bar.

Figure 6.



1	Front Emergency Towing Eyelets
2	Rear Emergency Towing Eyelet

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

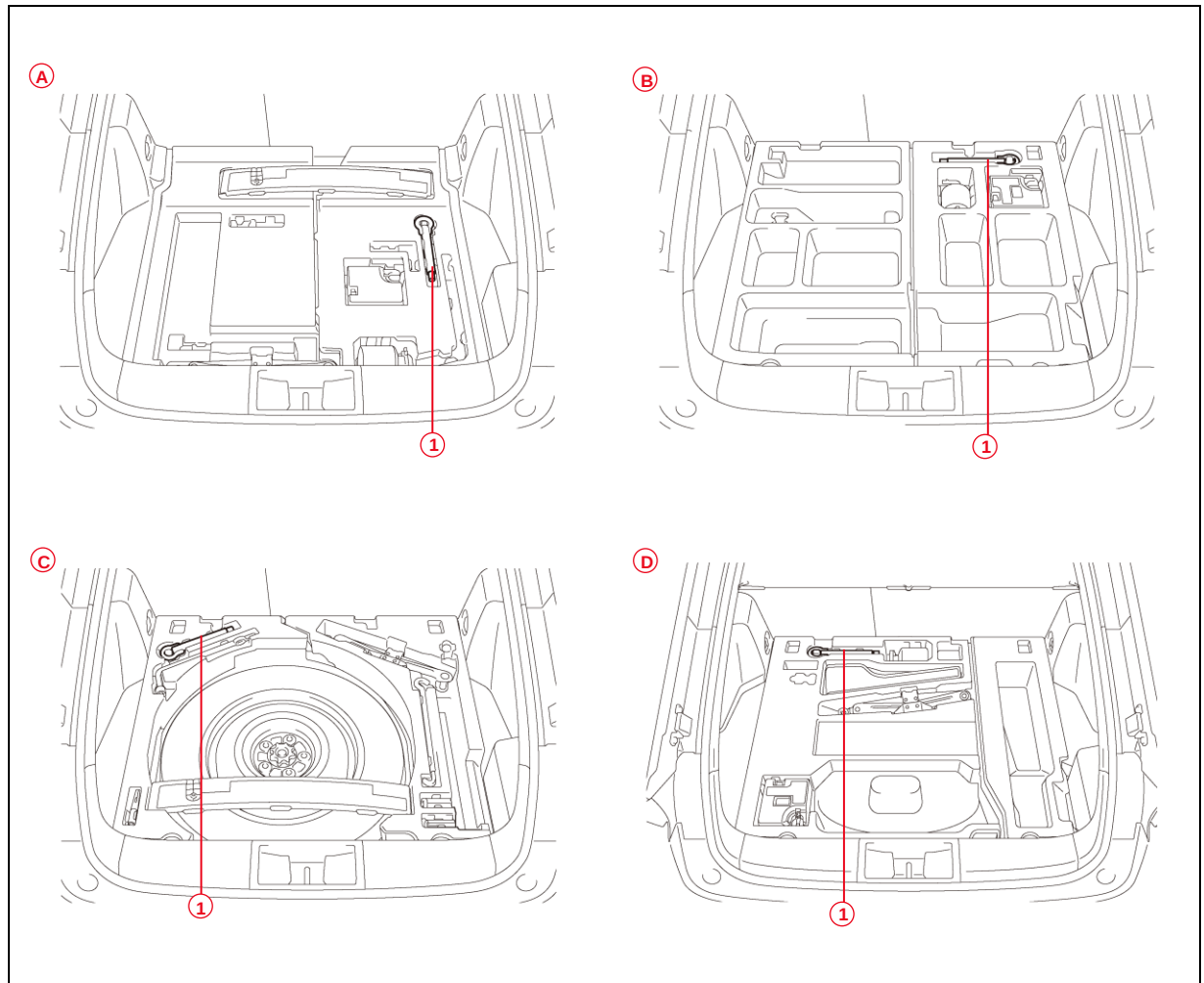
Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation (continued)

2. Place one of the removed emergency towing eyelets into the luggage tray in the luggage compartment.

NOTE

Dispose of the other removed emergency towing eyelets.

Figure 7.



A	Type A
B	Type B
C	Type C

D	Type D
1	Emergency Towing Eyelet

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Front and Rear Emergency Towing Eyelet Removal and Hole Cover Installation (continued)

3. Install the front and rear emergency towing eyelet hole covers, which are stored in the glove compartment, onto the front and rear bumpers.

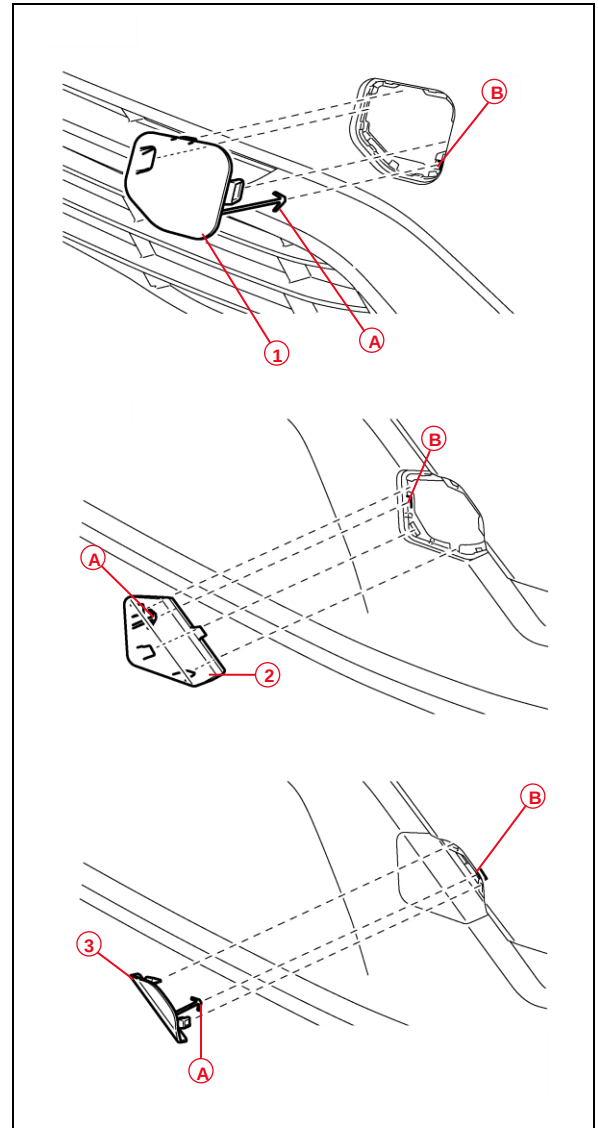
- A. Insert the arrow-shaped part “A” of the front emergency towing eyelet hole covers into eyelet hole “B” as shown.

- B. Install the front and rear emergency towing eyelet hole covers into the holes of the front and rear bumper.

NOTE

Make sure the front emergency towing eyelet cover is installed in the front, and the rear emergency towing eyelet cover is installed in the rear.

Figure 8.



A	Arrow-shaped Part
B	Eyelet Hole
1	Front Emergency Towing Eyelet Hole Cover
2	Rear No. 1 Emergency Towing Eyelet Hole Cover
3	Rear No. 2 Emergency Towing Eyelet Hole Cover

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Power Back Door Initialization

Refer to the applicable Repair Manual for the power back door initialization procedure.

- [2027](#) Prius and Prius PHV:

Vehicle Exterior – Door / Hatch – Back Door Closer ECU – Initialization

Tire Pressure Warning System (TPWS) Initialization

Refer to the applicable Repair Manual for the TPWS initialization procedure.

- [2027](#) Prius and Prius PHV:

Suspension – Tire Pressure Monitoring – Tire Pressure Warning Receiver – Initialization

NOTE

- When the outside temperature is significantly colder than the shop's temperature, or there is a significant ambient temperature change overnight, use GTS+ to determine the proper tire pressure.
- From the Health Check Result Status pane, select the refresh button within the Compensation Pressure data display.
- This model has four TPWS sensors.

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Enable Hybrid Battery Thermal Keep Control Mode (Prius PHV Only)

The HV/EV battery may be frozen in extremely cold areas. As a result, the HV/EV battery may become excessively weak, and the system may NOT be able to be started. By enabling Hybrid Battery Thermal Keep Control Mode, it is possible to warm the HV/EV battery and maintain its current temperature in order to prevent it from becoming excessively weak.

When this mode is set to ON, the timer charging settings are canceled at temperatures of 14°F (-10°C) or lower. Charging will begin immediately when the charging cable is connected to the vehicle.

Table 2. HV/EV Battery Thermal Keep Control Mode

PURPOSE	CONDITION	OPERATION
Prevent HV/EV battery from freezing	Ambient temperature is 14°F (-10°C) or lower	Begins to warm the HV/EV battery to maintain its current temperature when the ambient temperature drops to 14°F (-10°C) or lower when the charging cable is connected to the vehicle.
	Charging cable is connected to vehicle	To prevent the HV/EV battery from freezing when a charging start time is set, when the Hybrid Battery Thermal Keep Mode is enabled, the charging timer will be disabled, and charging will begin immediately when the charging cable is connected to the vehicle.

To enable Hybrid Battery Thermal Keep Control Mode, it is necessary to use GTS+ during PDS at the dealership.

Confirm Hybrid Battery Thermal Keep Control Mode State

1. Connect the Techstream to the DLC3.
2. Turn the power switch IG-ON.
3. Read the Data List on GTS+ software by entering the following menus: *Powertrain – HV Battery – Data List – Hybrid Battery Thermal Keep Control Mode Status*.
4. Check the results by referring to the following table:

Table 3.

TESTER DISPLAY	MEASUREMENT ITEM	RANGE	NORMAL CONDITION
Hybrid Battery Thermal Keep Control Mode Status	Hybrid Battery Thermal Keep Control Mode State	ON or OFF	ON: Enabled OFF: Disabled

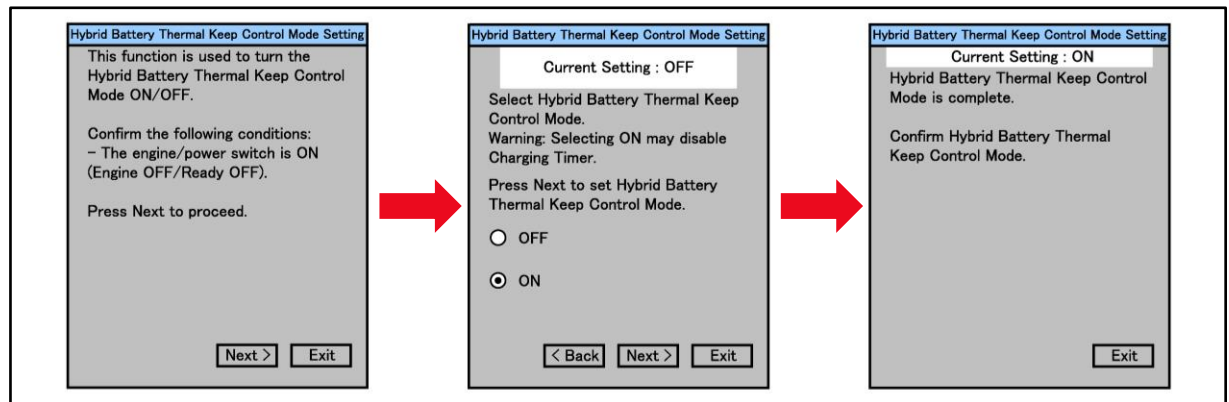
2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Enable Hybrid Battery Thermal Keep Control Mode (continued)

Set Hybrid Battery Thermal Keep Control Mode

1. Connect the Techstream to the DLC3.
2. Turn the power switch to IG-ON.
3. Enter the following menus: *Powertrain – HV Battery – Utility – Hybrid Battery Thermal Keep Control Mode*.

Figure 9.



4. Confirm the following message is displayed:
"This function is used to turn the Hybrid Battery Thermal Keep Control Mode ON / OFF."
5. Confirm that the conditions displayed on the screen are met, and then press Next.

NOTE

The power switch is ON (Ready OFF).

6. Confirm the following message is displayed:
"Select Hybrid Battery Thermal Keep Control Mode."
7. Select ON and press Next.

NOTICE

Selecting ON may disable the charging timer.

8. Confirm the following message is displayed:
"Hybrid Battery Thermal Keep Control Mode is complete."

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Seat Position Control ECU Initialization

The seat ECU must be initialized after reinstalling the D/C Cut fuse during PDS.

Refer to the applicable Repair Manual for the seat Position Control ECU Initialization procedure (procedure 2).

- [2027](#) Prius and Prius PHV:
Vehicle Interior – Seat – Front Power Seat Control System (w/ Memory) – Registration

Head Unit System Reset

Prior to vehicle delivery confirm radio displays the welcome screen with language options when Ignition is ON.

If the welcome screen with language options does not display complete the following steps:

1. Turn the engine switch (power switch) to the ON position (ON mode).
2. Enter the following menus: *Settings – Info & Security – Info & Security Reset*.
3. Select “yes” when the system reset dialogue box appears.
4. Cycle engine switch (power switch) OFF – On to confirm welcome screen appears.

Dealer Contact Information for Call Dealer Head Unit Function

Refer to the *Navigation and Multimedia System Owner's Manual* to add dealer contact information.

- [2027](#) Prius:
Section 2-8 Vehicle Settings – Setting Dealer Information
- [2027](#) Prius PHV:
Section 2-8 Vehicle Settings – Setting Dealer Information

2027 Prius and Prius PHV Pre-Delivery Service (PDS)

Navigation — Set Date & Time by GPS

Prior to vehicle delivery, 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.