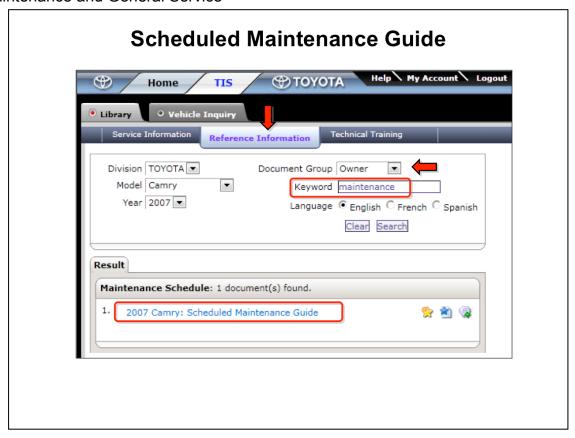


Learning Objectives

- · Locate appropriate resources for factory maintenance
- Locate vehicle identification number and production date code
- Demonstrate awareness of other vehicle information labels
- Review vehicle service history
- Perform Techstream Health Check
- Program customizable settings





Scheduled Maintenance

When a vehicle comes into the shop for scheduled maintenance, you can find the required inspections and services listed in that vehicle's **Scheduled Maintenance Guide**.

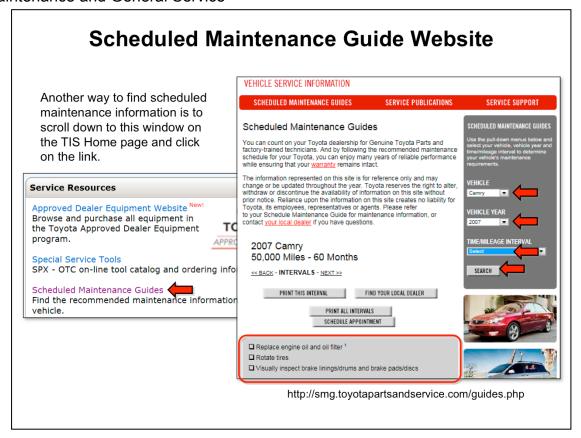
NOTE

The inspections and services required for scheduled maintenance can **vary from vehicle** to **vehicle**. Always refer to the Scheduled Maintenance Guide to be sure you're performing the right services.

In many cases, the Scheduled Maintenance Guide can be found in the vehicle's glove box. If it is not available in the vehicle, you can find it on TIS.

- · Go to the Reference Information tab
- · Select the Owner document group
- · Enter the keyword "maintenance" and click search





Scheduled Maintenance Guide Website

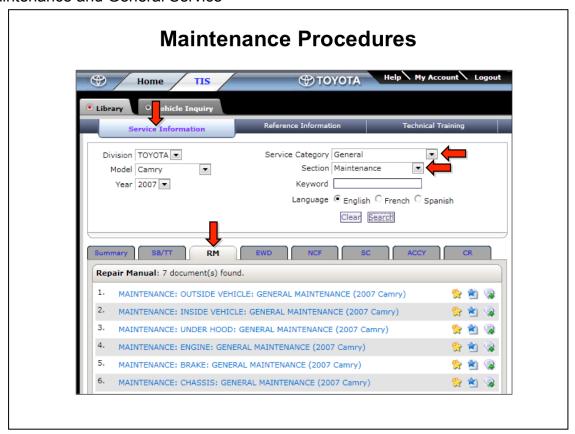
Another way to obtain scheduled maintenance information is from the Scheduled Maintenance Guides website:

http://smg.toyotapartsandservice.com/guides.php

You can reach this website using your browser or on TIS:

- · Go the TIS Home page and scroll down to the Service Resources window
- Click on the "Scheduled Maintenance Guides" link





Maintenance Procedures For any maintenance inspections or service, refer to the Repair Manual to find the specific procedure. Look in the Maintenance section under the General category.





Accessory Installation Procedures

When the requested service involves installing accessories, you can find the installation instructions on TIS. Pick the appropriate category and look under the Accessory ("ACCY") tab.



Vehicle Identification

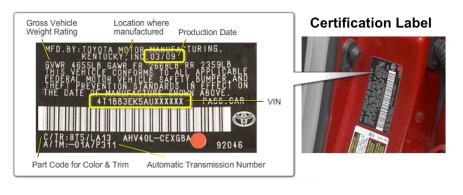
Before servicing a vehicle, you should know:

- Vehicle identification number (VIN)
- · Production date

This information is needed for:

- · Reviewing vehicle service history
- · Ordering the correct parts





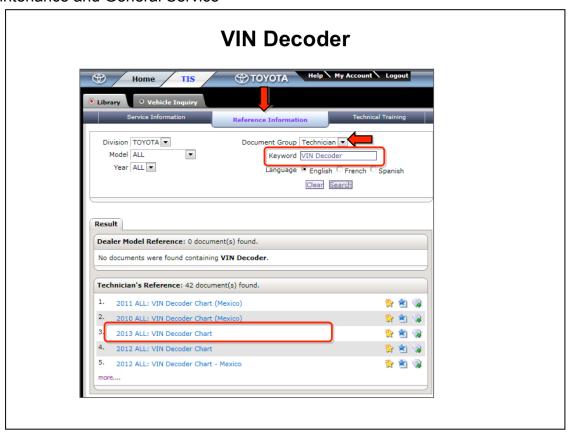
Vehicle Information Labels

Before servicing the vehicle, you need to know the vehicle identification number (VIN) and the production date. These may already be recorded on the RO, but you should always verify them.

The vehicle identification number is printed on a plaque on the dash that is visible through the lower corner of the windshield on the driver's side.

The VIN is also printed on the certification label, which can be found on the driver's door B-pillar. The certification label also contains the production date.





VIN Decoder

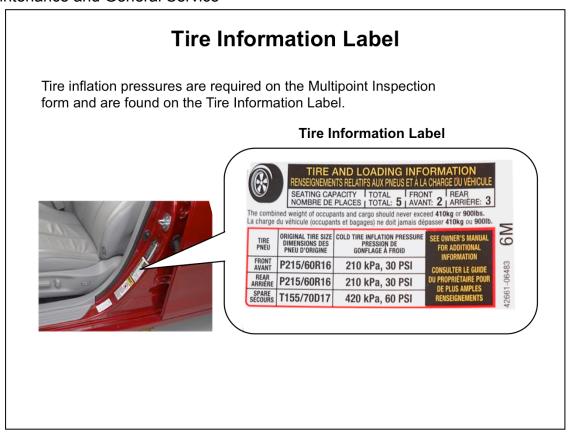
The Vehicle Identification number is more than just an identifying number. Embedded in the VIN are codes for:

- · Plant where the vehicle was built
- · Vehicle manufacturer, brand, and model year
- · Engine size and type

If it is ever necessary to decode the VIN, a VIN decoder is available on TIS:

- · Go to the Reference Information tab
- · Select the Technician document group
- Enter the keyword "VIN decoder" and click search
- Select the decoder for the model year of the vehicle you're inquiring about





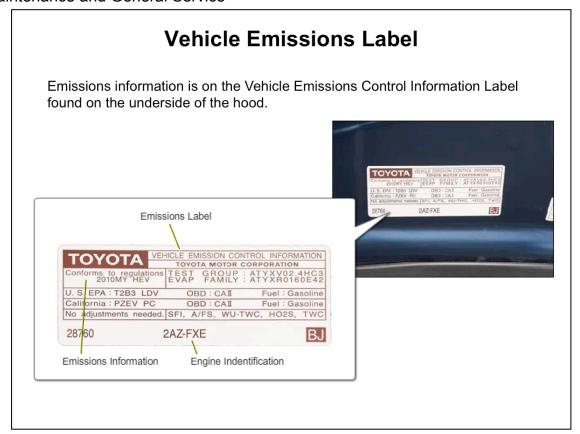
Tire Information Label

The tire information labels contain information on tires and load limits. This label indicates:

- · Recommended tire size
- · Recommended tire inflation pressure
- Vehicle capacity weight –the maximum occupant and cargo weight a vehicle is designed to carry

The tire information label is located on the driver's door B-pillar.

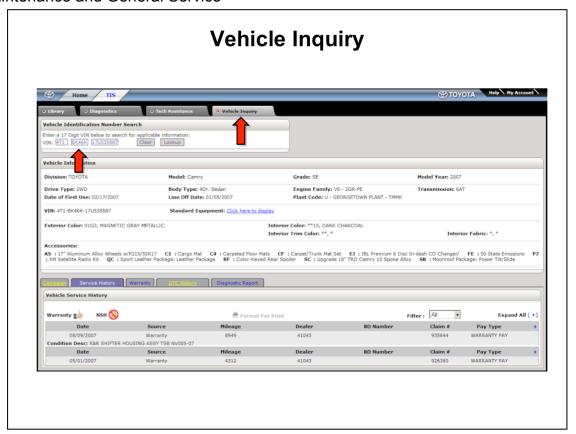




Vehicle Emissions Label

The Environmental Protection Agency requires all vehicles have a Vehicle Emissions Control Information label in the engine compartment. The information on this label includes model year, certification standards, engine family, engine size, engine tune up adjustment and specifications, and applicable emission control components or systems.





Vehicle Inquiry

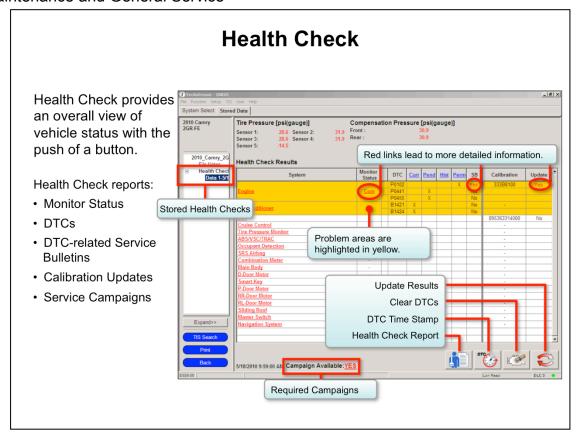
On the Vehicle Inquiry tab on TIS, typing in the VIN retrieves specific information regarding that vehicle:

- · Status of service campaigns
- · Vehicle service history
- · Warranty information
- · DTC history
- Diagnostic report

NOTE

Not all of the information above is available for all vehicles. The tabs that appear can depend on model year.





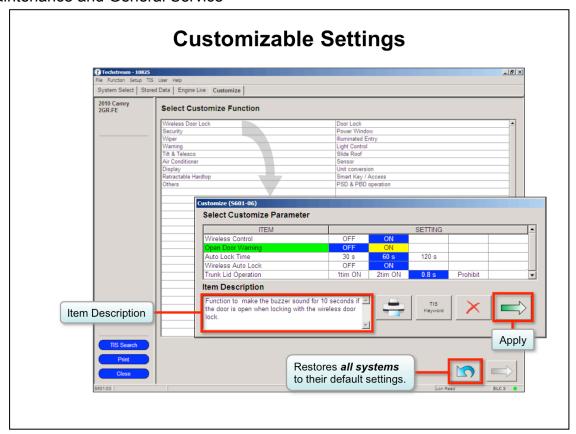
Health Check

Health Check provides an overview of vehicle status and covers many areas of vehicle operation.

There are many ways to access Health Check data:

- Each Health Check is stored as a separate record. Once the file is saved, the Health Check records become a valuable tool for tracking vehicle condition over time.
- Collected Health Check results are also stored on TIS and are available under the Vehicle Inquiry tab.
- The 'Health Check Report' shows Health Check data in a simple customer-friendly format.





Customizable Settings

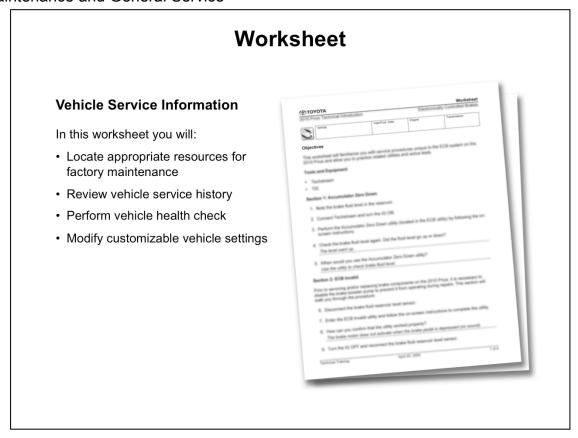
The Customize Settings function allows you to change CBEST and other programmable settings.

To customize a setting:

- · Select a function to open the Select Customize Parameter dialog box.
- Select the new values you'd like to apply. The current settings are shown in blue, while the new settings you've selected are highlighted in yellow.
- Click the green "Apply" button to apply the selected changes.

Some customized settings may have been changed by a technician with Techstream or on some vehicles by the customer through the multi-information display. If changes are made accidentally or without the customer's knowledge, these changes may be perceived as a malfunction.





Use this space to write any questions you may have for your instructor.

NOTES:



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