TOYOTA

Vehicle Delivery Quality Improvement

NEW VEHICLE WASHING AND CLEANING PROCEDURES

TOYOTA MOTOR CORPORATION

FOREWORD

It is very important to deliver high-quality vehicles to customers and to give them satisfaction.

In the various vehicle delivery processes, the vehicle deteriorates due to dirt on the exterior and interior parts, which spoils the vehicle quality image.

Dirt has to be removed completely before the vehicle is delivered to the customer. However, customers complain sometimes about dirt remaining on the vehicles as a result of imperfect cleaning.

This manual describes the procedures for washing and cleaning of new vehicles.

Please read this manual carefully, and wash and clean new vehicles perfectly to help achieve the best customer satisfaction.

TOYOTA MOTOR CORPORATION

CONTENTS

Page

I. EXTERIOR WASHING

1. Dirt on the Vehicle Exterior ····· 1

2. Exterior Washing Procedures ····· 2

II. INTERIOR CLEANING

1. Dirt on the Vehicle Interior ····· 6

2. Interior Cleaning Procedures ····· 7

III. INSPECTION ····· 10

I. EXTERIOR WASHING

1. Dirt on the Vehicle Exterior

The vehicle exterior generally gets soiled from the dust, mud, sand and fallout during transport and storage at port, distribution center and dealership. The vehicle exterior must be thoroughly washed by the appropriate method prior to delivery to the customer.

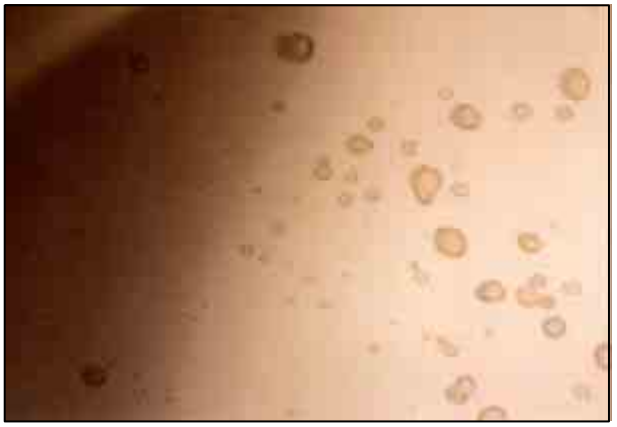
Example of Exterior Dirt:

Dust on the whole exterior

Bird droppings on the engine hood

Oil spot on the outside door handle

Hard water spotting on the engine hood



2. Exterior Washing Procedures

This section describes the vehicle exterior washing method. To remove the dirt completely from the vehicle, please perform exterior washing according to the following:

Steps for Exterior Washing

Step 1: Removing sand, dust and dirt particles

Pre-wash: Rinse off sand, dust and dirt particles with plenty of high-pressure hot water.

Wash : Wash the exterior with plenty of water.

⇩

Step 2: Removing oil and grease spots

Use neutral detergent, isopropyl alcohol or white gasoline to wipe off oil and grease spots which did not come off at Step 1.

⇩

Step 3: Drying

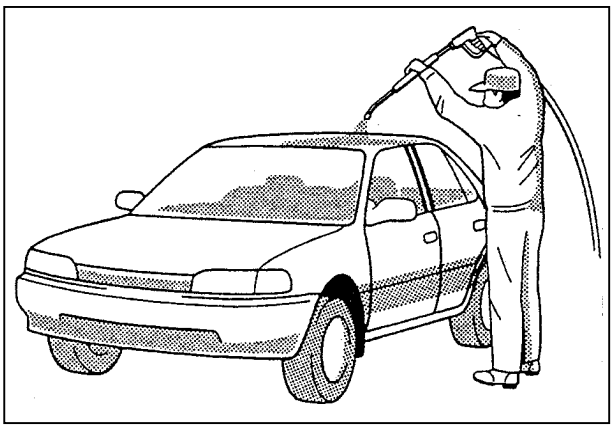
Wipe water off the exterior completely.

Procedures for Exterior Washing

<Hand-wash>

[Tools and Equipment]
- Hot water car washer
- Water hose
- Clean soft cotton cloths
- Clean soft sponges

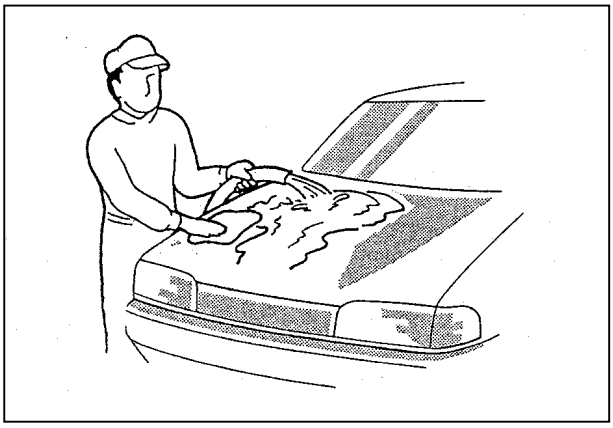
Step 1: Removing sand, dust and dirt particles



Pre-wash
Various types of dirt such as dust, sand, mud, insects, bird droppings and iron dust are found on the vehicle exterior.
Rinse them off with plenty of high-pressure hot water from the hot water car washer.

NOTE:
If you skip this step, it may cause scratches during washing.

REFERENCE:
Specifications of hot water car washer (Example)
・Pressure : 6 kg/cm^2
・Flow of water: 12 L/minute



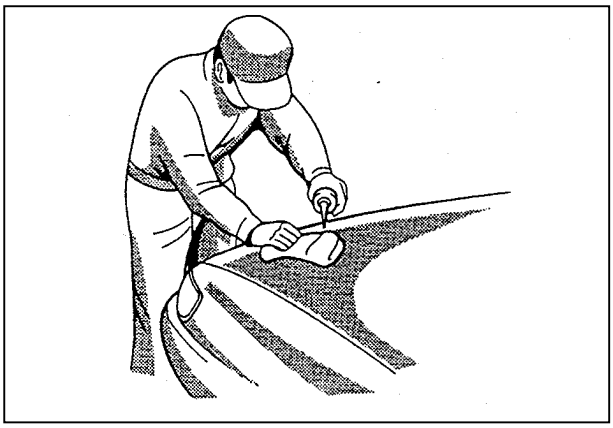
Wash
Wash the vehicle exterior with plenty of water using a clean soft cloth or clean soft sponge.

NOTES:
- Do not rub strongly on the paint surface; it may cause scratches.
- Dip the cloth or sponge into the wash bucket frequently to keep it clean, because dirt particles on the cotton cloth or sponge create scratches.

HINT:
For bird droppings on the paint surface, thoroughly moisten them with plenty of water and then wipe them off with a clean soft cloth.

Trying to remove dried bird droppings may cause scratches.

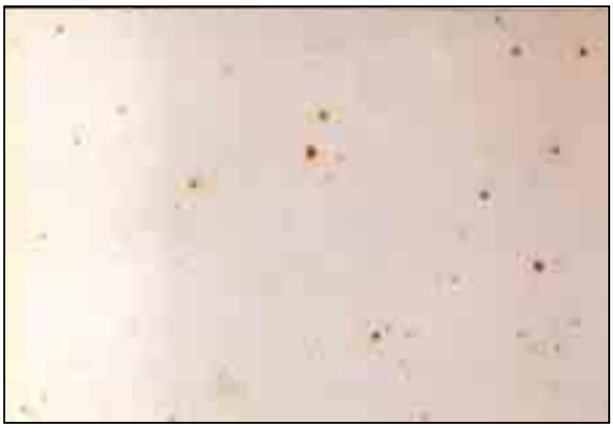
Step 2: Removing oil and grease spots



1. Remove oil and grease spots not washed off by water, using a clean soft cloth dampened with neutral detergent solution.

   If the dirt still remains, use isopropyl alcohol or white gasoline in place of neutral detergent.

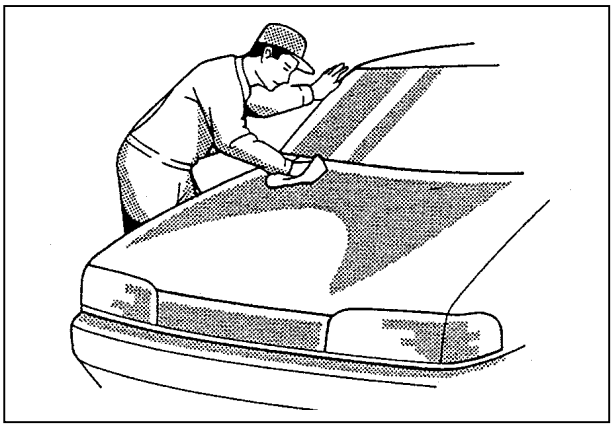
2. Wash off the neutral detergent, isopropyl alcohol or white gasoline completely with plenty of water. They may cause paint damage.



HINT:
If iron dust remains on the paint surface, dissolve it with rail dust remover (oxalic acid).

CAUTION:
- Wear proper eye protection and protective gloves when you use isopropyl alcohol, white gasoline or rail dust remover (oxalic acid).
- When you wash with neutral detergent solution, follow the manufacturer's instructions closely.
- Do not apply isopropyl alcohol or white gasoline to acrylic parts; it may cause deterioration and discoloration.
- Do not use isopropyl alcohol or white gasoline by a spray gun.

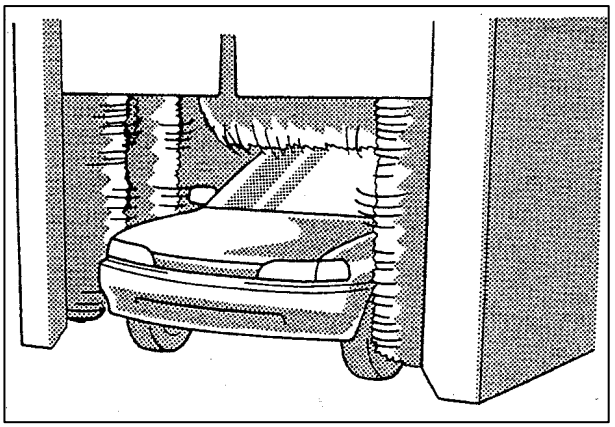
Step3: Drying



Wipe water off the vehicle with a clean soft cloth.
While wiping, check whether dirt remains on the vehicle exterior.

NOTES:
- Do not rub strongly; it may cause scratches.
- If dirt residue is detected, refer to Step 2 to remove it completely.

<Machine-wash>



Pre-wash
Rinse off sand and dirt with plenty of high-pressure hot water just before the vehicle enters the automatic car washing machine.

Wash

NOTE:
Do not use a brush type of automatic car washing machine. However, if there is no alternative, use a soft material for the brush and replace the brush periodically.

Dry
After the air blow process, wipe the remaining water off with a clean soft cotton cloth by hand. Check that no dirt remains on the whole exterior.

NOTE:
If dirt residue is detected, refer to Step 2 to remove it completely.

II. INTERIOR CLEANING

1. Dirt on the Vehicle Interior

The vehicle interior generally gets soiled from the dirty and greasy hands, shoes and clothes of the operators during transport, installation of optional parts, etc. The vehicle interior must be thoroughly cleaned by the appropriate method prior to delivery to the customer.

Example of Interior Dirt:

Oil stains on the audio control panel

Grease on the instrument panel

Dirt on the floor carpet

Dirt on the cowl side trim

Dirt on the door trim

Foot prints on the scuff plate

2. Interior Cleaning Procedures

This section describes the vehicle interior cleaning method. To remove the dirt completely from the vehicle, please perform interior cleaning according to the following:

Steps for Interior Cleaning

Step 1: Removing sand, dust and dirt particles

Vacuum clean: Remove sand and dust on the seats and carpet by vacuum cleaner.

Wiping : Wipe dust and dirt off the leather and plastic parts with a clean damp soft cloth.

⇩

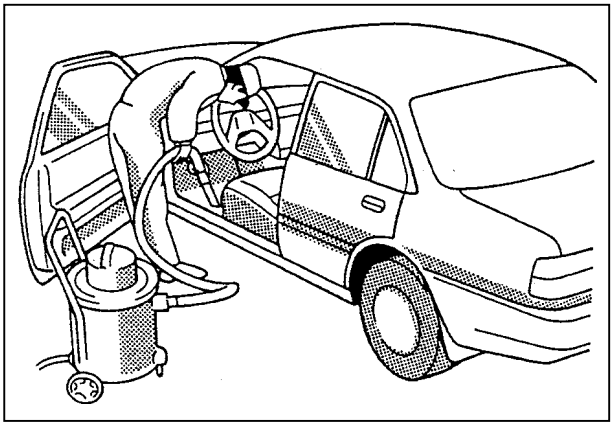
Step 2: Removing oil and grease spots

Use a neutral detergent to wipe off oil and grease spots which did not come off by Step 1.

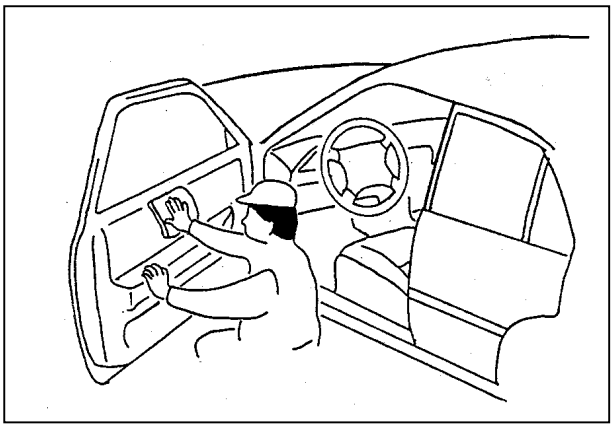
Procedures for Interior Cleaning

[Tools and Equipment]
- Vacuum cleaner
- Clean soft cotton cloths
- Neutral detergent solution

Step 1: Removing sand, dust and dirt particles



Vacuum clean
Vacuum all over the seats and floor carpet to remove sand and dust.



Wiping
1. Wipe all the leather and plastic parts with a clean damp cloth.

NOTES:
- Dip the cloth into the wash bucket frequently to keep it clean, because dirt particles on the cloth create scratches and make it dirty.
- Do not use solvent, thinner, gasoline or window cleaner for the interior parts.

2. After they dry, check whether dirt remains on the washed parts.

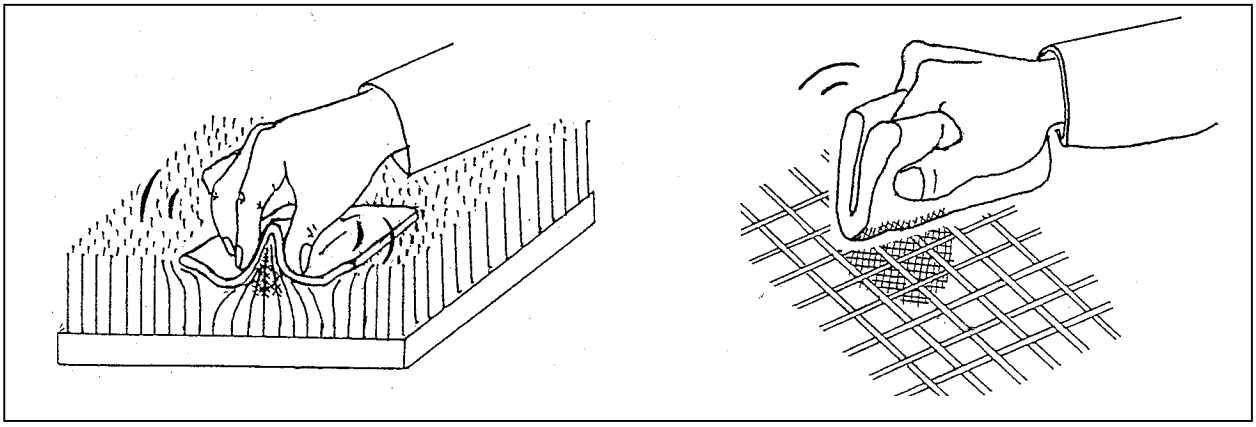
HINT:
Since dirt is apt to remain on the grained surface parts, check them carefully and wipe the dirt off.

Step 2: Removing oil and grease spots

Use a neutral detergent solution and a clean soft cloth to remove oil and grease spots not removed from the leather and plastic parts by the damp cloth.

Apply neutral detergent solution to the affected area. After allowing it to soak in for a few minutes to loosen the dirt, remove the dirt and wipe off the detergent with a clean soft damp cloth.

If there are oil and grease stains on the fabric parts and floor carpet, use a clean soft cloth dampened with neutral detergent solution, to lift them by pinching or dabbing on the affected area.

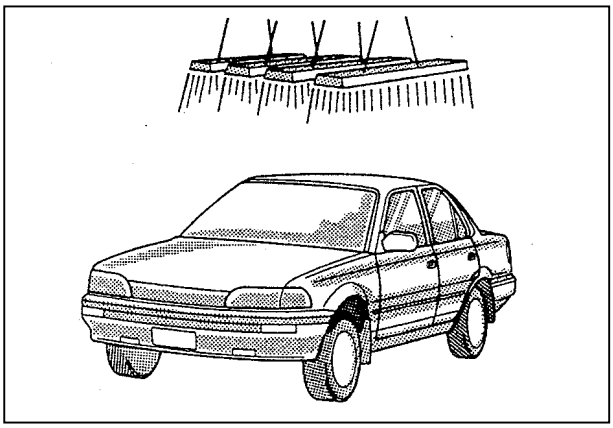


HINTS:

- Do not rub the cloth carelessly against the affected area. It may enlarge the stained area and make it more difficult to remove.
- Follow closely instructions of the neutral detergent's manufacturer.
- Keep the cloth clean or it may transfer more dirt.

III. INSPECTION

After washing and cleaning the vehicle, dry the vehicle in a ventilated shaded area, and then check that no dirt remains on the whole vehicle exterior and interior.
Also check the paint surface because dirt can cause scratches, and some dirt such as bird droppings and iron dust can cause paint damage.



- Check the vehicle under natural daylight or fluorescent lights with more than 800 LUX.
- Check the vehicle for scratches and paint damage after it is dry. When the vehicle exterior and interior surface are wet, it is difficult to find these problems.
- If you find dirt residues, scratches or paint damage, remove or repair them properly.

NOTE:
If you find dirt residues, refer to the Exterior Washing Procedure and Interior Cleaning Procedure.

----- MEMO -----

----- MEMO -----

OVERSEAS CUSTOMER SERVICE TECHNICAL DIVISION
TOYOTA MOTOR CORPORATION

PRINTED IN JAPAN
First Printing: June 1994
First Revision: December 2002