

TQG000A

Multipoint Inspection (MPI)

Start



**TECHNICAL
TRAINING**

GENERAL INFORMATION

Completing the MPI efficiently and effectively gives the Service Writer/ASM ample time to obtain customer approval for any recommendation added to the MPI. This leads to greater customer satisfaction.

Refer to the notes on this page to ensure the top of the MPI form is correct.

CUSTOMER AND VEHICLE INFORMATION

Date _____ Time In: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

Email: _____

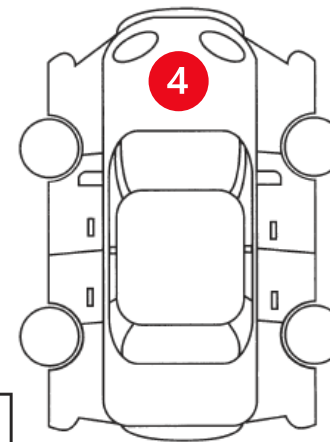
Year/Make/Model: _____

Mileage: _____ License#: _____

VIN

1/4 Time: _____ Promise Time: _____ Hat /Tag#: _____

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

Initial Estimate: _____

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire

Customer declines access to glove box

Signature: _____

- 1 **Review** the customer information to ensure it is correct.
- 2 **Verify** the vehicle information is correct, especially mileage and VIN.
- 3 **Verify** the promise time matches what is on the RO.
- 4 **Perform** a walkaround inspection of the vehicle and note any pre-existing damage not noted by the ASM.
- 5 **Note** the checkboxes based on access to the spare tire and glove box. If these boxes are checked, the customer has declined access to these areas. If you find it necessary to access these areas during a repair, contact the ASM.

- 6 **Make special note of the 1/4 time.** If there are any additional concerns found during inspection that require the customer's authorization for additional work, the customer is more likely to agree if contacted within the first 1/4 of the service time.

For example, if the customer brings her vehicle in at 10:00 am and the promise time is 2:00pm, then the service time is 4 hours and the 1/4 time is 1 hour, or 11:00am. Therefore, the inspection should be completed, and the results delivered to the ASM no later than 11:00am.

EXTERIOR & INTERIOR INSPECTION

- Perform operation and visual checks of all components listed. Checks must be done in all applicable areas.
- Be sure to document component/system condition using the check boxes and include comments if the yellow box is checked.

Checked and OK at this time May require future attention Requires immediate attention Not applicable

| | | | | | |
|----------|-------------------------------------|--------------------------|--------------------------|-----|--|
| Exterior | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | N/A | Horn operation |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Windshield wiper and washer operation |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Windshield glass |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Fuel tank cap gasket / EV plug door and receptacles |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Exterior Inspection Tips

- This inspection works best with two technicians – One on the outside of the vehicle giving directions for component operation and the other on the inside operating components and filling out the MPI.
- Component operation must be checked in all modes.
- This is another opportunity to inspect the vehicle body condition.
- When checking lights, check for damage to the lenses and for moisture intrusion.
- Note any damage or deformation of the windshield.

| | | | | | |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|---|---|
| Interior | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Dome light / map light / dimmer combination meter |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Warning lights illuminated |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Cabin air filter (<input type="checkbox"/> Replaced) |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Parking brake operation |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Check installation of driver's floormat |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Removed floormat <input type="checkbox"/> Floormat missing |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> OK <input type="checkbox"/> Cleaned <input type="checkbox"/> N/A | HV battery cooling intake filter - inspect every 5k, clean every 20k |

Interior Inspection Tips

- Be sure to check all interior lights in all modes, but make sure to remember the customer's settings.
- Cabin air filter, if dirty, should be given to the ASM with the MPI or a photo attached to the MPI. If replaced, mark on the MPI.
- If parking brake is out of adjustment, indicate how many clicks on the MPI form comment section (for vehicles with manual parking brake.) Keep in mind possible brake lining wear.
- To confirm if a vehicle has a HV battery cooling filter, check the Repair Manual.

UNDER HOOD & FLUIDS



Checked and OK at this time



May require future attention



Requires immediate attention



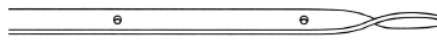
Not applicable

| Under Hood | Legend | | | |
|--------------------------|--------------------------|--------------------------|--|--|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Engine air filter (<input type="checkbox"/> Replaced) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> 12 volt battery condition (cables / clamps / corrosion) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> 12 volt battery state of health |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Cooling system (leaks) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Hoses (cracks / damage / leaks) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Drive belts (cracks / damage / wear) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Radiator core / air condition condenser | |

Under Hood Inspection Tips

- Air filter, if dirty, should be given to the ASM with the MPI or a photo attached to the MPI.
- Batteries should be free of corrosion, debris, and tightly secured to the terminal.
- Confirm battery hold down brackets are tight, and the battery is secured.
- Only use Toyota approved battery testers.
- Inspect coolant level and condition. Coolant should not have any debris or discoloration. Level should be between the min and max line.
- Drive belts should be checked for cracks and damage. Wear should be checked with a belt wear gauge.

| Fluids | Legend | | |
|--------------------------|--------------------------|---|--|
| | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Windshield washer |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Traction battery coolant |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Engine / heater / inverter coolant |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Power steering |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Brake reservoir |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Clutch reservoir |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Transmission / e-transaxle (<input type="checkbox"/> Sealed Transmission, fluid not checked) |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Differential |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Transfer case (4WD models) | |

Filled N/A  (Oil level on arrival)

Fluid Inspection Tips

- Confirm what the oil level is prior to service to check for oil consumption, leaks, or prior improper fill. Mark the dipstick on the MPI what the oil level is on arrival.
- If the brake fluid is above the MIN line, but not at the FULL line, do not top off. Make a note on the MPI as this could indicate brake lining wear.
- Automatic transmissions not equipped with a dipstick should be visually inspected for leaks only (unless noted in the scheduled maintenance guide for level inspection.)

UNDER VEHICLE INSPECTION

Checked and OK at this time
 May require future attention
 Requires immediate attention
 Not applicable

| Under Vehicle | Checked and OK at this time | May require future attention | Requires immediate attention | Not applicable |
|--|-----------------------------|------------------------------|------------------------------|--------------------------|
| <input type="checkbox"/> Propeller / driveshaft (visible damage / leaks / U-joints) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Drive / CV shaft (visible damage / leaks / boots) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Axle hub & bearing (visible damage / leaks / noise) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Steering linkage (visible damage / leaks / worn components) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Suspension (visible damage / leaks / worn components) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Fluid leaks (engine / transmission / differential / HV battery / cooling) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Exhaust system (visible damage / leaks / corrosion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (visible damage / leaks / corrosion) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Under Vehicle Inspection Tips

- Check all components for excessive play or looseness.
- Verify all boots are in good condition.
- Note any cracks in suspension bushings.
- Check dust covers on suspension components for cracks or grease. If cracks or grease are found, refer to the Repair Manual for components that may need replacement.
- Remember to categorize any worn components as immediate/safety related or maintenance/non-critical.
- Fluid leaks, especially minor leaks/seepage, should be detailed in the comments section. If using electronic MPI, add a photo of the leak/seepage.
 - There are many Technical Service Bulletin's (TSB) that outline what is considered a fluid leak that requires attention and what does not require attention. Check TIS for applicable TSB's.
- Listen for exhaust leaks before inspecting the exhaust system.

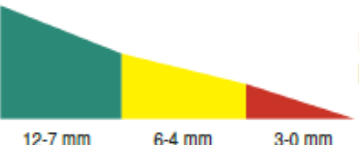
BRAKE INSPECTION

Checked and OK at this time
 May require future attention
 Requires immediate attention
 Not applicable


Brakes

Brake lining:

LF _____ mm RF _____ mm LR _____ mm RR _____ mm



Front / Rear
Disc Brakes



Rear Drum Brakes

Brake lines / hoses / parking brake cable

Discs / drums / calipers / wheel cylinders



Brake Inspection Tips

- Check that hoses/lines are in good condition and have no leaks, cracks, breaks, excessive wear or excessive rust.
- When checking brake pad wear, use a measurement tool to confirm exact wear. Do not go off eyesight alone.

Disc Brakes

- Check rotors for excessive discoloration, rust, scoring, or uneven wear. If there is excessive wear, measure rotor thickness and runout.
- Check calipers for leakage, missing clips, damaged components, or inoperative condition.

Drum Brakes

- Check brake drums for excessive discoloration, rust, scoring, or uneven wear.
- Check wheel cylinders for leaking, cracked boots, or corrosion.
- Check adjuster for broken or damaged components, corrosion or inoperative condition.
- Check for excessively rusted or broken springs.

TIRES

- Checked and OK at this time
- May require future attention
- Requires immediate attention
- Not applicable

Tires

Factory Specs (P.S.I.) F _____ R _____ Spare _____

Tire pressure P.S.I. checked / adjusted to:

LF _____ / _____ RF _____ / _____ LR _____ / _____ RR _____ / _____

Spare _____ / _____ Spare not checked/adjusted

Tread depth:

LF _____ /32 RF _____ /32 LR _____ /32 RR _____ /32

Tire damage / abnormal wear:

LF RF LR RR Spare

Rims / wheels / lug nuts:

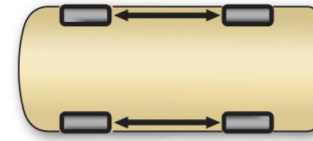
LF RF LR RR

Tires Rotated Torque Spec: _____

Tire Damage / Abnormal Wear. Prior to performing any tire service, inspect for any of the following

- Abnormal treadwear
- Tread separation
- Ply or sidewall separation
- Tread depth for at least 3 different spots on the tire
- Road hazard or impact damage
- Wheel damage and bead seating

Tire Rotation



Most Toyota/Lexus models rotate tires front to back. Check the Owner's Manual to confirm.

Tire Pressure. Recommended tire pressure can be found on the Tire and Loading Information label located on the driver's door "B"-pillar. Do not inflate tires to the specifications listed on the tire sidewall. The pressure listed on the sidewall is for maximum load conditions only, not for normal operation.

Abnormal Wear

| | | | | | | | |
|----------------------------|-----------------------------|-------------------------------|----------------|---|--|---------------------------|---------------------------|
| Underinflation | Overinflation | Shoulder Wear | Feathered wear | Diagonal Wear | Cupping Wear | Edge Wear | Heel & Toe Wear |
| | | | | | | | |
| Low Pressure, over-loading | High Pressure, over-loading | Frequent high-speed cornering | Toe error | Rear toe/thrust error, soft tread, tread squirm | Balance, runout, worn/loose steering & suspension components | Camber error, high caster | Camber error, high caster |