TOYOTA TECHNICAL INFORMATION SYSTEM (TIS)

»TUTORIAL

PART 1: THE DAMAGE DIAGNOSIS DOCUMENT

Toyota's Technical Information System (TIS) is a web-based database for service information that includes service bulletins, tech tips, repair manuals, quick training guides, collision repair manuals and new car features. The information found in TIS is essential for the proper repair of any Toyota, Lexus or Scion vehicle. Over the next few issues, we'll explore different TIS documents that are beneficial to collision repairers. The first document we'll cover is the Damage Diagnosis Document found in the Collision Repair Manual section.

DAMAGE DIAGNOSIS DOCUMENT FOR EACH TOYOTA MODEL

Found under the Collision Repair Manual tab for each specific model, the Damage Diagnosis document shows how the forces of a collision are transferred throughout the vehicle. The Damage Diagnosis document provides estimators with information on where to look for potential damage.

The Damage Diagnosis document also details a variety of collision scenarios, for example, a head-on collision, rear-end collision or side impact. Each diagram outlines how the forces are diverted in an accident. For instance, in a side impact, where the center pillar is located, you can see how the forces are diverted along the door beams and possibly diverted to the bulkhead. The bulkhead can be easily overlooked during an inspection, when, in fact, it may also need repair. Seeing where crush zones are located and how they're designed to give makes it easier to determine which components need to be replaced or repaired.

After you identify all supplemental damage, continue to reference the collision repair document to properly blueprint your repair.

The Damage Diagnosis document is just one example of the robust technical information available on TIS. Look for the second installment of our tutorial series in our next issue.

LOGGING INTO TIS

To access TIS, go to techinfo.toyota.com. To create an account, click **Subscribe** and choose the option that's best for you. For additional help on using TIS, click the Using TIS Tutorial web module under the TIS Featured Content section in the upper right-hand corner of the TIS homepage. Or TIS users can contact **877-762-7666** to ask questions on the use and operation of TIS.

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