

Dedicated to
Promoting Quality
Collision Repair of
Toyota Vehicles

Fall 2018



2019 Toyota Corolla: The Hatch is Back

New active-safety technologies and innovative design features require specialized knowledge to ensure the integrity and safety of the vehicle are restored after a collision

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The Takata Recall

Find out how you can identify affected vehicles, inform their owners and help them get the needed repairs

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The Power of Social Media

Highlight your shop's professionalism and talent while managing your reputation

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Contributors to this edition of *Collision Pros*: James Meyer, Michael Kramarz, Joe DiDonato, Lee Smith and Rick Fifer (not pictured).



Earning Trust

Most people don't have a relationship with a collision center. So, after dealing with their insurance company, researching online reviews and talking to friends and family, many customers choose a repair shop with mixed feelings. It's up to you to help create a feeling of trust from the minute they arrive by being friendly, honest and helpful.

One important way to demonstrate you've got your customer's best interest at heart is to help in a way they wouldn't expect. For example, in this issue we tackle a major safety issue in the automotive industry, the Takata airbag recall. It's an enormous challenge to find and repair millions of vehicles with potentially deadly airbags. Because the scope of this recall is so large, the industry is now turning to IRFs to help. Find out how to identify affected vehicles, and help your customers get the needed repairs.

Next, we showcase Toyota's versatile new Corolla Hatchback. Innovative active-safety technologies and design features require specialized knowledge to ensure repairs are performed correctly. In this issue we provide insider information to help make collision repairs go more smoothly.

Keep reading for repair tips on bonded glass openings and on vehicles with Advanced Driver Assistance Systems (ADAS). If you've ever wondered when a repair or replacement is recommended, we offer some guidelines. And, you'll find steps for properly charging vehicles equipped with Hybrid Vehicle (HV) and 12-volt auxiliary batteries to keep them in top shape.

Catch up on the next installment of our social media series for ideas about creating and maintaining your Facebook business page. Reach your audience in a way that highlights your shop's professionalism and talent while managing your reputation. To wrap it up, check out our "Boot Camp" training series offered in English and Spanish. The series can help reduce the time and expense of multiple travel and training events and give your team the skills to perform the most high-quality repairs.

Your success is our goal. Visit www.toyotapartsandservice.com as well as www.crrtraining.com for the latest in Genuine Toyota Parts and training information. 📧



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Battery Maintenance

FOR HYBRID AND AUXILIARY BATTERIES

If you've worked on a Toyota or Lexus hybrid vehicle you've probably discovered that if the vehicle hasn't been run for 30 days or more, the state of charge may gradually decline. To prevent the 12-volt auxiliary battery from becoming discharged, proper maintenance is necessary.

Toyota and Lexus hybrid vehicles are equipped with two types of batteries:

- Hybrid Vehicle (HV) battery
- 12-volt auxiliary battery

If you're storing the vehicle for 30 days or more: Turn off all lights, accessories and the hybrid system, then disconnect the negative terminal on the auxiliary battery.

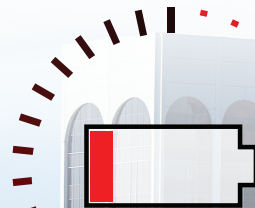
Hybrid vehicle auxiliary batteries can be damaged by charging at high current rates. If charging is necessary, be sure to use a hybrid auxiliary battery charger because they have microprocessors which vary the rate of charge depending on the battery needs.

- Toyota Technical Service Bulletin TSB-0043-16, found on Toyota's Technical Information System (TIS), outlines proper handling and charging of hybrid

vehicle auxiliary batteries. Special Service Tool (SST) GR8 Battery Diagnostic Station is the Toyota specified battery charger designed for charging auxiliary batteries. If the HV battery is low when the vehicle is running, the gasoline engine will automatically start and the generator will charge the HV battery.

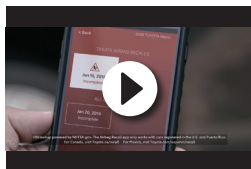
- The 12-volt auxiliary battery will be charged by the HV battery.

If the auxiliary battery is low on charge, you may also use a jump box to READY the vehicle and allow the on-board charging system to restore the auxiliary battery to its ideal charge level. 🗨



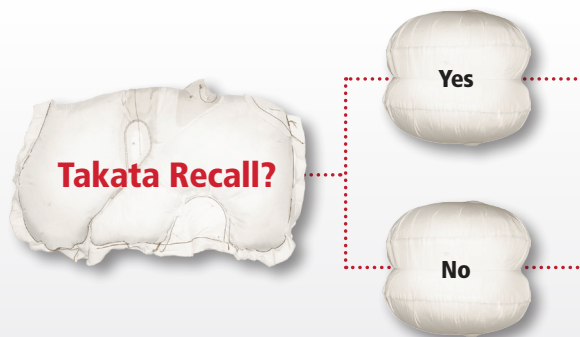


The Takata Recall



Lee Smith, Quality Compliance, Field Information Manager, Toyota Motor North America Inc., covers why the Takata Airbag Recall should be taken seriously. To view video go to: <http://bit.ly/ToyotaTakataRecall>

FOLLOW THE PROCESS BELOW IF A CUSTOMER HAS AN OPEN SAFETY RECALL:



KEEPING YOUR CUSTOMERS SAFE

The Takata recall is the largest recall in U.S. automotive history, involving roughly 37 million vehicles from 19 automakers equipped with 50 million Takata airbags—and that number will increase as more vehicles are recalled in the next two years. Affected vehicles have potentially dangerous airbag inflators that could rupture when the airbag deploys, spraying sharp metal fragments inside the cabin.

Over time, these defective airbags degrade, especially in areas with wide temperature fluctuations and high absolute humidity. As more time passes without the vehicle being repaired, owners are at an increased risk of serious injury or even death. Despite automobile manufacturers' and the National Highway Traffic Safety Administration's (NHTSA's) collaborative efforts to alert the public and encourage immediate repairs, only 60% of the affected vehicles have been repaired (NHTSA, 08/03/2018).

It's possible that some of your customers are driving a recalled vehicle. If your customer owns a Toyota, Scion or Lexus manufactured between 2003 and 2013, the vehicle may be subject to a safety recall for the Takata front passenger airbag inflator or Takata driver's airbag inflator.

PARTNERING FOR SAFETY

"At Toyota, the safety of our customers is a top priority," stated Lee Smith, Quality Compliance Field Information Manager, Toyota Motor North America, Inc. "We consider the Takata recall a public safety crisis. Many of the affected vehicles are driven by second and third owners who do not take their vehicles to the dealership for service and are not in our customer database. Partnering with independent repair facilities to help identify these vehicles and inform their owners is critical to ensuring customer safety."

You can help your customers and build trust by letting them know if their vehicle is included in a safety recall. Take it a step further and show your customer your commitment to their safety—confirm with him or her that you can contact

Offer to contact Dealership for a free repair and possible free towing to dealership

Other Safety Recall?

Yes

Inform customer of open recall. Offer to contact dealer to set up an appointment

No

your local Toyota or Lexus dealer to schedule their FREE repair on their behalf. Be sure to ask the dealership about a shuttle, complimentary loaner vehicle, other alternative transportation, towing or pick-up and delivery so your customer isn't inconvenienced during the repair. The recall repair is free, and there are no hidden terms or obligations. Remember, this safety recall must be completed by an authorized dealership.

HOW TO IDENTIFY AFFECTED VEHICLES

You can easily identify a vehicle with an open safety recall by using the Airbag Recall app. Go to the App Store or Google Play to download the app to your smart phone. You can use the app to scan a license plate or look up by Vehicle Identification Number (VIN) to see if a vehicle has a recall. You can also visit www.Toyota.com/recall or contact a Toyota or Lexus dealer to find out if a vehicle is affected.

The app can be used for any make and model of vehicle—it simply reads the license plate number, looks up the VIN and indicates if the vehicle is affected by the Takata airbag recall or if there are any other open safety recalls on the vehicle. It then displays a list of local dealerships authorized to complete the repair for that make of vehicle. Sharing this information with your customers lets them know that their safety is your priority.

TOOLS TO SHARE

Toyota is committed to customer safety, so we've produced the "Don't Risk It, Fix It" handout to share with customers. The handout includes a description of the Takata airbag recall, steps to take if a customer's vehicle is affected, instructions on how to download and use the Airbag Recall app, and what steps to take immediately to obtain a FREE repair.

You can print the "Don't Risk It, Fix It!" handout at toyotapartsandservice.com. Keep copies on-hand to share with customers and encourage them to share with their friends.

FIND, INFORM, REPAIR

Remember: The Takata airbag recall is a public safety crisis. Until all airbags are fixed, owners are putting themselves and their passengers at risk. Toyota is committed to partnering with you to find, inform the owners and repair as many affected vehicles as possible. 📄

Don't Risk It, Fix It!




Until your airbag is fixed, you're putting yourself, your spouse, your child, your best friend, or whoever's in your vehicle, in danger every time you drive. Because this isn't just a recall. **It's a public safety crisis.**

DID YOU KNOW?

Approximately **34 million vehicles** from 19 automakers have potentially dangerous airbag inflators that could rupture when the airbag deploys, spraying sharp metal fragments inside the cabin. This is the largest recall in automotive history. It's possible that you or someone you may know is driving an affected vehicle.

WHAT CAN YOU DO?

1. Go to the App Store or Google Play and download the Airbag Recall app. 
2. Use the app to scan a license plate or look up by Vehicle Identification Number (VIN) to see if a vehicle has a recall.
3. Don't just check yours. Check your friends and family.

LICENSE PLATE - PICTURE (RECOMMENDED)
Align the license plate in the red outline. The plate number and state will automatically be loaded on the next screen. Check to make sure it is correct and hit Continue.



LICENSE PLATE - MANUAL ENTRY
Hit the Enter Plate or VIN manually button on the home screen. Type the plate number and select the issuing state from the map. Hit Continue.



VIN - MANUAL ENTRY

Hit the Enter Plate or VIN manually button on the home screen. Type the VIN number. The VIN is a 17-digit alphanumeric code that can be found on a label in the driver's door jam or from outside of the vehicle at the bottom of the windshield on the driver's side.



Take Action and Schedule your FREE Repair Today

- It is important that you have this defect repaired immediately.
- App will provide a list of local dealers based on the vehicle's brand and the location of the device using the app.
- Ask the dealership about a free shuttle, complimentary loaner vehicle or other alternative transportation so you don't have to wait at the dealership during the repair.
- The recall repair is **FREE** and easy, and there are no hidden terms or obligations.

Please, do this for you and for the person riding beside you.

2019 Toyota Corolla: The Hatch is Back

INTRODUCING TOYOTA'S NEWEST, MOST STYLISH AND MOST TECHNOLOGICALLY ADVANCED SMALL CAR YET—the 2019 Corolla Hatchback. Built on the Toyota New Global Architecture (TNGA) platform, it's the first North American application of Toyota Safety Sense 2.0 (TSS 2.0). Here, we'll review some of the repair precautions and procedures for the new body structure, for High-Strength Steel (HSS) and for TSS 2.0.





Always confirm proper positioning, calibration and operation of Safety Sense components before returning the vehicle to the customer.”

—James Meyer
NJ Collision Trainer



HOUSE OF STYLE

The new Corolla Hatchback is lower, wider and shorter than its predecessor, the Corolla iM. Its aluminum hood sits two inches lower than before, and the front end is accented by slim, J-shaped Bi-Beam LED headlamps and rear LED taillamps with a diffusing inner lens. After a frontal collision, the aluminum hood may require special care and/or replacement.

The XSE trim level is available with an Adaptive Front-Lighting System (AFS), which allows the Bi-Beam LED units to “follow” the front wheels when turning so the driver can see what’s coming around the corner. In the case of a front collision, AFS will require recalibration to ensure proper alignment, as will the Dynamic Radar Cruise Control.

BUILT TOYOTA TOUGH

To reduce weight and improve fuel efficiency, the hatchback is made from Toyota Super Olefin Polymer (TSOP) and Acrylonitrile Butadiene Styrene (ABS) mated to a steel frame. The Corolla Hatchback is also built on the TNGA C platform using a mix of adhesives, spot and laser screw welding, and additional bracing—top to bottom and side to side—to increase overall strength and reduce weight. Road feel and fuel efficiency are enhanced thanks to use of aluminum, HSS and Ultra-High Strength Steel (UHSS) in the chassis and body. Torsional rigidity is improved 60 percent compared to its predecessor, and additional seals are used in the body panel gaps to reduce road noise.

HSS and UHSS require special repair and welding methods. If HSS or UHSS structural properties are reduced by a collision or improper sectioning and welding repairs, the vehicle can no longer perform as designed, which could compromise occupant safety in a subsequent collision.

To add strength, the side structure is fused together using laser screw welding in addition to spot welding, which improves overall cabin strength. Now, for example, the door opening includes about 30% more welds. Collision repair facilities cannot easily duplicate the laser screw welding style, so be sure to attend Welding Techniques for

Collision Repair course #300 at one of Toyota’s training centers to learn the appropriate replacement welding techniques.

TOYOTA SAFETY SENSE 2.0

The all-new Corolla Hatchback also comes standard with TSS 2.0, the second generation of TSS. An updated safety package adds several new active-safety technologies and capabilities, including:

- Pre-Collision System with Pedestrian Detection (PCS w/PD)
- Full-Speed Range Dynamic Radar Cruise Control (Full-Speed DRCC)
- Dynamic Radar Cruise Control (DRCC) – Manual Only
- Lane Departure Alert with Steering Assist (LDA w/SA)
- Automatic High Beam (AHB)
- Lane Tracing Assist (LTA)—new
- Road Sign Assist (RSA)—new
- Seven standard airbags
- Toyota’s Star Safety System, which includes Enhanced Vehicle Stability Control, Traction Control, Electronic Brake-force Distribution, Brake Assist, Anti-lock Braking System, and Smart Stop Technology
- A Blind Spot Monitor (BSM) standard on XSE and available on SE (BSM does not include Rear Cross Traffic Alert)
- Backup Camera

Many of these safety systems use front-grille-mounted radars and in-vehicle windshield-mounted cameras to detect vehicles and pedestrians, as well as sensors mounted behind the rear bumper to detect vehicles in the side view mirror blind spot. Even a minor fender bender can affect the alignment of these sensors, so be sure to recalibrate the sensors and check for proper operation of those safety features after any accident or when the windshield is replaced.

The all-new 2019 Corolla Hatchback offers style, utility and safety. Be sure every repair meets Toyota’s high-quality “Fix It Right the First Time” standards to maintain the integrity and safety of the vehicle after a collision. 🚗



FOR MORE INFORMATION

Reference Collision Repair Information Bulletin (CRIB) #127, available on Toyota's Technical Information System (TIS).

BONDED GLASS OPENINGS: TO PAINT OR NOT TO PAINT

NOT LONG AGO, THIS WAS AN EASY QUESTION TO ANSWER: IF A GLASS OPENING WAS DAMAGED IN A COLLISION, YOU'D REPAIR DURING REPAIR. Today, manufacturing and repair techniques have changed dramatically. So, the answer depends on the extent and location of the damage.

Vehicles are now often manufactured so that the glass is an integral part of the body structure, featuring a metal pinchweld flange where the glass is bonded to the body. Once the body is completely welded, it's dipped into a tank of water-based epoxy primer, referred to as ED or electro-deposition, and 300 volts pass through the body to attract the primer. It's then put in an oven at 300° for 20 minutes to help cure the primer and paint, making it harder and more resistant to scratches and chips. This process provides the best paint adhesion and corrosion protection and creates the perfect bonding surface for glass. The challenge is that a collision repair facility cannot produce the same results due to the complexity of the OE paint finish.

When you encounter a vehicle with damage to the glass opening of the body:

- Maintain as much of the e-coat as possible.
- If the e-coat can't be maintained, use an aftermarket two-component epoxy primer on the bare metal areas of the pinchwelds before using urethane repair materials when installing stationary glass.

- If metal repair or metal replacement is required, remove any corrosion and/or existing primer from the pinchweld flange to expose clean, bare metal. Then to restore the bonding strength of the area, apply the epoxy primer and make sure it's fully cured—this should be the only coating between the bare metal and the urethane adhesive.
- Do NOT just spray color and clear and then use urethane adhesive—that will not properly secure the glass and may compromise the strength of the overall structure.

If the glass is not properly bonded to the flange, it may alter how SRS systems function and how the structure reacts in a collision, even during normal body flexing and driving. Refer to Toyota CRIB Bulletin #127 in TIS and follow the recommended procedures to help maintain the structural integrity of the vehicle. 🛠️



Repair the Bumper or Replace It?

RECOMMENDATIONS TO DO THE JOB RIGHT

When it comes to bumper repair, there's more than meets the eye. Toyota and Lexus bumpers are made from Toyota Super Olefin Polymer (TSOP), a proprietary polypropylene-based material used for both exterior and interior automotive parts. The unique molecular properties of TSOP provide rigidity and impact resistance, while being lightweight.

The challenge though is not merely repairing a bumper, it's knowing what's behind the bumper, especially with vehicles that are equipped with Advanced Driver Assistance Systems (ADAS). These vehicles have restrictions about what can and cannot be repaired because the sensors need to be able to send electronic signals through the plastic of the bumper in addition to being recalibrated after a collision.

WHAT TO LOOK FOR

For example, the Blind Spot Monitor and Rear Cross Traffic Alert have radar sensors behind the rear bumper that send out radio waves to detect vehicles in the area. When a vehicle with a Blind Spot Monitor or Rear Cross Traffic Alert is in an accident and the bumper cover is damaged near a sensor, the repair of the cover can affect the performance of the systems. Subletting the repair out for reconditioning, using repair filler material and primers, or even repainting the damaged area multiple times will add thickness, which can compromise the performance of how the sensor detects objects.

Any time there is damage on a bumper with ADAS and you cannot 100 percent guarantee that the thicknesses of all those coatings will match factory specifications, it is recommended to replace the bumper to help ensure the safety of your customer and your shop.

You can expect to see even more sensors and safety systems near the bumpers of newer vehicles. Case in point, select 2019 Toyota and Lexus models have front pedestrian protection that uses similar technology to that of the Blind Spot Monitor and Rear Cross Traffic Alert. So, when in doubt, it's always better to be 100 percent safe and replace the bumper. Fix it right the first time! 🐾



THE POWER OF Social Media



PART TWO: Build Your Brand with Facebook

WITH MORE THAN ONE BILLION ACTIVE USERS MONTHLY, FACEBOOK IS NOT JUST A PLACE TO POST FAMILY PICTURES AND RECIPES. It's a powerful platform to build your shop's brand image, positioning your business as a quality shop and to interact with your customers.

BUSINESS PAGE VERSUS PERSONAL PROFILE

You need a Facebook personal profile to set up a Facebook business page, but there are important differences between the two. Facebook's business page provides functionality that isn't available on a personal page, like Reviews and Book an Appointment buttons. A good rule of thumb is to keep your business page strictly business and only promote your business softly on your personal page. It's always good to ask yourself: Would I say this to a friend? Would I say this to a customer? Your answers will tell you which page should include that information.

IT'S ALL ABOUT CONTENT

Your goal is to create a robust business page so your customers want to interact with you. Make sure that each post gives your visitors a reason to engage with your shop. You can create your own content or share relevant content from industry experts.

Here are a few ideas to get your wheels turning:

- Before and after pictures of your most impressive jobs with a great testimonial
- A short time lapse video of a repair: "we fix it right the first time!"
- Leveraged expert articles on industry trends

- Good pictures of your staff at work and at play
- Shout outs for local businesses, like restaurants, to build community and cross-promotion
- Relevant content that is tailored to your customers

Be sure to create specific types of posts, like shop events or offers. Just click through the tabs at the top of your business page's status box, where you'll find options of various types of posts.

PROMOTE YOUR PAGE AND START ENGAGING!

First, invite customers, friends and family to visit and like your page! Then follow up with other marketing efforts:

- Use other channels, like your website and Yelp, to promote your page.
- Add the "Follow us on Facebook" logo to all your promotional materials, ads and business cards.
- Another happy customer? Invite them to write a review!

LESS IS MORE: FOCUS ON QUALITY, NOT QUANTITY

Once your Facebook page is established, stay engaged. A quick daily check of your accounts will help ensure timely responses to customer posts and keep the conversation going. 📧

WANT TO SET UP A FACEBOOK BUSINESS PAGE?

Find Step-by-Step Instructions at:

LEARN MORE ABOUT MAKING THE MOST OF SOCIAL MEDIA
Take the University of Toyota's Social Media Class B0040



Toyotapartsandservice.com

BOOT CAMP & CURSOS DE ESPAÑOL



Spanish Courses!

We're also planning to offer classes and Boot Camp Training in Spanish, led by Agustin Diaz. To request a class in Spanish, please go to our website at <http://crtraining.com/CRR2/waitlist-courses/>. When we receive enough requests for a Spanish class, we'll follow up with those interested and provide one.

ACCELERATE YOUR CERTIFICATION WITH A TRAINING BLITZ!

Toyota now offers a way for you to knock out certification requirements quickly through CR&RT Boot Camp Training. There are three different Boot Camp sessions, which group consecutive required instructor-led training courses into four-day sessions:

COLLISION REPAIR

- 300 Welding Techniques For Collision Repair (1 Day)
- 301 Non-Structural Body Repair Techniques (2 Days)
- 601 Hybrid Collision Repair (1 Day)

ADVANCED COLLISION REPAIR

- 503 Steering & Suspension Analysis & Repair (1 Day)

- 460 Structural Body Repair Techniques (2 Days)
- 602 Advanced Hybrid Collision Repair (1 Day)

COLLISION REFINISH (INCLUDES FIVE-DAY OPTION)

- 200 Color Matching For Painters (2 Days)
- 250 Advanced Painting Techniques (2 Days)
- Optional: 101 Paint Finish Repair (1 Day)

EXPEDITE CERTIFICATION!

Reduce the time and expense of multiple travel and training events—with Boot Camp Training! Interested? Let us know! Join our waiting list today at <http://crtraining.com/CRR2/waitlist-courses/>. 📧

The Toyota Collision Repair & Refinish Training Calendar JANUARY — MARCH 2019

PLANO, TX

01/08/19	200	Color Matching For Painters
01/10/19	250	Advanced Painting Techniques
01/16/19	301	Non-Structural Body Repair Techniques
01/22/19	300	Welding Techniques For Collision Repair
01/23/19	460	Structural Body Repair Techniques
02/05/19	101	Paint Finish Repair
02/06/19	601	Hybrid Collision Repair
02/07/19	602	Advanced Hybrid Collision Repair
02/12/19	502	Body Electrical Diagnosis & Repair
02/14/19	503	Steering & Suspension Analysis & Repair
02/26/19	300	Welding Techniques For Collision Repair
02/27/19	460	Structural Body Repair Techniques
03/05/19	200	Color Matching For Painters
03/07/19	250	Advanced Painting Techniques
03/12/19	301	Non-Structural Body Repair Techniques
03/26/19	300	Welding Techniques For Collision Repair
03/27/19	601	Hybrid Collision Repair
03/28/19	602	Advanced Hybrid Collision Repair

JACKSONVILLE, FL

01/14/19	601	Hybrid Collision Repair
01/15/19	300	Welding Techniques For Collision Repair
01/16/19	301	Non-Structural Body Repair Techniques
01/23/19	602	Advanced Hybrid Collision Repair
01/24/19	503	Steering & Suspension Analysis & Repair
02/04/19	200	Color Matching For Painters
02/06/19	250	Advanced Painting Techniques
02/11/19	601	Hybrid Collision Repair
02/12/19	300	Welding Techniques For Collision Repair
02/13/19	301	Non-Structural Body Repair Techniques

03/04/19	601	Hybrid Collision Repair
03/05/19	300	Welding Techniques For Collision Repair
03/06/19	301	Non-Structural Body Repair Techniques
03/18/19	602	Advanced Hybrid Collision Repair
03/19/19	503	Steering & Suspension Analysis & Repair
03/20/19	460	Structural Body Repair Techniques

WEST CALDWELL, NJ

01/15/19	601	Hybrid Collision Repair
01/16/19	300	Welding Techniques For Collision Repair
01/17/19	301	Non-Structural Body Repair Techniques
01/23/19	200	Color Matching For Painters
02/05/19	250	Advanced Painting Techniques
02/19/19	503	Steering & Suspension Analysis & Repair
02/20/19	602	Advanced Hybrid Collision Repair
02/21/19	460	Structural Body Repair Techniques
03/05/19	101	Paint Finish Repair
03/06/19	200	Color Matching For Painters
03/19/19	601	Hybrid Collision Repair
03/20/19	300	Welding Techniques For Collision Repair
03/21/19	301	Non-Structural Body Repair Techniques

For a complete training schedule and the latest information on Toyota's Collision Repair & Refinish Training, visit www.crtraining.com.

SPANISH COURSES

Interested in taking a Boot Camp or Spanish training course? Sign up to join our waiting lists:
<http://crtraining.com/CRR2/waitlist-courses/>



Wholesale Parts



**JUST BECAUSE
YOU CAN,
Doesn't Mean
You Should!**

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