

Heat Management: Proven Welding Techniques

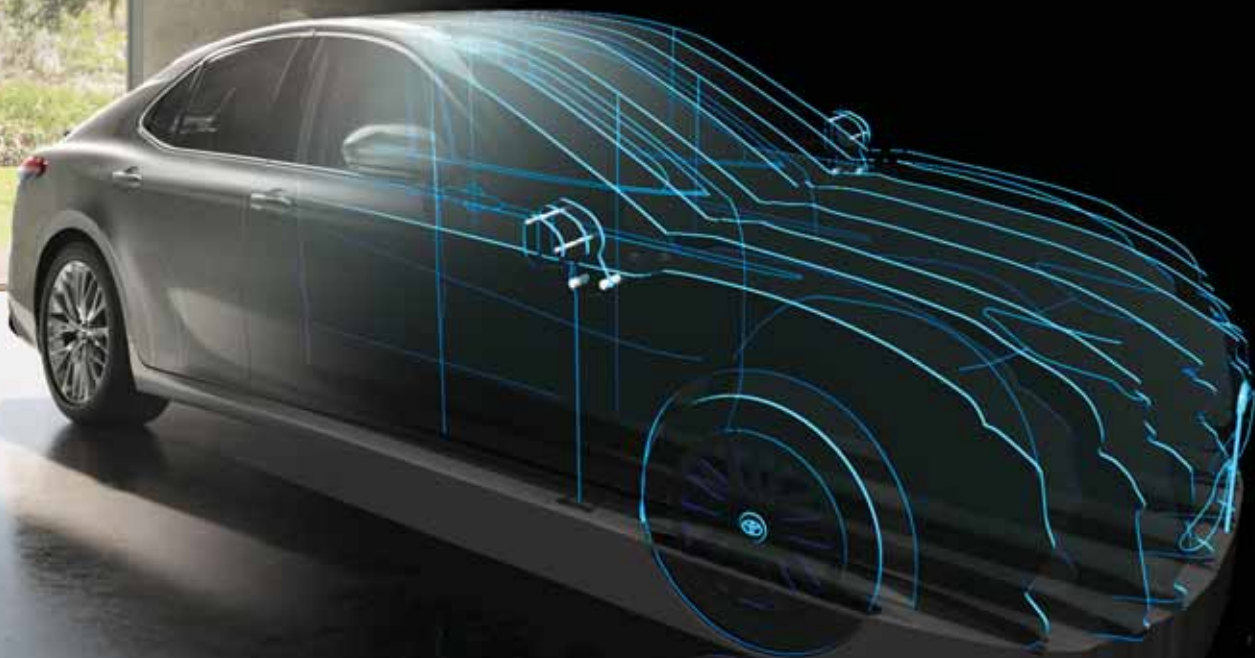
Keep best practices top of mind, minimize heat-affect and improve repair results.

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Blueprinting the Future

A more efficient repair process leads to better results and increased profits.

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THE ALL-NEW 2018 Camry

A total transformation delivers more performance and style for an exciting owner experience.

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Blind Spot Monitor Sensor Installation

An updated class reveals the details to a successful repair.

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Contributors to *Collision Pros*: (from left to right) Scott Nunez, Rod Amezcua, Ruben De Loera, Eric Mendoza, Dave Pyle, Ryan Bacsafrá and Steve Brodie; James Meyer; Agustin Diaz



The Art of Continuous Improvement

At Toyota, our commitment to industry-leading customer safety is driven by continuous improvement: start with the best and make it better. From sharing best practices to championing continuing education, *Collision Pros* magazine is a critical part of that effort.

In this issue of *Collision Pros*, you'll find continuous improvement to be a common theme. You'll discover how the eighth-generation Camry has been totally transformed offering more excitement, performance and style in "The Best-Selling Car in America Is Better than Ever." You'll learn how Lexus' new Repair Planning Process gives even the best dealers a rare opportunity to raise the bar and firmly establish industry leadership in Collision Repair. Even the most experienced repair technicians can benefit from a quick refresher on best practices; in this issue, you'll find new information about how to properly install a Blind Spot Monitor Sensor as well as tips on welding heat management. And finally, by using Genuine Toyota Parts in your repairs you'll ensure a perfect fit—see what your peers have to say about the new Genuine Toyota Radiator and Condenser product line that gives them a perfect fit at a perfect price.

Look to *Collision Pros* magazine for the most up-to-date recommended repair procedures, new model updates, Toyota technical training information and Genuine Toyota Parts news. It's our goal to share the Collision Repair knowledge you need to make the best even better.

EDITOR:
Ryan Bacsafrá

MANAGING EDITOR:
Elisa Liehr

COPYWRITING AND DESIGN:
Liehr, Inc.

CONTRIBUTING DEPARTMENTS:
Toyota Collision Repair & Refinish
Lexus Collision Repair & Refinish
Toyota Certified Collision Centers
Toyota Genuine Parts
University of Toyota, Lexus College
Toyota Technical Education Network
Toyota Wholesale Parts & Collision Department

REFER ALL CORRESPONDENCE TO:
Collision Pros
Toyota Motor North America, Inc.
6565 Headquarters Drive
Plano, TX 75024
info@collisionprosmagazine.com

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CONTACT YOUR GENUINE TOYOTA WHOLESALE PARTS DEALER FOR MORE INFORMATION AND MAKE AFTERMARKET COMPARISONS A THING OF THE PAST!

NEW

Radiators and Condensers

Product Line Wows Repair Shops & Customers

Repair shops nationwide are touting the benefits of Toyota's new Genuine Radiator and Condenser product line. Now they can ensure their repairs meet Toyota standards for fit, function and reliability at "better than aftermarket" prices! You too will quickly discover the benefits of a perfect fit and competitive prices to strengthen your bottom line. Contact your Genuine Toyota Wholesale Parts dealer for more information and make aftermarket comparisons a thing of the past! 📞

Success Stories from the Front Line

"The new Radiator and Condenser product line has saved me quite a few times," commented Jared Crane, Assistant Manager of The Toy Shop of Cypress in Cypress, California. "Customers are excited when they see the Genuine Toyota Boxes—it reaffirms that they are getting top quality. No time wasted on aftermarket comparisons! The price is as perfect as the fit!"

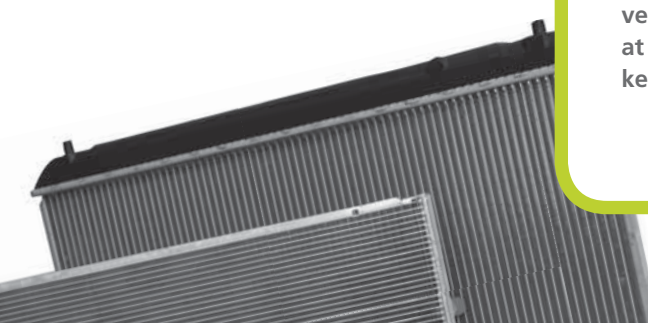
Crane explained that the new product line eliminates fit and quality issues, and helps ensure that the vehicle is fixed right the first time. "We built our name on using only Genuine OEM parts," continued Crane. "The new Genuine Toyota Radiator and Condenser product line helps us easily continue that tradition."

— Jared Crane, Assistant Manager
The Toy Shop of Cypress, Cypress, CA

Toyota owners in the Greater Austin, Texas area are also reaping the benefits of the new product line. "Finding replacement parts that satisfy our shop's commitment to quality at an exceptional price is often a challenge," stated Joe Henry Hernandez, Manager of Masters Auto Craft in Pflugerville, Texas. "Many aftermarket parts just don't fit; your repair times suffer and productivity tanks."

"Toyota's new Radiator and Condenser product line really makes the repair go smooth as glass," continued Hernandez. "The customers are happy because their vehicle is repaired on time with Genuine Toyota Parts at a great price. With price no longer an obstacle, keeping their Toyota a Toyota just got easier."

— Joe Henry Hernandez
Masters Auto Craft, Pflugerville, TX



HEAT MANAGEMENT

Proven Welding Techniques

MANAGING HEAT DURING THE GAS METAL ARC WELDING (GMAW) PROCESS IS A CRITICAL, BUT OFTEN OVERLOOKED, PART OF PROPER WELDING TECHNIQUES. This oversight can result in heat-affect, a term commonly used to describe the negative changes to the metal from welding such as reduced strength and corrosion resistance. The extent of these reductions depends greatly on the amount of heat generated.

While best practice methods may be familiar to technicians skilled at welding, the temptation to get the job done faster can often eclipse the important benefits of heat management. A quick review of proper butt-welding and plug-welding heat management techniques will help keep those best practices top of mind.



BUTT-WELDING HEAT MANAGEMENT

On Toyota vehicles, the vast majority of butt-welding specifications apply to steel with strength ratings of 440 MPa and less. Be sure to review the model- and component-specific welding specifications to know for sure.

Once your welder is dialed in, your next step in heat control is stitch welding. Your stitch welds should also be dialed in during practice as mentioned above. You can use the auto "Stitch" mode on your welder, if so equipped, or manually perform a series of short continuous or tack welds.

Depending on the total length of your butt-weld, you may decide to skip around or start in the center of the span and alternate directions of travel. Either way, use the lowest welder setting that will achieve fusion and allow time for heat dissipation between welds. This helps to reduce heat-affect and the chance of warping.



Practice Makes Perfect

Before you begin working on your customer's vehicle, it is important to practice on an identical sample of metal with an identical root gap. Dial the welder in to the lowest setting that will achieve proper fusion and melt-through. This preparation work will help to ensure optimal heat management without "practicing" on your customer's vehicle!

MENT

to Minimize Heat-Affect

PLUG-WELDING HEAT MANAGEMENT

Heat-affect from plug-welding can also be managed with methods similar to butt-welding. For most mild steel 1mm or less in thickness, typically a quarter panel, a 5mm plug-weld hole will provide enough fusion surface area for a strong weld. Many technicians believe an 8mm plug-weld hole size is appropriate for most welding situations. However, the 5mm plug-weld hole diameter is just as strong, is faster to perform and produces less heat-affect than the 8mm plug-weld on mild-steel sheet metal.

Toyota provides a reference chart in Collision Damage repair manuals for selecting the proper plug-weld hole size depending on the thickness of the metal.



Panel Thickness at the Welded Portion mm (in.)	Plug-Welding Hole Diameter mm (in.)
Less than 1.0 (0.039)	ø5 (0.20) or more
1.0 (0.039) up to 1.6 (0.063)	ø6.5 (0.26) or more
1.6 (0.063) up to 2.3 (0.091)	ø8 (0.31) or more
2.3 (0.091) or more	ø10 (0.39) or more

Similar to butt-welding, your GMAW welder should be on the lowest setting that will achieve fusion and melt-through for plug-welding the steel you are working with. And, just like butt-welding, you should skip around to allow for heat dissipation when performing a plug-weld.

ATTENTION STATE FARM SELECT SERVICE® REPAIRERS

As of April 2017, State Farm™ requires specific welding certification to qualify as a participant in its Select Service® Program. The company has made this change so that more of the industry, and ultimately every technician, has the knowledge and skills to perform proper repairs.

Here is a list of Toyota and Lexus welding certification programs that will satisfy this requirement:

SELECT SERVICE® PROGRAM	TOYOTA/LEXUS WELDING CERTIFICATION PROGRAMS
Steel GMA (MIG) Welding Skills Verification (WCS03) 	Toyota T300 - Welding Techniques for Collision Repair
	Lexus L300 - Welding Techniques for Collision Repair
Steel Sectioning Skills Verification (SPS05) 	Toyota T460 - Structural Body Repair Techniques
	Lexus L460 - Structural Body Repair Techniques




Good to Know

Unless published, Toyota does not approve of butt-welding steel with strength ratings higher than 440 MPa, and does not approve of butt-welding with a backing (sleeve) in any welding situation. Backing a butt-weld joint is more work than backing an open-butt-joint, it creates corrosive hot spots between the backing and the outer panel that can't be treated with corrosion preventive materials, and a backing alters crash energy management designed into the component and the vehicle. Toyota's position on these topics is reinforced in Collision Repair Information Bulletin #176 titled Approved Collision Repair Methods.



Minimize Heat-Affect, Maximize Repair Quality

Proper heat management during welding is critical to minimizing negative changes to metal. Whether you are butt-welding or plug-welding, be sure to:

- 1) Review model- and component-specific welding specifications
- 2) Practice on an identical sample of metal with identical root gap
- 3) Dial in your welder to the lowest setting that will achieve proper fusion and melt-through
- 4) Skip around to allow for heat dissipation 

Blueprinting the Future

LEXUS REPAIR PLANNING PROCESS



NEED MORE INFORMATION?

- For more on Collision Repair, visit the Collision Repair and Refinishing Training website, www.crrtraining.com.
- You can also visit Mike Anderson's site, www.CollisionAdvice.com for helpful videos, links and collision advice.



After adopting this process, we were amazed at just how much more profit you can get from the same shop volume."

— Brian Martin
Director of Auto Collision
Lexus of Pembroke Pines and Lexus of Miami

FURTHER CEMENTING LEXUS AS A LEADER IN BRAND RECOGNITION AND LOYALTY, the Lexus Repair Planning Process represents the future and your opportunity to help establish industry leadership in collision repair.

Industry leadership, customer satisfaction and continuous improvement were the driving factors behind the initial rollout and validation of the Lexus Repair Planning Process.

"When developing the Lexus Repair Planning Process, our goal was to establish leadership in collision repair not only from the dealer level, but also at the corporate level," said Launce Bennett, a Senior Analyst for Lexus. "That's why we've put so much effort into the Lexus Repair Planning Process."

The plan is a case study in continuous improvement. Every step of the repair process was broken down, analyzed and refined to create the most efficient and profitable business model in the industry today.

"Because Lexus has such a high manufacturing standard, coupled with equally high customer expectations, we knew developing a finely tuned repair process was paramount," said Mike Anderson, acclaimed collision consultant and Accredited Automotive Manager (AAM). "So far, Toyota and Lexus are the only manufacturers who have asked for help from industry experts in developing a standardized, exclusive repair planning process, and the results have been very impressive."

Just like the development of a new vehicle, the Lexus Planning Repair Process was tested and validated before it was introduced. Lexus of Pembroke Pines agreed to be the first to test the process, which required a commitment from the entire team.

"We were skeptical at first," said Brian Martin, Director of Auto Collision at Lexus of Pembroke Pines and Lexus of Miami. "People resist change, but we had a lot of faith in Mike, and we had a clear commitment from the top. Our GM, Craig Zinn was not only willing to make the financial commitment, he was able to see the value of the process, and what that meant to the future of the dealership."

Anderson and his crew started with a one-day assessment, working with Martin and his staff to establish a baseline, and to get a feel for the culture of the shop. Shortly after that meeting, Anderson and his crew returned, and they put the entire shop through an intense, two-day "boot camp" that touched every aspect of the shop, and every employee.

"We focus on four key issues," Anderson said. "One is scheduling, two is reducing administrative bottlenecks, three is Blueprinting which includes a true, 100 percent disassembly to identify all items needed up front, and four is getting the right part the first time."

The Blueprinting component is about more than disassembly, it's also about researching and understanding the specifics of the OEM process, knowing exactly what can be reused, and what must be replaced.

Process change at this level is a big deal, and nothing this worthwhile is ever easy.

But Martin and his team stuck to the plan, embracing the change from top to bottom.

"The biggest challenge was finding out what 100 percent disassembly really meant," Martin noted, "but the best part was finally seeing exactly what we were leaving off the estimate, and clearly seeing the profit we were losing."

"After just a couple of months, supplements are down, cycle times are down, and we are seeing improvements in the Customer Satisfaction Index (CSI)," Martin said. "Yes, we are seeing an increase in profit, but it's much more than that," he stressed. "The real dividends come from the improvement in work flow, the elimination of stress and less frustration with parts ordering. It's a more efficient process that positively impacts the culture of the shop."

Embracing the Lexus Repair Planning Process requires a daily commitment from every employee. "After adopting this process, we were amazed at just how much more profit you can get from the same shop volume," Martin stated.

Prior to adopting the process, the Pembroke Pines and Miami shops were performing quite well.

"A lot of shops don't think they are doing anything wrong," said Anderson, "But it's not an issue of fixing something that's broken, instead it's a commitment to excellence and continuous improvement."

Often, it's little things that make the biggest difference. "By simply asking our parts people to double check all parts on arrival, we avoid part delays, frustration, the back and forth and all that un-billable time," Martin points out. "All in all, we've experienced shorter cycle times, reduced supplements, increased touch time, improved customer and employee satisfaction and greater shop efficiency."

Much more than an exercise in increased profit, the Lexus Repair Planning Process is a demonstration of Lexus discipline: a rare opportunity to raise the bar and firmly establish industry leadership in collision repair. If you're ready to make the commitment, contact your paint supplier or an industry expert to arrange an in-depth consultation that will help your shop push profits and customer satisfaction to the next level. 🍷

THE ALL-NEW 2018 CAMRY

The Best-Selling Car in America Is Better than Ever

Toyota's engineers and designers were faced with a daunting challenge: Take the best-selling car in America and make it even more appealing, attractive and functional, all while integrating cutting-edge safety and technology. The eighth-generation Camry has undergone a total transformation that delivers more excitement, performance and style, reestablishing itself as the standard in the mid-size sedan category.

The new Camry employs a TNGA (Toyota New Global Architecture) design platform, so it retains all of Toyota's traditional values of superlative build quality and safety while adding an exciting owner experience that appeals to the senses.

- The 2018 Camry is available in five grades: L, LE, XLE, SE and XSE.
- The 2018 Camry Hybrid is available in three grades: LE, SE and XLE.

EXTERIOR

The Camry's lower, wider stance and sensual athletic image take it in a futuristic new direction.

- Camry sport trim levels are instantly recognizable as different from the other models from as far as 200 yards away.
- Front end styling is accented by a mixture of LED and halogen beam headlights, with full LED lighting available on select models.
- Rear styling is accented by dramatic taillights, with LED taillights available on select models.
- Three new, vibrant exterior colors are available: Wind Chill Pearl (089), Brownstone (4X7) and Galactic Aqua Mica (221).



INTERIOR

The redesigned interior provides a sporty cockpit-type environment that's functional and futuristic with bold character lines and a unique mix of tones and hues.

The interior provides the driver with access to information via three interlinked displays:

- 10-inch color Head-Up Display (HUD)
- 7-inch multi-information display within the instrument cluster
- 8-inch audio/navigation/HVAC control panel integrated into the center console

The new Camry has an Electric Parking Brake that's controlled by the Skid Control ECU. If the parking brake cannot be released electronically, use a 6-mm hex wrench to release the brake manually (refer to the repair manual for details).

POWERTRAINS

Three new powertrains are available:

- All-new 2.5-liter inline-four-cylinder D-4S Fuel Injection
 - 206 hp and 186 lb.-ft. of torque
 - EPA estimate of 29 mpg city/41 mpg highway/34 mpg combined – a 26 percent improvement for combined mpg over the previous model
- New 3.5-liter V6 with D-4S Fuel Injection
 - 301 hp and 267 lb.-ft. of torque
 - EPA estimate of 22 mpg city/33 mpg highway/26 mpg combined – an 8 percent improvement for combined mpg over the previous V6
- Next-generation Toyota Hybrid System (THS II) pairs the 2.5-liter, four-cylinder D-4S engine (176 hp and 163 lb.-ft. of torque) with two electric motors and a continuously variable transmission (CVT)
 - Best-in-class fuel economy for the LE: EPA-estimate of 51 mpg city/53 mpg highway/53 mpg combined – a 30 percent improvement for combined mpg over the previous model
 - SE and XLE: EPA estimate of 44 mpg city/47 mpg highway/46 mpg combined – an increase of 21 percent for combined mpg.
- New variable cooling system includes an electric water pump, full variable oil pump, and a cooled Exhaust Gas Recirculation (EGR) system; this system uses Toyota Genuine SLLC (Super Long-Life Coolant)
- Non-hybrid models have a new Direct Shift 8-speed automatic transmission
- Air conditioning system uses HFO-1234yf refrigerant (same as the Tacoma)
- Battery: LN2/LN3 (EN Type) is similar to LN1 on Prius
- Rack-assist Electronic Power Steering

TECHNOLOGY

Every 2018 Camry comes standard with Toyota Safety Sense™ P (TSS-P), with the "P" standing for Pedestrian detection. This system includes:

- Pre-Collision System with Pedestrian Detection (PCS w/PD)
- Dynamic Radar Cruise Control (DRCC)
- Lane Departure Alert with Steering Assist (LDA w/SA)
- Automatic High Beams (AHB)

Select models are also available with Intelligent Clearance Sonar (similar to Prius), and also include Rear Cross Traffic Braking (RCTB) system:

- Eight ultrasonic sensors (four front, and four rear) detect obstacles up to 13 feet away
- Intelligent Clearance Sonar (ICS) controls engine output and brake force to minimize low-speed collisions (under 10 mph)
- RCTB has two (left and right rear) sensors that detect approaching vehicles from the sides and controls engine output and brake force to minimize low-speed collisions (under 10 mph)

BODY TALK

To reduce weight, the all-new Camry uses more high-tensile-strength sheet metal along with an aluminum hood, and thinner body panels for the roof, hood, trunk lid, front and rear doors and front fenders (compared to the previous model). Although lighter, this new platform features a 30-percent increase in torsional rigidity over its predecessor. To increase joint rigidity, Laser Screw Welding (LSW) is used. And, to enhance body rigidity, special high-rigidity urethane adhesive is applied to the windshield and rear window where it meets the body.

Camry XSE models offer a Midnight Black Metallic roof option mated to a choice of Blue Streak Metallic (2QO), Celestial Silver (2PT), or Wind Chill Pearl (2PS) body colors.

When repainting a model with two-tone paint, refer to the opposite side to dimensionally match the paint scheme (visit www.crrtraining.com for additional details).

Additionally, there is a new removal procedure for the shift knob (refer to the repair manual), and the combination switch – headlight dimmer – has been revised for easier replacement.

Camry's wiper and washer system offer several new features:

- When not in use, the wiper arms rest below the hood. To put the wipers in service position: hold the windshield wiper switch in MIST for two seconds or longer within 45 seconds after turning off the engine
- If the blade is stuck, the ECU can reverse the motor direction
- When either door is opened, the wipers stop automatically to prevent splashing (in AUTO position)
- To protect the wipers, failsafe conditions limit wiper operation in response to overheating, snow and excessive load
- Diagnostic Trouble Codes (DTCs) are available for communication faults 📌

Blind Spot Monitor Sensor

INSTALLATION CONDITION INSPECTION

Toyota Class 301 has been updated to help you repair the Blind Spot Monitor Sensor (BSMS) bracket to OEM specifications. Whenever you repair the BSMS, it is critical that the rear Blind Spot Monitor Sensor is properly oriented to ensure a successful repair. If you have previously taken this class, retaking it will ensure you benefit from the new repair information. Follow the steps below to properly repair the BSMS.



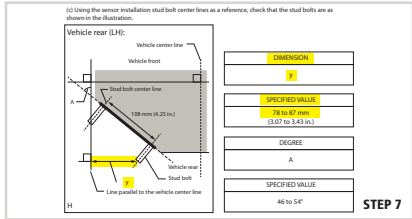
- STEP 1:** From the center of the emblem on the rear bumper, hang a weight with a pointed tip. Mark the rear center point of the vehicle on the ground (mark "A").
- STEP 2:** From the center of the emblem on the front bumper, hang a weight with a pointed tip. Mark the front center point of the vehicle on the ground (mark "B").



- STEP 3:** Use a string to draw a center line that passes through marks "A" and "B." Lightly flick the string several times to confirm that it is aligned with marks "A" and "B."
- STEP 4:** Hang a string with a weight from the Blind Spot Monitor Sensor (BSMS) bracket (front and rear studs) and mark the positions on the ground.



- STEP 5:** At a 90-degree angle, measure from the centerline of the vehicle (string) to the marked positions on the ground.
- STEP 6:** Using masking tape, write the measurements on the marks on the ground. Measurements must be done in millimeters.



STEP 7: Compare the measurements to the “Specified Value” in the repair manual illustration.

Example:	Front of the bracket	800 mm
	Rear of the bracket	-715 mm
		85 mm

The “Specified value” in the repair manual (on position “Y”) is 78 to 87 mm. Illustration shows the view from above.

STEP 8: Perform a “Blind Spot Monitor Sensor Installation Condition Inspection” to confirm that the sensor is perpendicular to the floor (+/- 5 degrees). Using a jig, confirm the sensor is 46 to 54 degrees from the line parallel to the vehicle centerline. 📷

FOR MORE INFORMATION

- Find class 301: *Non-Structural with Blind Spot Monitor Sensor Installation Condition Inspection Repair Procedures* at Toyota’s training website— www.crrtraining.com.
- Find all the specific procedures and measurements to repair the BSMS in the Toyota repair manual.

The Toyota Collision Repair & Refinish Training Calendar
SEPTEMBER — NOVEMBER 2017

WEST CALDWELL, NJ

09/12	601	Hybrid Collision Repair
09/19	300	Welding Techniques For Collision Repair
09/20	301	Non-Structural Body Repair Techniques
09/26	101	Paint Finish Repair
10/03	602	Advanced Hybrid Collision Repair
10/04	503	Steering & Suspension Analysis & Repair
10/10	460	Structural Body Repair Techniques
10/17	250	Advanced Painting Techniques
11/07	200/201	Color Matching For Painters
11/14	601	Hybrid Collision Repair
11/15	301	Non-Structural Body Repair Techniques

JACKSONVILLE, FL

09/11	601	Hybrid Collision Repair
09/12	300	Welding Techniques For Collision Repair
09/13	301	Non-Structural Body Repair Techniques
09/18	602	Advanced Hybrid Collision Repair
09/19	503	Steering & Suspension Analysis & Repair
09/20	460	Structural Body Repair Techniques
10/02	601	Hybrid Collision Repair
10/03	300	Welding Techniques For Collision Repair
10/04	301	Non-Structural Body Repair Techniques
10/23	200/201	Color Matching For Painters
10/25	250	Advanced Painting Techniques
11/06	601	Hybrid Collision Repair
11/07	300	Welding Techniques For Collision Repair
11/08	301	Non-Structural Body Repair Techniques
11/13	602	Advanced Hybrid Collision Repair
11/14	503	Steering & Suspension Analysis & Repair
11/15	460	Structural Body Repair Techniques

TORRANCE, CA

09/12	460	Structural Body Repair Techniques
09/14	503	Steering & Suspension Analysis & Repair
09/19	300	Welding Techniques For Collision Repair
09/20	602	Advanced Hybrid Collision Repair
09/25	200/201	Color Matching For Painters
09/27	250	Advanced Painting Techniques
09/29	101	Paint Finish Repair
10/03	601	Hybrid Collision Repair
10/04	602	Advanced Hybrid Collision Repair
10/09	300	Welding Techniques For Collision Repair
10/10	301	Non-Structural Body Repair Techniques
10/12	460	Structural Body Repair Techniques
10/17	602	Advanced Hybrid Collision Repair
10/18	908	ISC Retractable Hard Top
10/24	300	Welding Techniques For Collision Repair
10/25	503	Steering & Suspension Analysis & Repair
11/07	301	Non-Structural Body Repair Techniques
11/09	101	Paint Finish Repair
11/14	300	Welding Techniques For Collision Repair
11/15	460	Structural Body Repair Techniques

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

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- Toyota Collision Repair Training
- @ToyotaCRR

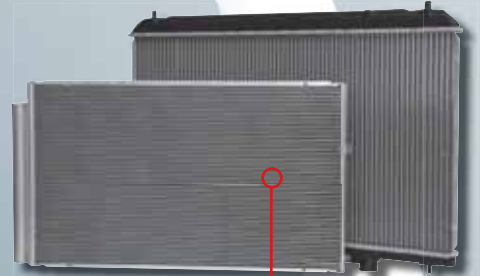
NEW GENUINE TOYOTA
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