



Dedicated to
Promoting Quality
Collision Repair of
Toyota, Lexus and
Scion Vehicles

Spring 2017



Introducing the All-New C-HR



**NACE/Automechanika 2017—
Bigger and Better Than Ever!**

Toyota heads to the Windy City

**The All-New 2018
Lexus LC 500 and LC 500h**

The Lexus luxury coupe makes a strong
statement about the brand's future

CP Spring 2017



Contributors to *Collision Pros*: Joe DiDonato, Eric Mendoza, James Meyer, Dan Hodges, and Agustin Diaz



Our Commitment to You

Toyota is committed to helping ensure that Toyota owners nationwide are safe and secure in their vehicles, whether a repair is completed at their dealership, a certified shop or an independent. This commitment to customer safety drives our dedication to continuing education, and *Collision Pros* magazine is a critical part of that effort. In our on-going effort to provide the best support in the industry, you can 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.

In this issue of *Collision Pros*, you'll find vital information regarding two hot, all-new vehicles: the 2018 Toyota C-HR, our smallest crossover, and the 2018 Lexus LC 500 and LC 500h. *Collision Pros* is a great resource for tips regarding the latest vehicle technology. But, the best resource for VIN-specific configuration information is Build Sheet Data. This issue of *Collision Pros* shows you exactly how to access Build Sheet Data through Toyota's Technical Information System (TIS), making it quick and easy to plan a repair for any Toyota or Lexus in your shop. There's big news with Toyota's announcement of a new line of Genuine Toyota Radiators and Condensers, bringing you the form, function and reliability of Genuine Toyota Parts at an exceptional value.

This summer, plan to attend NACE/Automechanika in Chicago and meet the Toyota Collision Repair & Refinish Team and the Toyota Wholesale Parts & Collision Team who regularly contribute to *Collision Pros*. You can read all about the Toyota exhibit and training schedule in this issue of *Collision Pros* before you head to the Windy City to make that vital OEM connection.

Going to NACE/Automechanika?

Register now at www.Toyota-NACEautomechanika.com



FREE ELECTRONIC SUBSCRIPTION OF COLLISION PROS MAGAZINE?—email your request to info@collisionprosmagazine.com. Please provide your name, email address and body shop name.

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TECHNICAL WEBSITES
www.crrtraining.com
Get Toyota, Lexus and Scion Collision Repair & Refinish Training information

www.opstrax.com
Efficiently order, track and procure Genuine Toyota Parts at competitive prices

www.autopartsbridge.com
Order all Toyota and Scion parts and components—clips, fasteners and decals—needed for a repair

www.techinfo.toyota.com
Get vital information you'll need to effectively service most Toyota, Lexus and Scion vehicles

www.toyotapartsandservicehub.com
Search and order Genuine Toyota Parts right from your computer

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TOYOTA'S **SMALLEST CROSSOVER IS** Big On Innovation

THE ALL-NEW C-HR

As professionals in the collision repair business, you can appreciate advanced, groundbreaking technology because you see it up close in a way no one else can.

Referred to the Coupe High-Rider by Toyota, the all-new C-HR is a leap forward in design, manufacturing and engineering. It's Toyota's first entry into the sub-compact crossover SUV class and promises to set new benchmarks in this category.

The C-HR's incredible new body work is what Toyota's designers call "Distinctive Diamond." It features two slim projector-beam halogen headlights with LED daytime running lights, distinctive curvy lines, and slender windows. Unique C-Pillars with integrated door handles and a rear profile with protruding taillights and tapering hatchback complete the C-HR's sporty design.

THE C-HR IS MORE THAN STYLE

This chic looking crossover not only packs safety gear, including the TSS-P safety system found in other Toyota models, including sensors, monitors and radars, but also comes with race-track-tuned handling on 18-inch standard wheels. And, like the new Tacoma, the C-HR cabin mixes higher grade levels of steel including 440 MPa, 590 MPa, 980 MPa and Ultra High Strength 1480 MPa steel. So, just like Tacoma, A pillars, B pillars and roof rails cannot be repaired but must be replaced.

Similarly, the C-HR is built on the Toyota New Global Architecture (TNGA) platform you've seen in the new Prius Prime, including additional spot welding, gussets, braces, and adhesives in key connection structures.

Be sure to take a close look at its new MacPherson strut front suspension with SACHS dampers, angled strut bearings and a large diameter stabilizer bar. Plus, an all-new double-wishbone suspension uses SACHS shock absorbers with urethane upper supports—a first for Toyota.

The C-HR will be available in three two-tone paint schemes. For thorough information on C-HR's paint procedures, go to Toyota's "Painter's Corner" at www.news.crrtraining.com/category/toyotatechtips/toyotapainterscorner.

Combining industry-best styling with groundbreaking technology, the all-new Toyota C-HR is an exciting new entry in the automotive industry. 🚗





VISIT TOYOTA AT

NACE/Automechanika Bigger and Better Than Ever!

AUTOMOTIVE COLLISION AND SERVICE REPAIR PROFESSIONALS HEAD TO THE WINDY CITY



The explosion of new technology in today's vehicles means technicians and shop owners must keep pace, and NACE/Automechanika 2017 promises to be THE venue for expanding industry knowledge."

— NACE/Automechanika

NACE/AUTOMECHANIKA: A POWERFUL COLLABORATION

NACE/Automechanika is a great opportunity to connect with industry peers, explore the latest technology, and attend shop-level training. This year, the event expands in a co-production between NACE and Automechanika Chicago, creating a unified stage that combines NACE's strong relationships within the collision and OE community with Automechanika's global strength throughout the automotive aftermarket.

The combined NACE/Automechanika show will take place July 26-29, 2017, in Chicago. While at the show, be sure to stop by the Toyota booth to meet and greet the Toyota Collision Repair & Refinishing Training Team and the Toyota Wholesale Parts & Collision Team. Toyota will be providing classes in English and Spanish that showcase OE resources. Attendees will learn how any shop nationwide can access these resources to better align their shop with OE standards.

TOYOTA'S EXHIBIT AND ENGAGEMENT

Toyota is ready to knock it out of the park this year as it joins other brands in the event's all-new OEM coliseum. The event promoters have enhanced convenience for show attendees by consolidating OEMs in one unique area adjacent to a training center. With the impressive Toyota exhibit and engagement (last year's NACE Large Booth First Place winner) so close to training, you won't miss a beat.

MAKE THE OEM CONNECTION!

"Building relationships with OEM representatives is one of the most invaluable takeaways that technicians and shop owners will discover at the event," commented Eric Mendoza, Manager, Wholesale Parts & Collision. "By forging those direct relationships, technicians can turn to Toyota specialists for Toyota collision and mechanical repair expertise." Be sure to stop by Booth #1462, meet the Toyota Team and make the OEM connection!

NACE/Automechanika 2017 promises to be an unprecedented opportunity focused on training and product discovery for the automotive technicians, shop owners and industry decision makers. See you in Chicago, the Heartland of the Mid-West! 🇺🇸

Going to NACE/Automechanika?

Register now at www.Toyota-NACEautomechanika.com

2017

REGISTER TODAY! Go to
www.Toyota-NACEautomechanika.com

ONE-ON-ONE WITH TOYOTA

Register at www.Toyota-NACEautomechanika.com to attend NACE/Automechanika. Then simply check the box to indicate you are interested in matchmaking services. You will receive an email that will be guided through a matchmaking survey. Let's see if you Match with Toyota!

NEW GENUINE TOYOTA RADIATOR AND CONDENSER PRODUCT LINE

On the floor Toyota will be featuring its NEW Genuine Toyota Radiators and Condensers Product Line. The new product line is big news because it allows you to offer your Toyota customers the same form, fit, function and quality at aftermarket prices. Learn more about the new product line from Toyota Wholesale Parts Product Specialists at the Toyota exhibit. Or, call your Toyota Wholesale Dealer.

TOYOTA'S TACOMA CUT-AWAY

This year's Toyota exhibit will set the stage for the return of the popular Toyota Tacoma Cut-Away, accompanied by the high-energy *Making of the Tacoma Cut-Away* video (Winner of the 2016 Davey Gold Award). If you haven't seen this dynamic duo yet, be sure to check it out.

LEARN FROM THE BEST

One of the most compelling reasons to attend NACE/Automechanika is the broad syllabus of no cost training classes, keeping you up-to-the-minute with the latest technologies and repair procedures. Toyota trainers will offer classes on July 26th, 27th and 28th to help you hone your skills and knowledge.

CLASS SCHEDULE

TOYOTA OE RESOURCES — GET CONNECTED!

Learn how to get access to Toyota collision repair OE resources. These resources are vast, available to every collision repair professional across the United States, and will help you align your repair decisions with OE standards.



JAMES MEYER



AGUSTIN DIAZ

JULY 26 at 1:45pm

James Meyer

Senior Collision Training Administrator,
Toyota Motor North America

**SPANISH
SESSION**

JULY 27 at 1:45pm

Agustin Diaz

Collision Training Administrator,
Toyota Motor North America

JULY 28 at 1:45pm

James Meyer

Senior Collision Training Administrator,
Toyota Motor North America

A GRAND TOURING COUPE LIKE NO OTHER

The All-New 2018 Lexus LC 500 and LC 500h

The all-new Lexus luxury coupe is here and makes the strongest statement yet about the brand's future.

EXTERIOR

The sleek design with an imposing stance yields a captivating presence.

Thanks to a large glass panel and blacked-out rear pillars, the roof appears to float above the vehicle. And, for the sports driving enthusiast, the roof can be upgraded to a Carbon Fiber Reinforced Plastic composite. Aluminum body panels (hood, front fenders and doors) are delicately shaped for a luxurious appearance. At the rear, slim LED tail lamps use mirrors to create a three-dimensional sequence of L-shaped graphics. The exterior also includes several other distinctive features:

- Flush-type door handles with illumination when popped out
- Arrowhead LED DRLs with ultra-compact triple projector LED headlamps
- LED front, rear and side turn signal lamps
- LED cornering lamps
- Standard 20-inch cast aluminum wheels
- Available Active Rear Spoiler

INTERIOR

The LC 500 is designed for up to four passengers, and the low instrument panel and hood line give the driver a commanding view with easy-to-reach driving controls and easy-to-read instruments.

Comfort and luxury are the hallmarks of the cabin. Exclusive seats have shoulder and side bolsters to help keep passengers seated during cornering, and available sport seats include additional bolsters. Other high-end interior features include:

- Satin metallic finish throughout
- Aluminum accelerator pedal, brake pedal and footrest
- Drape-like surface treatment and ambient illumination on door panels
- 8-inch LCD TFT multi-information display
- Lexus analog clock with L-shaped pattern ornamentation



POWERTRAINS

Unique in the industry for a luxury coupe, Lexus offers a choice of a high-performance V8 (LC 500) or a new-generation Multi Stage Hybrid powertrain (LC 500h).

LC 500

Start the naturally aspirated 5-liter V8, and it's hard to miss the growl from the Active Sport Exhaust. Based on the Lexus GS F and RC F engine, it provides an impressive 471 horsepower and 398 lb.-ft. of peak torque*.

And this versatile engine uses an Atkinson cycle to help improve fuel efficiency when at cruising speeds, switching seamlessly to an Otto cycle for higher performance.

Mated to the first 10-speed automatic transmission for a luxury automobile, the LC has a smaller, lighter gearbox than some 8-speed units on the market, and can shift at speeds rivaling dual-clutch transmissions.

The LC 500's powertrain has some impressive statistics:

- 471 HP @ 7,100 rpm
- 398 lb.-ft. @ 4,800 rpm
- 0-60 mph: 4.4 seconds (mfr. results)
- Top Track Speed: 168 mph (mfr. estimate – electronically limited)
- EPA-estimated Fuel Economy:** 16-city/26-highway/19-combined (mpg)

LC 500h

Like other Lexus Hybrids, the new Multi Stage Hybrid System pairs a gasoline engine with two electric motor/generators, but the similarities end there. The 3.5-liter V6 engine uses D-4S direct fuel injection and Dual VVT-i to ensure ample torque. This new system retains the planetary-type continuously variable transmission and adds a unique four-speed automatic transmission. Together, they alter output to use more of the engine's power and provide ten shifting ratios through the paddle shifters. The Multi Stage Hybrid System provides more electric assist at lower speeds, enabling the LC 500h to operate with the gasoline engine off at higher speeds.

Combined system output is 354 HP, yet that figure doesn't fully reveal its true performance potential. In a conventional full hybrid vehicle, engine output is amplified by the electric motor through a reduction gear. The Multi Stage Hybrid System amplifies the power of the engine and the electric motor with the four-speed automatic transmission to generate greater drive power when accelerating. This is the first Lexus hybrid that can spin its rear wheels and it is also the first Lexus hybrid to use a lithium-ion battery pack.

* Ratings achieved using the required premium unleaded gasoline with an octane rating of 91 or higher. If premium fuel is not used, performance will decrease.

** 2018 Lexus LC 500 EPA MPG estimates. Actual mileage will vary.



The sleek design with an imposing stance yields a captivating presence."





In addition to the aluminum hood, the LC is the first Lexus to have aluminum front fenders and doors.”



TECHNOLOGY

The latest audio, navigation and Lexus Enform technologies are artfully integrated in the dashboard multimedia display. An available 13-speaker Mark Levinson™* system is designed for the best cabin acoustics and includes Clari-Fi music restoration technology to enhance playback of today’s compressed music. On the road, the Lexus Safety System + suite of technologies combines active safety features to help drivers avoid accidents or lessen the consequences of a collision. They include:

- Pre-Collision System with Pedestrian Detection
- All-Speed Dynamic Radar Cruise Control
- Lane Departure Alert with Steering Assist and Vehicle Sway Warning
- Intelligent High Beam System (IHB)

Drivers are responsible for their own safe driving. Always pay attention to your surroundings and drive safely. Depending on the conditions of roads, weather and the vehicle, the system(s) may not work as intended. See Owner’s Manual for additional limitations and details.

**Mark Levinson is a registered trademark of Harman International Industries, Inc.*

BODY TALK

Because the LC includes extensive use of lighter materials like aluminum and carbon fiber, collision repairs require special attention. In addition to the aluminum hood, the LC is the first Lexus to have aluminum front fenders and doors. It is especially important to not cross-contaminate aluminum with steel, or corrosion will form. When working on aluminum, separate tools and workstations are required, and bolts and fasteners must be coated to prevent corrosion.

The LC has an aluminum front suspension that also requires special attention. The strut tower is connected to the steel frame side member using Self Pierce Rivets (SPR). If it is ever damaged, the side member and the strut tower will have to be replaced – not repaired – and as a result they can only be ordered as one unit. For more repair information, please reference the LC Collision Repair Manual.

Repairing the available carbon fiber roof may also present some challenges. The Collision Repair Information Bulletin (CRIB) #189 outlines the proper steps for repairing carbon fiber clear coat finish. You can find it at www.crtraining.com/CRR2/tech-info/. 📄

How To: Build Sheet Data

Toyota's Technical Information System (TIS) Puts Invaluable Vehicle Information at Your Fingertips

ADVANCES IN TECHNOLOGY ARE RESHAPING THE COLLISION INDUSTRY, from tools and resources down to the most basic procedures, so it's critical that you know which features and options are available on the vehicle that you are working on. Use TIS as your go-to resource to quickly and easily find build sheet data for every Toyota and Lexus model, putting you in the know as you plan a repair.

Repair professionals, from technicians to insurance adjusters, can rely on Toyota's build sheet data to provide specific configuration details, trim level information, and factory installed options and packages.

New technologies that add to vehicle safety, comfort and sophistication require repair technicians to be aware of each vehicle's unique configuration. Today, build sheet data is used by shops in repair planning, and also by insurance adjusters in claim appraisal and settlement. Toyota is committed to ensuring that Toyota owners benefit from safe and accurate repairs, whether the repair is completed at their nearest Toyota Certified Collision Center or an independent facility. Our commitment to customer safety is a priority and is the reason we make Toyota build sheet data available to all collision repair professionals. 📄



You will be directed to this screen after you click on "Standard Equipment."



ALREADY HAVE A TIS MEMBERSHIP?

Log in to TIS to access specific configuration data for the Toyota or Lexus vehicle you are repairing. Interested in TIS access or attending Toyota's Collision Repair & Refinish Training? Contact your local Toyota Wholesale Parts Manager.

Follow these three easy steps to access build sheet data for your repairs:



STEP #1:

Log in to TIS at www.techinfo.Toyota.com.



STEP #2:

Select "Vehicle Inquiry" tab.



STEP #3:

Enter the VIN and select "Lookup." Some basic vehicle information, such as accessory information, is available on this screen. From here, click on "Standard Equipment" for additional details.





INSTALL QUALITY AND VALUE

New Genuine Toyota Radiator and Condenser Product Line



When available, OEM Radiators and Condensers ensure that your vehicle repairs meet Toyota's standards [fit, function and reliability]."

— Kimberly Taggart, Manager
Precision Toyota of
Tucson Collision Center

TCCC Shop of the Year
2015/16

Now you can install an OE part at competitive pricing with Toyota's new Genuine Toyota Radiator and Condenser Product Line, which is engineered with the quality you expect from Genuine Toyota Parts, and priced to please your customers and the insurance adjusters. That's big news indeed, but there's more! This new product line carries Toyota's biggest price reduction...ever!

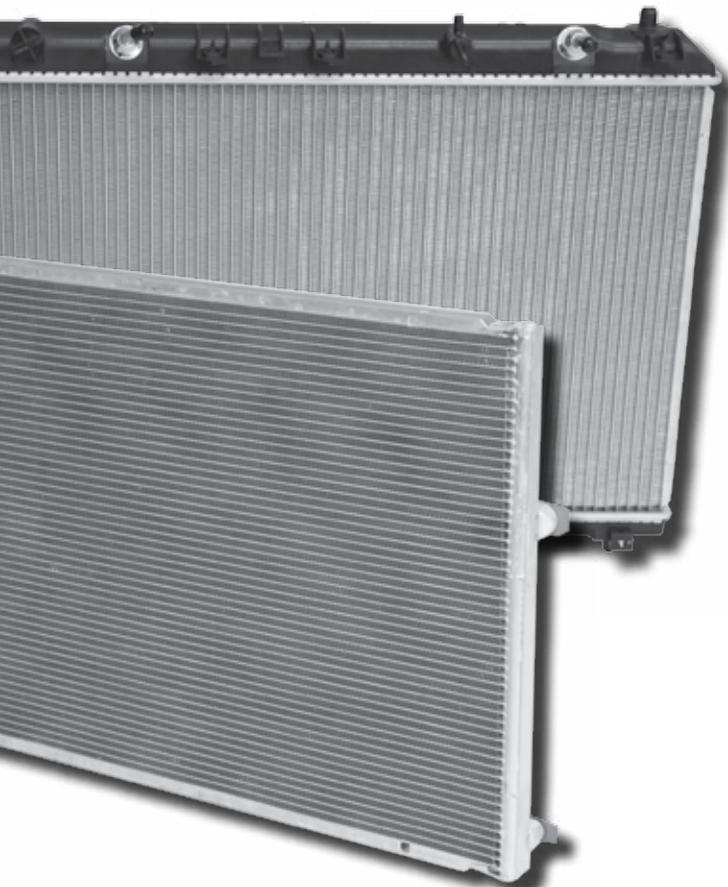
What does this mean for you? Using Genuine Toyota Radiators and Condensers is the only way to ensure that your vehicle repairs meet Toyota's standards for fit, function and reliability. Now you can offer that assurance at a competitive price point and the quality you have come to expect with Genuine Toyota Parts. That means your customer leaves your shop on-time, confident, and satisfied because you've kept their Toyota a Toyota.

PART NUMBER CONSOLIDATION SAVES YOU TIME

The new Genuine Toyota Radiator and Condenser Product Line applies to 80% of the 20 million Toyotas on the road today, from model year 2003 and later. Looking up and ordering the correct part will now be easier than ever, as Toyota has launched the new product line with fewer part numbers than ever before: just 55 for radiators and 34 for condensers.

TESTED TO MEET EXACTING STANDARDS

One of the biggest advantages of "keeping it genuine" is that you are assured of replacement parts that have passed Toyota laboratory testing. Radiators must pass seven stringent tests, and condensers must pass ten exacting laboratory tests. In addition, the



new product line has been put to the test with real world road testing. Toyota engineers headed to California's Mojave Desert with vehicles equipped with the new radiators and condensers and tackled the infamous "Baker Grade." This stretch of desert road runs 31 miles along Interstate 15 from Baker, California, to Jean, Nevada, with an average grade of 6%, an elevation change from 923 to 4,730 feet, and temperatures reaching up to 107 degrees. Even in these conditions, the new radiators and condensers performed up to Toyota's quality standards.

OFFER YOUR CUSTOMERS THE VERY BEST

The New Genuine Toyota Radiator and Condenser Product Line is further evidence of Toyota's dedication to customer safety and satisfaction, as well as their commitment to support collision repair centers. By offering Toyota customers the best replacement parts possible at incredibly competitive prices, Toyota is making it easy for you to do the right thing for Toyota owners.

So next time one of those 20 million Toyotas on the road shows up in your drive, think Genuine Toyota Parts. To learn more about the new Genuine Toyota Radiator and Condenser Product Line, contact your Toyota Wholesale Dealer. 📞

The Toyota Collision Repair & Refinish Training Calendar

JUNE — AUGUST 2017

West Caldwell, NJ

06/13	601	Hybrid Collision Repair
06/14	300	Welding Techniques For Collision Repair
07/11	200/201	Color Matching For Painters
07/18	300	Welding Techniques For Collision Repair
07/19	301	Non-Structural Body Repair Techniques
08/08	460	Structural Body Repair Techniques
08/10	503	Steering & Suspension Analysis & Repair
08/15	250	Advanced Painting Techniques
08/22	602	Advanced Hybrid Collision Repair

Jacksonville, FL

06/19	602	Advanced Hybrid Collision Repair
06/20	503	Steering & Suspension Analysis & Repair
06/21	460	Structural Body Repair Techniques
07/11	601	Hybrid Collision Repair
07/12	300	Welding Techniques For Collision Repair
07/13	301	Non-Structural Body Repair Techniques
07/18	502	Body Electrical Diagnosis & Repair
07/20	504	Air Conditioning For Collision Repair
08/07	200/201	Color Matching For Painters
08/09	250	Advanced Painting Techniques
08/21	601	Hybrid Collision Repair
08/22	300	Welding Techniques For Collision Repair
08/23	301	Non-Structural Body Repair Techniques

Torrance, CA

06/13	601	Hybrid Collision Repair
06/14	301	Non-Structural Body Repair Techniques
06/20	602	Advanced Hybrid Collision Repair
06/21	460	Structural Body Repair Techniques
06/27	301	Non-Structural Body Repair Techniques
06/29	601	Hybrid Collision Repair
07/06	300	Welding Techniques For Collision Repair
07/11	300	Welding Techniques For Collision Repair
07/18	250	Advanced Painting Techniques
07/30	101	Paint Finish Repair
08/01	300	Welding Techniques For Collision Repair
08/02	301	Non-Structural Body Repair Techniques
08/08	460	Structural Body Repair Techniques
08/10	503	Steering & Suspension Analysis & Repair
08/15	200/201	Color Matching For Painters
08/17	250	Advanced Painting Techniques
08/22	601	Hybrid Collision Repair
08/23	301	Non-Structural Body Repair Techniques

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

Check us out on Facebook and Twitter!

Get the latest information on tools, training and repair procedures on our social media sites.

-  Toyota Collision Repair Training
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