



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

Winter 2015

A Wealth of Experience

Meet Toyota's Collision Repair & Refinish Trainers

Toyota's Innovative New Approach to Estimating

Toyota Recommended Repair Procedures

Use Genuine Toyota and Lexus Parts

For Safety, Vehicle Longevity and
Customer Satisfaction



**Eric Mendoza, Collision Repair &
Refinish Training Administrator**

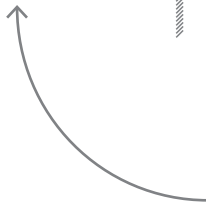
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"Today, the collision repair profession is much more complicated and technologically advanced than ever before. A technician's toolbox contains the traditional tools of collision repair, but it now also contains non-traditional tools including software programs, Toyota training and more."

— Kathy Capozza



Tools for Success

EVERY COLLISION REPAIR PROFESSIONAL KNOWS that without the proper tools, doing a job right can be a challenge. In this issue of *Collision Pros* magazine, we give you a rundown of some of the valuable tools that Toyota offers to help you deliver superior collision repair.

The revolutionary estimating software known as Toyota Recommended Repair Procedures (TRRP) can help you change the way estimates are written in your shop. The new program provides you with a complete repair plan at the start of the estimating process, allowing you to eliminate the steps you don't need. TRRP is a valuable tool that can help eliminate guesswork and increase efficiency in your shop.

In this issue, you'll also have the opportunity to meet two of Toyota's Collision Repair & Refinish trainers: Eric Mendoza and Dan Hodges. You can read about their inspiring careers and the passion and excitement they bring to the classroom. Toyota's trainers are a reminder of the importance of education and that knowledge can be one of the most valuable tools in your toolbox.

You can also read more about what makes Genuine Toyota and Lexus Parts special and why they can be preferable to aftermarket parts. And, you can learn how independent shops can benefit from CR&R training. Finally, with winter upon us, learn about corrosion protection to help ensure the longevity of the repairs you work on.

Today, the collision repair profession is much more complicated and technologically advanced than ever before. A technician's toolbox contains the traditional tools of collision repair, but it now also contains non-traditional tools including software programs, Toyota training and more. Toyota is committed to helping ensure that collision repair professionals have the tools they need to provide their customers with an exceptional repair experience every time.

Kathy Capozza
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DID YOU KNOW: To properly use weld-through primer, thoroughly clean surfaces with a suitable wax and grease remover.

How to Fight Rust

When using weld-through primers, keep in mind that zinc-based primers are a more suitable material to use than copper-based primers.

THE WINTER MONTHS CAN BE HARSH—PROPER CORROSION PROTECTION CAN HELP GUARD YOUR CLIENTS' VEHICLES.

Winter brine—the mixture of magnesium and calcium chloride used on the roads in colder climates—can be particularly damaging and harsh on a vehicle. Even if you don't live in a cold climate, inadequate use of corrosion protection measures can contribute to the development of rust. During collision repair, incorporating corrosion protection measures like using weld-through primer, epoxy primer, seam sealer and cavity wax is an important part of helping to protect against the elements and ensure the long life of the vehicle you are working on.

WELD-THROUGH PRIMER

Weld-through primers are an important corrosion protection measure. When using weld-through primers, keep in mind that zinc-based primers are a more suitable material to use on Toyota, Lexus and Scion vehicles than copper-based primers. This is because these vehicles are manufactured using a zinc galvanizing process, and zinc primer bonds to the metal of the vehicles better. Zinc also seems more resistant to corrosion than other types of weld-through

primers, such as those made with copper.

To properly use weld-through primer, thoroughly clean surfaces with a suitable wax and grease remover. Then, coat any bare metal areas that are going to be joined together but won't be accessible after welding with weld-through primer.

ADDITIONAL WELD-THROUGH PRIMER TIPS

- Ensure there is a thin, even coating of weld-through primer and that it is not clumpy or overly thick in some areas.
- Allow the weld-through primer to completely dry before you begin the welding process. This gives the zinc the opportunity to properly bond to the material.
- Some weld-through primers aren't solvent resistant and can be washed away during the cleaning process as the vehicle is prepped for primer and paint coatings. Test products beforehand to make sure they are compatible.

CORROSION PROTECTION TIPS

- Electro-deposition primer—also referred to as e-coat—is an excellent corrosion protection material and should be left intact whenever possible.
- Vehicle-specific seam sealer specifications are given in the Repair Manuals for Collision Damage.
- Clean the heat-affected zones around welds to remove burned or loose material and coat with epoxy primer and cavity wax if applicable.

For additional information about corrosion protection, see Collision Repair Information Bulletin (CRIB) #186, Corrosion Prevention for Collision Repair. 📄



At the November 2014 SEMA show, Toyota captured the attention of the automotive industry with its new estimating system, Toyota Recommended Repair Procedures (TRRP). TRRP is an innovative approach to writing a collision repair estimate that has the potential to completely change the repair industry. Rather than starting with a blank sheet of paper, TRRP gives estimators a detailed repair plan. Estimators can then omit what they do not need for the particular job they are working on. TRRP relies on factory-recommended repair information to help collision centers provide safe repairs that meet original equipment manufacturer (OEM) criteria.

Toyota's Innovative New Approach to Estimating

"TOYOTA RECOMMENDED REPAIR Procedures provides a standardized approach to collision repair," says Rick Leos, Collision Program Developer, Marketing Division, Toyota Motor Sales, U.S.A., Inc. "With Toyota Recommended Repair Procedures there is no more guesswork and less opportunity to leave crucial information out of the estimate."

SEAMLESS AND INTUITIVE

TRRP will be released as an app in early 2015, with a version embedded into Mitchell Estimating software coming soon after. The app version accommodates collision centers that use tablets in their daily work. For PC users, TRRP will be available as a tab labeled "OE Repair Procedures" in the Mitchell Estimating software. This version seamlessly integrates into Mitchell's software so there is no disruption of the shop's normal workflow.

The new estimating technology has been thoroughly tested by collision centers around the country, resulting in software that is easy to use and has a simple, intuitive workflow. TRRP has estimating information for 29 Toyota and Scion vehicles from the present back to 2005.

EFFICIENT AND ACCURATE

TRRP has many benefits for users. TRRP gives collision centers a repair plan with everything they need to write a complete estimate, including information on parts

that are non-reusable or one-time use only. The system cuts the time it takes to write an estimate down from a couple of hours to minutes. Plus, it saves estimators having to search multiple information sources to ensure they have all the necessary information and a complete picture of what the repair will entail.

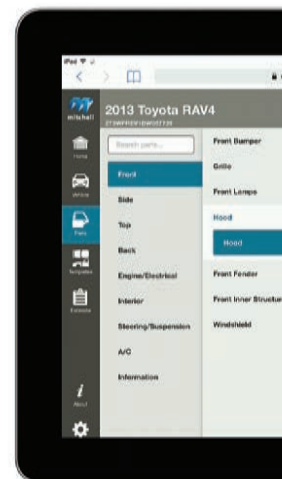
The new estimating system increases the accuracy of estimates by giving you all of the information you will need to complete the repair before you even start. The result is a reduction in supplemental orders and decreased cycle time because shops will spend less time ordering additional parts and waiting for orders to arrive.

Another great benefit of TRRP is greater transparency and easier access to factory-recommended repair procedures for collision centers.

"Collision centers are crucial partners in repairing and maintaining the high standards of Toyota vehicles," explains Leos. "We want to do everything we can to make sure they have the tools and information they need to perform this important job."

Finally, TRRP allows OEMs to take the lead in setting the standard for what is an acceptable repair for their vehicles. The hope is that the system will catch on in the industry and that other vehicle manufacturers will begin using a similar approach. 🐾

Accurate.



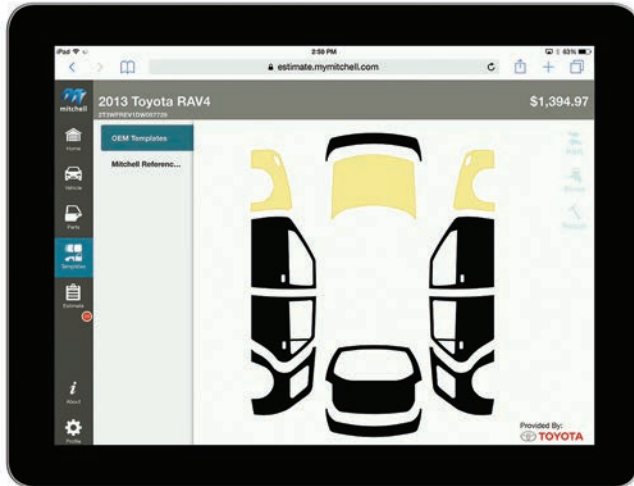
The new estimating system increases the accuracy of estimates by giving you all of the information you will need to complete the repair before you even start.

"The ultimate goal of Toyota Recommended Repair Procedures is to help collision centers give their customers an excellent repair experience. The motivation behind the initiative is to help ensure safe, accurate repairs and create happy customers."

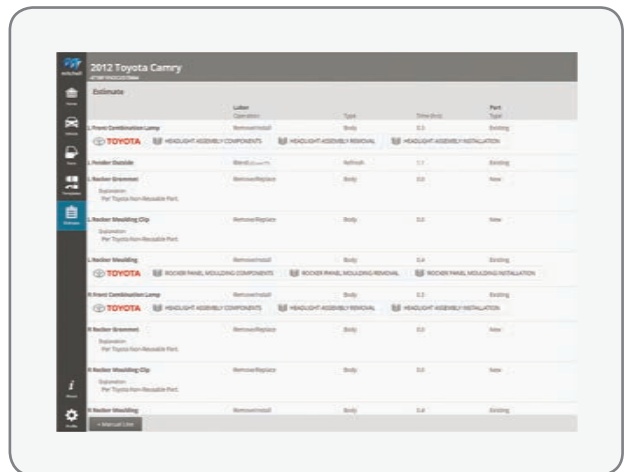
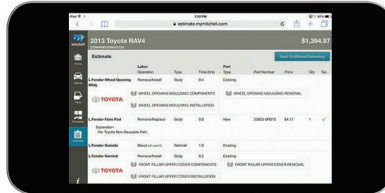
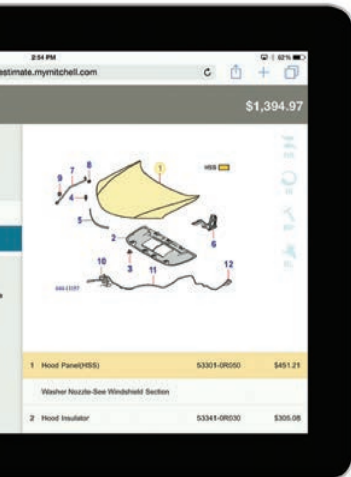
– Rick Leos, Collision Program Developer,
Marketing Division, Toyota Motor Sales, U.S.A., Inc.

FAST!

Intuitive.



Efficient.



Toyota Recommended Repair Procedures will be available through Mitchell International, Inc., a technology company that provides software solutions for the automotive industry. TRRP will be available to current users of Mitchell Estimating software. To find out more, visit www.mitchell.com.



ERIC MENDOZA: If you are considering attending training, Mendoza counsels, "Just do it. I have absolutely no doubt that anyone who comes to class will leave with information that will help them do their job better."

DAN HODGES: "If you're going to continue working on today's Toyota vehicles, my recommendation is to come to training because otherwise you are going to get left behind," advises Hodges. "The vehicles are evolving so quickly that manufacturer training is crucial. Show up to class with an open mind and be prepared to learn."

Toyota Trainers

A Wealth of Experience

TOYOTA'S COLLISION REPAIR & REFINISH (CR&R) trainers bring diverse career experiences and an exciting variety of skill sets to the classroom. Each instructor is unique, from their teaching philosophy to their technical backgrounds and industry experience. Yet, the instructors are all united by a love of cars, a passion for teaching and a strong commitment to the importance of Toyota CR&R training.

ERIC MENDOZA

"Instructor-led Toyota training is extremely valuable because it's product specific and teaches you to repair vehicles according to the manufacturer's specifications," says Eric Mendoza, Collision Repair & Refinish Training Administrator, Toyota Motor Sales, U.S.A., Inc. "You just don't get in-depth, hands-on, instructor-led training offered directly from the manufacturer that often. It's a special educational opportunity that everyone should take advantage of."

Mendoza is Toyota's newest trainer at the Torrance, California, campus. He came up through Toyota's Automotive Technology Trainee Program, which involves a series of six-month-long rotations through different specialty areas in Toyota's Quality Center. Earlier in his career, Mendoza worked as a Toyota Master Diagnostic and Repair Technician and as an Automotive Service Technician at various manufacturer dealerships. Mendoza has a Bachelor of Science Degree in Automotive Field Service Operations from Weber State University and an Associate's Degree in High Performance Automotive Technology, and is currently pursuing his Master's Degree in Instructional Design and Technology at California State University, Fullerton.

Mendoza's teaching approach is to make sure that everyone in the classroom gets a concept before moving on to the next topic so that no one gets left behind. When asked what he likes most about being in the classroom, Mendoza says he enjoys the mentoring aspect. Training empowers students and helps them have more control over their future and further their careers.

DAN HODGES

Students attending class at Toyota's training center in Jacksonville, Florida, will take CR&R courses with adjunct instructor Dan Hodges.

"I love sharing and interacting with the students because they remind me of myself when I was in the field," says Hodges. "I enjoy sharing what I know with them and also learning from them. There isn't a class I teach where I don't learn something new."

Hodges has had a long career in the collision repair industry. He's worked in dealer-affiliated collision centers and independent collision centers, and has even owned his own shop. Hodges has worked as a collision repair technician in shops and also as a manager, so he understands different aspects of the business. He knows the challenges that managers face as well as the issues that technicians can run into.

"I am a technician at heart still," Hodges explains. "I know that if you can't have fun, you can't learn. My approach is to help technicians be comfortable in my class so that they can get the most out of the training."

Hodges says that in all his years in the collision repair industry, he sees CR&R training as providing something unique to students. It gives them the manufacturer's recommendations on how to repair Toyota's cars the right way. When they leave class, they know Toyota's recommendations for how to conduct repairs, and they also know where to find important resources they need to work on Toyota vehicles.

Training Fast Facts

Toyota's CR&R training is offered at three state-of-the-art campuses across the United States: Jacksonville, Florida; West Caldwell, New Jersey; and Torrance, California. Instructor-led training courses are hands-on learning experiences where students can practice the techniques they are learning about. Toyota also offers electronic courses to students with a secure personal identification number (SPIN) free of charge. To find out more about Toyota training and sign up for courses, visit www.crrtraining.com. Profiles of Toyota's other instructors can be found in the Fall 2012 and Winter 2013 issues of *Collision Pros* magazine. 📄

Find out about training at www.crrtraining.com.



Safety / Fit / Function

Use Genuine Toyota and Lexus Parts for safety, vehicle longevity and customer satisfaction

THE REPLACEMENT PARTS you use in a collision repair can have a huge impact on the safety and longevity of a vehicle and on customer satisfaction. Using Genuine Toyota and Lexus Parts helps ensure you are using parts of the highest quality that have been constructed for safety, fit and function.

“There are no substitutes for Genuine Toyota and Lexus Parts,” says

Eric Mendoza, Collision Repair & Refinish Training Administrator, Toyota Motor Sales, U.S.A., Inc. “Using Genuine Parts is just as important as using the right tools and techniques to get a job done. With Genuine Toyota and Lexus Parts you can ensure that you are using optimum-quality parts that have been manufactured to meet the original specifications of the vehicle.”

Want to know more about why using Genuine Toyota and Lexus Parts is so important?

The following examples show what makes the performance, fit and function of Genuine Toyota and Lexus Parts superior to alternatives.



WINDSHIELD

Genuine Toyota and Lexus windshields meet the vehicle’s original specifications for color, durability, thickness, noise muffling, UV protection, size and shape.

For vehicles with a Head-Up Display, Genuine Toyota and Lexus windshields are manufactured with a special combiner treatment and a unique wedge-shaped inner PVC film. Without these functions, the display will not work properly.

Windshields for vehicles with the Lane Keep Assist feature are expressly constructed to accommodate the Lane Keep Assist camera.



GRILLE

Genuine Toyota and Lexus grilles are constructed using the same or comparable materials as the original part, helping to ensure their durability.

For vehicles with Dynamic Radar Cruise Control, the emblem in the grilles is designed to be transparent so that the sensor can function properly.

Cruise control sensors are very sensitive and can be misaligned or malfunction if the surrounding areas of the grille are not precisely designed to accommodate them.



“For any parts that are integral to the structural integrity of the vehicle, using Genuine Parts is crucial. Using Genuine Toyota and Lexus Parts in these cases helps to ensure the safety and long life of the vehicle.”

– Eric Mendoza, Collision Repair & Refinish Training Administrator, Toyota Motor Sales, U.S.A., Inc.

WHY GENUINE PARTS

High-quality Genuine Toyota and Lexus Parts are built with exceptional performance, fit and function in mind. There is no one-size-fits-all with Genuine Parts. Toyota and Lexus parts are designed to the original factory specifications of the part being replaced and are constructed specifically for the vehicle. In fact, many

replacement parts are made with the same assembly line process and tooling that were used during the original assembly. This means you get a part that fits properly and works according to the original manufacturer’s intentions.

Using Genuine Toyota and Lexus Parts is also about helping to perform a collision

repair that results in a safe vehicle. Genuine Parts are constructed with the original safety mechanisms of the vehicle in mind. This means if you are replacing a part that is intended to absorb energy in a crash by crumpling in a certain way, the Genuine Toyota or Lexus Part you use as a replacement will function in the same way. 🚗



AIR CONDITIONING CONDENSER

Genuine Toyota and Lexus air conditioning condensers are manufactured to the specs of the original part, ensuring that refrigerant passes through the system at the correct pressure. If the pressure is incorrect, the entire system may not function properly.



BUMPER COVER

Genuine Toyota and Lexus bumper covers are constructed to the same specifications as the original part, helping to ensure a precise fit and beautiful finish.

For vehicles with a Blind Spot Monitor, sensors must be able to send radar waves through the bumper cover. Genuine Toyota and Lexus bumper covers are the appropriate thickness to allow the radar waves from these delicate instruments to pass through them.

THE BOTTOM LINE

Often a collision repair job comes down to one thing—price. While Genuine Toyota and Lexus Parts can sometimes be more expensive than their aftermarket counterparts in the short term, in the long term they pay off in a big way. For your customers, they can help maintain the resale value of the vehicle and help ensure that the vehicle will last a long time. For your shop, they can help make sure your customers are satisfied and happy. For example, if a customer returns with a defective part, you will end up needing to repair a damaged customer relationship in addition to fixing the vehicle.



Training Focus: Independent Collision Repair Shops

IF YOU WORK FOR AN independent collision center as an owner, manager, technician or estimator, then you know how competitive the collision repair business can be. Wrestling with the sometimes opposing forces of running an efficient shop while maintaining customer satisfaction and staying on top of the latest technologies and processes can seem overwhelming. Toyota's Collision Repair & Refinish training can be a valuable tool to help you achieve all of your goals, no matter what role you play in an independent shop. Training is an important investment that, like an investment in a high-quality tool, can pay off over and over again.

Athletes train for the big game, why wouldn't you train for the big repair?

"If you've been trained, you know what you're doing and you're able to operate more efficiently and provide a better end product to customers. Training is an important tool that can help increase a shop's productivity and profitability."

— Chris Risdon, Technical and Collision Training Assistant Manager, Toyota Motor Sales, U.S.A., Inc.



achieved with other means.

“Stay on top of the industry and stay current with the technology. There are significant advancements in materials and manufacturing techniques occurring right now. It used to be that a dent was a dent. Now with high-tech materials and processes you have to ensure that your shop stays up to date with the technology and processes to be able to return the vehicle to its pre-collision condition.”

– Chris Risdon, Technical and Collision Training Assistant Manager, Toyota Motor Sales, U.S.A., Inc.

Process

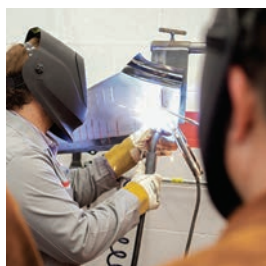


OEM REPAIR PROCESSES

Toyota's CR&R training teaches students how to repair Toyota, Lexus and Scion vehicles with information and repair processes that are directly from the manufacturer of the vehicle. The information students learn isn't generic—it's specific to the vehicles and technologies. That means technicians will never be left guessing if they are performing the repair correctly.

The training also teaches students how to access manufacturer repair information and where to find the information they need to work on Toyota, Lexus and Scion vehicles.

Learning



HANDS-ON LEARNING

A key difference between Toyota CR&R training and other types of collision training is that Toyota training is hands on. CR&R training provides students with the opportunity to practice the techniques they are learning on vehicles in the training center in a nearly one-on-one environment. CR&R instructors spend time with each student in the class while they practice. This helps ensure that students will be able to repair vehicles back at their shop with confidence and means that they won't have to practice techniques they have just learned on customer vehicles.

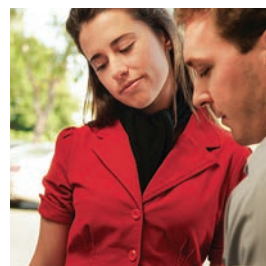
Confidence



CUSTOMER CONFIDENCE

CR&R training can help distinguish you from other shops. Everyone who attends CR&R training and demonstrates the ability to perform the tasks taught in the class receives a certificate of completion. This is a valuable way in which you can help create confidence with your customers. Given the choice between a trained shop and an untrained shop, customers are likely to pick the trained shop. And customers may choose your shop over another shop knowing that you've been trained on their particular vehicle.

Networking



NEGOTIATION WITH INSURERS

Furthermore, CR&R training can help you in your negotiations with insurers because you are more knowledgeable about the repair process and the factory recommended repair procedures. And, training gives you a connection to Toyota that can help you network and build relationships. 🌐

“You wouldn't hesitate to buy a welder, you wouldn't hesitate to buy a spray gun—why would you hesitate to buy knowledge?” – Chris Risdon

Course of Study:
No matter what your specialty or what type of vehicles you work on, there is a course of study for you.
Find out more at www.crrtraining.com

THE TRAINING CALENDAR



WWW.CRRTRAINING.COM

WEST CALDWELL, NJ

03/10 504 Air Conditioning for Collision Repair
03/11 502 Body Electrical Diagnosis and Repair
03/17 908 IS C for Collision Repair
03/24 300 Welding Techniques for Collision Repair
03/25 301 Non-Structural Body Repair Techniques
04/07 601 Hybrid Collision Repair
04/08 602 Advanced Hybrid Collision Repair
04/14 460 Structural Body Repair Techniques
04/16 503 Steering & Suspension Analysis & Repair
05/05 200 Color Matching for Painters
05/07 250 Advanced Painting Techniques
05/12 101 Paint Finish Repair
05/19 300 Welding Techniques for Collision Repair
05/20 301 Non-Structural Body Repair Techniques

NEW JERSEY



CALIFORNIA



FLORIDA



TORRANCE, CA

03/03 200 Color Matching for Painters
03/05 250 Advanced Painting Techniques
03/17 300 Welding Techniques for Collision Repair
03/18 460 Structural Body Repair Techniques
03/20 503 Steering & Suspension Analysis & Repair
04/01 601 Hybrid Collision Repair
04/02 101 Paint Finish Repair
04/13 300 Welding Techniques for Collision Repair
04/14 301 Non-Structural Body Repair Techniques
04/16 460 Structural Body Repair Techniques
04/22 908 IS C for Collision Repair
04/23 602 Advanced Hybrid Collision Repair
05/05 460 Structural Body Repair Techniques
05/07 503 Steering & Suspension Analysis & Repair
05/12 601 Hybrid Collision Repair
05/13 602 Advanced Hybrid Collision Repair
05/19 300 Welding Techniques for Collision Repair
05/20 301 Non-Structural Body Repair Techniques

JACKSONVILLE, FL

03/02 601 Hybrid Collision Repair
03/03 602 Advanced Hybrid Collision Repair
03/04 504 Air Conditioning for Collision Repair
03/09 200 Color Matching for Painters
03/23 301 Non-Structural Body Repair Techniques
03/25 300 Welding Techniques for Collision Repair
03/26 460 Structural Body Repair Techniques

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

TECHNICAL WEBSITES



YOU NEED TO KNOW

crrtraining.com

Get Toyota and Lexus Collision Repair & Refinish Training information

autopartsbridge.com

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

techinfo.toyota.com

Get vital information you'll need to effectively service most Toyota, Lexus and Scion vehicles

toyotapartsandservice.com

Search and order Genuine Toyota Parts right from your computer

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TOYOTA

WHOLESALE PARTS

THE COMMUNICATOR AWARDS

APEX AWARDS FOR PUBLICATION EXCELLENCE