



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

Winter 2016



Don't Opt for Opt OE Parts
Opt OE parts may be Toyota parts, but
they are not Genuine Toyota Parts.

OPS Steals the Show at SEMA
The star of the Toyota booth at the 2015
SEMA show Nov. 3-6 in Las Vegas, Nevada.

Making a Commitment to Training
Toyota reviews how The Toyota Training
Experience can help your shop in many ways.

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Top Notch Tools

Tools are a common topic in the collision repair industry. The caliber of your tools and how suited they are to the job you are doing can have a big impact on both the quality and the efficiency of the work that goes on in a collision center. In this issue of *Collision Pros* magazine, we cover a variety of tools that can boost your business.

Having the right tools for your shop is about more than having the right welder. Planning and procurement tools can also help you maximize your business. In the article on OPSTRAX we talk about the success of the OPS Technology suite demonstrations at the SEMA show and how a parts procurements system like OPS can help increase efficiency and customer satisfaction at your collision center. In this issue's article on the value of Toyota's Collision Repair & Refinish training, we discuss one of the most valuable tools you can have in your shop—knowledge of Toyota recommended repair procedures. If you're curious about what the real value of Toyota training is, check out this article for insight.

The start of the new year is always a good time to refresh and re-evaluate. Maybe it's time to take stock of the tools you use in your shop and consider what works and what can be improved upon. If there is one thing that I've learned in this business, it's that there is always room for improvement and always an opportunity to do better. And, the process of improvement is often when you have the opportunity to learn the most and have the most fun!

Kathy Capozza
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Having the right tools for your shop is about more than having the right welder. Planning and procurement tools can also help you maximize your business."

– Kathy Capozza



TELL US YOUR IDEAS—email us at info@collisionprosmagazine.com

→ DID YOU KNOW: For some systems, a scan tool is the only tool capable of calibrating many of the sensitive sensors that modern vehicles are equipped with.

Scan Fan

WHY A SCAN TOOL CAN BE ONE OF THE MOST VALUABLE TOOLS IN YOUR SHOP

THERE ARE CERTAIN TOOLS THAT NO SHOP SHOULD LIVE WITHOUT AND A SCAN TOOL IS ONE OF THEM! Every collision center should have a scan tool in its arsenal. Scan tools play many important roles throughout the inspection, repair, and quality confirmation portions of working on a vehicle in a collision repair shop. If you're wondering why your shop should make the investment in one of these valuable tools, read on to learn more about why scan tools are important for your shop and what to look for when purchasing one.

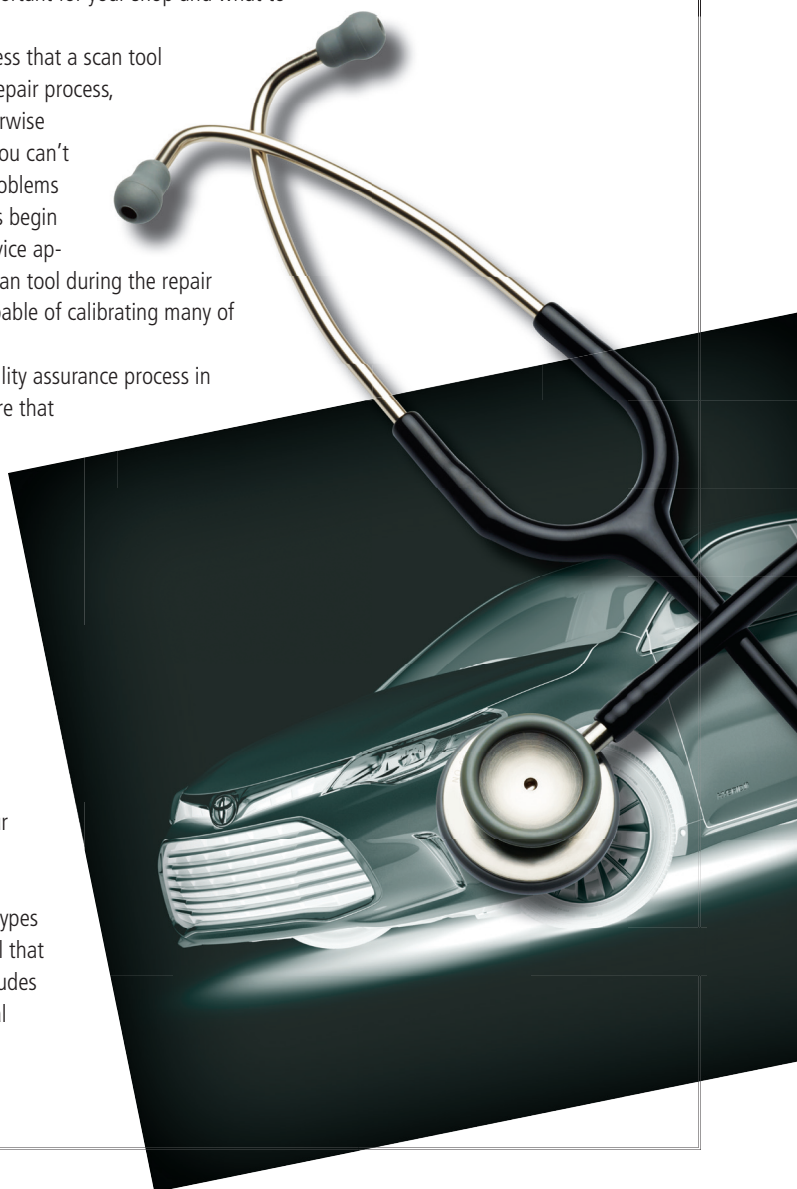
There are a number of times during the collision repair process that a scan tool proves to be very valuable. The first is at the beginning of the repair process, when it can be used to perform a pre-repair health check, otherwise known as a diagnostic scan. This can help identify issues that you can't see with a visual inspection and also can reveal pre-existing problems that the vehicle might have. Identifying problems before repairs begin will allow you to create an accurate estimate and schedule service appointments early to reduce cycle time. You can also rely on a scan tool during the repair process itself. For some systems, a scan tool is the only tool capable of calibrating many of the sensitive sensors that modern vehicles are equipped with.

Finally, a scan tool is an essential part of the post-repair quality assurance process in collision repair shops. A post-repair scan can help you make sure that there are no issues with the computers that may go undetected because they are not triggering a service light to display on the dashboard. Identifying problems that can't be found during a light check will ensure that your customers return to say thanks...not to complain about the light that popped on in the days following your repair.

SCAN TOOL REQUIREMENTS

There are a variety of different scan tools on the market and shops should consider their needs and working environment when deciding which tool to purchase. Ensure that the tool you purchase has the ability to interface with all of the control modules on the vehicle models that you work on in your shop. Also, check that the scan tool has the ability to perform calibrations on all systems that require them.

Toyota offers two scan tools to meet the needs of different types of collision repair shops. Techstream is an all-inclusive scan tool that is built on a durable, tough book platform. Techstream Lite includes software and a diagnostic cable that runs on most conventional laptops. For more information, visit Techinfo.toyota.com. 📖



UNDERSTANDING NON-REUSABLE PARTS



Non-reusable parts—sometimes referred to as one-time-use parts—are parts that are designed to be installed only once.”

—Eric Mendoza, Assistant Manager, Toyota Motor Sales, U.S.A., Inc.

Toyota does not recommend that you reinstall non-reusable parts. Items such as glass, fasteners, gaskets, emblems, clips, grommets, garnishes and decals are often designated as non-reusable parts because of how they are designed. This means that if you are repairing a vehicle and you remove any of the above mentioned parts, you must replace them if they are specified as non-reusable in the vehicle repair manual.

“Non-reusable parts shouldn’t be reinstalled because they won’t operate as they were originally designed to upon second use,” explains Mendoza. “Reusing these parts can lead to customer dissatisfaction and a failed repair. It can cause water or air leakage, rattling, or can accidentally damage other nearby parts.”

FIRST TIME’S THE CHARM

Toyota one-time-use parts can be identified by checking the Toyota Service Repair Manual for the vehicle you are working on. The parts are called out in the components section. Non-reusable parts have a black dot next to them and the key for the diagram will indicate that the black dot means the part is non-reusable. Estimators and technicians should review this material before work begins on any vehicle. This will ensure that all necessary work is captured in the estimate and that you have all parts needed to complete the repair.



For more information on non-reusable parts, reference Collision Repair Information Bulletin (CRIB) #188. Toyota repair manuals can be found on the Toyota Technical Information System (TIS) at techinfo.toyota.com.





Non-reusable Parts

Non-reusable parts come in all shapes and sizes and the reason for their non-reusable designation varies. Here are some examples of common non-reusable parts:

- **Headlight Washer Nozzles**—These parts are usually made of plastic that has spring to it. They are designed so that when they are installed, the plastic bends in, then bends back out again. The part will be squeezed and bent again during the removal process for a repair. However, the part is not built to withstand being squeezed during removal and reinsertion. If so, the plastic will lose its springiness and may fail to perform as originally intended. The part may then rattle around, break, or even fall out.
- **Tail Light Gasket**—The gasket in the tail light is an important component because it creates a seal that keeps water from entering the vehicle and prevents wind noise. The tail light gasket is commonly made of foam material that is designed to squish together to form the seal. Once crushed, the material will not bounce back and therefore cannot be reused to create another seal. A good rule of thumb for all gaskets is to check to see if they are one-time-use and always replace them if they are designated non-reusable by Toyota.
- **Moisture Barrier**—The moisture barrier is a plastic barrier that you will find when you remove a vehicle's interior door trim panel. This piece is intended to protect the interior of the door from moisture. When the moisture barrier is removed it becomes deformed and can no longer perform its function properly. Moisture barriers should be replaced every time they are removed.
- **Emblems**—During the course of a repair your shop may be asked to clean and re-tape vehicle emblems. In the factory, emblems are precision-made. It is almost impossible to recreate this process in the shop and if you attempt to re-tape emblems you most likely will not get the same fit and finish as the original decals. Technicians are advised to replace rather than re-tape all emblems.

COMMUNICATE, COMMUNICATE, COMMUNICATE

As with any collision repair related issue, it is important to be transparent with your customer/bill payer about the work necessary to deliver a high-quality repair. If customers question the necessity of replacing rather than reinstalling a non-reusable part, help them to understand that replacing one-time-use parts is part of the manufacturer's recommendation for the repair you are carrying out and provide them with OEM supporting documentation. 📄



Opt OE parts can be an issue for safety, fit and function. Using these parts can be more trouble than it's worth for a collision center. These parts may not be designed specifically for the vehicle you are working on and this can be a big cause for concern for items that are integral for safety, such as headlights and airbags."

—Rick Leos

Marketing Division/Collision Program Developer
Toyota Motor Sales, U.S.A.

DON'T OPT FOR OPT OE PARTS

OPT OE PARTS CAN SEEM LIKE THE REAL DEAL. They appear to be Toyota parts, but for a less expensive price than a collision center would normally pay when ordering parts through a Toyota dealer. However, Opt OE parts may come with a hefty cost that isn't reflected in the price tag of the parts.

"The problem with Opt OE parts is that there is no way to be certain about where these parts are sourced from," says Rick Leos, Marketing Division/Collision Program Developer, Toyota Motor Sales, U.S.A. "It is very likely they are not designed for use in the vehicle a collision center might be intending to use them in."

Opt OE is short for Option OE. These parts are also sometimes referred to as OEM surplus parts. Opt OE parts are any parts that come from a vendor that is not a Toyota dealer. Though these parts may be Toyota parts, they are not Genuine Toyota Parts that have been designed to be distributed in the North American market.

THE BOTTOM LINE

The important thing to understand about these parts is that Toyota does not have an Opt OE or surplus program. Any parts marketed as such are not part of a Toyota program and are not sanctioned by Toyota for use in vehicles sold in North America. Even though parts classified as Opt OE might appear in various estimating systems or parts ordering documentation, collision centers should be aware that they are not considered to be legitimate by Toyota.

The issue with these parts is that they are of unknown origin. Most of the time, they are parts that have been sourced from foreign countries and so they are not necessarily designed to be compatible with Toyota vehicles sold in the United States of America.

"Opt OE parts can be an issue for safety, fit and function," explains Leos. "Using these parts can be more trouble than it's worth for a collision center. These parts may not be designed specifically for the vehicle you are working on and this can be a big cause for concern for items that are integral for safety, such as headlights and airbags."

Genuine Toyota Parts are engineered to function properly within the entire system of the vehicle. Especially when it comes to safety functions, these parts are designed with precise requirements in mind so that they can perform properly in the event that something goes wrong. For example, an Opt OE part might not trigger a warning light to appear on the dashboard because the part is not designed to communicate adequately with the vehicle.

"These parts can cause everyone a lot of grief and cost time and money," Leos cautions. "The fit and function might not be quite right, causing the collision center to spend extra time trying to make the part work or causing the customer to be unhappy with the quality of the repair."

In addition, if an Opt OE part is used in a vehicle repair, this may cause warranty issues with the dealer for your customer at some point down the line.

If a collision center is being encouraged to use Opt OE parts, they should communicate clearly as to why these parts are not recommended for use in Toyota vehicles. 🚗



TOYOTA

TOYOTA

OPS Steals the Show at SEMA

OVERALL PARTS SOLUTION (OPS) WAS THE STAR OF THE TOYOTA BOOTH AT THE 2015 SEMA SHOW NOV. 3-6 IN LAS VEGAS, NEVADA. Toyota's booth included OPS representatives, who were on hand to demonstrate the OPS Technology software for attendees. But the main draw of the booth was a 12-foot toy race track featuring a nail-biting race between two box trucks. The race track showed how OPS DELIVERYTRAX creates efficiencies and improves parts ordering and delivery processes. DELIVERYTRAX provides electronic driver dispatching, live-tracking and accountability for wholesale logistics operations and is part of the OPS Technology Suite.

"Who doesn't like racing a truck or car around a track—it brings the kid out in everyone," says Kathy Capozza, Wholesale Marketing Administrator Senior, Toyota Sales and Marketing, Toyota Motor Sales, U.S.A. "But the main excitement of the track was the fact that the audience could experience for themselves how the OPS DELIVERYTRAX system works. They were able to see firsthand the most efficient delivery route versus the non-efficient route."

The race track proved to be a fun, interactive way to teach people more about the system. Many who visited Toyota's booth were able to take a turn on the track. There were even several professional race car drivers, Antron Brown, NHRA Top Fuel driver, and Ryan Millen, an Off-Road and Rally racer, who tried their hands at

racing the trucks around.

"I was in the booth for the duration of the SEMA show and the response was fantastic!" said Eddie Knaus, Vice President of Operations, Overall Parts Solutions. "The track was a huge success! Everyone just had to get their hands on the controls. When we explained we were demonstrating how efficient, cost-saving and time-saving our DELIVERYTRAX software would make a dealer's parts delivery process, they were very intrigued."

OPTIMIZE WITH OPS

The OPS Technology suite is designed to streamline the parts ordering and procurement process for dealers and collision centers. One of the huge ben-

efits of OPS is that it helps provide quick, easy access to Genuine Toyota Parts. One of the ways it does this is by offering users competitive pricing on Genuine Toyota Parts.

Another huge advantage of the OPS technology suite is that it provides a logistical framework for efficiently ordering and delivering parts. This helps the parts procurement process run smoothly and can help improve cycle time and customer satisfaction in dealerships. OPS helps you to return your customers' vehicles to them more quickly. And, your customers can have confidence in the repairs because Genuine Toyota Parts have been used.

Additionally, OPS is designed to be easily integrated into your shop. It is compatible with most major estimating and management systems. 📄





The OPS Technology Suite is available to Toyota dealers and collision centers. For more information about software offerings from OPS, visit www.OPSTRAX.com

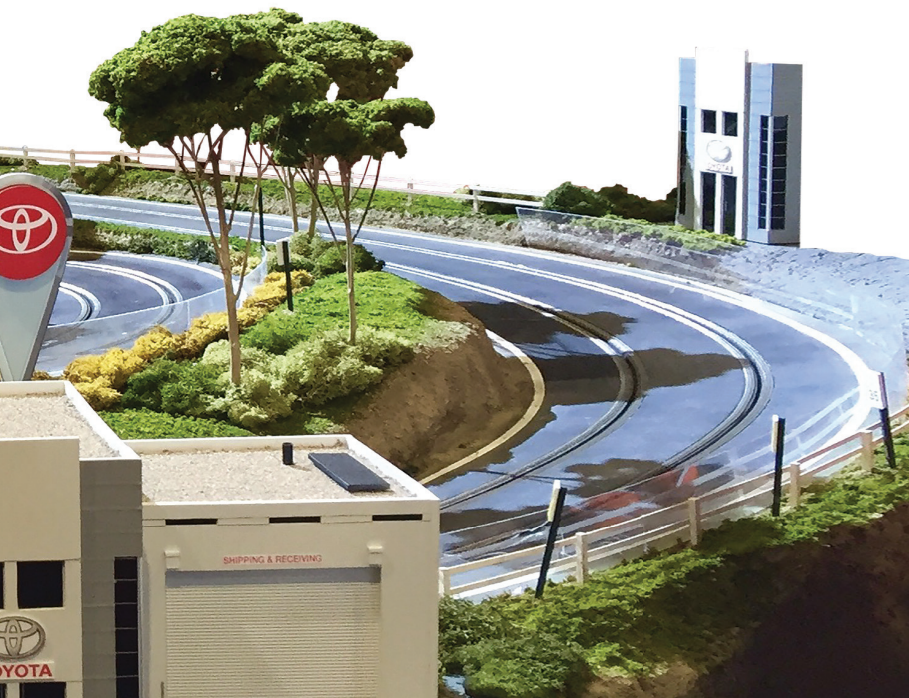
The OPS Technology suite includes the following pieces:

OPSTRAX allows users to submit and track parts orders electronically. Dealers can also view all orders in one centralized location.

VALUTRAX gives users the ability to order Genuine parts at competitive prices.

DELIVERYTRAX provides users with the ability to track all parts orders electronically in real time.

TRAXPOD helps you stay in touch by providing shipping notifications, and informs you of deals and discounts from your Toyota dealership.



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—Eddie Knaus
Vice President of Operations
Overall Parts Solutions

MAKING A Commitment to Training

FOR ANY COLLISION CENTER, sending staff to instructor-led training is a huge investment in time and money. There are the expenses of travel, accommodations, the training itself, not to mention the lost production time when the employee is out of the shop. This can raise the question—is the expense of time and money worth the ultimate goal of being trained by Toyota? The answer, according to many professionals in the business, is **absolutely**. Being Toyota trained provides so many benefits to a shop's efficiency, customer satisfaction and ability to perform correct, high-quality repairs that the cost of training is negligible in comparison. The cost of sending a technician to training can pay off in many ways. It helps to reduce cycle time and repair mistakes, and ultimately helps to fix the vehicle correctly the first time.

"Training provides owners, managers, and customers with the peace of mind that cars are being repaired correctly," says Robert DeBarr, Longo Toyota/Lexus Certified Collision Center Manager. "Toyota training provides so much detail about how to carry out specific repairs that it would be difficult to get elsewhere. Even when a technician with years of experience goes to training, that technician still comes back having learned something valuable, such as doing something in a more efficient way."

INCREASE PROFIT, REDUCE CYCLE TIME

Ensuring that your staff is Toyota trained can go a long way to help increase profit and reduce cycle time in your collision center.

"At training, my employees and I are able to learn repair processes according to Toyota guidelines," says Chris Hui, Owner of *Insurance Collision Center*. "The tips offered in the training class help ensure our repair methods are efficient and confirm that we are repairing vehicles accurately."

Even just the confidence of knowing that they are doing the job right can help technicians perform better in the shop. While you might think that this type of training is important just for technicians who are working on vehicles, having a Toyota-trained staff can help increase efficiency across the board in your shop.

"For estimators, training is a huge opportunity—normally they might accidentally miss important steps, but training helps them understand the full scope of a project so they are less likely to miss things," explains DeBarr. "They are also able to explain to bill payers what needs to be done to the car and why."

Confirming the importance of training for estimators, Hui says, "As a result of the training our estimators have been able to write a more detailed and accurate estimate as well as order the parts in advance. This actually brings down the cycle time in our shop 15%."

As many who work in collision centers know, when an estimator misses something in the original estimate, it can have a large impact on the overall repair. It can extend the length of the repair time, because technicians might not have all of the parts and information they need to complete the repair at the beginning of the process. This can lead to customer dissatisfaction and profit loss. For collision centers, omitting something from the original estimate may also be a lost opportunity to charge for work that is being done to the car.

THE TOYOTA TRAINING EXPERIENCE

Collision repair professionals who have attended Toyota training report that it provides students with the unique opportunity to practice the techniques they are learning under the guidance of an experienced instructor.

"What's really nice about the class is that you spend half the time in lecture and the rest of the time in the lab, so you are actually out there practicing what you have learned in a hands-on environment," says DeBarr. "If you take a paint class, you actually get to go into a paint booth with a paint gun, regardless of your position. Whether you're an estimator, manager or painter, you're out there so you can actually get an idea of what it takes to do that job."

Students who attend Toyota courses are learning directly from manufacturer information and receiving recommendations about how to properly repair Toyota, Lexus and Scion vehicles.

"Toyota takes a lot of pride in the quality of its vehicles and Toyota is among the few car manufacturers that provide a complete collision repair and refinish hands-on training that is open to all collision repair shops," says Agustin Diaz, Collision Repair and Refinish Training Administrator, Toyota Motor Sales, U.S.A., Inc. "If a shop wants to increase their profits, reduce cycle time, and have satisfied customers, they should enroll their technicians in our training program. It is affordable and it is open to all shops through a relationship with a dealer."

To learn more about Toyota, Lexus and Scion training and to sign up for classes, visit www.crrtraining.com. 📞



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—Chris Hui, Owner of Insurance Collision Center

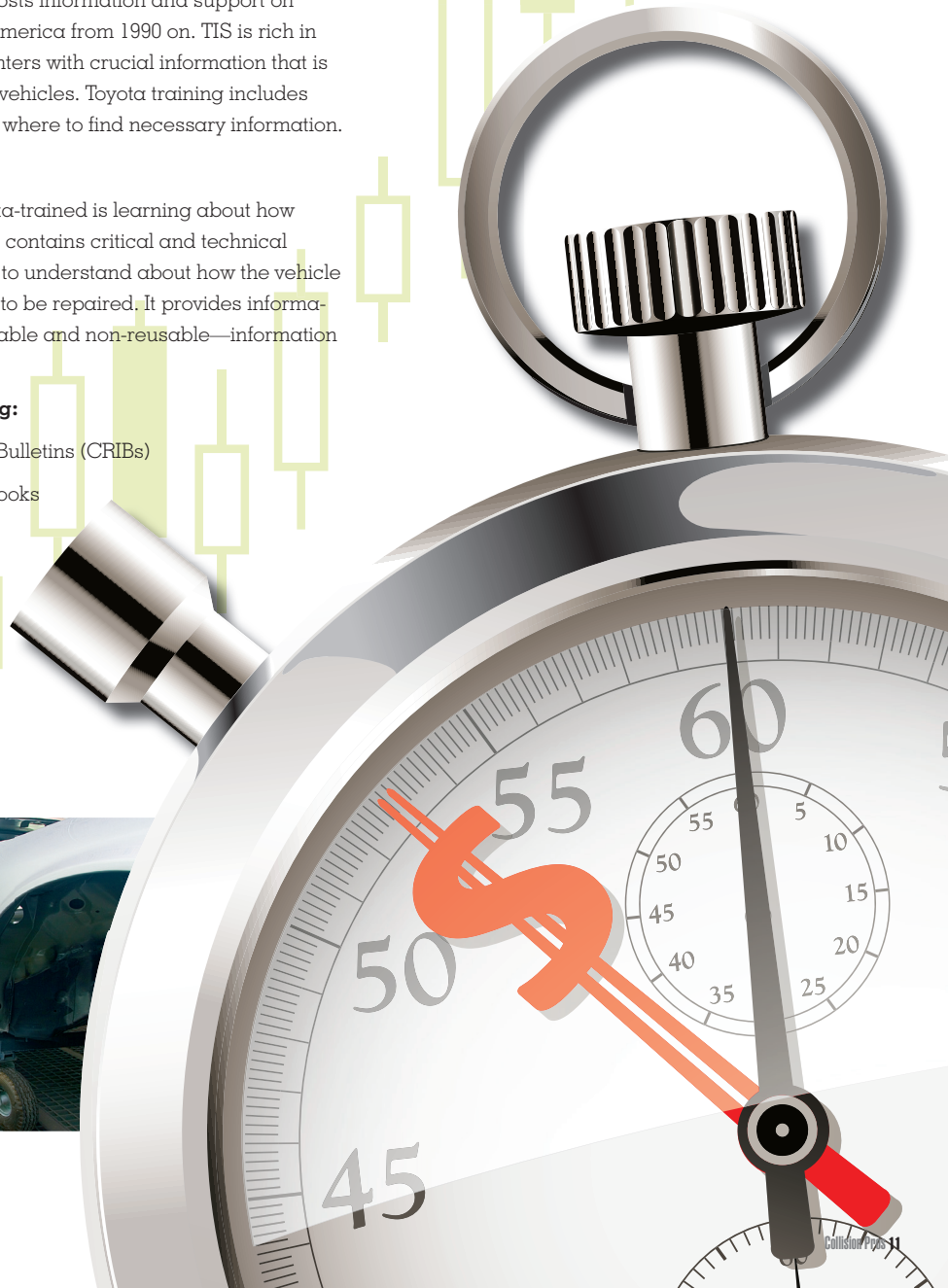
TIS Tips

Part of Toyota, Lexus and Scion training is learning how to effectively and efficiently use the Toyota Technical Information System (TIS). TIS is a web-based service that hosts information and support on all Toyota vehicles sold in North America from 1990 on. TIS is rich in content and provides collision centers with crucial information that is needed to properly service these vehicles. Toyota training includes instruction on how to use TIS and where to find necessary information.

“A huge advantage of being Toyota-trained is learning about how to use TIS,” explains DeBarr. “TIS contains critical and technical information that you are required to understand about how the vehicle you’re working on actually needs to be repaired. It provides information such as which parts are reusable and non-reusable—information that is key to every repair.”

TIS access includes the following:

- Collision Repair Information Bulletins (CRIBs)
- Technical Training Course Books
- Quick Training Guides
- VIN specific vehicle options
- Collision and Service Repair Manuals
- Wiring Diagrams



THE TRAINING CALENDAR



WWW.CRRTRAINING.COM

WEST CALDWELL, NJ

- 02/23 301 Non-Structural Body Repair Techniques
- 02/25 460 Structural Body Repair Techniques
- 03/08 300 Welding Techniques for Collision Repair
- 03/09 601 Hybrid Collision Repair
- 03/10 602 Advanced Hybrid Collision Repair
- 03/22 250 Advanced Painting Techniques
- 04/05 300 Welding Techniques for Collision Repair
- 04/06 601 Hybrid Collision Repair
- 04/19 503 Steering & Suspension Analysis & Repair
- 04/20 602 Advanced Hybrid Collision Repair

NEW JERSEY



FLORIDA



CALIFORNIA



JACKSONVILLE, FL

- 02/23 602 Advanced Hybrid Collision Repair
- 02/24 503 Steering Suspension Analysis & Repair
- 03/07 601 Hybrid Collision Repair
- 03/08 300 Welding Techniques for Collision Repair
- 03/09 301 Non-Structural Body Repair Techniques
- 03/15 602 Advanced Hybrid Collision Repair
- 03/16 503 Steering & Suspension Analysis & Repair
- 03/17 460 Structural Body Repair Techniques
- 04/11 200/201 Color Matching for Painters
- 04/13 250 Advanced Painting Techniques
- 04/18 601 Hybrid Collision Repair
- 04/19 300 Welding Techniques for Collision Repair
- 04/20 301 Non-Structural Body Repair Techniques

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Toyota Collision Repair Training



@ToyotaCRR

TORRANCE, CA

- 02/23 101 Paint Finish Repair
- 02/24 200/201 Color Matching for Painters
- 03/08 503 Steering & Suspension Analysis & Repair
- 03/09 602 Advanced Hybrid Collision Repair
- 03/15 250 Advanced Painting Techniques
- 03/17 908 Lexus IS C for Collision Repair
- 03/21 601 Hybrid Collision Repair
- 03/22 300 Welding Techniques for Collision Repair
- 03/23 301 Non-Structural Body Repair Techniques
- 03/29 300 Welding Techniques for Collision Repair
- 03/30 601 Hybrid Collision Repair
- 04/12 460 Structural Body Repair Techniques
- 04/14 602 Advanced Hybrid Collision Repair
- 04/19 300 Welding Techniques for Collision Repair
- 04/20 601 Hybrid Collision Repair
- 04/26 300 Welding Techniques for Collision Repair
- 04/27 601 Hybrid Collision Repair

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More courses can be found at www.crrtraining.com

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

www.crrtraining.com

Get Toyota, Lexus and Scion 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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MDC# 00117-00601-FEB16

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TOYOTA

WHOLESALE PARTS

THE COMMUNICATOR AWARDS

APEX AWARDS FOR PUBLICATION EXCELLENCE