



**TOYOTA**

Your Toyota Collision & Mechanical Repair Resource



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Contributors to this edition of *Collision Pros*: Michael Kramarz, James Meyer, Joe DiDonato, Chris Chartron, Dave Pyle (not pictured)



## Hello and Welcome to this Issue of Collision Pros!

WE'RE PLEASED TO INTRODUCE YOU TO OUR NEWEST COLLISION REPAIR TRAINING FACILITY in Rancho Cucamonga, California where high-tech equipment meets practical hands on training. Both dealers and independent repair techs are welcome here—better trained technicians mean better, safer repairs.

From there we introduce you to a few unique features of the new 2020 GR Supra. Be sure you understand what's different about this model when it comes to collision repair.

A great repair means that every detail is restored to factory standard, and that includes badges and emblems. We'll show you where to find the details on TIS.

If you've ever wondered about the difference between Toyota Genuine Radiators and Condensers and aftermarket parts, we dig into the benefits of Genuine so you can rest assured you're choosing the best parts for any repair.

And, don't underestimate the damage even a small fender bender can cause. Find out how accurately performing calibration will ensure vehicles are repaired properly and are working as designed.

Finally, for those of you who have questions about where and how to sign up for Collision Repair training, you'll find it in this issue.

If you don't already subscribe to Toyota *Collision Pros* Magazine, please subscribe today to ensure you have the latest collision repair news from Toyota! 📧



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#### EDITOR:

Evan McDonald Smith

#### MANAGING EDITORS:

Elisa Liehr  
Roberta Clark

#### COPYWRITING AND DESIGN:

Liehr, Inc.

#### CONTRIBUTING DEPARTMENTS:

Toyota Collision Repair &  
Refinish Training  
Toyota Certified Collision Centers  
Toyota Genuine Parts  
Toyota Technical Education Network  
Toyota Wholesale Parts &  
Certified Collision Department

#### REFER ALL CORRESPONDENCE TO:

*Collision Pros*  
Toyota Motor North America, Inc.  
6565 Headquarters Drive  
Mail Stop E1-4D  
Plano, TX 75024  
[info@collisionprosmagazine.com](mailto:info@collisionprosmagazine.com)

#### TECHNICAL WEBSITES

[www.toyotapartsandservice.com](http://www.toyotapartsandservice.com)  
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<https://techinfo.toyota.com>  
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# TOYOTA'S NEW COLLISION REPAIR AND REFINISH FACILITY OPENS IN RANCHO CUCAMONGA, CA



EXCITING NEWS! TOYOTA'S BRAND-NEW COLLISION REPAIR & REFINISH TRAINING CENTER HELD ITS GRAND OPENING ON APRIL 12, 2019. The 11,000 square foot facility in Rancho Cucamonga offers collision repair and refinish training for both Toyota dealerships and affiliated independent collision centers.

Replacing the Torrance location, this is the fourth Toyota Collision Training Center, along with facilities in Jacksonville, Florida; Plano, Texas; and West Caldwell, New Jersey.

## HIGHEST QUALITY

Known for exacting standards, Toyota promises this facility will provide participants with the knowledge and skills they need to correctly and safely return vehicles to factory standards after a collision. The center will teach collision repair technicians how to efficiently repair existing vehicles, as well as adapt to the ever-changing repair procedures, technologies, and materials that will be required to fix the cars of the future.

"My vision is for a customer to contact a Toyota or Lexus dealership after a collision and for that dealership to be able to take care of them right away, whether it's through Toyota's Certified Collision Center Program, a Toyota Dealership Collision Center, or an affiliated independent collision center," said Chris Chartron, Lexus Technical Training Manager at Toyota Motor North America, "We want to build trust with our customers. By making sure that our collision centers have the training to fix the vehicles right the first time, we'll build that trust with our customers so they'll come back to our brand repeatedly."



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– Chris Chartron



### THE MODERN COLLISION REPAIR EDUCATION

Collision repair is a constantly changing business and driver safety depends on well-trained technicians. Standards and repair procedures will continue to change with each new make and model released.



**We have more and more safety systems, structural body changes, and advanced metals and alloys being used, compounded with a very litigious environment in the U.S.. Repairers need to follow the manufacturers' repair procedures to ensure that every vehicle is returned to factory specifications."**

—Chris Chartron

To ensure mastery of critical skills, training is equally divided between classroom and hands-on training—50 percent lecture and 50 percent lab. "We focus on getting the techs on the equipment so they can practice the skills we cover in class," says Joe DiDonato, Technical Training Analyst of Quality Collision Repair and Refinish Training. "We're strictly a training facility and all of our repairs are simulated—while the participants don't repair customer vehicles, they do work on actual vehicles."

One look at the new Rancho Cucamonga Collision Repair Training Facility proves that Toyota is determined to offer the highest quality collision repair training in the industry. The sprawling facility includes:

- Office space, conference and lunch rooms
- A classroom that accommodates eight participants
- Paint prep and downdraft booth
- Paint spray booth
- Two-in-ground lifts for steering/suspension and body frame classes
- A frame straightening machine for welded panel replacements
- Four welding stations for practicing and fine-tuning welding

### WHY TOYOTA'S TRAINING IS UNIQUE

One of Toyota's trademarks is setting new standards. "While all welding, frame straightening and painting equipment is the most current available, we don't specify one brand of repair equipment because our students use a variety of equipment brands. Same with the paint," continues DiDonato. "Every product we use is the most widely recognized in the industry. We don't want to limit who can work on our vehicles. That's also why our facility is open to all types of dealer sponsored independent shops."

For example, there are five major paint companies recognized as industry leaders. "All four Toyota training centers use two or more of those brands," says DiDonato.

All of this contributes to better, more efficient repairs. "We're using equipment that more closely duplicates the factory process and puts less stress on the body," notes DiDonato. "We can do things now that were impossible just 15 years ago—from paint that dries in 15 minutes to 8,000 grit sandpaper that basically eliminates the need for rubbing compound."



Five brand new Techstream diagnostic scan tools complement all of the new technology. "Each of our training centers conduct a pre-and post-scan on every vehicle" says DiDonato. "We train technicians how to connect and read the scan tool to see if there are any diagnostic codes before or after repairs." While Toyota dealers use Techstream, Techstream Lite is available to independent shops. Both tools are specific to Toyota/Lexus vehicles. Technicians can then find everything from A to Z on Toyota's Technical Information System (TIS) to complete repairs.



FOR COURSE DETAILS, sponsorships or to sign up, go to [www.crrtraining.com](http://www.crrtraining.com).

### THE RANCHO CUCAMONGA FACILITY IS OPEN FOR CLASSES!

"Multiple courses are available for Collision Refinish, Repair, and Mechanical Technicians," said Chartron. "We're constantly providing feedback on our repair procedures to Toyota and continuously looking at new courses to ensure that technicians have the information they need to repair our vehicles correctly."

Training is divided into three courses of study: paint, body, and electrical/mechanical. They are open to the following:

- Collision repair and refinish professionals currently employed by a Toyota or Lexus dealer-owned repair facility
- Independent affiliate repair and refinish professionals sponsored by a Toyota or Lexus dealer



"Toyota would like its customers to bring their vehicles to one of the roughly 200 Toyota Certified Collision Centers that we have across the country, because we know they have the equipment and training to do the job right," said Chartron. "But we also know that's an unrealistic expectation to reach all customers with just those shops. That's why we feel it's so important to offer comprehensive collision repair courses to our sponsored independent repair shops. Customers will benefit from a better repair experience and can rest assured that their vehicle has been restored to factory condition." 📍



### From Business Case to Reality: A Collision Training Dream Come True

The California Collision Training Center began in 2016 as a business case. "We could have just shut down the old training center in Torrance and moved on, but that wouldn't have been the right move for our customers," said Chartron. "We want to make sure that our customers are experiencing the best customer service even after a collision. By creating this training center and providing all collision repair centers with the proper training and hands-on experience, we can ensure that our customers' vehicles are being repaired correctly the first time."

Chartron and his team worked with IT, real estate, and executive management to get the project off the ground. The team decided on a building in the Inland Empire with easy access to freeways and to the Ontario Airport that's near other Toyota facilities, like the North American Parts Center in Ontario.

Project manager Kristen James worked with Chartron and a team of architects to design the facility. No detail was too small to plan, from the number and location of repair bays to the specifics of the paint booth. The result is a well-designed, high tech training facility that will prepare technicians to provide the highest quality repairs in the industry.



# 2020 Toyota GR Supra

## NEW LOOK, NEW REPAIR PROCEDURES.

### NEW LOOK, NEW REPAIR PROCEDURES.

The rumors are true: The GR Supra is back, delighting driving enthusiasts and bringing a high-performing model back to Toyota's extensive vehicle lineup. With this exciting entry comes a variety of technological advancements that you need to be aware of when a GR Supra comes into your shop.

It's important to know that many of the common procedures for the 2020 GR Supra are very different from other Toyota models. You'll need to refer to the appropriate diagnostic and repair information for every service and diagnostic procedure on this vehicle, which will soon be available in a web-based training module.

In the meantime, here's a brief overview of what makes the 2020 GR Supra so special:

### GR SUPRA HIGHLIGHTS:

- The doors, hood and front side panels are made from aluminum. During repairs, be careful not to bend these lightweight panels.  
—Best practice: Don't press down on the hood to close it. Instead, drop the hood from an appropriate height and allow gravity to latch it.
- Pull the hood release handle inside the interior two times to open the hood without getting your hands dirty. You won't have to search for a secondary release under the hood.
- Various joining methods are used in the production of the GR Supra. While some of those joining methods are also used during collision repair, some collision repair methods differ from production assembly.
- GR Supra has four vehicle jacking points located near the front and rear rocker panels. The jacking points are made of plastic and are attached to stable areas of the body by clipped connections. Damaged or missing jacking point fixtures must be replaced before raising the vehicle on a hoist.
- To manually unlock the vehicle, there is a mechanical key in the ID transmitter that unlocks the driver's door.
- Many fasteners are one-use items on GR Supra.  
—Best practice: Read all the repair procedures available on <https://techinfo.toyota.com>, follow all the torque procedures, and replace fasteners as required in the repair manual.
- The GR Supra should be towed on a flat bed with all wheels off the ground.

The 2020 GR Supra is an all-new vehicle that incorporates state-of-the-art technology. When one comes into your shop, take the time to review the appropriate repair procedures so it's fixed right the first time. ▶



## AFFIXING TOYOTA EMBLEMS AND BADGES:

# Getting it Right the First Time.

Just like a crooked picture on a wall, an improperly applied or misplaced emblem is distracting and an obvious sign of a poor repair.

Your customers count on you to repair their vehicle to “as-new” condition, and part of that may include the proper placement of new emblems and badges. This information is available on Toyota’s Technical Information System(TIS) <https://techinfo.toyota.com> in the Repair Manuals tab, or in Toyota’s service manual.

The following suggestions will help you properly install new emblems and badges on your customers’ vehicles:

### EASY EMBLEM AND BADGE REPLACEMENT:

- Start with a clean surface.
  - Best practice: Use a heat light to heat the surface before cleaning.
  - Remove any remaining double-sided tape left behind by the old emblem or badge.
  - Use cleaning fluid to remove any remaining tape adhesive.
- Use a heat light to warm the surface where you’re installing the new emblem.
  - Be careful not to excessively heat the surface.
- Remove the release paper from the back of the new emblem or badge.
  - Best practice: After you remove the release paper, be careful to keep the exposed adhesive free of dirt or any other foreign objects.
- If there are mounting pins, engage the pins and then firmly install the emblem or badge.
- If there are no mounting pins, refer to TIS or the service manual for the proper placement of the emblem or badge you’re installing.
  - The manual contains precise measurements for the correct emblem and badge placement.
    - On models with multiple trim levels, the installation location can vary based on the size of the emblem or badge. To borrow a phrase from woodworking, measure twice, install once.
    - Using a level each time will ensure the emblem or badge is straight.

Emblem and badge placement information is available for most new Toyota models. Often, this is the last step in the repair process. Take care to get it right the first time—your customers will appreciate your attention to detail! 🛠️





Choose Toyota Genuine  
Radiators and Condensers  
for Five-Star Performance



**BIG NEWS:** Toyota has recently added more model applications to the line-up: Toyota Genuine Radiators and Condensers are now available for more than 80% of Toyota vehicles on the road.

For the latest Radiator and Condenser application charts, go to:  
[www.toyotapartsandservice.com](http://www.toyotapartsandservice.com)

YOUR GOOD REPUTATION IS ONE OF YOUR MOST IMPORTANT ASSETS. But in today's Five-Star review culture, it only takes one unhappy customer to give your shop a black eye. Choosing Toyota Genuine Parts for your repairs can help. How?

#### WHEN PARTS FIT:

- Repairs go smoothly,
- Vehicles are fixed right the first time, and
- Customers are happy.

That makes for less comebacks—and more stars!

#### MORE APPLICATIONS

**BIG NEWS:** Toyota has recently added more model applications to the line-up: Toyota Genuine Radiators and Condensers are now available for more than 80% of Toyota vehicles on the road. This exceptional product line offers your shop and your customers the perfect combination of:

- Exact fit
- Superior quality
- Proven reliability, and
- Attractive price.

Designed, tested, and approved by Toyota engineers, Toyota Genuine Radiators and Condensers are backed by Toyota's full warranty. That all adds up to repair confidence for you—and peace-of-mind for your customers.

#### MINIMAL HASSLE—MAXIMUM EFFICIENCY

By choosing Toyota Genuine Radiators and Condensers for your repairs, you'll have everything you need to start the job the minute you receive the part from your Toyota Dealer. That's because your Toyota Dealer Parts Manager fulfills your order with all the ancillary parts you'll need, straight out of the box. With an estimated fill rate of 98-99 percent, you'll receive your Toyota Genuine Radiator or Condenser and all necessary fitments within 24 hours. All it takes is one quick phone call to your Toyota Dealer to help maximize efficiency and ensure the highest quality repair.

#### TRIED, TESTED AND TOYOTA-TRUE

Toyota Genuine Radiator and Condenser product performance was evaluated through a series of tests before coming to market, including:

- Radiated performance
- Pressure tests, and
- Vibration tests

In-vehicle testing was conducted both in a dyno-controlled environment and outdoors on the California desert's infamous Baker Grade. Excelling under the rigorous scrutiny of Toyota engineers, the product line meets the quality standards of original equipment and is brought to you at competitive prices that meet insurance companies' budgets. It's a win for all.

#### A GENUINE TWIST ON THE MVP

Toyota Genuine Radiators and Condensers are destined to become your Most Valuable Parts (MVPs). But the fair pricing of this product line gives another true meaning to MVP: Market Value Priced. Toyota brings its new radiator and condenser product line to you at exceptionally attractive prices, with radiators priced from under \$115 MSRP and condensers priced from under \$120 MSRP. Remember: these prices are for Toyota Genuine Parts. Now that's MVP, no matter how you slice it!

#### STRESS-FREE REPAIR STARTS HERE

Let Toyota focus on the part, so you can focus on the repair! One phone call to your Toyota dealer, and you'll receive everything you need to complete a quality repair in a timely manner: the right part, at the right time, at the right price. What could be better for your business than confident, satisfied Toyota owners who are happy to spread the good word about their experience? Reach for the stars with Toyota Genuine Radiators and Condensers, available from your Toyota dealer. 🌟

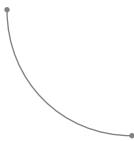




# TOYOTA SAFETY SYSTEM CALIBRATION

NEW TECHNOLOGY REQUIRES THE RIGHT REPAIR PROCEDURES

Understanding how an accident or body panel damage may have affected safety systems or even altered wheel alignment is the challenge.



TODAY'S VEHICLES INCLUDE A WIDE VARIETY OF ADVANCED DRIVER ASSIST SYSTEMS (ADAS) TECHNOLOGIES: Pre-Collision System with Pedestrian Detection, Lane Departure Alert, Automatic High Beams, Lane Tracing Assist, and Blind Spot Monitor to name a few. While each of these active safety features help drivers by providing a new level of control, they also require sophisticated computers and sensors to analyze data that in turn instruct the vehicle how to react.

For example, the Pre-Collision System with Pedestrian Detection (PCS w/PD) uses an in-vehicle camera and a radar sensor or a laser sensor. These sensors are designed to help detect a vehicle or a pedestrian in front of the vehicle. If they determine intervention is needed; they may help avoid a potential collision.

## HOW PCS WORKS

If the system determines that a frontal collision is likely, it sends the driver audio and visual alerts. If the driver notices the potential collision and applies the brakes, the PCS may also apply additional force using Brake Assist. If the driver doesn't brake in time, then PCS may automatically apply the brakes to reduce the speed, minimizing the likelihood of a frontal collision or reducing its severity.

## THE CHALLENGE

Understanding how an accident or body panel damage may have affected safety systems or even altered wheel alignment is the challenge.

Many of these Toyota Safety Sense™\* features rely on integrated cameras and sensors, precisely aimed to properly operate. If a vehicle is in an accident, or the wheels are misaligned, the sensors may not "see" the actual driving conditions. It's important to know which safety features are on each vehicle you repair when they come into your shop.



Use the appropriate Toyota specified special service tools (SSTs) called out in the repair manual. These can be purchased through the (<https://toyota.service-solutions.com>) website.

### POST-REPAIR CALIBRATION IS IMPORTANT

Consider a vehicle that has been in a “minor” fender-bender and the rear bumper was damaged. The bumper gets replaced and repainted, and the vehicle is returned to the customer. On their way home, the customer goes to change lanes and the Blind Spot Monitor system fails to alert the driver that a truck is in their blind spot—how could this happen?

The reality is that the Blind Spot Monitor sensor located behind the rear bumper cover could have been damaged or misaligned, or the sensor calibration was not checked properly. In either case, the performance of that safety system has been negatively affected.

With this new technology, part of the repair process is understanding which systems might be impacted by the damage or during the repair process, and knowing where to find the applicable calibration information. Thankfully, Toyota’s Technical Information System (TIS) <https://techinfo.toyota.com> provides you with a wealth of information to calibrate sensors properly, because just one degree of misalignment can affect system performance.



### KNOW WHERE TO LOOK

You can find the proper procedures for calibration after collision repair, wheel alignment, and sensor alignment in vehicle-specific repair manuals on TIS. Sensor alignment and calibration requirements are listed in multiple locations, and some calibration procedures can also be found in the Wheel Alignment Procedures section. The Techstream Scan Tool, Reflector and Target Special Service Tools (SSTs) are required to clear data and perform calibrations.

### BEST PRACTICES

#### Regarding sensors:

- Don’t modify, disassemble, or paint sensors.
- Don’t subject sensors to impacts.
- Only replace sensors with Toyota or Lexus Genuine OE sensors.

#### When performing calibration:

- Be sure to factor repair planning and calibration time into your repair estimate.
- Follow the calibration instructions to the letter—the calibration procedures vary based on what has been repaired and what needs to be calibrated.
- Allow time to research which systems are related to the vehicle and review what should be considered during the repair.
- Use the appropriate Toyota specified special service tools (SSTs) called out in the repair manual. These can be purchased through the (<https://toyota.service-solutions.com>) website.
- Use the latest Toyota Tech Tips bulletin and confirm if there are any related Tech Tips or other bulletins, as these usually supersede or add to repair manual instructions.

#### General precautions:

- Don’t modify suspension—changing the vehicle height or tilt may prevent sensors from working properly.
- Be aware of bumper repair precautions published in repair manuals for Blind Spot Monitor systems.
- Check calibration of any sensors that may have been damaged, misaligned, removed, or replaced.
- Don’t install aftermarket accessories near a sensor, as they can affect sensor performance.

Once measurements are confirmed and calibrations are completed, perform a health check to make sure all electronic systems are operating correctly and no Diagnostic Trouble Codes (DTCs) are present. Accurately performing safety system calibrations before returning the vehicle to the customer will ensure that the vehicle has been properly repaired and is working as designed. 🛠️

*\*Toyota Safety Sense features are designed to assist the driver and are not a substitute for safe and attentive driving practices. System effectiveness is dependent on road, weather and traffic conditions. See Owner’s Manual for additional limitations and details.*

# Collision Repair & Refinish Training

## FOR INDEPENDENT REPAIR FACILITIES

### HOW AND WHERE TO SIGN UP

Set your shop apart from other independent collision repair facilities with technicians who have completed Toyota collision repair training. Only technicians who have completed Toyota's training can attest that they adhere to manufacturer specified repair procedures, thanks to in-depth, hands-on factory training. Technicians will learn, practice and master the skills needed to return a vehicle to factory standards.

All four of Toyota's Collision Repair and Refinish Training Centers are open to independent repair facilities as well as Toyota or Lexus collision repair technicians. Signing up is simple and dealership sponsorships for independent shops are available.

### TOYOTA COLLISION REPAIR AND REFINISH TRAINING

Courses are divided into three categories:

1. Paint,
2. Body, and
3. Electrical/Mechanical.

Each category includes both instructor-led and e-learning courses, and most include a "pre-work" section followed by a one- or two-day course. Details can be found here: [www.crrtraining.com/CRR2/course-of-study/](http://www.crrtraining.com/CRR2/course-of-study/).

Online courses can be taken remotely and instructor-led courses are offered in four locations:

1. Plano, Texas, on the Toyota Motor North America Plano Headquarters Campus,
2. Caldwell, New Jersey, on the grounds of the Toyota NY Region Headquarters,
3. Jacksonville, Florida, on the grounds of Florida State College in Jacksonville, and
4. Rancho Cucamonga, California, near the Rancho Cucamonga Technical Training Center and the North American Parts Center in Ontario.

Course schedules and locations are posted in January, May, and September. The calendar can be found here: [www.crrtraining.com/CRR2/calendar/index.asp](http://www.crrtraining.com/CRR2/calendar/index.asp).

### SIGN UP FOR COLLISION REPAIR AND REFINISH TRAINING THROUGH TOYOTA

To complete online e-learning modules or to attend Collision Repair and Refinish Instructor-Led Training, students must have a Secure Personal Identification Number (SPIN).

Toyota, Lexus, and Scion employees who wish to obtain a SPIN can do so by following the instructions here:

[www.crrtraining.com/CRR2/spin-info/](http://www.crrtraining.com/CRR2/spin-info/).

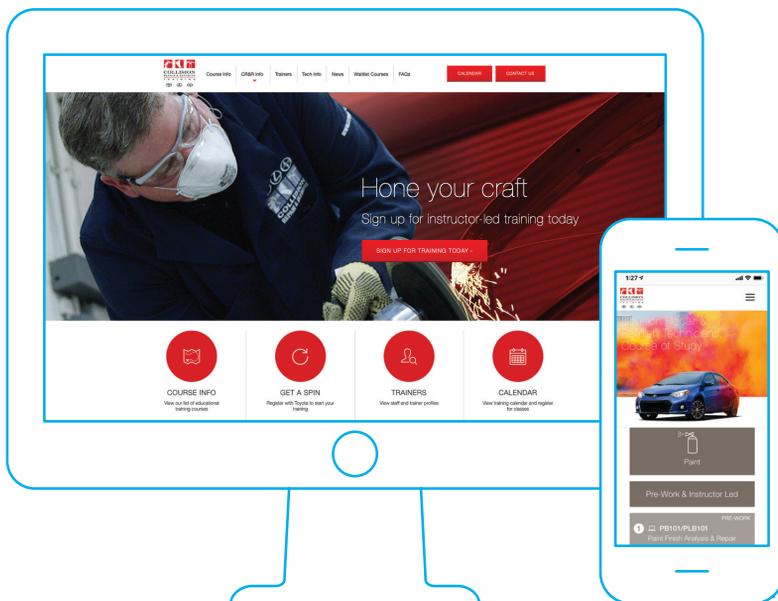
Independent repair facilities looking to enroll can do so either as affiliates here: [www.crrtraining.com/CRR2/spin-info/](http://www.crrtraining.com/CRR2/spin-info/), or through a dealer sponsorship.

### SPONSORSHIPS FOR COLLISION REPAIR AND REFINISH TRAINING

Dealer sponsorships are available to interested independent repair facilities. The mutually beneficial relationship usually involves an agreement between the dealership and the independent repair shop. Currently, Toyota and Lexus dealers sponsor both Independent Affiliate referral shops and Wholesale Parts accounts.

"If a Toyota dealer agrees to sponsor an independent collision repair shop to attend our technical training," said Dave Pyle Sr., Analyst of Collision Operations at the Toyota Certified Collision Center program, "there is usually an agreement with this independent shop to purchase Toyota parts from that dealer."

Sponsored shops will obtain a SPIN from their sponsoring dealership. 📧



TOYOTA GENUINE  
**RADIATOR &  
CONDENSER**  
PRODUCT LINE



Wholesale Parts

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