

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

Fall 2016

Toyota's Most  
Technologically  
Advanced Hybrid Yet

THE ALL-NEW 2017 PRIUS PRIME



**Relationship Building  
Is No Accident**

Get to know your local  
Toyota dealership!

**Health Check vs.  
Initialization vs. Calibration**

Know the differences between  
these three crucial repair processes.

**Big News! Genuine Toyota  
Windshields Now Cost 40% Less!**

The quality OEM part you expect at  
an even more affordable price.

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## RELATIONSHIPS MATTER

Communication and mutual understanding are at the core of all strong relationships. Whether it's the relationship between you as a collision repair professional and your local Toyota dealership, or the relationships that were forged at this year's NACE | CARS Expo, Toyota continues to emphasize the importance of communicating about changing technologies and increasing awareness of Collision Repair & Refinish Training.

In this edition of *Collision Pros*, we will highlight the importance of maintaining a strong relationship with your local Toyota dealership. We'll take a trip to this year's NACE | CARS Expo and Toyota Booth #939 at the Anaheim Convention Center in California to show you what Toyota had to offer attendees. You'll also hear directly from some of Toyota's Grand Prize Winners about Toyota's booth and the prizes that they received. Next, we'll examine the differences between health checks, initializations and calibrations, three critical repair processes that are commonly misunderstood but are crucial to the success and efficiency of your repair center. We'll also take a deep dive into everything the new 2017 Prius Prime has to offer, and illustrate the features that make it Toyota's most technologically advanced hybrid yet. Finally, Toyota has announced a 40% price reduction on all Genuine Toyota Windshields, and we'll provide key information about the technologies in your customer's vehicle that rely on a Genuine Toyota Windshield, and how to communicate the importance of using OE glass to your customers.

In this issue, we will provide specific examples of how to nurture your relationship with your local Toyota dealership, as well as give you all the information you need in order to help your customers keep their Toyota a Toyota. In an industry changing as quickly as ours, it is crucial to know you have a support system keeping you up to date on everything Toyota has to offer.

Kathy Capozza  
Wholesale Marketing Administrator Sr.  
Toyota Sales and Marketing | Toyota Motor Sales, U.S.A., Inc.  
Collision Pros Magazine | [info@collisionprosmagazine.com](mailto:info@collisionprosmagazine.com)



**With technology changing so rapidly, having a strong relationship and open line of communication with your local Toyota dealership is vital to staying informed on how to best keep your customers safe and satisfied."**

**– Kathy Capozza**



**TELL US YOUR IDEAS—email us at [info@collisionprosmagazine.com](mailto:info@collisionprosmagazine.com)**



In order to get an edge on the competition, we use Toyota Collision Repair & Refinish Training as a marketing tool. This not only helps create a competitive advantage for our dealership, it also builds strong, loyal relationships with our collision center customers.”

– Anthony Saavedra

Wholesale Parts Manager, Puente Hills Toyota, CA



# Relationship Building Is No Accident

SUCCESSFUL BUSINESSES ARE GREAT AT DEVELOPING RELATIONSHIPS. These relationships exist because each party provides value to the other. In the collision repair business, strong relationships between independent collision centers and dealerships can help boost business for both sides.

## KEYS TO SUCCESS

Start by building a strong relationship with your Toyota dealership and getting your technicians into Toyota Collision Repair & Refinish Training courses. These two efforts can benefit your body shop in many ways. First, your local Toyota dealership is the key to getting your technicians into Toyota Collision Repair & Refinish Training. Second, these same training courses can help increase your shop’s efficiency and your customer’s satisfaction.

With the complexities of today’s vehicles, it is vitally important to understand how to interpret repair manuals and how to repair your customer’s vehicle according to the manufacturer’s repair specifica-

tions. Toyota’s exclusive training courses provide everything your technicians need to know via hands-on and online OE training. For the shop, this can mean reduced cycle time and fewer comebacks, which can boost efficiency, productivity and profitability. Ultimately, these courses help to return your customers’ vehicles sooner and with fewer comebacks. It’s a win-win situation for all involved.

## GET SPONSORED

As an independent collision repair facility, you can only attend Toyota Collision Repair & Refinish Training courses if you are sponsored by a Toyota dealership, so building a relationship with your Toyota dealership is essential! 📞



## TOYOTA DEALERSHIPS

Helping your independent collision center business partners to enroll in Toyota Collision Repair & Refinish Training courses is a great way to help them boost shop efficiency and productivity. Properly trained repair technicians will better understand how to repair the customer’s vehicle according to Toyota’s repair specifications, and how to clearly communicate that information to any bill payer.

**Start today by telling your collision center partners that you can sponsor them to attend Collision Repair & Refinish Training!**



Go to [www.CRRTraining.com](http://www.CRRTraining.com) for more details on training courses.



# Toyota shines at NACE | CARS EXPO!

NACE | CARS EXPO RECENTLY CELEBRATED ITS 34TH YEAR AT THE ANAHEIM CONVENTION CENTER IN SUNNY ANAHEIM, CALIFORNIA FROM AUGUST 10-12. The Expo was a big hit this year and brought together many of the top collision repair professionals from a number of manufacturers. Toyota went all out for those visiting the Expo.



## TOYOTA PARTIED ON THE PLAZA

Toyota drew a lot of attention during the "Party on the Plaza" hosted by NACE on Wednesday night, August 10, 2016. At the Grand Plaza in front of the Anaheim Convention Center, an estimated 4,000 people were on hand to kick off the festivities. Attendees were able to get a sneak peek of exhibitors' booths while socializing and enjoying live music. The Mirai, Prius, Tacoma and Tacoma Cutaway were all showcased on behalf of Toyota. To give attendees a glimpse of the hard work that goes into making a cutaway, Toyota showed a sneak preview video starring Toyota Collision Repair & Refinish Trainers Dan Hodges and Joe DiDonato.

## TOYOTA WON BIG! HERE'S WHY

Toyota won 1st Place Large Booth at NACE due to the quality of the content and engagement they provided attendees. Those who visited the booth were greeted with gifts and had the chance each day to win a Goliath Painter's Cart as well as many other prizes. Toyota gave away four Techstream Lite Kits. These included Techstream software, a Mongoose MFC VIM cord and a complimentary one-year subscription to TIS (Technical Information System) to equip body shop owners with all they need to perform diagnostic checks on Toyota,

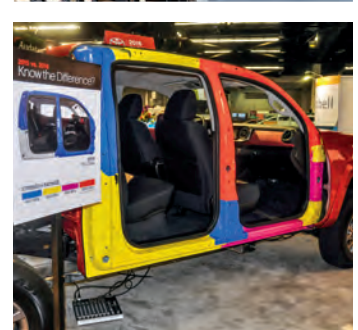
Lexus and Scion vehicles. Most importantly though, they could get one-on-one attention from Toyota's Collision Repair & Refinish Trainers.

All of them (Dan Hodges, Joe DiDonato, Agustin Diaz and James Meyer) were in attendance to answer questions, participate in panels and demonstrate diagnostic scans. Eric Mendoza, Collision Repair & Refinish Training (CR&RT) Assistant Manager, represented Toyota on a panel that addressed vehicle diagnostic scans in collision repair (see the sidebar article for more information). To support body shop owners and encourage vehicle diagnostic checks, Eric Mendoza and Joe DiDonato also led instructional courses that demonstrated the need for diagnostic scans and how to use calibration equipment.

The Tacoma Cutaway drew big crowds to the Toyota booth. It was on hand to display the new high-tensile strength steel structure. CR&RT Trainers used it to show visitors the differences in high-tensile strength steels and to stress the importance of using different welding techniques when working and joining the various steel types. As the demonstrations showed, you can't fix a 2016 Tacoma the same way you fixed a 2015, so if you weren't able to attend, be sure to check out CR&RT Training courses #300, *Welding Techniques for Collision Repair* and #460, *Structural Body Repair Techniques* to get up to speed!

To support body shops ordering Genuine Toyota Parts, representatives from OPS (Overall Parts Solution) were also in the Toyota booth to showcase the OPS Technology Suite system, which helps collision and repair centers efficiently order, track and procure Genuine Toyota Parts at competitive prices. Attendees had the chance to compete against one another on the OPS speedway, an interactive model of a race track to learn more about how OPS can help their businesses become more efficient at ordering and tracking the parts they need.





#### MORE OF TOYOTA AT NACE:

- Toyota provided Mirai FCHV (Fuel-Cell Hybrid Vehicle) ride-alongs and technology overviews.
- Mitchell was on hand to showcase the ease of estimating and detailing the correct parts needed for a repair based on an accident.
- James Meyer, Toyota Senior Collision Training Administrator, gave a classroom presentation of a typical non-structural/structural repair to demonstrate how Toyota's *Fix It Right the First Time* philosophy pays off. 📺

### MYTH BUSTER! VEHICLE DIAGNOSTIC SCANS IN COLLISION REPAIR

Mike Anderson, owner and expert consultant from Collision Advice, conducted a panel during the expo to debunk the myth that vehicle diagnostic scans aren't necessary in all collision repairs. Here are some of the myths the panel focused on:

**1. If the dash lights are operating and there are no warning lights, then all is OK.**

There are actually plenty of diagnostic codes that are not linked to warning indicators in the dash.

**2. Since the vehicle being repaired wasn't occupied during the collision, there is no reason to perform a diagnostic check and recalibrate the airbags.**

Just because a vehicle isn't occupied during a collision doesn't mean that the airbags shouldn't be checked and recalibrated.

**3. The service department of my local dealership confirmed that a diagnostic check wasn't necessary.**

You can't rely on service technicians and advisors to give quality recommendations in the area of collision repair and on a vehicle they aren't repairing.

**4. Insurers won't reimburse for vehicle diagnostic checks and it is cumbersome to get paid to perform them.**

Insurance representatives on the panel made it clear that insurance companies actually have no issue paying for diagnostic checks and encouraged shops to perform them. However, they did note that they expect a fair and reasonable price for the service.

**For more information about the panel, visit the extended article and video on the "News" page of [www.CRRTraining.com](http://www.CRRTraining.com).**



# Grand Prize Winners Corner

NACE | CARS

Congratulations to all of the Grand Prize Winners from the 2016 NACE | CARS Expo! Toyota gave away two Goliath Painter's Carts and four Techstream Lite Kits. The Techstream Lite Kits also came with a complimentary one-year subscription to TIS (Technical Information System).

Let's take a look at who the Grand Prize Winners were and where they came from!\*



Techstream Lite Kit and complimentary one-year subscription to TIS



**JACK DESPAIN**  
Xclusive Collision  
Yukon, Oklahoma



**SCOTT MCDOWELL**  
Paceline Collision Centers  
Lantansas, Texas



**CLAY FALLIS**  
Procure Collision  
San Antonio, Texas



**CHRIS ALIOTO**  
Alioto's Garage  
San Francisco, California



**CY BAILEY**  
Tracy's Autobody  
Lincoln, Nebraska



**GREG SEPE**  
Linton Paint & Body  
Delray Beach, Florida



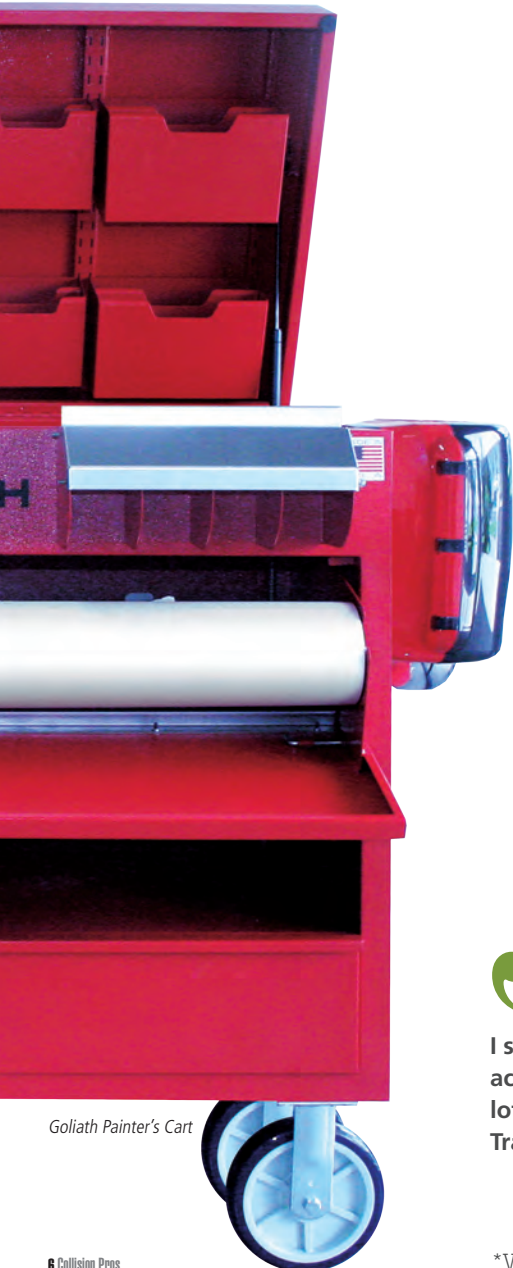
The Goliath Painter's Cart is like the Cadillac you want but never want to spend the money to get. I was so shocked, because I personally don't win things. We're going to put our laptops on it, and this might be our master repair plan cart. I'm hoping this will be the end all for what we are trying to accomplish."

– Scott McDowell  
Paceline Collision Centers, Lantansas, TX



I spent the most time at the Toyota Booth. The trainers actually took the time to talk to us and inform us with a lot of good information. I specifically spoke with [CR&RT Trainer] Agustin Diaz. He was extremely helpful."

– Chris Alioto  
Alioto's Garage, San Francisco, CA



Goliath Painter's Cart

\*Winners as of date of printing.

# Health Check vs. Initialization vs. Calibration.

## Know the difference.

IN THE COLLISION REPAIR INDUSTRY, the terms Health Check, Initialization and Calibration are often incorrectly referred to as one another. Although there may be some similarities, it is critical to know the differences between these three procedures in order to properly understand and communicate your repair.

### HEALTH CHECK

Toyota vehicles have electrical systems that are designed to set codes, known as Diagnostic Trouble Codes (DTC), if a system fault is detected. However, not all DTCs illuminate a Malfunction Indicator Light (MIL) on the dashboard. This means that there can be hidden faults within your customer's vehicle that you could potentially miss. A Health Check, also known as a "Diagnostic Scan," is a function of the Techstream scan tool that checks the vehicle control modules for these DTCs and then reports the results back to the technician. If you fail to uncover these hidden faults, your customer may drive home from the shop only to return for a subsequent repair when a light on the dashboard finally illuminates. Not only is this frustrating for your customers, but it's bad for your reputation as a collision repair professional. Toyota now requires that all shops perform a health check in accordance with judgements found in Collision Repair

Information Bulletin (CRIB) #191, *Scanning for Electrical System Faults*.

For more information on how to perform a Health Check, visit [www.CRRtraining.com](http://www.CRRtraining.com) and watch Eric Mendoza, Collision Repair & Refinish Training Assistant Manager, walk you through the process step by step.

### INITIALIZATION

An Initialization is an operation performed by the technician which facilitates vehicle control modules to program themselves to operate as the customer expects. Some of the comfort systems in your customer's vehicle need to be initialized after a repair, and the vehicle's *Owner's Manual* or *Repair Manual*, inside of Toyota's Technical Information System (TIS), can tell you when this is necessary and to which systems it applies. For example, if you disconnect the battery on a 2009 Prius, then the one touch windows on the vehicle can lose their initialization. This means that your customer would no longer be able to open and close the windows with just one touch. After

reconnecting the battery, you would need to initialize the one touch windows in order for them to regain their full functionality. There are many other systems that require an initialization, and you should refer to the *Repair Manual*, or *Owner's Manual*, for the vehicle you are repairing in order to be certain which systems need to be initialized before you consider a repair to be finished.

### CALIBRATION

A calibration is a vitally important operation performed by the technician where he/she provides criteria required by a control module to function as designed. For example, when calibrating the Occupant Classification System (OCS), the technician puts the passenger front seat in an unloaded position and the OCS ECU programs this as zero weight in the seat. A check procedure, using specified weight, is required immediately afterwards to confirm its accuracy. The system then uses this calibration to determine whether the front passenger seat is occupied by an adult, a child or is unoccupied, and then operates the airbag accordingly. If the system is not calibrated correctly, then the airbag may not operate correctly either. Be sure to check the precaution section of the vehicle's *Repair Manual* to be certain whether or not a calibration is necessary to ensure the safety and functionality of your customer's vehicle. For more information on OCS calibration, refer to CRIB #177, *SRS Occupant Classification System Calibration*. ➤





# Toyota's Most Technologically

## THE ALL-NEW 2017 PRIUS PRIME



THE FUTURE IS HERE IN THE ALL-NEW 2017 PRIUS PRIME. You may be wondering, "What makes it different from the Prius?" Quite simply, a lot, but most notably the Prius Prime is a plug-in hybrid. As you may know, this isn't Toyota's first foray into the plug-in hybrid segment, but it's a giant leap over the first-generation Prius Plug-in Hybrid.

The Prius Prime was introduced at the 2016 New York Auto Show by Bill Fay. It's Toyota's most technologically advanced hybrid yet, with an EPA-estimated 54 MPG<sup>1</sup>, EPA-estimated Total Driving Range of 640 miles<sup>2</sup> and an MPGe estimated at 133 miles<sup>3</sup>.

As you take a look at all that the Prius Prime has to offer, you'll realize why it will be attracting new owners, bringing back previous Prius owners and flying out of showrooms this fall. The 2017 Prius Prime will be available in all 50 states!

### EXTERIOR

The Prius Prime has an innovative, sleek and modern style all its own. The Prius Prime is 2.4 inches longer, 0.6 inches wider and about an inch lower than its predecessor, the Prius Plug-in Hybrid. The growth boosts cargo room over its predecessor and gives the Prius Prime a road-hugging stance. The exterior includes unique features that accent its stylish looks:

- High-efficiency "Quad-LED" Headlamps
- Headlamps Unique Acrylic Grille Overlay
- Aerodynamic "Dual-Wave" Rear Glass
- LED Wrap-Around Taillights
- Spirited Aqua Metallic Paint (Code 791)





# Advanced Hybrid Yet



## THE EV EXPERIENCE

Under the hood, the Prius Prime has the same 1.8-liter Hybrid Synergy Drive engine found in the Prius. It is mated to a larger 8.8-kWh battery and unique electric motor system. An important distinction between the Prime and its predecessor, however, is its ability to operate in electric mode more often, in more situations and for longer periods, designed to enhance the EV experience. However, the Prius Prime doesn't need to be charged to operate and can always be driven as a regular hybrid when the battery is depleted. Here are just a few more benefits new owners will enjoy:

- EPA estimated travel of up to 25 miles electric mode alone<sup>4</sup>
- Can reach speeds up to 84 mph in certain conditions while in electric mode
- Approximate charging time of just 5.5 hours from a standard electrical outlet<sup>5</sup> or 2.5 hours from a 240V power source



## INTERIOR

Inside the Prime's cabin, built for four, passengers will enjoy its modern style and versatility. The standard heated front seats feature sporty side bolsters while the rear seats are 60/40 split-folding to accommodate passengers and cargo. And one feature you can't miss is the Prime's available 11.6-inch HD touchscreen that displays all your information in one place. It integrates intuitive finger controls that give you the ability to swipe and pinch, just like on today's popular smartphones. Additional interior features include:

- Entune™ App Suite<sup>6</sup> with special Prius Prime Apps
- Qi-compatible wireless charging<sup>7</sup>
- Available Entune™ Premium JBL® Audio
- Available Color Heads-Up Display

## BODY TALK

Changes to the body structure have also been made to the Prime to help make it lighter, enhance fuel efficiency, and help make it safe in the event of certain collisions. Most recently, rollover crash tests require that the roof support three times the vehicle's total weight, up from the previous standard of 1.5 times. The Prime contains:

- 1500 MPa ultra-high tensile strength steel to help reinforce the cabin at the rocker, center pillar, and roof reinforcements
- 980 MPa ultra-high tensile strength steel at various locations in the floor structure and rocker reinforcements
- A carbon fiber reinforced polymer in the rear hatch to help reduce weight in the back 🐼

1. 2017 Prius Prime EPA-estimated MPG. Actual mileage will vary. See [www.fueleconomy.gov](http://www.fueleconomy.gov).

2. 2017 Prius Prime EPA-estimated total driving range when fully charged and a full tank of gas. Excludes driving conditions. Actual mileage will vary. See [www.fueleconomy.gov](http://www.fueleconomy.gov).

3. 2017 Prius Prime EPA-estimated MPG equivalent. Actual MPGe will vary for many reasons including driving conditions and how you drive and maintain/charge your vehicle. Battery capacity will decrease with time and use. See [www.fueleconomy.gov](http://www.fueleconomy.gov).

4. "EPA-estimated 25 miles in EV Mode. Quick acceleration and braking, road and vehicle conditions, or climate control use may prevent or limit usage or effectiveness of EV mode. See [www.fueleconomy.gov](http://www.fueleconomy.gov)."

5. Charge time is standard 120V outlet. Always plug-in in accordance with *Owner's*

*Manual*. A heavier-duty wall receptacle with GFCI (Ground-Fault Circuit Interrupter) and a dedicated circuit are recommended but not required.

6. Apps/services vary by phone/carrier; functionality depends on many factors. Select apps use large amounts of data; you are responsible for charges. Apps & services subject to change. See [Toyota.com/entune](http://Toyota.com/entune) for details.

7. Qi wireless charging may not be compatible with all mobile phones, MP3/WMA players and like models. When using the wireless charging system, avoid placing metal objects between the wireless charger and the mobile device when charging is active. Doing so may cause metal objects to become hot and could cause burns. To prevent damage to devices, do not leave the devices in the vehicle. Temperature inside may become high, resulting in damage to the device.

# BIG NEWS!

## GENUINE TOYOTA WINDSHIELDS NOW COST 40% LESS!

THE QUALITY OF AN OEM PART AT AN  
EVEN MORE AFFORDABLE PRICE.



Toyota firmly believes that when you put the customer first everything else will follow. As a collision repair provider, you know that putting the customer first means making sure that every repair is completed with the customer's safety, security and satisfaction in mind. The best way to ensure the highest quality repair and your customer's satisfaction is to use Genuine Toyota Parts.

Toyota wants to ensure that nothing stands in the way of a shop's ability to choose Genuine Toyota Parts. Toyota understood that they were not competitive with other aftermarket windshield prices, and acted swiftly and boldly, finding a way to provide the same quality product at an even more competitive price. Toyota strives to overcome all obstacles that prevent a customer from keeping his or her Toyota a Toyota, and that's why as of July 1 of this year, all Genuine Toyota Windshields have been reduced in price by 40%, making them far more competitive with aftermarket options!

### THE DIFFERENCE MATTERS

There is a difference in both quality and reliability between a Genuine Toyota Windshield and an aftermarket replacement windshield. Some aftermarket glass parts don't match the tolerance, thickness or shape of OEM auto glass parts, which may threaten the functionality and safety of your customer's vehicle. Aftermarket glass can also have higher rates of leakage, wind noise, imprecise fits, solar performance and optical distortions, meaning that your customer may be left frustrated with a windshield that they are forced to replace more than once. Furthermore, aftermarket windshields may have higher levels of residual stress and may crack more easily than OEM glass. Ultimately, using aftermarket glass puts the integrity of your repair at risk. Be sure to reiterate the importance of using a Genuine Toyota Windshield over aftermarket options to your customers to help prevent further, preventable repairs and to help ensure that they are both safe and satisfied with the quality of your repair.



Some aftermarket glass parts don't match the tolerance, thickness or shape of OEM auto glass parts, which threatens the functionality and safety of your customer's vehicle.



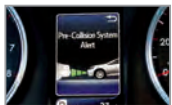
### DEPENDENT TECHNOLOGIES

Many new technologies built into Toyota vehicles are dependent on the windshield in order to function properly and safely. Using a Genuine Toyota Windshield helps to ensure that your customer's vehicle can continue to operate seamlessly with these technologies.

Some of these technologies are:

- FORWARD RECOGNITION CAMERA.** The Forward Recognition Camera detects objects in front of the vehicle and provides input to the Pre-Collision, Dynamic Radar Cruise Control, Automatic High Beam and Lane Departure Alert systems. A mounting bracket built specifically into Genuine Toyota Windshields helps provide the camera with clear "vision" to the area ahead of the vehicle required for proper system operation.
- RAIN SENSOR.** The Rain Sensor detects the presence of raindrops on the windshield and sends signals to control the wiper speed at the optimal wiper timing. Infrared rays emitted by the rain sensor LED are reflected by a Genuine Toyota Windshield at varying rates depending on the absence or presence of rain.
- HEADS UP DISPLAY PROJECTOR.** The Heads Up Display Projector projects vehicle information, such as miles per hour and fuel consumption, onto the windshield for a safe and convenient view while driving. Genuine Toyota Windshields have a wedge-shaped inner film with varying degrees of thickness between the layers of glass designed to clearly display vehicle information without a double image.
- WINDSHIELD DEICER HEATING ELEMENT.** The Windshield Deicer Heating Element heats up the windshield to help remove frost and ice where the front wipers rest. A heating element is integrated into the glass of a Genuine Toyota Windshield and the amount of element resistance is designed to operate properly with the electrical system of your customer's Toyota.
- UV PROTECTION.** The UV Protection is integrated into Genuine Toyota Windshields and is designed to protect against harmful UV rays up to 100% in some models.
- ACOUSTIC LAMINATION.** The Acoustic Lamination is integrated into Genuine Toyota Windshields between the different layers of glass and helps reduce ambient noise inside the cabin for increased passenger comfort.

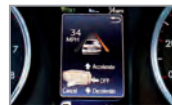
By reducing the price on Genuine Toyota Windshields by 40%, Toyota hopes to make it more affordable for your customers to keep their Toyota a Toyota, and to help maintain the safety, quality and reliability that they have come to expect with their Toyota vehicle. Using Genuine Toyota Windshields helps to ensure the quality of your repair and the safety and satisfaction of your customers, so be sure to reiterate the importance of using Genuine Toyota Windshields to your customers! 🗨️



PRE-COLLISION SYSTEM



DYNAMIC RADAR CRUISE CONTROL



LANE DEPARTURE ALERT



RAIN SENSOR



HEADS UP DISPLAY PROJECTOR



WINDSHIELD DEICER HEATING ELEMENT



UV PROTECTION



LAMINATION FOR OPTICAL QUALITY AND NOISE REDUCTION



WANT MORE INFORMATION? Contact your local Toyota Dealer to find out more!

## THE TRAINING CALENDAR



[WWW.CRRTRAINING.COM](http://WWW.CRRTRAINING.COM)

### WEST CALDWELL, NJ

01/10 200/201 Color Matching For Painters  
 01/18 601 Hybrid Collision Repair  
 01/24 300 Welding Techniques For Collision Repair  
 01/25 301 Non-Structural Body Repair Techniques  
 02/07 602 Advanced Hybrid Collision Repair  
 02/08 503 Steering & Suspension Analysis & Repair  
 02/14 250 Advanced Painting Techniques  
 02/21 460 Structural Body Repair Techniques  
 03/07 200/201 Color Matching For Painters  
 03/14 300 Welding Techniques For Collision Repair  
 03/15 301 Non-Structural Body Repair Techniques  
 03/21 601 Hybrid Collision Repair  
 04/04 301 Non-Structural Body Repair Techniques  
 04/06 460 Structural Body Repair Techniques  
 04/18 601 Hybrid Collision Repair  
 04/19 300 Welding Techniques For Collision Repair

### JACKSONVILLE, FL

01/18 200/201 Color Matching For Painters  
 01/20 602 Advanced Hybrid Collision Repair  
 01/24 601 Hybrid Collision Repair  
 01/25 300 Welding Techniques For Collision Repair  
 01/26 301 Non-Structural Body Repair Techniques  
 02/06 601 Hybrid Collision Repair  
 02/07 300 Welding Techniques For Collision Repair  
 02/08 301 Non-Structural Body Repair Techniques  
 02/20 503 Steering & Suspension Analysis & Repair  
 02/21 602 Advanced Hybrid Collision Repair  
 02/22 460 Structural Body Repair Techniques  
 03/06 200/201 Color Matching For Painters  
 03/08 250 Advanced Painting Techniques  
 03/20 601 Hybrid Collision Repair  
 03/21 300 Welding Techniques For Collision Repair  
 03/22 301 Non-Structural Body Repair Techniques  
 04/03 503 Steering & Suspension Analysis & Repair  
 04/04 602 Advanced Hybrid Collision Repair  
 04/05 460 Structural Body Repair Techniques

NEW JERSEY

FLORIDA

CALIFORNIA

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  
 @ToyotaCRR

04/17 601 Hybrid Collision Repair  
 04/18 300 Welding Techniques For Collision Repair  
 04/19 301 Non-Structural Body Repair Techniques

### TORRANCE, CA

01/10 300 Welding Techniques For Collision Repair  
 01/11 301 Non-Structural Body Repair Techniques  
 01/17 602 Advanced Hybrid Collision Repair  
 01/18 460 Structural Body Repair Techniques  
 01/24 601 Hybrid Collision Repair  
 01/25 300 Welding Techniques For Collision Repair  
 01/31 602 Advanced Hybrid Collision Repair  
 02/01 503 Steering & Suspension Analysis & Repair  
 02/07 601 Hybrid Collision Repair  
 02/08 301 Non-Structural Body Repair Techniques  
 02/14 502 Body Electrical Diagnosis & Repair  
 02/16 602 Advanced Hybrid Collision Repair  
 02/21 460 Structural Body Repair Techniques  
 02/23 503 Steering & Suspension Analysis & Repair  
 03/07 300 Welding Techniques For Collision Repair  
 03/08 301 Non-Structural Body Repair Techniques  
 03/14 200/201 Color Matching For Painters  
 03/16 101 Paint Finish Repair  
 03/21 602 Advanced Hybrid Collision Repair  
 03/22 460 Structural Body Repair Techniques  
 03/28 250 Advanced Painting Techniques  
 03/30 101 Paint Finish Repair  
 04/04 602 Advanced Hybrid Collision Repair  
 04/05 460 Structural Body Repair Techniques  
 04/11 300 Welding Techniques For Collision Repair  
 04/12 301 Non-Structural Body Repair Techniques  
 04/18 602 Advanced Hybrid Collision Repair  
 04/19 502 Body Electrical Diagnosis & Repair  
 04/25 460 Structural Body Repair Techniques  
 04/27 503 Steering & Suspension Analysis & Repair

**Can't find what you're looking for?**

More courses can be found at [www.CRRTraining.com](http://www.CRRTraining.com)

For a complete training schedule and the latest information on Toyota's Collision Repair & Refinish Training, visit [www.CRRTraining.com](http://www.CRRTraining.com).

## TECHNICAL WEBSITES



## YOU NEED TO KNOW

### [www.CRRTraining.com](http://www.CRRTraining.com)

Get Toyota, Lexus and Scion Collision Repair & Refinish Training information

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