



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

Fall 2013

**All-New 2014s Are Here!**

**HIGHLANDER • TUNDRA**

**Toyota/ASE Master  
Collision Repair  
Technician of the Year**

**A Standard  
of Safety**

**REPLACING OEM GLASS**

Cover features Collision  
Training Administrator,  
Joe DiDonato

## Table of Contents:

[2] **Letter from the Editor**—Honing Your Craft. [3] **Celebrating Achievement**—The Toyota/ASE Master Collision Repair Technician of the Year. [4] **A Standard of Safety**—Replacing OEM Glass. [6] **New Model Year 2014 Highlander**—New Interior, Exterior and More. [8] **New Model Year 2014 Tundra**—Redesigned Features Make It One Tough Truck. [10] **Log On for Knowledge**—Toyota Offers Free Training Online. [12] **The Last Word**—Training Schedule and Need-to-Know Info.



**"In this issue of *Collision Pros* magazine, we offer you training opportunities and present a number of articles that can help you perfect the skills and knowledge related to your craft."**

**– Kathy Capozza**

## Honing Your Craft

Experts are not born—they work hard to master their craft. Whether you are a chef, an architect or an automotive repair technician, long hours of practice and continuing education make you an expert; keeping up with new ideas and techniques keeps you at the top of your game. This is called honing your craft.

In this issue of *Collision Pros* magazine, we offer you training opportunities and present a number of articles that can help you perfect the skills and knowledge related to your craft. Learn about the hands-on training and free online classes offered by Toyota at [www.crrtraining.com](http://www.crrtraining.com), which can help you master a new skill anywhere you have an Internet connection and at a pace that fits your learning style. Read about the 2014 Highlander and Tundra so that you will have the latest information about these new models. And, learn about one technician who has recently been recognized for honing his craft to an outstanding level—the Toyota/ASE Master Collision Repair Technician of the Year.

I like to think of every vehicle we produce as a work of master craftsmanship. So much care and attention to detail go into each one—and that doesn't end when it rolls off the production line. The work you do is an integral part of ensuring Toyota, Lexus and Scion vehicles maintain the high standards of safety and performance that their owners have come to expect. That is why honing your craft is so important.

We welcome your feedback. If you have a recommendation, story idea or suggestion, tell us about it by emailing [info@collisionprosmagazine.com](mailto:info@collisionprosmagazine.com).

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)

### GIVE US A SHOUT!

If you have a story idea, comment or suggestion, email [info@collisionprosmagazine.com](mailto:info@collisionprosmagazine.com).



**DID YOU KNOW:** The Toyota/ASE Master Collision Repair Technician of the Year is selected from the top scorers on the ASE certification tests.

## Celebrating Achievement: The Toyota/ASE Master Collision Repair Technician of the Year

"I WAS COMPLETELY TAKEN ABACK when I was called into the shop office and all the managers were there, shaking my hand and patting me on the back," says Roger Christopher, Auto Body Technician at Don Jacobs Toyota in Milwaukee, Wisconsin, who was honored this year as the Toyota/ASE Master Collision Repair Technician of the Year. "It never occurred to me that doing well on ASE testing would lead to such an honor; I'm still completely baffled!"

The Toyota/ASE Master Collision Repair Technician of the Year is selected from the top scorers on the ASE certification tests. On-the-job excellence, community service and more are also considered when choosing the honoree.

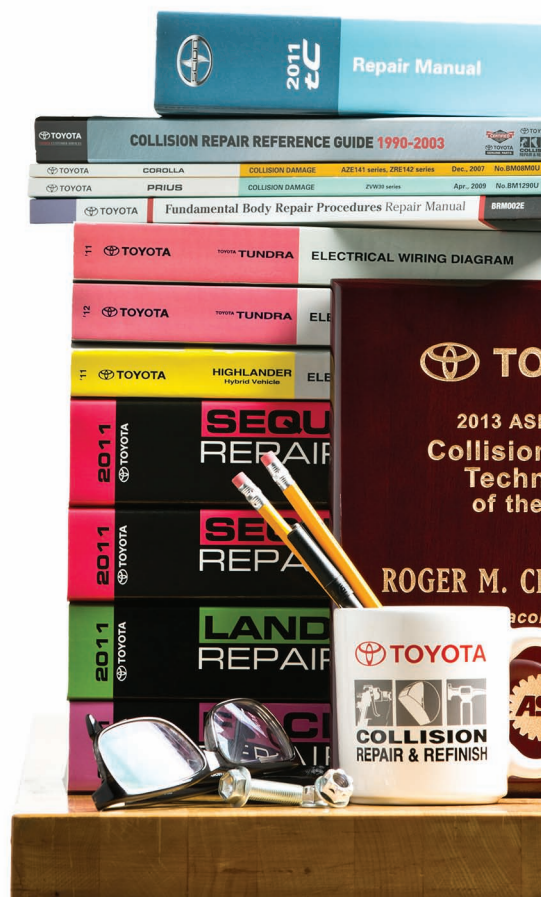
Christopher will celebrate 16 years working at the Milwaukee Toyota shop this year. As for his advice to younger technicians, "keep plugging away and learning all that you can. Practice, practice, practice and do the best you can on the tests!"

### COULD YOU BE THE NEXT TOYOTA/ASE MASTER COLLISION REPAIR TECHNICIAN OF THE YEAR?

One step toward earning this enviable honor is achieving Toyota Master status by passing all of the ASE collision repair tests. According to Chris Risdon, Collision Repair & Paint Refinish Administrator, Toyota Motor Sales, U.S.A., Inc., "this requires a great deal of focus, commitment and a lot of hard work." 🐾

### Tips for Taking the ASE Certification Tests

- Review ASE's test-taking tips, which are designed to help you "test-drive" ASE-style questions so you can apply your knowledge when taking the real tests.
- Take advantage of the wealth of resources at ASE.com, where you'll find official practice tests, study guides—and more.
- Another valuable resource for testing practice is Delmar Cengage Learning (delmarlearning.com), which also includes the most up-to-date content from ASE.
- Become familiar with the three types of multiple-choice questions you'll encounter on the tests: Direct or Completion questions, Technician A/B questions, and Except or Least Likely questions.
- Read each question carefully, just as you would with technical service information.
- Pay special attention to the Technician A/B questions, which are the most misunderstood ASE question format. Consider each tech statement as a separate true/false question when choosing the correct answer.
- Industry experts write all test questions based on actual repair procedures. Be sure to take advantage of your own education and work experiences in selecting your answers.





# A Standard of Safety

## REPLACING OEM GLASS

//////  
"Choosing OEM glass for a repair is the only way to ensure that the vehicle meets the high factory standards for safety and quality after the repair."

– Joe DiDonato, Collision Training Administrator,  
Technical & Body Training Department, Toyota Motor Sales, U.S.A., Inc.

REPLACING MODULAR or bonded glass during a vehicle repair may seem clear. Purchasing an aftermarket replacement for damaged glass is often cheaper—so for most customers, buying aftermarket glass seems like the obvious choice. But, the glass used in Toyota, Lexus and Scion vehicles can be more complex—and more important to vehicle safety—than it appears at first glance. The cost of aftermarket glass in comparison to glass from the original equipment manufacturer (OEM) may be more expensive when you take into account quality, fit, function and safety.

“Usually, aftermarket glass does not cost as much as OEM, so it may seem like a good option,” says Joe DiDonato, Collision Training Administrator, Technical & Body Training Department, Toyota Motor Sales, U.S.A., Inc. “But the reason it doesn’t cost as much may be because it does not measure up to the same standard.”

The glass used in each Toyota vehicle is designed with the specific considerations of the vehicle—its performance and safety—in mind. OEM glass meets Toyota’s original specifications for color, durability, thickness, UV protection, size and shape.



### SAFETY CONSIDERATIONS

Repairing a vehicle that has been in a collision is about helping to return the vehicle to its pre-collision standard of safety. Toyota, Lexus and Scion vehicles are carefully engineered as an integrated system in which all parts function together to

contribute to the safety and integrity of the overall structure.

The vehicle’s glass components are an important part of this safety system. This is particularly true for modular or bonded glass—such as the windshield, rear window, roof or quarter glass—that is permanently affixed to the structure of the vehicle. OEM glass conforms to the original safety standard engineered into each model-specific vehicle Toyota manufactures.



### SPECIAL FEATURES

Much of the glass used in Toyota vehicles has special features. It may have sensors built into it or a water-repellent coating. It may be tinted and contain specific UV protection. It may be tempered for safety reasons or laminated to achieve a particular optical quality or aid interior noise reduction.

Frit is another common feature of automotive glass. Frit is an enamel band that is baked into the perimeter of the glass. The frit is designed to help the glass bond to the metal components of the vehicle more effectively and to help protect the adhesive from being weakened by constant exposure to UV rays. OEM glass includes a frit that takes into consideration the design and requirements of the vehicle it is intended for.

“Choosing OEM glass for a repair is the only way to ensure that the vehicle meets the high factory standards for safety and quality after the repair,” explains DiDonato. 🐾

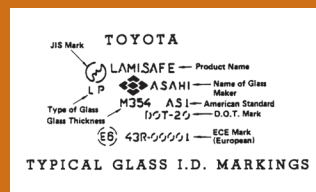


## Read the Labels

The identifying labels on Toyota, Lexus and Scion vehicles and on the glass used in these vehicles can give you a lot of information important to your repair.

**Vehicle certification label:** This label contains the vehicle production date and model code. It can be found on the rear edge of the driver’s door on models from 1989 forward or on the driver’s door or door post on earlier models.

The vehicle production date and model code are important because the glass for certain models may contain special parts, such as antenna wires, and because mid-year changes may occur during production.



**Glass ID markings:** These labels are usually found in the corner of the window. They show the product name, the name of the glass maker, the type of glass and the thickness of the glass.

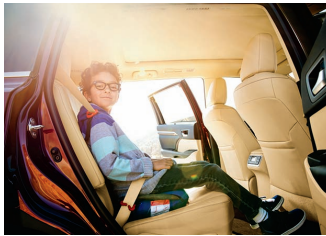
# CAN YOU BELIEVE IT? 2014s ARE HERE!

## Toyota Highlander 2014 Go Anywhere in Comfort and Style

Highlighted by Toyota's signature trapezoidal grille, a sleek, aggressive stance, and a more sculpted presence, the new Highlander makes its 2014 debut with a host of new family-friendly conveniences, along with expanded seating and cargo space. The third-generation Highlander now seats up to eight passengers, courtesy of a new rear double-wishbone suspension that leaves behind the previous strut towers, opening up space for the expanded third-row seating area. Not to mention, it's packed with additional new technologies and enhanced safety features.

### RIDING IN STYLE

Highlander's rigid body design contributes to outstanding vehicle dynamics and increased ride comfort. Thanks to structural changes,



engineers were able to increase interior space without adding to the vehicle's size. Enhanced interior features include a new 24.5-liter roll-top center console that doubles as a comfortable armrest, along with a unique in-dash

shelf to enhance driver and passenger convenience. In addition, MacPherson strut front suspension improves handling, while contributing to a smooth ride. Equally noteworthy, the repositioned A-pillar expands visibility, and a larger rear-quarter-panel window creates a feeling of openness for the driver as well as for third-row passengers. Highlander also boasts a 30 percent reduction in noise.



### Look

### AVAILABLE FEATURES

- 19-inch Chromtec® alloy wheels
- 18-inch wheels
- Blind spot monitor with rear cross-traffic alert
- Lane departure alert system
- Pre-collision system and dynamic cruise control
- Automatic high-beam headlamps
- 4.2-inch thin film transistor multi-information display
- Rear backup camera with added back guide monitor
- Dynamic torque control AWD system
- Power back door
- Eight-inch audio screen with meter-cluster multi-information display
- Panoramic moonroof
- Latest multimedia amenities, including the Entune® App Suite

---

## INTERIOR APPOINTMENTS

Epitomizing the enhanced style, sophistication and versatility of the 2014 Highlander, the interior has soft-touch surfaces and available ambient lighting that thoughtfully surround doors and the dash.

There's also a new instrument cluster with a larger multi-information display. In addition, the display audio and the audiovisual navigation feature a touch-screen interface that enables intuitive operation similar to that of a tablet device or smartphone.



All Highlanders are equipped with a soft-touch instrument panel and silver-

painted satin and chrome-plated accents thoughtfully placed throughout the interior. Available wood-grain pattern trim graces the front dash and door trim for an added touch of elegance. Additionally, premium fabrics, along with available smooth and perforated leather-trim seats—plus an available leather-wrapped steering wheel and shift knob—add to Highlander's newly redesigned upscale interior. A high-quality knit roof lining and available second-row sunshades further add to Highlander's refined comfort. Owners have a choice of second-row bench seating or two captain's seats with a collapsible tray and cup holders. Plus, third-row seating comfort has been improved by increasing space for passengers entering and exiting the vehicle.



**HIGHLANDER HYBRID**  
The new Highlander offers the segment's sole hybrid option, with an estimated fuel economy that is exceptional in its segment. Highlander Hybrid includes a unique hybrid grille, plus front and rear blue-accented badging and blue-accented head and tail lights. It is also equipped with the vehicle proximity notification system (VPNS), which helps alert pedestrians and cyclists of an oncoming vehicle by emitting a low, audible warning sound.

---

## EXTERIOR

Longer and wider, with a lower overall height that increases cargo space, the front design tapers forward for a dynamic appearance. In addition to the newly designed radiator grille, the front fender panels feature a deeply chiseled look that adds to Highlander's sleek appearance. There's also an available power back door that enables users to set preferred opening heights, helping facilitate smooth loading and unloading, regardless of user stature.

---

### Note

## NEED TO KNOW

- The rear double-wishbone suspension comes with additional parts and new alignment procedures.
- The sensor for the available blind spot monitor (BSM), which requires alignment and calibration, is located under the bumper cover.
- The floor silencer, along with insulation and foam, will need to be replaced following collision repair.
- Spot welds have been increased to help enhance driving stability.
- Joint rigidity of the steering column is enhanced, helping boost handling stability.
- The supporting structure of the coil springs is optimally tuned to enhance steering feel and response.
- Optimized suspension characteristics, including reduction of the roll rate, help enhance driving stability and ride comfort.

## CAN YOU BELIEVE IT? 2014s ARE HERE! (CONTINUED)

# Toyota Tundra 2014 Work Hard—and Play Even Harder

Evolved from a long line of durable Toyota trucks, the Tundra debuted in 1999 and has continued to achieve steady growth in the vast full-size pickup market. Now, the 2014 Tundra arrives with a distinctive chiseled appearance, a rugged new exterior and a body size that competes head-on with other vehicles in its segment. Tundra will also attract an even wider range of drivers by satisfying the needs of a broad range of customer types.

### NEW

#### NOTEWORTHY CHANGES

- New exterior appearance
- Available blind spot monitor with rear cross-traffic alert
- Interior length expanded and cowl area moved forward
- Center controls moved left for driver convenience
- Three new exterior colors: Attitude Black, Blue Ribbon Metallic and Sunset Bronze Mica
- New, large displacement V8 5.7-liter engine and maximum towing capacity of more than 10,000 lbs.
- Black textured fog lamp bezels

#### INSIDE INFORMATION

The Tundra design team paid particular attention to the comfort of large-stature owners, and the vehicle is intended to accommodate occupants as tall as six feet, five inches comfortably. The interior design is distinguished by an instrument panel based on a cylindrical design and features grade-specific themes reflecting user preferences including:

- 1794 edition package models: True American
- Platinum-grade models: Urban Edge

- SR5-grade models: Professional Gear
- Limited-grade models: Active Premium

Tundra also delivers enhanced utility to owners who count on their trucks as a mobile office. On certain models, the center seat cushion conceals a large storage box, while the passenger seatback transforms into a large armrest with integrated storage space. There's also a large rear console box—the largest of its kind for a full-service pickup.



#### FRONT SUSPENSION

- Newly developed high-mount double-wishbone suspension
- Bushing compliance optimized for ride comfort
- Newly developed shock absorber upper support and lower bushing
- Suspension stroke and arm ratio of absorber and coil spring increased
- One-piece tubular upper arm stabilizer bar and high-stress steel coil springs
- Re-tuned shock absorbers to maintain vehicle posture during cornering



---

## EXTERIOR ESSENTIALS

The first thing you'll notice is the wide trapezoid grille, which incorporates an upper slot that interlocks with the headlamps. Designers also tilted the windshield and adopted a "cab-forward" silhouette. Plus, the front end has been raised, creating a more powerful hood profile.



Tundra also sports three-piece front and rear lower bumpers, to facilitate lower replacement costs for hard working models. Fenders and wheel wells are squared off for a wide, sturdy stance. A new bed and tailgate feature an integrated spoiler sporting a "TUNDRA" stamp in the sheet metal.



---

## HIGHLY RIGID BODY

- Body mounts located directly under the dash panel
- High-tensile-strength sheet steel used in all cab configurations
- Large cross-section rocker enhances rigidity
- Damping coating helps reduce weight, noise and vibration
- Sound-absorbing dash inner silencer minimizes cabin noise
- Sound transmission loss carpet reduces road noise

### REAR SUSPENSION

- Rigid-axle leaf spring suspension enhances ride comfort
- Non-linear bound stoppers for softer initial contact
- Self-lubricating shackle low-friction bushings
- Leaf springs arranged in toe-out direction
- Increased suspension stroke
- Twin-tube dampers increase damping in low- to mid-speed range

---

## FRAME

The front end of the side rails uses a divided structure balanced with a bending portion that compresses efficiently to help absorb impact in the event of a collision.

- High-tensile-strength steel sheets used on all side rails/reinforcements
- Additional reinforcements in the bent kick portion of the side rails help absorb energy in a collision
- High-tensile-strength steel sheet crush boxes located between side frame and bumper reinforcement



WHEN IT COMES TO REPAIRING today's sophisticated vehicles, the need for training and information never ends. Fortunately, collision repair professionals have easy—and free—access to manufacturer-based, topic-specific training with online training modules from the University of Toyota.

"Any collision repair professional who is not engaged in learning to repair Toyota, Lexus and Scion vehicles correctly is guessing, and guesswork is always risky," says Chris Risdon, Collision Repair & Paint Refinish Administrator, Toyota Motor Sales, U.S.A., Inc. "With online learning, you can keep your collision repair knowledge up-to-date without leaving your home or the shop."

The University of Toyota's online courses can be taken at your convenience. Each module is self-paced and interactive and typically takes 40 to 60 minutes to complete. The modules are composed of simulations, clicking or connecting dots, dragging and dropping, and video and photography of components, as well as progressive knowledge checks.

"It is not necessary to take the entire module at one time," explains James Meyer, Senior Technical Training Administrator, Toyota Motor Sales, U.S.A., Inc. "Progress will be bookmarked, so one can start, stop and continue as their schedule allows, and modules can be revisited after they have been completed to brush up on any of the topics."

A passing score of 80 percent or better on the final test at the end of each module is necessary to earn course credit and a Certificate of Completion. "For the individual technician, having that certificate is another great tool in your toolbox," notes Risdon. "It is validation that you are a serious professional in your business."

#### NOT FOR TECHNICIANS ONLY

Toyota's online training is also recommended for estimators and shop managers. "Anyone in the automotive industry actively engaged in the proper repair of Toyota, Lexus and Scion vehicles can benefit from these training programs," Risdon says.

Toyota online training offerings cover new vehicle technologies; Toyota-approved service and repair procedures; paint finish repairs; welding, electrical system and air conditioning diagnosis; and unusual interior noise concerns. Also offered are two hybrid modules—one focusing on collision repair and the other on safe high-voltage component handling.

The Lexus series covers these same topics, plus an Introduction to Lexus Collision Repair (LB100) and a collision repair course specific to the Lexus IS C (PB908).

Meyer explains that the online material is of the highest quality, and is a gateway to the excellent training and information that the University of Toyota offers in its instructor-led, hands-on classes at its three training centers in West Caldwell, NJ; Jacksonville, FL; and Torrance, CA.

# Log On for Knowledge

Learn at your own pace, when it's convenient for you.

## Learn Collision Repair the Toyota Way



"Bettering yourself through education proves that you are an engaged professional who is serious about your craft. It will help differentiate you from others in the industry, in addition to giving you the information to properly repair Toyota, Lexus and Scion vehicles properly the first time. Proper repair ensures customer satisfaction and loyalty. And that, in turn, can make a technician more productive and a repair shop more profitable."

– Chris Risdon, Collision Repair & Paint Refinish Administrator, Toyota Motor Sales, U.S.A., Inc.

### DEALER SPONSORSHIP REQUIRED

All University of Toyota online courses are free of charge, but you must first obtain a Secure Personal Identification Number (SPIN) from the Parts Department of a sponsoring Toyota or Lexus dealership. Risdon recommends requesting a SPIN from the dealership where your shop purchases wholesale parts.

"The SPIN belongs to the individual, not the repair shop," he explains. "Each individual in the shop needs his or her own SPIN to access these online courses."

A SPIN is Toyota or Lexus specific. You will need a SPIN from a Toyota dealership to take Toyota courses, and one from a Lexus dealership to take Lexus courses. Once you obtain a SPIN, Toyota courses can be accessed at [www.uotdealer.com](http://www.uotdealer.com) and Lexus courses can be accessed at [www.lcptests.com](http://www.lcptests.com). 📄

### CRIBs: Another Tool in Your Toolbox

Toyota's Collision Repair Information Bulletins (CRIBs) provide information about various collision repair procedures for Toyota, Lexus and Scion models.

"Every quality repair begins with a repair plan, and part of a repair plan is seeing what information is available," says Risdon. "Toyota is continually publishing new CRIBs and revising existing ones. If you are still referring to a CRIB that you printed out years ago, you may be missing out on new information that can save you time in diagnosing an issue or making a repair."

- CRIBs can be found on the Toyota Information System (TIS) at [www.techinfo.toyota.com](http://www.techinfo.toyota.com).
- Most CRIBs cover all years and models, but to check for model-specific bulletins, input the vehicle information and click the "CR" library tab and "SEARCH."
- If you have a CRIB that you refer to often, check the top of the bulletin for a revision date to ensure you are using the most recent version.
- Revised and newly published CRIBs can be found on the TIS home page in "Recent Documents" under the "Collision" filter.
- Recently revised CRIBs include 57, 122, 127, 136, 141, 146 and 153. Newly published CRIBs are 183-186.

## THE TRAINING CALENDAR



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

### WEST CALDWELL, NJ

- 1/14 460 Structural Body Repair Techniques
- 1/16 503 Steering & Suspension Analysis & Repair
- 1/21 300 Welding Techniques for Collision Repair
- 1/22 301 Non-Structural Body Repair Techniques
- 2/4 601 Hybrid Collision Repair
- 2/5 602 Advanced Hybrid Collision Repair
- 2/6 504 Air Conditioning for Collision Repair
- 2/11 200 Color Matching for Painters
- 2/13 250 Advanced Painting Techniques
- 3/4 300 Welding Techniques for Collision Repair
- 3/5 301 Non-Structural Body Repair Techniques
- 3/18 460 Structural Body Repair Techniques
- 3/20 503 Steering & Suspension Analysis & Repair

### NEW JERSEY



### CALIFORNIA



### FLORIDA

- 3/18 300 Welding Techniques for Collision Repair
- 3/19 460 Structural Body Repair Techniques
- 3/21 503 Steering & Suspension Analysis & Repair

### JACKSONVILLE, FL

- 1/7 200 Color Matching for Painters
- 1/9 250 Advanced Painting Techniques
- 1/13 300 Welding Techniques for Collision Repair
- 1/14 301 Non-Structural Body Repair Techniques
- 1/16 460 Structural Body Repair Techniques
- 1/27 503 Steering & Suspension Analysis & Repair
- 2/4 601 Hybrid Collision Repair
- 2/5 602 Advanced Hybrid Collision Repair
- 2/17 300 Welding Techniques for Collision Repair
- 2/18 301 Non-Structural Body Repair Techniques
- 2/20 460 Structural Body Repair Techniques
- 2/24 504 Air Conditioning for Collision Repair
- 2/25 502 Body Electrical Diagnosis & Repair
- 3/3 200 Color Matching for Painters
- 3/5 250 Advanced Painting Techniques
- 3/10 601 Hybrid Collision Repair
- 3/11 602 Advanced Hybrid Collision Repair
- 3/12 503 Steering & Suspension Analysis & Repair
- 3/13 908 IS C Collision Repair
- 3/24 301 Non-Structural Body Repair Techniques

### TORRANCE, CA

- 1/22 300 Welding Techniques for Collision Repair
- 1/23 301 Non-Structural Body Repair Techniques
- 1/28 460 Structural Body Repair Techniques
- 1/30 503 Steering & Suspension Analysis & Repair
- 2/12 601 Hybrid Collision Repair
- 2/13 602 Advanced Hybrid Collision Repair
- 2/18 300 Welding Techniques for Collision Repair
- 2/19 301 Non-Structural Body Repair Techniques
- 3/4 200 Color Matching for Painters
- 3/6 250 Advanced Painting Techniques

## TECHNICAL WEBSITES



## YOU NEED TO KNOW

### [crrtraining.com](http://crrtraining.com)

Get Toyota and Lexus Collision Repair & Refinish Training information

### [autopartsbridge.com](http://autopartsbridge.com)

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

### [techinfo.toyota.com](http://techinfo.toyota.com)

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

### [toyotapartsandservice.com](http://toyotapartsandservice.com)

Search and order Genuine Toyota Parts right from your computer

## EDITORS, WRITERS, DESIGNERS



## WE WANT TO HEAR FROM YOU

**EDITOR:** Kathy Capozza

**MANAGING EDITORS:**

Elisa Liehr, Allison Barker

**COPYWRITING AND DESIGN:**

Liehr Marketing & Communications

©2013 Collision Pros.

MDC# 00117-00601-DEC13

**CONTRIBUTING DEPARTMENTS:**

TIS  
 STAR  
 Lexus Collision Repair & Refinish  
 Toyota Collision Repair & Refinish  
 Toyota Certified Collision Centers  
 Toyota Genuine Parts  
 University of Toyota, Lexus College  
 Toyota Technical Education Network  
 Toyota Wholesale Parts Department

**REFER ALL CORRESPONDENCE TO:**

Collision Pros  
 Toyota Motor Sales, U.S.A., Inc.  
 19001 S. Western Ave., HQ24  
 Torrance, California 90509  
[info@collisionprosmagazine.com](mailto:info@collisionprosmagazine.com)

