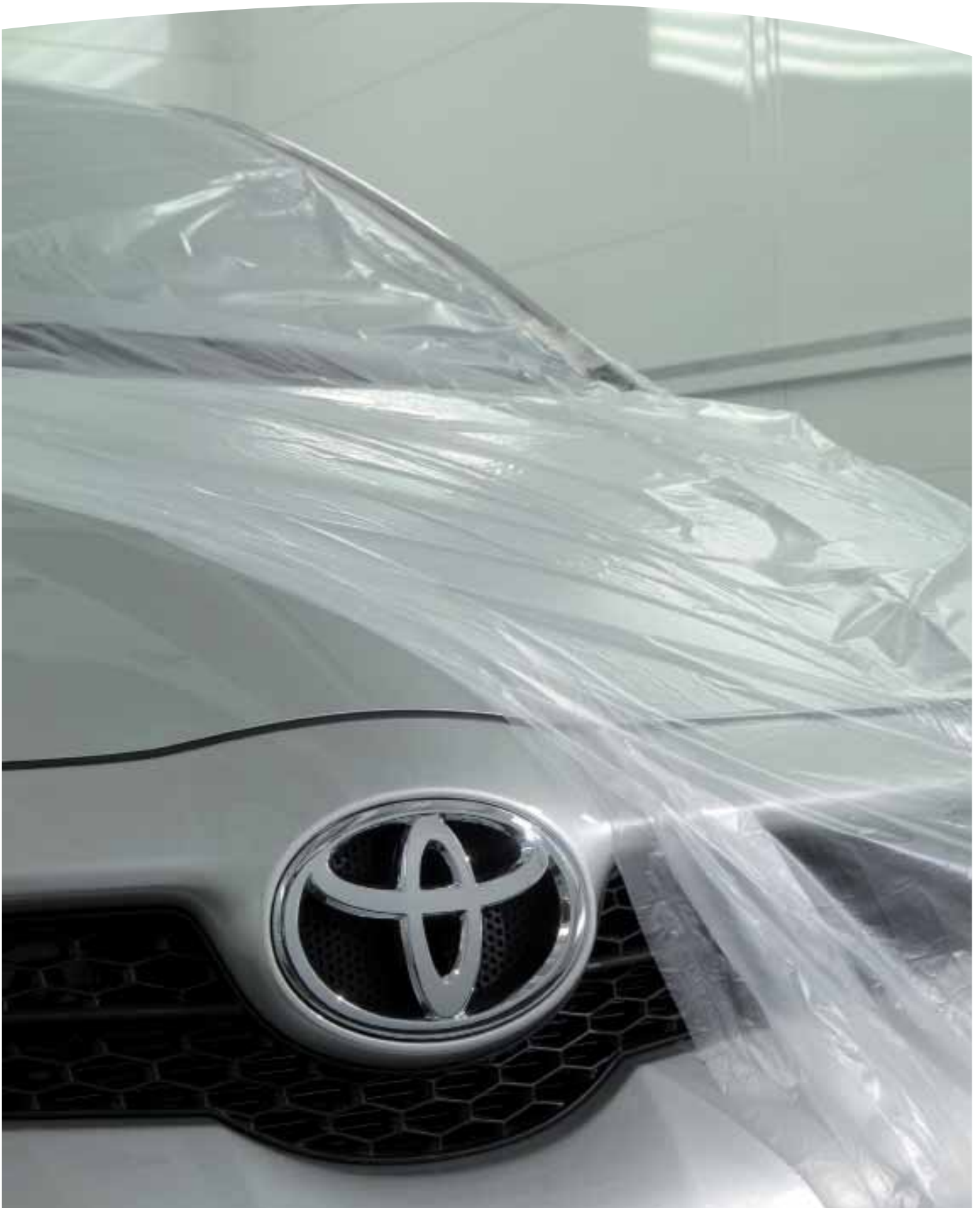


Toyota Body & Paint Preferred Partner Programme



Contents

- 04 Improving efficiency for increased customer satisfaction
- 05 Four keys to true Body & Paint excellence
- 06 The Body & Paint process
- 07 Toyota Body & Paint partners
- 08 Preferred partners per repair step
- 09 Working with optimum products
- 27 The Body & Paint shop at work
- 28 Planning for ultimate efficiency
- 29 Disassembly
- 30 Frame alignment
- 32 Panel repair
- 34 Panel replacement
- 38 Surface preparation
- 40 Painting
- 42 Drying
- 44 Polishing
- 45 Reassembly
- 46 Consistently perfect results



About this guide

This guide provides comprehensive details of Toyota's new Preferred Partner Programme. This initiative is aimed at helping improve services offered by Toyota Authorised Repairer Body & Paint shops and ensuring a consistently high standard of repair across Europe. The guide contains an introduction to all partners whose products have been tested and chosen by Toyota as being highly effective and offering best-in-class results. It looks at the process of planning an efficient Toyota Authorised Repairer Body & Paint shop, as well as the individual steps of the overall repair route, highlighting the partners that offer superior products for each stage. Contact details throughout Europe for each partner are also given on the attached CD.



Improving efficiency for increased customer satisfaction

Toyota has developed a strategy to help exploit the commercial opportunities provided by the Body & Paint business and to ensure that service from Toyota Authorised Repairers across Europe is always second-to-none. This new strategy will allow for the easy setting up of even more modern facilities. It is also designed to help Toyota Authorised Repairers meet the challenges they currently face, such as increased competition from independent Body & Paint facilities, pressure from insurance companies for lower labour rates, and adversely affected revenues due to improved vehicle reliability and extended service intervals.

TSM* forms a crucial part of this strategy, helping to eliminate waste and continuously improve efficiency and performance in order to ensure that every Body & Paint facility achieves the high standards of excellence that Toyota customers expect. TSM not only assesses working practices but also covers facilities and equipment. Body & Paint processes cannot be proficient without an efficient workshop and effective equipment.

That's why Toyota has created the innovative Body & Paint Preferred Partner Programme. Having tested a wide range of Body & Paint repair products, Toyota has selected a number of companies whose products are of the highest calibre and offer superior results, and who offer reliable, Europe-wide distribution and support. It recommends that all Toyota Authorised Repairers across Europe use products supplied by these companies. They are of course free to choose which supplier they work with from this list of recommendations. Whilst Toyota has negotiated competitive parameters with each partner, exact contract details should be agreed between the partner and the Toyota Authorised Repairer. The programme allows savings made to be reinvested into further improvement of Body & Paint activities.

The new Body & Paint initiative provides Toyota Authorised Repairers with the key to increasing efficiency and improving performance, thereby raising revenues and helping to secure turnover. It also offers an additional means to focus on the customer and further increase customer satisfaction.

By recommending only the very best products from select partners, Toyota is helping not only achieve new standards of excellence in repair, thereby increasing customer satisfaction further still, but also ensuring that these high standards are consistent across every European country in which it is present.

The Preferred Partner Programme focuses on the tools and equipment required for Body shop planning, disassembly, frame alignment, panel repair, panel replacement, surface preparation, painting, drying, polishing and reassembly. Reception, estimation, final inspection, cleaning and valet service, and delivery are not included. The programme also offers suggestions as to suppliers of effective health and safety equipment and directs Toyota Authorised Repairers to suppliers of high-quality, high-performance spray guns and booths as befits the Toyota-DuPont co-branded paint programme.

Mission statement Body & Paint direction

Upgrade support to Toyota Body & Paint network to improve Customer Satisfaction and maximise Body & Paint repairer profitability.



TODAY TOMORROW TOYOTA

* For detailed information concerning Body & Paint TSM, refer to the Body & Paint TSM evaluation guide

Four keys to true Body & Paint excellence

Toyota has developed a comprehensive strategy for the Body & Paint field to ensure that it can assist all Toyota Authorised Repairers in offering excellent levels of service and quality repair work, in order to increase customer satisfaction and provide complete customer peace of mind during their ownership experience. This strategy comprises four key elements: network development, Body & Paint TSM, insurance companies and supplier partnership.

Network
development

Body & Paint
TSM

Insurance
companies

Supplier
partnership

Network development

By means of initiatives such as the Preferred Partner Programme, Toyota's goal is to improve the efficiency and quality of service offered by Toyota Authorised Repairers across Europe and to increase their number. Through the implementation of TSM processes and their evaluation, every Toyota Authorised Repairer can be sure it is offering superior and competitive service to its customers. Ultimately, all Toyota Authorised Repairers will offer the exact same high standard of service, no matter where in Europe they are located.

Body & Paint TSM

Toyota has created its comprehensive TSM programme to ensure that every Toyota Authorised Repairer in Europe reaches certain standards in the level of service they offer. TSM procedures help to ensure the continuous improvement of workshop practices to ensure efficiency, thereby increasing productivity and finally raising levels of revenues.

Insurance companies

Toyota insurance currently exists in a number of countries and its further expansion is in the pipeline. The establishment of a Toyota insurance activity further enhances the overall Toyota offering by focusing on repair costs and lead times, making it a perfect fit with the Preferred Partners Programme and helping to boost customer satisfaction and retention.

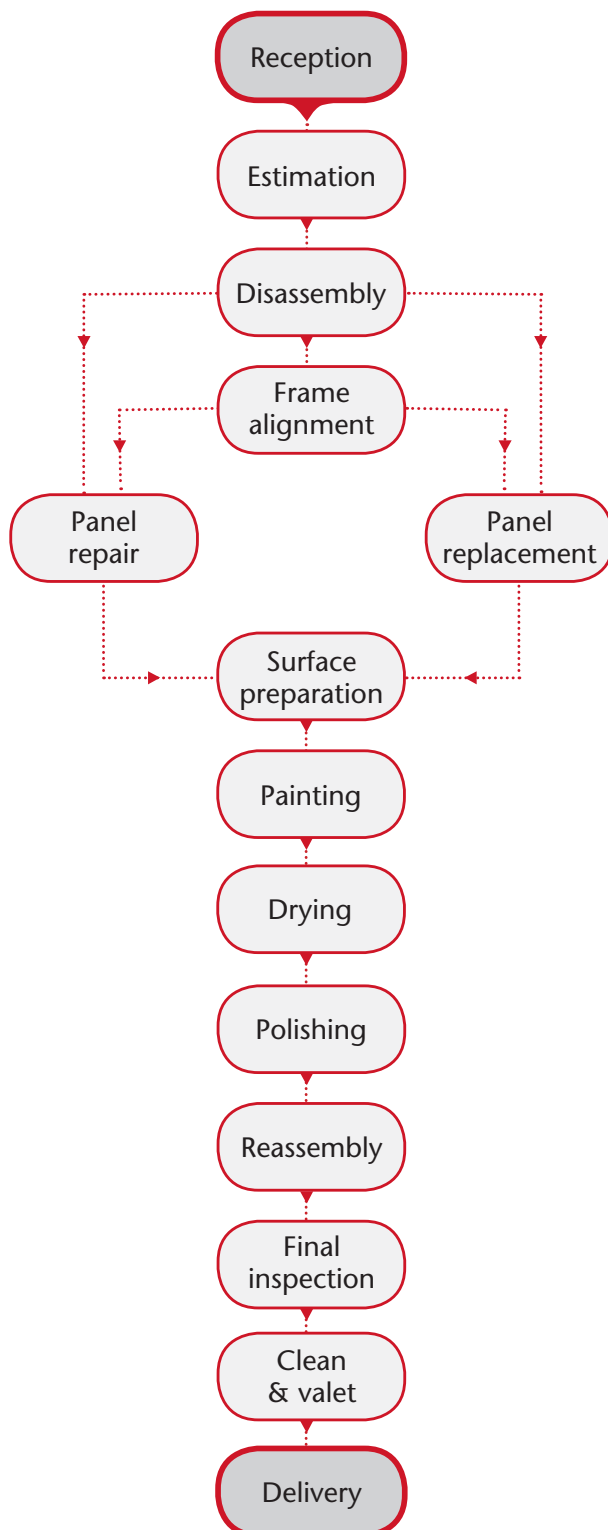
Supplier partnership

The improvements guaranteed by Toyota's comprehensive TSM process could not be realised without the support of partners and suppliers. It is the equipment, tools and consumables that they manufacture that Toyota Authorised Repairers use to undertake and finish each repair job to the highest possible standard. By matching the Body & Paint facility's needs with first-class equipment and tools, this preferred partner initiative will help ensure that that high standard is maintained and as a result help improve both network development and further underpin the entire Body & Paint TSM process.

The Body & Paint process

General workflow for small, medium and large repairs

Across Europe, Toyota works with a number of different estimation systems to help ensure the fast and accurate assessment of damage, facilitating rapid decision making concerning the cost and duration of a repair. This helps to provide customers with a more efficient service. Estimation systems include Audatex, Eurotax, Wincar, CABAS and DAT.



Toyota Body & Paint partners

Toyota has selected and recommends working with products supplied by the following partners:

 beulentechnik AG

 GYS

 SATA

 BLACKHAWK

 HEDSON TECHNOLOGIES

 SIA ABRASIVES

 Blowtherm

 Henkel
A Brand like a Friend

 SPANESI

 CAR-O-LINER

 Herkules

 SPES HECKER

 CELETTE

 CHEMICAR EUROPE

 HPA

 STANDOX

 DEVILBISS
AUTOMOTIVE REFINISHING

 INDASA

 Teroson

 DRESTER

 IRT SYSTEM

 3M

 DU PONT

 MIRKA

 TRISK

 ELEKTRON

 Nederman

 USI ITALIA

 Farécla

 RUPES

 WURTH

 FESTOOL

Preferred partners per repair step

Partner	Disassembly	Frame Alignment	Panel Repair	Panel Replacement	Surface Preparation	Painting	Drying	Polishing	Reassembly
Blackhawk		•	•	•					
Beulentechnik			•						
CAR-O-LINER	•	•	•	•					•
Blowtherm						•	•		
Festool	•				•			•	•
HEDSON TECHNOLOGIES (Drester, Herkules, IRT)					•	•	•		
HPA / SIMPESFAIP									•
Nederman				•					
Celette		•	•	•					
Chemicar (Trisk)					•	•	•		
Devilbiss						•			
DuPont/Standox/ Spies Hecker						•	•		
Elektron-Bremen			•	•					
Farécla								•	
GYS			•	•					
Henkel Teroson			•	•					
INDASA					•			•	
MIRKA					•			•	
Rupes			•	•	•			•	
SATA						•			
sia					•			•	
SPANESI	•	•	•	•	•	•	•		•
3M			•	•	•	•		•	
USI Italia						•	•		
Würth	•		•	•	•				•

Working with optimum products

All suppliers of equipment, tools and consumables included in the Preferred Partner Programme had to prove that they were truly focused on the same processes that meet Toyota's stringent TSM requirements. They also had to fulfil a number of important criteria and/or undergo rigorous testing procedures (as appropriate) in order to be selected as a preferred Toyota partner. Only suppliers who were proven to fulfil every criterion in their sector and/or pass these tests were selected to become Toyota preferred partners.

Frame alignment partners

The frame alignment companies included in Toyota's Preferred Partner Programme all meet a number of specific criteria, including:

- a presence in at least 100 Toyota Authorised Repairers
- a market presence in at least 10 European countries
- the ability to provide comprehensive technical service and support
- onsite and offsite product and/or skills training (specific to Toyota technicians)
- a broad range of specified frame alignment and welding equipment, as well as other specific products, such as wheel alignment systems, extraction systems, mixing rooms, etc.
- a strong research and development (R&D) department for the development of new products and equipment to meet both current and future needs
- the provision of vehicle dimension data when new Toyota models are launched
- the capacity and expertise to advise on the optimum layout and arrangement of an efficient Body shop

Spot welding equipment

Toyota has developed its own unique specifications that welding equipment must meet. The equipment of each supplier was tested by an independent third party to ensure that it could meet these high standards of performance. Only those machines that could meet these requirements appear in the Preferred Partner Programme.

Consumables

Polish, discs, cloths etc. form an important part of much of the work within the Body & Paint shop. Toyota has tested and selected a number of partners who offer these products that they consider to provide comprehensive service and superior performance.

Abrasives

All abrasive products were tested on different types of repair, including both new and used panels. Each test was timed and reliability, durability and the scratch quality of the surface was measured. Only abrasives that were relatively long lasting and durable, and offered the required scratch quality were chosen.

Others

All other consumables were selected based on the supplier's market representation and the capacity to offer training and support across Europe.





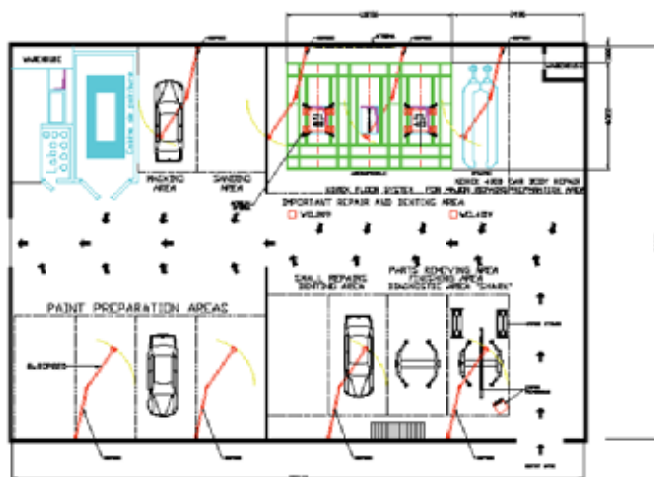
Blackhawk

Blackhawk S.A. invented and established many of the collision repair systems and related equipment found in today's Body repair shop. Indeed, Blackhawk provides a full range of products to meet the needs of all modern Body shops, from a basic portable Body repair kit to the most sophisticated measuring or straightening equipment and welding equipment. The Blackhawk name is synonymous with quality and inventiveness on a global scale and over the past few years, emphasis has been put on user-friendliness.

Blackhawk's headquarters are in Strasbourg, France, where a warehouse and distribution platform for all Blackhawk products and a training centre are also located. As such, all questions and queries can be answered by calling the multilingual Strasbourg office. Blackhawk is organised into specific departments with contacts to answer every customer need: information, order processing, after sales service and a Shark measuring system hotline.

Blackhawk has two sales offices, in the UK and Italy, and a worldwide network of distributors to ensure that there is a Blackhawk contact wherever needed. It also has fully-equipped international Blackhawk training centres in France and Italy, and worldwide through its distributor network. In addition, the Blackometry® programme provides permanent assistance, regular vehicle data updates, training seminars and many other services.

Blackhawk is ISO 9001 certified.



Korek



Multitrack 2000



CAR-O-LINER

With more than 35 years experience, CAR-O-LINER is the leading global provider of collision repair systems for the automotive industry, including technical development, training and service.

Known for their high quality, advanced technology and ergonomic design, there are currently over 40,000 CAR-O-LINER collision repair systems in use worldwide.

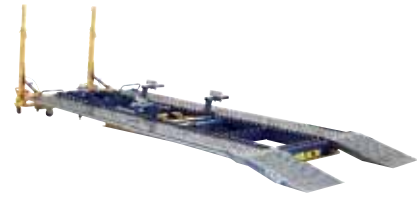
Products include:

- Platforms: BenchRack, Mark 6 and Speed
- Measuring: Car-O-Tronic Vision and Car-O-Tronic Classic
- Welding: CR500 Inverter Spot Welding Series
- Workshop solutions: The future CAR-O-LINER Collision Repair 'Evolution' Centre
- Panel repair tools

CAR-O-LINER runs its own operations in Scandinavia, USA, UK, France, Thailand, China and Germany, and sells through local distributors in more than 75 countries around the world. CAR-O-LINER offers qualified training programmes at its 60 training centres globally or at the customer's own premises, wherever they are located. CAR-O-LINER also designs Body shops using its own workshop layout program, EcDesign.

CAR-O-LINER is ISO 9001 and ISO 14001 approved.

A number of other brands are also included within the CAR-O-LINER group of partners:



CAR-O-LINER partners HEDSON TECHNOLOGIES

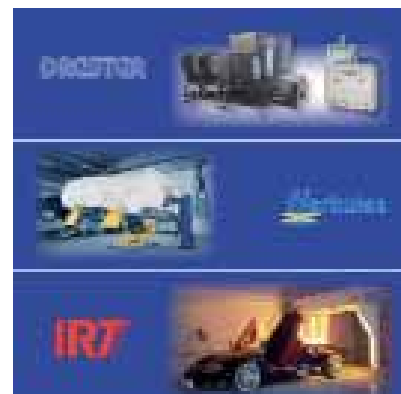


HEDSON TECHNOLOGIES' products include spray gun cleaners and mixing room equipment.

DRESTER Drester offers a broad range of spray gun cleaners for both solvent- and water-based paint systems.

Herkules Herkules supplies lifts, that are 100 percent silicon-free and based on a patented pneumatic system, which place the vehicle being repaired in a position that allows work to be carried out in an ergonomically-correct way.

IRT IRT products include mobile for the curing of all automotive paint materials and rail systems that allow any combination of IRT cassettes to be suspended from the ceiling, providing a means to dramatically increase paint shop throughput whilst saving valuable floor space.



Blowtherm



Blowtherm was founded in 1956 in the city of Padua, Italy and is one of the worldwide leaders for automotive spray booth manufacturing. Blowtherm continues to invest in research and in the technological progress of its own products.

Blowtherm has its own products listed by the world's main manufacturers of cars and paints. Additionally, the curing booths are now being used in the naval and aerospace industries. Blowtherm is ISO 9001 approved



Festool



Festool GmbH offers a wide range of electric and air-driven sanding machines, mobile and stationary dust extractors, polishing machines and cordless drills for the disassembling and reassembly of vehicles. The unique nine-hole Jet Stream dust extraction system provides a dust-free working environment. Festool's SRM 70 dust extractor is ATEX-approved for aluminium sanding.



HPA / SIMPESFAIP



HPA/SIMPESFAIP has more than 75 years experience in garage equipment with a product range that includes wheel aligners, tyre changers, wheel balancers, vehicle inspection lines and lifts for use in Body shops and garages.



Nederman



Nederman has over 60 years experience in working environment products and systems and today is a world leader in dust, smoke and exhaust fume extraction, hose and cable reels, workplace partitioning and protective gear. The company sells in more than 50 countries and has its own distribution network. Its products include:

- Nederman extraction arms, fans and filters
- Nederman exhaust extraction systems
- Nederman high vacuum systems
- Nederman hose and cable reels

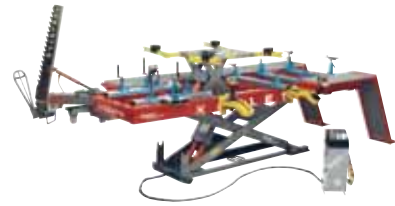


Celette

The first Celette bench, a system to repair collision-damaged unibody vehicles developed by Germain Celette in the early 1950s, was hailed as a breakthrough in collision repair. The bench could be adapted to any unibody vehicle just by changing the jigs. And Celette developed jigs for every make and model of car.

Today, Celette S.A. enjoys the largest market share in Europe. There are more than 60,000 Celette collision-repair systems in use worldwide, endorsed and used by top automobile manufacturers and dealerships. Celette has an excellent technical relationship with Toyota that enables it to design and manufacture products made from original Toyota drawings to guarantee that any Toyota car repaired on a Celette bench will be returned to its exact original specifications.

The complete Celette product line has evolved in line with customer demand to include not only benches and jigs, but all the equipment necessary for accurate structural repair. The secret of the company's success is embodied in the equipment Germain Celette pioneered. Celette has set the standard for the industry with innovation, quality, durability and accuracy. Celette equipment makes structural repair much easier for Body shops and the end result safer for drivers and passengers.





Chemicar

Based in Zwijndrecht, Belgium, Chemicar Europe nv markets and distributes a wide variety of products for the car Body repair market. With a worldwide network of manufacturers and suppliers, it offers quality products at competitive prices to the paint dealer network and works closely with different paint companies to serve the car Body repair market.

Chemicar Europe offers a range of popular and innovative consumable products (non-paints) either under a brand name or a private label. It also offers some 'A' brand equipment lines to complement the consumable programme, these include:

- Trisk infrared equipment
- QAD air moving systems
- B-TEC spray gun cleaners
- ECO-DEC solvent regenerators

Chemicar Europe has vast technical expertise in terms of drying solutions. A team of technicians and a training centre at its facilities in Zwijndrecht help support sales and give technical support to customers across Europe. In addition, the company works closely with Body Repair in Willebroek, Belgium for product development and testing. This large-scale Body repair operation also serves as a technical training centre for some of the larger equipment installations (QAD & Trackmaster).

Chemicar Europe has a network of dealers and importers that serve every European country. It helps train the sales and technical staff of these companies in order to ensure the same high-quality standard across Europe. At its Zwijndrecht offices, the team of multilingual staff are always ready to help answer customer queries and demands. The company's 2,400m² warehouse in Zwijndrecht serves as an efficient European distribution point for the supply of products to anywhere in Europe within two to eight working days.

Chemicar Europe is ISO 9001 certified.



QAD

Chemicar partner



Edwin Trisk Ltd. produces infrared curing equipment and air moving systems.



ELEKTRON-BREMEN

ELEKTRON-BREMEN Fabrik für Elektrotechnik GmbH is a German company with more than 60 years experience in the development, engineering, production and sales of automotive workshop equipment and industrial chargers and components.

All ELEKTRON products are made in Germany and certified. The company has more than 110 employees and is present in over 60 countries around the world. ELEKTRON enjoys strong and long-term partnerships with a number of exclusive sales partners who undertake sales, training, after sales and repair.

Within the automotive sector, ELEKTRON's products include:

- Spot Welders
- MIG/MAG welders
- Plasma Cutters
- Battery chargers
- Battery testers
- Battery boosters

For industry, ELEKTRON offers:

- Components for electrical vehicles
- Chargers for traction batteries





Farécla

Established in 1953, Farécla offers a world-class range of surface-finishing compounds, which add lustre to a variety of surfaces, particularly within the automotive and marine sectors. Farécla is brand leader in at least 20 of 105 countries in which its range is sold.

Farécla is currently expanding its global network of partners in order to access new markets with a vastly increased range of products and systems. It is also increasing its network of international distributors to make its products more accessible to end users, as well as as placing greater emphasis on training and support.

With a warehouse facility at its Ware headquarters in the UK, Farécla Products Limited's research & development (R&D), administration, marketing, and manufacturing and assembly capabilities are all in one location. Farécla invests heavily in R&D, with compounds created, developed and rigorously market tested.

Farécla has developed a market-leading range of product systems specifically for the Body shop for use on all automotive paint systems. These systems have been especially developed to offer the customer a complete solution, thereby increasing productivity and turnover. This, combined with world-class sales and research departments, ensures Farécla remains one step ahead of new developments to provide a complete service that is second-to-none. Farécla leads the way in providing surface-finishing products to the highest professional standards, while creating market-leading solutions for ever-evolving paint technologies. Farécla products are incredibly simple to use and many of its finishing solutions have limitless functions.



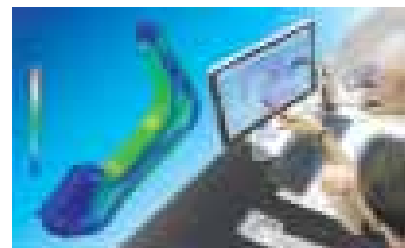


GYS

With over 300 employees in France, Germany and China, GYS engineers and manufactures an extensive and competitively-priced range of high-tech products in three categories:

- **Arc-welding machines (MMA/TIG/MIG) and plasma cutters**
- **Body shop equipment: spot welding machines/MIG/Plasma**
- **Battery chargers & Starters**

Family owned, GYS boasts an internationally renowned, cutting-edge research & development (R&D) department and, over the years, has built up an in-depth understanding of power electronics design and manufacturing. With its fully integrated production processes in its main factory in France, GYS has a high level of flexibility and responsiveness and continuously adapts to new market dynamics. Product quality management is at the core of the company culture. Hence, GYS is ISO 9001-2000 certified and is currently implementing the 5S in its factories. The company serves more than 100 markets worldwide and in 2006 has sold more than 187,000 machines worldwide.





Henkel Teroson

Part of Henkel KGaA, Teroson products for automotive body applications represent state-of-the-art adhesives, sealants and surface coatings in all areas of the world. Teroson products fully meets the quality expectations of automotive manufacturers and its automotive body repair products allow vehicle body repairs, conservation and additional protection that add a factory-quality finish to every job.

With affiliated companies in more than 30 countries around Europe and more than 200 sales people for the automotive aftermarket business, the Henkel organisation ideally covers TME's operational territory.

The versatility and variety of Henkel's Teroson brand product line allows for a multitude of customised and standard uses, accommodating the specific requirements of different auto makers:

- Instant adhesives
- General purpose bonding
- Structural bonding
- Body sealants
- Underbody coating
- Cavity conservation
- Hand cleaning
- Automotive plastic repair
- Body fillers

Teroson also offers a variety of application equipment.





INDASA

INDASA, S.A. was established in 1979 and today is one of Europe's leading manufacturers of coated abrasive system technology. Located in Aveiro, Portugal, INDASA boasts one of the most modern production facilities in Europe. The INDASA Group comprises seven wholly-owned subsidiary companies in the UK, Poland, Germany, France, Spain, USA and Brazil, with export markets in over 70 countries worldwide.

Complementing the group's subsidiary companies, INDASA supplies the world's refinish industry by working in partnership with a network of approved distributors. Through its ongoing research and development process, INDASA maintains a position at the forefront of high-performance abrasive applications by incorporating the very latest material technologies and repair techniques.

The INDASA Group provides dedicated training and an extensive field-based technical support team. Abrasive system induction, specific product needs and bespoke training modules can all be catered for.





MIRKA

KWH MIRKA Ltd manufactures and supplies coated abrasives tailored to meet the most demanding conditions. Its products represent the very latest surface finishing technology. In particular, MIRKA is a specialist in flexible abrasives and products that provide for dust-free surface finishing processes. By placing a strong emphasis on product research and development (R&D), the company has become a market leader. This is underpinned by an effective production system and many decades of experience.

MIRKA is the first company in its sector to obtain the three most important quality standards:

- ISO 9001 quality assurance system which drives the company's guarantee of quality
- OHSAS 18001 occupational health and safety management system that ensures a high level of work safety
- ISO 14001 environmental management system through which MIRKA considers the environmental impact of all its activities

MIRKA is a globally expanding company with ten subsidiaries in Europe, the Americas and Asia. Whilst the company's headquarters and production facilities are situated in Finland, more than 90 percent of its products are exported and sold in over 80 countries around the world. MIRKA employs more than 760 people worldwide.

MIRKA provides ongoing, expert technical support, and maintains regular contact with its customers. It also provides end users with thorough training to ensure that they get maximum performance from its products. Training sessions are held either at the company's product development facility or at the customer location.



RUPES Realizzazione Utensili Pneumatici Elettrici Speciali

Being an international leader requires passion, creativity and spirit of innovation. This has been RUPES' philosophy since 1947 and today, 60 years later, the company, whose corporate name stands for Manufacturer of Special Pneumatic and Electric Tools, is a dynamic organisation that offers professional products of innovative design backed up by extensive technological research carried out by its R&D department. RUPES offers a wide range of products, both pneumatic and electric, including grinders, polishers, sanders, vacuum cleaners and centralised dust extraction systems.

RUPES S.p.A. combines the best tools with accessories and dust extraction equipment to offer consistently advanced solutions to Body & Paint shops. RUPES' products fulfil a range of needs from quick spot repairs to preparing and sanding very large surfaces for truck and bus repairs, always ensuring clean operations.

RUPES gives priority to the development of easy-to-use products, such as quick and easy disc pad replacement, soft and safe start to sanding action, easy replacement of dust bags in vacuum cleaners, etc. RUPES also develops light, compact and yet high-performing tools, such as pneumatic and electric palm sanders, and small and light polishers.

RUPES' headquarters are based near Milan, Italy. The company also owns four manufacturing sites, a logistic facility and a training centre that hosts customers worldwide. RUPES has its own subsidiaries in Germany, the Netherlands and United Kingdom, and has developed an extensive network of importers in over 60 countries.



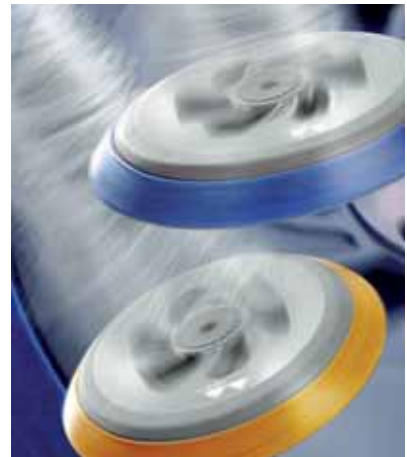
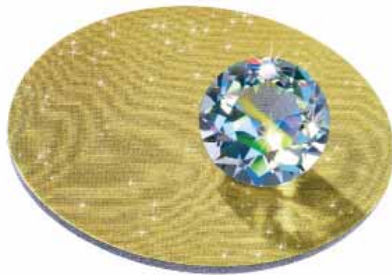


sia Abrasives

Headquartered in Frauenfeld, Switzerland, sia Abrasives Industries AG ranks amongst the world's leading suppliers of innovative abrasives systems. For more than 130 years, it has been developing, manufacturing and distributing complete solutions for applications of all kinds.

For the automotive industry, sia Abrasives offers a wide range of abrasives, machines and accessories, enabling panel beaters and spray painters to simplify their processes and attain perfect surfaces.

sia Abrasives professionally provides technical support and has several training facilities all over the world.



SPANESI

SPANESI S.p.A. claim to be the only global company able to totally design and deliver a "ready-to-use" car Body shop using only its own products anywhere in the world, putting it is at the forefront of today's repair shop equipment sector. SPANESI designs fully-customised layouts by means of a three-dimensional C.A.D. which uses a complete database containing all product and process information, in order to meet every client requirement exactly.

The company has more than 100 employees and supplies its end users through a specialised worldwide network of branches, partners, distributors and agents, with a full range of products certified by its quality system.

Through its technical trainers, training centres and showrooms, SPANESI supports Body shops challenged by new technologies, innovative materials, safety rules and new refinishing processes. Technicians located at the company's headquarters provide telephone assistance to distributors around the world. Every distributor is fully committed to the SPANESI range of products with technicians trained in Italy and by the local distributors themselves.

SPANESI is ISO 9001:2000 approved.



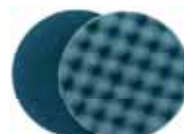


3M

3M is a diversified technology company with a worldwide presence in a number of markets. Since inventing Wetordry™ automotive sanding paper early in the last century, 3M has become the byword for innovation and quality in the refinishing market, a sector in which the company boasts more than 70 years experience.

3M Automotive Aftermarket Division (AAD) offers a complete and comprehensive range of Body shop consumables for all phases of automotive repair, nearly 700 items in all. From surface cleaning and preparation through to final paint rectification and polishing, there is a dedicated 3M product - frequently a choice of products - for every refinishing process. Designed and tested for maximum efficiency, they help the professional body shop to work faster, more productively and produce quality repairs.

3M has 30 production locations spread across Europe, manufacturing the majority of European customer requirements from within Europe. Its products are available through a national network of independent distributors and are backed by the best technical support in the industry, with product training and problem solving provided by 3M's own field force of refinishing experts.





USI Italia

Based in Verona, USI Italia s.r.l. is one of the world's leading providers of spray booths, specialised in the design, production and sale of spray booths for cars and commercial vehicles. Established in 1969, USI Italia began its activities in the spray booth field and since then its purpose has always been clear: to design and produce products that satisfy end-user requirements, whilst maintaining the product's high level of performance and reliability.

USI Italia currently has a staff of 95 and has built a reputation of innovation and excellence due to its ongoing investments in research and development. It continues to explore optimised work phases and improved performance. The company has subsidiaries in Spain, Brazil and the US.

USI Italia's product line is focused on spray booths and preparation areas for cars and commercial vehicles. Within the wide product range suited to meet the different needs of customers, Chronotech™ is USI Italia's leading-edge booth. It was expressly developed by the USI Italia team for customers interested in increasing the productivity level of their body shops, reducing fuel and energy consumption and reducing running costs. Chronotech maintains the characteristics that have always distinguished USI Italia's equipment; high performance, high reliability, long life and ease of use.





Würth

Headquartered in Germany, the Würth Group is a worldwide trading group with 370 companies in 83 countries and about 24,000 sales consultants in the field. The Group's core business is the global trade of fastening and assembly technology, which is implemented through an international network of Group companies.

A range of over 100,000 products makes Würth a competent supplier of solutions for every kind of fixing problem. Würth's expansive product range includes screws, screw accessories, dowels, chemical products, furniture and construction fittings, tools, machines, installation material, automotive hardware as well as storage and retrieval systems.

Würth not only supplies products, but offers complete service concepts, such as consumption-oriented supply systems, management of hazardous substances, machine repair service and tool cost management.

All over the world, more than 2.9 million customers use and trust Würth's products and services. Its activities are built on competence, quality and closeness to the customer. Würth has a reputation for good, solid and lasting product quality.

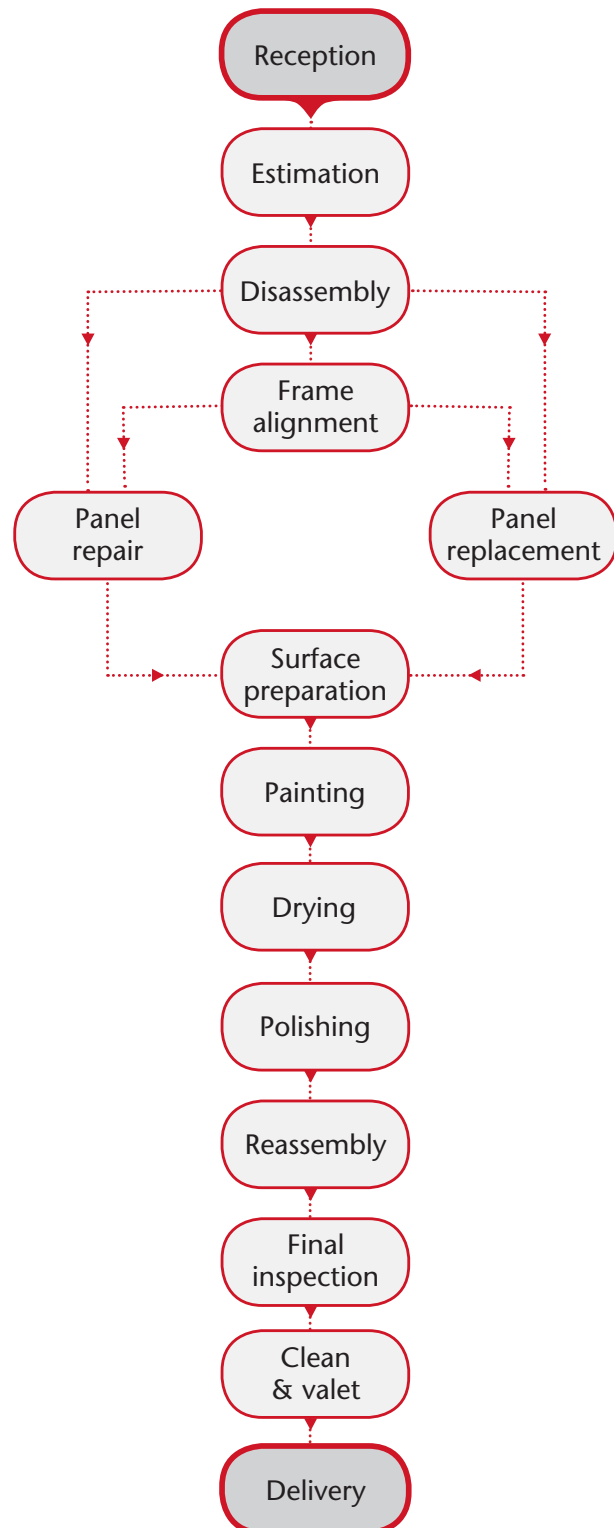


The Body & Paint shop at work

The overall repair route comprises a number of dedicated processes to enable technicians to restore a vehicle to its original condition following damage. It is important that work flow smoothly along the processes and through the facility, that tools match the type of repairs to be carried out and are easily available, and that technicians have sufficient room to work. A well-planned Body shop means efficient service, allowing more vehicles to be repaired in a shorter timeframe, ultimately increasing revenues as well as customer satisfaction, helping to keep customers loyal.

In planning an efficient workshop, it is important to have a profound understanding of the market and the types of repairs the Body shop will most likely undertake. In addition, the Body shop must take into account all local legislation, including all environmental and health & safety aspects (particularly the type of extraction equipment required).

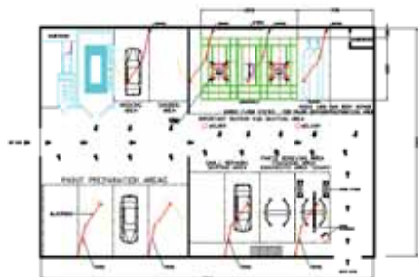
Toyota's Body & Paint TSM programme includes suggestions as to layout and working practices that help ensure smooth and efficient workflow. TSM supports both the improvement of existing facilities as well as the planning and construction of new premises, to enable them to offer the most efficient service to customers.



Planning for ultimate efficiency

Superior Body shop efficiency is not just about the tools and equipment used. The layout of the facility has a tremendous impact on how efficiently the Body shop can repair vehicles and return them to their owners. A number of Toyota's preferred partners offer advice and/or software for the planning of a highly-proficient workshop that can be given to the architect(s) responsible for the construction of a facility.

Toyota preferred partners



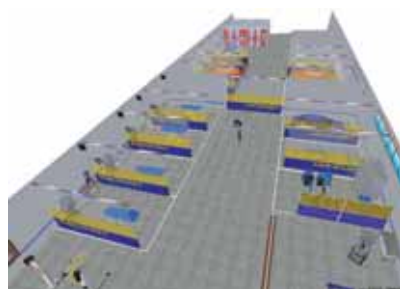
Blackhawk

Blackhawk's Body shop planning service comprises the manual creation of plans by independent consultants for ideal workflow.



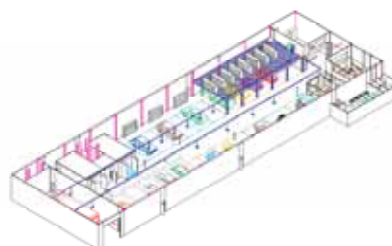
SPANESI

SPANESI also has a 3D image software package that assists in the planning and design of a highly-efficient Body shop layout.



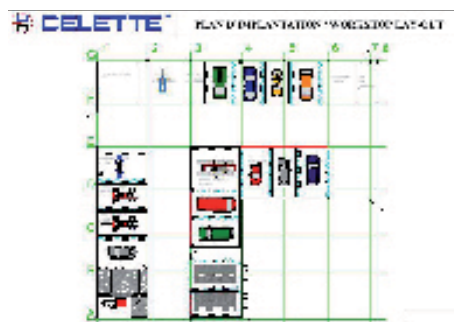
CAR-O-LINER

Using 3D imagery, CAR-O-LINER offers a workshop design tool – CAR-O-LINER EcDesign 3 - to facilitate the planning of a highly-efficient Body shop layout.



DuPont

DuPont, Toyota's co-branded paint partner, offers a Body shop planning service. For more information, refer to the Toyota-DuPont co-branded paint programme brochure.



Celette

Celette's software package with 3D imagery helps Body shops plan and achieve a highly-efficient layout.

Keeping technicians safe

Health and safety is an important part of the planning and design of any Body shop facility. Advice can be sought from preferred partners such as 3M, Chemcar and Würth. Local legislation must always be taken into account.

Disassembly

The first stage of any repair job begins with the removal of damaged components. It is important that during the disassembly process the integrity of the underbody and wheel alignment are thoroughly checked using state-of-the-art specific equipment. Removed parts should be stored safely in a dedicated area of the Body shop.

Toyota has selected a number of preferred partners that offer tools to help ensure the effective and safe removal of damaged components and provide adequate and effective storage frames.

Toyota preferred partners

Hand tools and air tools



SPANESI



Würth



Festool (CAR-O-LINER)

Keeping technicians safe

Health and safety is an important part of the work of any Body & Paint shop facility during every stage of the repair process. Advice on health and safety issues as well as health and safety equipment can be sourced from preferred partners such as 3M, Chemicar and Würth. Local legislation must always be taken into account.



Frame alignment

Repairing a vehicle's frame alignment damage is a key part of returning it to its original, pre-damage condition. If ignored or carried out incorrectly, it can cause unforeseen damage or negatively affect the value of the vehicle. Correct alignment is also important for even tyre wear, vehicle tracking and can even optimise fuel economy.

Frame alignment equipment must allow the Toyota technician to carry out any sort of repair, light, medium or heavy. All partners selected by Toyota offer systems that allow for all these types of repair. Systems should also enable bench repair for pulling and realigning the vehicle, include a measurement system (computerised or bracket) for the vehicle's underbody and the possibility to measure the suspension.

Toyota preferred partners

Frame alignment



Blackhawk

Blackhawk frame alignment systems include bench repair and a computerised measuring system.



CAR-O-LINER

CAR-O-LINER frame alignment systems offer bench repair and a computerised measuring system.



Celette

Celette frame alignment systems provide bench repair and comprise a dedicated bracket system.



SPANESI

SPANESI frame alignment systems enable bench repair and include both a universal bracket system and a computerised measuring system.

Keeping technicians safe

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Panel repair

Panel repair involves bodywork repair to individual damaged panels by removing dents and applying putty (where necessary) to return the panel to its original form. Putty may be applied either by the Body technician or the Paint technician depending on the individual Body & Paint shop practice.

Effective and efficient panel repair requires hand tools and dent-pulling systems, as well as consumables such as high-quality, high-performance putty.

Toyota preferred partners

Hand tools



Würth



SPANESI

Dent-pulling systems



Beulentechnik AG

Beulentechnik AG's Flatliner System is an innovative car Body panel repair system that makes it possible to repair major damages on car Body panels from the outside.



beulentechnik AG



Blackhawk



CAR-O-LINER



Celette



ELEKTRON-BREMEN



SPANESI



GYS

Keeping technicians safe

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Panel replacement

If damage to a panel is too extensive to enable panel repair, the panel must be replaced. The old welded or bolt-on panel must first be removed using dedicated equipment. The area to which the new panel will be added is then cleaned and the surface prepared for the new panel to be added, using a sander or grinder and drilling holes, as required. The new panel can then be welded to the vehicle using MIG welding, spot welding or panel bonding. The rest of the vehicle can then be masked off to allow the welded and painted panel to be treated for corrosion prevention. The technician should also treat the underbody of the vehicle to help prevent stone chipping, for example.

To ensure the health and safety of all technicians during panel replacement, the Body & Paint shop must be fitted with an effective extraction system to remove weld fumes from the atmosphere.

Toyota preferred partners

Sanders and grinders



SPANESI



Würth

Surface cleaning

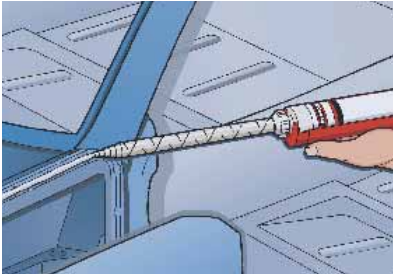


RUPES



Würth

Panel bonding



Henkel Teroson



3M

MIG welding



Blackhawk



CAR-O-LINER



Celette



Celette



ELEKTRON-BREMEN



GYS

Spot welding*

(all recommended machines are tested by Thatcham)



Blackhawk



CAR-O-LINER



GYS



Celette



Celette



ELEKTRON-BREMEN

SPOT WELDING TEST RESULTS



CR300 - PASS
CR500 - PASS
CR510 - PASS



Midispot 9000 - PASS
Scorpion 2000 - PASS



Gyspot 125L - PASS



Compuspot 800 HF - PASS



M83 - PASS
MI100 - PASS
MI 100 control - PASS

* Spot welders shown are approved for a period of two years only.

Corrosion/underbody treatment/cavity treatment



Henkel Teroson



3M



Würth



Extraction systems



Nederman (CAR-O-LINER)

Keeping technicians safe

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Surface preparation

The surface of every repaired or replaced panel needs to be properly prepared to ensure an outstanding final paint job. This involves sanding the panel to make it ready for priming using a dedicated sanding machine and sanding extraction equipment, as well as a number of products such as high-performance, long-life abrasives, masking items and degreaser.

Toyota preferred partners

Sanding equipment and dust extraction



Festool (CAR-O-LINER)



Festool (CAR-O-LINER)



Herkules (CAR-O-LINER)



RUPES

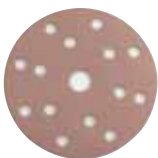


RUPES



SPANESI

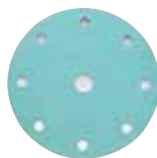
Abrasives



INDASA



MIRKA



sia



3M

Masking

For degreasing, Toyota technicians are recommended to use the products provided by the Toyota-DuPont co-branded paint programme. For more details, refer to the Toyota-DuPont co-branded paint programme brochure.



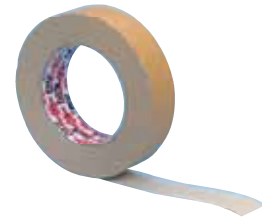
Chemicar



3M



3M



Würth

Preparation zones



Blowtherm (CAR-O-LINER)



SPANESI



USI Italia

Keeping technicians safe

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Painting

The painting process differs according to the type of paint job required. For standard paint jobs, the technician applies a primer, a basecoat and a clearcoat. And for a plastic paint job, a primer and/or a clearcoat should be used.

For paint work, the Body & Paint shop requires a dedicated preparation zone as well as a spray booth. Specific spray guns are also required.



3M colour check light

Toyota preferred partner

Toyota-DuPont co-branded paint

Toyota recommends that Toyota-DuPont co-branded paint products be used for painting repaired or replaced panels. These waterborne products not only provide expert colour matching and an excellent high-quality finish, but are environmentally friendly, offer lower consumption rates and help ensure that the Body & Paint shop complies with European legislation. All co-branded paint products can be ordered using Toyota's one-stop-shop system. The co-branded paint programme includes training support for Body & Paint shops to help ensure efficient use of the products and that the same high-quality results are achieved across Europe. For more information, consult the Toyota-DuPont co-branded paint programme brochure.



Spray guns*



SATA

SATAjet 3000 HVLP DIGITAL for basecoat application

SATAminijet 4 HVLP for spot repair

SATAjet 3000 RP DIGITAL for clear coat application



3M PPS on Sata



DEVILBISS

Devilbiss PRI

Devilbiss SRI

Devilbiss GTi Pro



3M PPS on Devilbiss

* DuPont recommends SATA and Devilbiss spray guns as the best match for Toyota's advanced paint process.

Spray booths/ovens



Blowtherm (CAR-O-LINER)



Chemicar (with QAD)



SPANESI



USI Italia

Gun cleaning



Drester (CAR-O-LINER)



Herkules (CAR-O-LINER)



SPANESI



Chemicar

Keeping technicians safe

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Drying

Between each application of a primer, basecoat, clearcoat or topcoat, the replaced or repaired panel must be dried. Panels may be dried using an air drying, baking or infrared system, depending on the size of the repair. Some of Toyota's chosen preferred partners offer combination booths, allowing a technician to spray and dry the vehicle in the same location by simply switching from a paint cycle to a bake cycle.

Spray booths/ovens



Blowtherm (CAR-O-LINER)



Blowtherm (CAR-O-LINER)



SPANESI



USI Italia

Toyota recommends that Toyota Authorised Repairers refer to these companies for advice and support.

Air drying systems



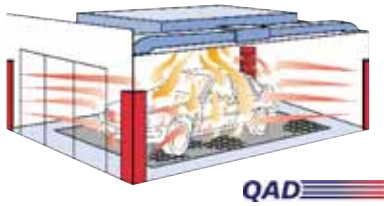
Chemical



Trisk (Chemical)



Air drying systems



QAD (Chemcar)

Toyota recommends the QAD air drying system as highly suitable for Toyota's advanced paint process.



Trisk (Chemcar)

Baking or infrared drying systems

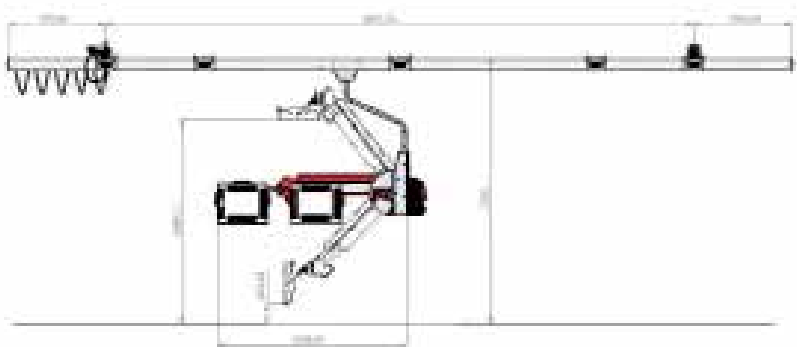
(for small repairs)



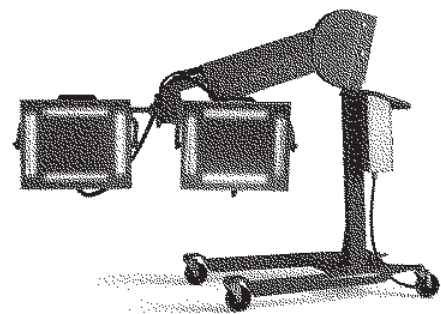
Trisk (Chemcar)



SPANESI



IRT (CAR-O-LINER)



Keeping technicians safe

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Polishing

Polishing is the process whereby all paint defects are removed to leave a perfect, high-quality finish to the vehicle. Using superior-performance, long-life products makes the polishing process more efficient and helps to improve the final finish to help increase customer satisfaction.

Polishing is usually carried out using a polishing machine, abrasives to remove defects and polishing compounds of different grades (fine to coarse) to make the surface glossy again.

Toyota preferred partners

Polishing machines



Festool (CAR-O-LINER)



RUPES



SPANESI

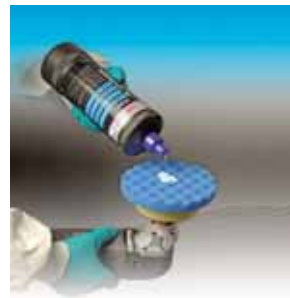


Würth

Polishing compounds



Farécla

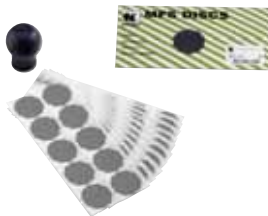


3M



Abrasives

(used for removing paint defects)



INDASA



MIRKA



sia



3M

Keeping technicians safe

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Reassembly

Reassembly involves the replacement of all vehicle parts removed during the repair process to ensure a seamless result. If major repairs were carried out, the wheels may need to be realigned to ensure safe and comfortable driving.

Toyota preferred partners

Hand tools and air tools



SPANESI



Würth



Festool (CAR-O-LINER)

Storage frames



SPANESI



Wheel alignment



HPA / SIMPESFAIP (CAR-O-LINER)

Keeping technicians safe

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Consistently perfect results

Toyota's Preferred Partner Programme is a key component in helping Toyota Authorised Repairers meet the challenges they face in today's competitive marketplace. By selecting the high-calibre, superior-performance products offered by the partners included in the programme, Body & Paint facilities can increase their repair efficiency and thereby improve both revenues and customer satisfaction.

An integral part of Toyota's TSM process, the implementation of the Preferred Partner Programme will not only help augment the quality of repairs for all Toyota Authorised Repairers but will also ensure the same high-quality of repair across Europe.

The programme not only recommends optimal products for every step of the repair process, but also offers comprehensive details concerning each partner company. In addition, it provides contact information concerning supply, training and support in every European country in which preferred partners are present.

































































Local contact

Contact details throughout Europe for each partner are provided on the CD below.



The Preferred Partner Programme in brief...

Toyota is proud to be able to offer this innovative Preferred Partner Programme to assist Toyota Authorised Repairers across Europe in ensuring an advanced standard of repair that will help increase customer satisfaction.

Optimum products

Selected products underwent rigorous testing to ensure that they are of the highest calibre and help ensure outstanding results.

A wide range of choices

Toyota recommends a number of partners and products for each step of the repair process to enable Toyota Authorised Repairers to select those that best fit their Body & Paint shop.

Step-by-step details

Preferred partners and products have been tested and recommended for each individual step of the repair process to ensure that optimal tools and equipment are used for each individual job.

Superb service

All preferred partners offer reliable, Europe-wide distribution and support.

Increased customer satisfaction

By offering high levels of efficiency and an excellent finish to every repair, customer satisfaction levels can be improved.

Securing turnover

Increasing efficiency levels and boosting performance leads to raised revenues and helps to secure turnover.

Supporting TSM

The Preferred Partner Programme is an integral part of Toyota's Body & Paint TSM initiative for the continuous improvement of Body & Paint shop practices.

Expanding insurance

The development of Toyota insurance enhances the overall Toyota offering by focusing on repair costs and lead times, resulting in increased customer satisfaction and retention.

