



# BUMPER HANDLING AND REFINISHING

## Quick Training Guide – QTB12A

This QTG aids in understanding the Toyota/Lexus approved refinishing process for new raw bumper covers.

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### Introduction

- New bumpers are manufactured from TSOP, Toyota Super Olefin Plastic and are engineered to be durable yet flexible.
- Refinishing replacement **bumper covers** requires attention to detail during each step to ensure a durable long lasting finish that resists peeling and abrasion **over the vehicle's lifetime**.



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### Dealer Bumper Cover Quality Standards

- Lexus and Toyota TSOP bumpers are packaged in protective material to prevent damage during shipping.
- Following Toyota's recommended handling procedure can reduce the occurrence of deformation and abrasion damage.



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### Receiving

- **DO:** Inspect bumpers at the point of receipt to identify any obvious damage.



- **DON'T:** Improper stacking or failure to perform visual quality verification upon receipt may result in damage being passed on to the customer.





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### Handling

- **DO:** Carrying in the center or using a stable cart will help protect the bumper.



- **DON'T:** Dragging bumpers can cause un-repairable damage.



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### Storage

- **DO:** Store horizontally on a flat surface (in Car Position) with enough space to easily move parts in and out of location.



- **DON'T:** Forcing parts into locations, and excessive stacking can cause damage and deformation.



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### Staging

- **DO:** Stage in an area that will not result in parts being hit, kicked or struck.



- **DON'T:** High traffic areas increase potential for damage.



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### Transportation

- **DO:** Transport in horizontal position (Car Position) and avoid stacking and/or contact with other objects.



- **DON'T:** Contact with sharp edges can cause scratches, gouges or dents.





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#### SCRATCHES & GOUGES

#### SCRATCHES ON TEXTURED SURFACES

#### DEFORMATION OR BROKEN TABS

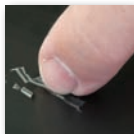
#### REPAIR V.S. REPLACE

## Damage Identification

- Scuffing or other minor scratch marks caused during the handling process are normal, and will be corrected during the approved paint preparation process.
- Use the following guide to determine the extent of the damage.



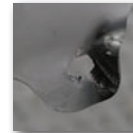
Minor Surface  
Scuffs and Scratches



Deep Scratches  
and Gouges



Scratches on  
Textured Surfaces



Excessive Deformation  
or Broken Tabs



Repair vs. Replace

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## Minor Surface Scuffs and Scratches

- Packaging and occasional contact may scuff the raw bumper surface.



Acceptable  
scuffing due  
to contact with  
packaging



- Fingernail will not catch in scuff.
- Because the bumper requires washing and scuffing during the refinish process, these issues will be eliminated by the refinish technician.



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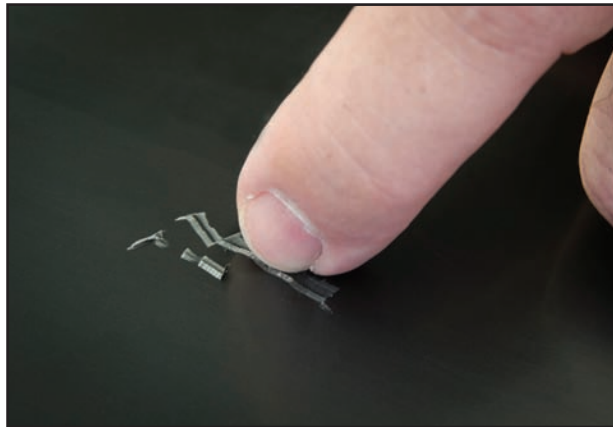
SCRATCHES ON  
TEXTURED SURFACES

DEFORMATION OR  
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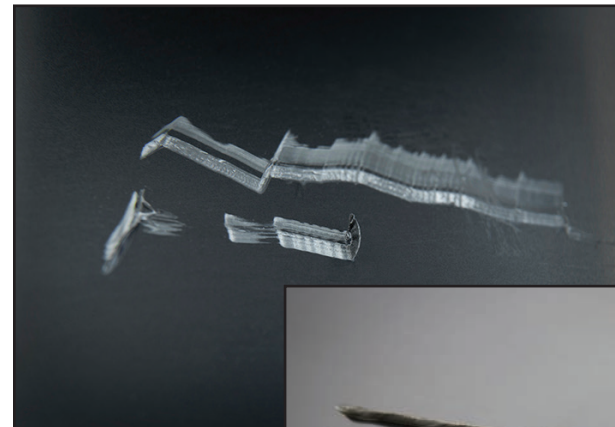
REPAIR V.S. REPLACE

### Deep Scratches and Gouges

- Scratches and gouges that cause your fingernail to catch require additional attention during preparation.



- These may be eligible for repair reimbursement or return.\*



\*Per guideline outlined in the PARTS POLICY MANUAL.

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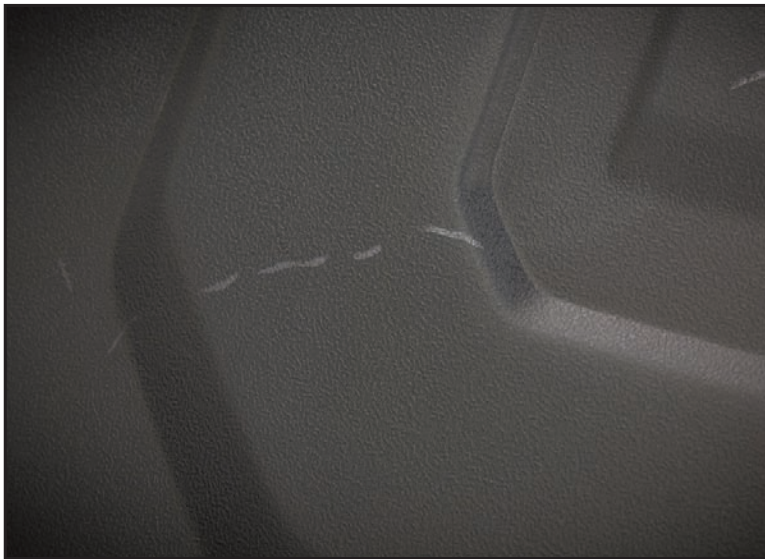
SCRATCHES ON  
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### Scratches on Textured Surfaces

- Inspect for scratches on textured surfaces.
- Scratches of any type on textured surfaces may be eligible for return.\*



Scrape on bumper (white)



Gouge on bumper

\*Per guideline outlined in the PARTS POLICY MANUAL.



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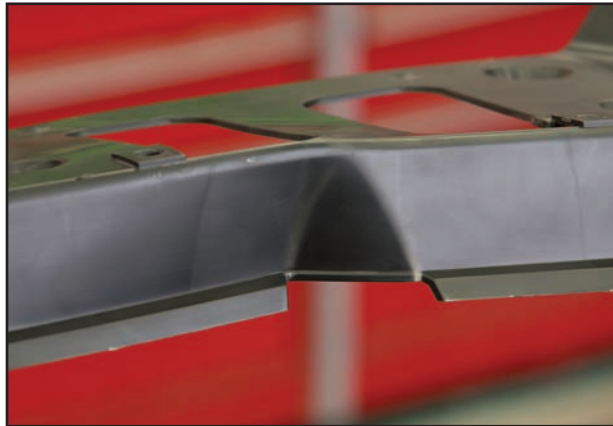
SCRATCHES ON  
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### Excessive Deformation or Broken Tabs

- Inspect for excessive damage.



Deformation

- These examples may be eligible for return.\*



Broken tabs

\*Per guideline outlined in the PARTS POLICY MANUAL.

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## Repair vs. Replace

- TMS Damaged Part Policy provides reimbursement for repairs up to 50% of the value of the part.
- Return policy details are contained in PANT Bulletin 09-28.



### GENERAL INFORMATION

## PANT PARTS & ACCESSORY NEWS TODAY

B U L L E T I N

09- 28

May 11, 2009

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TO: Parts Managers

SUBJECT: Damaged Part Repair Procedures Policy

In an effort to support timely customer service and minimize costs associated with returning slightly damaged replacement parts, TMS would like to **reintroduce and reinforce** our repair procedures policy for filing a claim on repairable collision parts that may have incurred minimal damage during handling or delivery. **Essentially our request is for dealers to repair rather than replace any repairable part if the repair costs do not exceed 50% of the value of the part.**

#### Benefits of Repair versus Replace:

- Reduces customer repair cycle time as repair can be completed by the dealer or outside body shop
- Reduction of reoccurring delivery, handling and repackaging expenses
- Eliminates need to process damaged part for return to PDC
- Improves customer satisfaction through lead time reduction
- Reduces impact on environment through repair versus replace

#### Repair Claim Policy and Procedures:

**Policy:** Reference Toyota Parts Manual Section IV Traffic and Transportation, pages IV-3, IV-4 and Section V Support Programs, pages V-11, V-12

- Perform quality check on parts shipment upon receipt to notate any damage and confirm integrity of parts shipment prior to expediting parts to third party customers
- If part damage is "R3" Freight Carrier Damage or "R9" Concealed Damage for **frequently damaged commodities (see chart below)**, then **contact your facing PDC within three (3) business days of receipt to advise you are pursuing a repair estimate**
- If part damage is "R9" Concealed Damage for **non-frequent damaged commodity**, then **you have 30 days to pursue a repair estimate and file a damage claim for repair reimbursement**
- If the repair estimate **does not exceed 50% of the unit value** of the part, you are **strongly** encouraged to repair the part rather than replace it as described below

Should you receive a part that is visibly damaged but repairable, please use the following claim procedures for repair reimbursement.

#### Procedures

1. File damage claim via Dealer Daily and indicate that you are requesting reimbursement for damage repair.
2. Fax a copy or send a scan to your facing PDC of the repair bill and a copy of the delivery receipt (if applicable) that notates damage at time of delivery.  
*Note: Copy of delivery receipt notating damage is not required for Night-Time Unattended Delivery Service.*
3. PDC will then issue claim credit for the cost of repair within 24 to 48 hours.

We request that you review this information with your parts and service personnel, as well as body shop customers to ensure all parties involved have a clear understanding of TMS damage part repair policy and procedures.

#### DISTRIBUTION LIST NO:

(X) 1	(X) 4	( ) 4c	( ) 4f	(X) 6	( ) 9	( ) 00
(X) 2	( ) 4a	( ) 4d	( ) 4g	( ) 7	(X) 10	
( ) 3	( ) 4b	( ) 4e	( ) 5	( ) 8	( ) 000	

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ANTI-STATIC

ADHESION  
PROMOTER

SEALER

COLOR COAT

CLEAR COAT

DE-NIB &  
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## Toyota/Lexus 10 Step Method for TSOP Bumper Cover Refinishing



**1** Washing



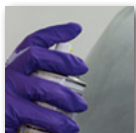
**2** Dry & Inspect



**3** Scuffing



**4** Spot Repair



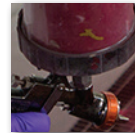
**5** Anti-Static



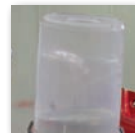
**6** Adhesion Promoter



**7** Sealer



**8** Color Coat



**9** Clear Coat



**10** De-Nib & Polish

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## Washing

- New bumper manufacturing uses a release agent during the molding process.
- This release agent must be washed off the bumper with soap and water before the scuffing process can begin.
- Failure to remove this release agent before scuffing will embed it into the plastic and prevent paint adhesion.





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## Dry and Inspect

- After washing, dry and inspect the bumper.
- Look for areas that will require attention during the scuffing step.



Washing



Inspect



Alcohol



Wax &  
Grease

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## Scuffing

- Thoroughly scuff the bumper with sanding paste and a pad.
- Clean, dry and inspect the paintable surface for a uniform dull appearance that will promote paint application and adhesion.



Paste on Scotch Brite



Rubbing



Inspect

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## Spot Repair

- If the bumper requires a minor repair perform the repair using fillers and primers formulated for flexible surfaces.



Staged w/o filler bead



with bead of filler

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### Anti-Static

- Move the bumper into the booth and apply with a suitable anti-static product.





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### Adhesion Promoter

- Apply an adhesion promoter designed for use on plastic surfaces.



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### Sealer

- Apply a sealer per the paint manufacturer's directions.



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## Color Coat

- Apply the color coat to the bumper following the paint manufacturer's mixing directions.



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### Clear Coat

- Apply a clear coat when applicable per the paint manufacturer's directions and bake the required time.





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### De-nib and Polish

- If needed, perform de-nibbing to remove dust and imperfections then polish.



De-Nib tool



3in buffer