# COLLISION REPAIR INFORMATION

## FOR THE TOYOTA DEALER

TITLE: PAINTLESS DENT REPAIR

SECTION: EXTERIOR BULLETIN # 146

MODELS: TOYOTA, SCION AND LEXUS

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Toyota has developed the following guidelines for the use of “Paintless Dent Repair” (PDR) procedures on all Toyota, Scion and Lexus vehicles.

PDR is used to reduce the cost of repairing minor dents and to avoid color match and refinish issues that may arise. Be sure to choose your PDR service provider carefully and always review their professional qualifications to ensure they are up to date on the latest PDR techniques and procedures.

### Repair Precautions

- Always refer to the specific vehicle schematic (available from your PDR provider) for locations where PDR is possible.
- Pay close attention to the locations of accessories and subassemblies that may utilize wire harnesses or drain hoses, etc.
- PDR is often complicated by panel contour, placement of reinforcements, and location of electrical and mechanical components.
- PDR Technicians should be aware of and take the necessary precautions to prevent damage to electrical and mechanical components while performing PDR repairs.

### General Repair Guidelines

- The PDR process should only be considered when the exterior paint surface is not broken or cracked. A 30X power hand held microscope (available from most body shop jobbers) should be used to determine if the paint surface shows evidence of cracking.
- Pushing and prying on the back side of body panels can disrupt the factory rust and corrosion protective coatings. PDR technicians must take steps to prevent corrosion coating damage or restore it with approved equivalent materials. PDR service companies performing PDR repairs should be knowledgeable and capable of restoring corrosion protective coatings damaged during PDR repairs.

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- Prying, pushing, or pulling on body panels may cause stretching beyond the flexible limits of the paint coatings causing delamination (paint coating separation) or micro-cracking. These conditions may not be immediately detectable (use a 30X magnifying hand-held microscope to inspect for cracks).

  Important: The PDR process uses special tools to access otherwise inaccessible areas. Drilling of holes, prying away or cutting reinforcements or welded structural components to gain access to perform a PDR is strictly prohibited and, if done, may void the manufacturer's corrosion protection warranty.

- Using blocks or wedges between window moldings and door glass (for tool access) is also prohibited. This process can damage window moldings and reduce the factory designed-in pressure of the inner belt molding on the base of the door glass.
- Window guard protectors must be used to protect window glass during PDR operations.

**Specific Repair Guidelines**

- Panels with multiple dents, including hail damage, may be considered for PDR as long as the original panel integrity (strength) is maintained. If a panel exhibits any evidence of loss of strength due to the number of dents, the panel should not be considered for PDR. If after performing a PDR repair the panel exhibits evidence of loss of strength, the panel must be repaired using conventional body shop processes.
- Round/oval dents may be removed if they are 2 inches or more away from panel edges or body lines and are no larger than the diameter of a soft ball.
- Creases that are up to 4" long may be considered for removal.

  Note: sharp creases cannot be removed using PDR.

- Dents or protrusions, of up to 6mm, from the reverse side, on hoods, trunks, fenders, and quarter panels may be considered, but extreme caution must be used during this type of repair due to the higher potential of damaging the paint surface. Remember no broken paint.

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