BUMPER HANDLING AND REFINISHING

Quick Training Guide – QTB12A

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

Click the ENTER button to view the Quick Training Guide.
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.
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.
**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.
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.
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.
**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.
## 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.
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

- Packaging and occasional contact may scuff the raw bumper surface.
- 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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Acceptable scuffing due to contact with packaging
## 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.
Scratches on Textured Surfaces

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

*Per guideline outlined in the PARTS POLICY MANUAL.
Excessive Deformation or Broken Tabs

- Inspect for excessive damage.

- These examples may be eligible for return.*

*Per guideline outlined in the PARTS POLICY MANUAL.
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.
## Toyota/Lexus 10 Step Method for TSOP Bumper Cover Refinishing

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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.
Dry and Inspect

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

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

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

- Apply a sealer per the paint manufacturer’s directions.
Color Coat

- Apply the color coat to the bumper following the paint manufacturer’s mixing directions.
Clear Coat

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

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

De-Nib tool

3in buffer