

AUTO 281: ADVANCED TOYOTA TECHNICIAN TRAINING

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2024
Credits:	2.5
Total Contact Hours:	72
Lecture Hours :	36
Lab Hours:	36
Hours Arranged:	0
Outside of Class Hours:	72
Total Student Learning Hours:	144
Prerequisite:	Currently a full-time journeyman at a Toyota or Lexus dealership or at an independent repair facility with a minimum of two years experience or completion of 1200 hours of an ASE Education Foundation - Master certificated post-secondary automotive training program with at least 12 months of technician experience or successful completion of all requirements of the Automotive Service, Diagnosis and Repair - Toyota/Lexus/Scion Technician Certificate of Achievement except the 281 course.
Strongly Recommended:	ENGL 101 and MATH 144.
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Standard Letter, Pass/No Pass

Catalog Course Description

An advanced-level course specifically designed to supplement core concepts with advanced diagnostic strategies. This course delves into automotive areas not traditionally explored in previous courses such as body noise diagnostics, water intrusion, Toyota warranty standards and dealer operations and documentation. Only current T-TEN students that have completed the Automotive Service Excellence - Education Foundation (ASE-EF) core classes may attend. 36 lecture hours, 36 lab hours.

Course Objectives

- demonstrate knowledge of Toyota's history both in terms of its cultural, economic, and technological impact on the United States
- demonstrate knowledge in technician support programs available to Toyota dealer technicians
- identify the role dealership technicians play in offering customer satisfaction
- identify the role dealer technicians play in legal issues concerning the BAR and vehicle lemon laws

- document CCRs in compliance with BAR "Write it Right" and Toyota internal policy on RO documentation, Op code - including T1 and T2 and Time stamps.
- demonstrate knowledge on vehicle manufacturing processes and techniques
- pinpoint key areas of body flex and noise concerns typically encountered by dealership technicians
- demonstrate knowledge in moisture protection in the modern automobile including window sealing, moisture barriers, clip gaskets and sunroof and lift-back drainage systems

Major Course Content

1. Technical Introduction to Toyota
 - a. History and heritage of Toyota in America
 - b. Overview of applied technology
 - c. Introduction to Toyota technical resources
 - d. Toyota dealer administration
 - e. Toyota technical training options
2. CCR and warranty documentation
 - a. Overview of repair order documentation
 - b. Flat rate manual overview
 - c. Operational code application
 - d. Special circumstance op. code
 - e. Flat rate manual Z-time use
 - f. Proper documentation of data acquired for warranty purpose implementations
3. Body flexure and noise
 - a. Introduction to vehicle construction
 - b. Vehicle sheet metal and spot welding practices
 - c. Vehicle body and structure stress analysis
 - d. Body noise generating sources
 - e. Amplification or dampening through component attachment
 - f. Diagnostic procedures
 - g. Noise repairs
4. Moisture protection
 - a. Moisture and water penetration concerns
 - b. Window sealing
 - c. Moisture barrier design and repair
 - d. Interior clip gaskets
 - e. Exterior moisture sealing
 - f. Lift-back and sunroof drainage systems
5. Dealership role
 - a. Technician's role at the dealership
 - b. Customer satisfaction index
 - c. Dealer and dealer technician legal concerns
 - d. Legal oversight and lemon law stipulations
 - e. Dealer technician support options

Lab Content

1. Body flexure and noise
 - a. Sheet metal seam identification
 - b. Spot weld identification
 - c. Sheet metal adjustments
2. Moisture protection

- a. Diagnose faults resulting from moisture penetration
 - b. Remove and reinstall door moisture barriers
 - c. Identify sealed vs. non-sealed trim clips
 - d. Identify exterior body moisture grommets and seals
 - e. Inspect sunroof/liftback drainage systems
3. Pre-delivery Inspections
- a. Electrical system inspection and short-pin/fuse installation
 - b. Accessory installations
 - c. Identify any damaged or incomplete or missing items
 - d. Preparing vehicle exterior and removal of protective films and covers
 - e. Completion of pre-delivery documentation

Suggested Reading Other Than Required Textbook

Technical Service Bulletins published by Toyota Motor Sales.
Repair Information and New Car Features found in Toyota Information System.

Examples of Required Writing Assignments

Students will be required to complete the following types of assignments outside of the regular class time:

Answer pre-lab questions found in labsheets to assess prior knowledge and post test to assess knowledge level achieved. Prepare lab reports based on in-class labs.

Examples of Outside Assignments

Students will be required to complete the following types of assignments outside of the regular class time: Study Toyota Training Text, complete on-line training that complements in-class instruction through applicable Toyota e-modules, practice skills on the job and prepare lab reports based on in-class labs.

Instruction Type(s)

Lab, Lecture, Online Education Lecture