

Table of contents

- **Preface** (p. ix)
- **About the Book** (p. ix)
- **Features of the Text** (p. xi)
- **Supplements** (p. xv)
- **About I-CAR** (p. xvi)
- **Acknowledgments** (p. xvi)
- **Section 1 Fundamentals**
- **Chapter 1 Industry Overview and Careers** (p. 3)
- **History Note** (p. 5)
- **Collision Repair Technician** (p. 5)
- **Other Personnel** (p. 5)
- **The Professional** (p. 5)
- **What is Collision Repair?** (p. 6)
- **What is a Collision?** (p. 6)
- **Vehicle Construction Basics** (p. 6)
- **Shop Operations** (p. 9)
- **Collision Repair Facilities** (p. 17)
- **Summary** (p. 17)
- **Technical Terms** (p. 18)
- **Review Questions** (p. 18)
- **ASE-Style Review Questions** (p. 19)
- **Activities** (p. 20)
- **Chapter 2 Safety and Certification** (p. 21)
- **What Causes Accidents?** (p. 22)
- **Types of Accidents** (p. 22)
- **Textbook Safety** (p. 22)
- **Overall Shop Safety** (p. 22)
- **Shop Layout and Safety** (p. 23)
- **In Case of an Emergency** (p. 25)
- **Work Area Safety** (p. 25)
- **Fire Safety** (p. 25)
- **Avoiding Falls** (p. 27)
- **Avoiding Electrocution** (p. 28)
- **Avoiding Asphyxiation** (p. 28)
- **Avoiding Eye Injuries** (p. 28)
- **Avoiding Chemical Burns** (p. 28)
- **Personal Safety** (p. 30)
- **Tool and Machine Safety** (p. 31)
- **Paint Shop Safety** (p. 33)
- **Respirators** (p. 33)
- **Dustless Sanding Systems** (p. 35)
- **Air Bag Safety** (p. 35)
- **Manufacturer's Warnings** (p. 35)
- **Right-to-Know Laws** (p. 36)

- **Employer Responsibilities** (p. 36)
- **Waste Disposal** (p. 36)
- **Liability** (p. 36)
- **Technician Liability** (p. 36)
- **ASE Certification** (p. 37)
- **I-CAR** (p. 37)
- **Don't Be Foolish!** (p. 38)
- **Summary** (p. 38)
- **Technical Terms** (p. 38)
- **Review Questions** (p. 39)
- **ASE-Style Review Questions** (p. 40)
- **Activities** (p. 40)
- **Chapter 3 Vehicle Construction** (p. 41)
- **Crash Testing** (p. 42)
- **Vehicle Classifications** (p. 42)
- **Vehicle Construction** (p. 42)
- **Joining Parts** (p. 46)
- **Major Body Sections** (p. 47)
- **Panel and Assembly Nomenclature** (p. 48)
- **Front Section Parts** (p. 49)
- **Center Section Parts** (p. 49)
- **Rear Section Parts** (p. 51)
- **Gaskets and Seals** (p. 51)
- **Anticorrosion Materials** (p. 51)
- **Sound-Deadening Materials** (p. 51)
- **Engine Locations, Drive Lines** (p. 51)
- **Vehicle Sizes** (p. 53)
- **Roof Designs** (p. 54)
- **Vans and Trucks** (p. 55)
- **Summary** (p. 55)
- **Technical Terms** (p. 55)
- **Review Questions** (p. 56)
- **ASE-Style Review Questions** (p. 56)
- **Activities** (p. 57)
- **Chapter 4 Hand Tools** (p. 58)
- **Purchase Quality Tools** (p. 59)
- **Tool Storage** (p. 59)
- **General Duty Hammers** (p. 59)
- **Body Hammers** (p. 60)
- **Dollies and Spoons** (p. 60)
- **Holding Tools** (p. 60)
- **Punches and Chisels** (p. 60)
- **Wrenches** (p. 62)
- **Wrench Types** (p. 62)
- **Pry Bars** (p. 65)
- **Screwdrivers** (p. 65)

- **Pliers** (p. 66)
- **Sheet Metal Tools** (p. 66)
- **Files** (p. 66)
- **Saws** (p. 69)
- **Cleaning Tools** (p. 70)
- **Creepers, Covers** (p. 70)
- **Hydrometers** (p. 70)
- **Fluid Handling Tools** (p. 70)
- **Tire Tools** (p. 71)
- **Pullers, Picks** (p. 71)
- **Miscellaneous Collision Repair Tools** (p. 72)
- **Summary** (p. 75)
- **Technical Terms** (p. 76)
- **Review Questions** (p. 76)
- **ASE-Style Review Questions** (p. 77)
- **Activities** (p. 78)
- **Chapter 5 Power Tools and Equipment** (p. 79)
- **Air Supply System** (p. 80)
- **Air Compressor** (p. 80)
- **Air Lines** (p. 81)
- **Air Pressure Regulator and Filter** (p. 81)
- **Air Tools** (p. 81)
- **Grinders** (p. 85)
- **Polishers** (p. 86)
- **Pneumatic Tool Maintenance** (p. 86)
- **Blasters** (p. 86)
- **Spray Guns** (p. 87)
- **Spray Booths** (p. 92)
- **Paint Drying Equipment** (p. 93)
- **Measuring Systems** (p. 93)
- **Straightening Systems** (p. 93)
- **Lifts** (p. 94)
- **Electric Tools** (p. 95)
- **Battery Charger** (p. 96)
- **Multimeter** (p. 96)
- **Scan Tools** (p. 97)
- **Engine Analyzer** (p. 98)
- **Personal Computer** (p. 98)
- **Soldering Gun** (p. 98)
- **Plastic Welder** (p. 98)
- **Air Conditioning Tools** (p. 98)
- **Other Equipment** (p. 99)
- **Summary** (p. 100)
- **Technical Terms** (p. 101)
- **Review Questions** (p. 102)
- **ASE-Style Review Questions** (p. 102)

- **Activities** (p. 103)
- **Chapter 6 Basic Measurement and Service Information** (p. 104)
- **SAE and Metric Systems** (p. 105)
- **Conversion Charts** (p. 106)
- **Linear Measurements** (p. 106)
- **Scales** (p. 106)
- **Dividers and Calipers** (p. 108)
- **Micrometers** (p. 109)
- **Dial Indicators** (p. 109)
- **Feeler Gauges** (p. 110)
- **Pressure and Flow Measurements** (p. 112)
- **Angle Measurements** (p. 112)
- **Temperature Measurements** (p. 112)
- **Paint-Related Measurements** (p. 113)
- **Paint Mixing Sticks** (p. 114)
- **Viscosity Cup Measurement** (p. 114)
- **Paint (Material) Thickness Measurement** (p. 114)
- **Vehicle Identification Number (VIN)** (p. 116)
- **Collision Repair Publications** (p. 116)
- **Computerized Service Information** (p. 117)
- **Color Matching Manuals** (p. 121)
- **Summary** (p. 121)
- **Technical Terms** (p. 121)
- **Review Questions** (p. 122)
- **ASE-Style Review Questions** (p. 122)
- **Activities** (p. 123)
- **Chapter 7 Fasteners** (p. 124)
- **Bolts** (p. 125)
- **Nuts** (p. 128)
- **Thread Repair** (p. 128)
- **Washers** (p. 129)
- **Screws** (p. 130)
- **Nonthreaded Fasteners** (p. 130)
- **Replacing Fasteners** (p. 133)
- **Hose Clamps** (p. 133)
- **Adhesives** (p. 133)
- **Summary** (p. 136)
- **Technical Terms** (p. 136)
- **Review Questions** (p. 136)
- **ASE-Style Review Questions** (p. 136)
- **Activities** (p. 137)
- **Chapter 8 Collision Repair Hardware and Materials** (p. 138)
- **Refinishing Materials** (p. 139)
- **Undercoats and Topcoats** (p. 139)
- **Paint Types** (p. 139)
- **Original Equipment Manufacturer (OEM) Finishes** (p. 140)

- **Contents of Paint** (p. 140)
- **Drying and Curing** (p. 141)
- **Primers and Sealers** (p. 142)
- **Sealers** (p. 143)
- **Primer-Surfacers** (p. 143)
- **Use a Complete System!** (p. 144)
- **Other Paint Materials** (p. 144)
- **Body Fillers** (p. 146)
- **Glazing Putty/Finishing Fillers** (p. 147)
- **Masking Materials** (p. 147)
- **Abrasives** (p. 148)
- **Grinding Discs** (p. 149)
- **Sandpapers** (p. 150)
- **Scuff Pads** (p. 150)
- **Compounds** (p. 151)
- **Adhesives** (p. 151)
- **Epoxies** (p. 152)
- **Sealers** (p. 153)
- **Hazardous Materials** (p. 153)
- **Waste Disposal and Recycling** (p. 154)
- **Summary** (p. 154)
- **Technical Terms** (p. 154)
- **Review Questions** (p. 155)
- **ASE-Style Review Questions** (p. 156)
- **Activities** (p. 156)
- **Chapter 9 Welding, Heating, and Cutting** (p. 157)
- **What is Welding?** (p. 158)
- **Weld Terminology** (p. 158)
- **Welding Categories** (p. 158)
- **Metal Inert Gas (MIG) Welding** (p. 160)
- **Welding Positions** (p. 167)
- **Welding Safety** (p. 169)
- **Welding Surface Preparation** (p. 170)
- **Holding Parts** (p. 170)
- **Weld-Through Primer** (p. 171)
- **Using the MIG Welder** (p. 171)
- **MIG Burnback** (p. 171)
- **Wire Speed** (p. 172)
- **Shielding Gas Flow Rate** (p. 172)
- **Heat Buildup Prevention** (p. 172)
- **Clean After Welding** (p. 172)
- **Resistance Spot Welding** (p. 172)
- **Weld Problems** (p. 178)
- **Welding Aluminum** (p. 178)
- **Oxyacetylene Welding** (p. 181)
- **Plasma Arc Cutting** (p. 183)

- **Summary** (p. 185)
- **Technical Terms** (p. 186)
- **Review Questions** (p. 186)
- **ASE-Style Review Questions** (p. 187)
- **Activities** (p. 187)
- **Section 2 Minor Repairs**
- **Chapter 10 Straightening Fundamentals** (p. 189)
- **Sheet Metal** (p. 190)
- **Steel Strength** (p. 190)
- **Physical Structure of Steel** (p. 191)
- **Effect of Impact Forces** (p. 191)
- **Work Hardening** (p. 191)
- **Kinds of Damage** (p. 191)
- **Using Body Hammers** (p. 191)
- **Straightening with Dollies** (p. 192)
- **Hammer-on-Dolly** (p. 192)
- **Hammer-off-Dolly** (p. 194)
- **Straightening with Spoons** (p. 195)
- **Straightening with Picks** (p. 196)
- **Pulling Damaged Areas** (p. 197)
- **Shrinking Metal** (p. 198)
- **Identifying Stretched Metal** (p. 199)
- **Filing the Repair Area** (p. 200)
- **Working Aluminum** (p. 200)
- **Using Body Filler** (p. 200)
- **Preparing Surface for Filler** (p. 202)
- **Summary** (p. 214)
- **Technical Terms** (p. 214)
- **Review Questions** (p. 215)
- **ASE-Style Review Questions** (p. 215)
- **Activities** (p. 216)
- **Chapter 11 Plastic and Composite Repair** (p. 217)
- **Types of Auto Plastics** (p. 218)
- **Plastics Safety** (p. 218)
- **Plastic Identification** (p. 219)
- **Plastic Part Removal** (p. 222)
- **Principles of Plastic Welding** (p. 224)
- **Hot-Air Plastic Welding** (p. 224)
- **Airless Plastic Welding** (p. 226)
- **Plastic Welding Methods** (p. 226)
- **Hot-Air Plastic Welding Procedure** (p. 226)
- **Plastic Tack Welding** (p. 227)
- **Welding a Plastic V-Groove** (p. 227)
- **Plastic Speed Welding** (p. 228)
- **Airless Melt-Flow Plastic Welding** (p. 229)
- **Plastic Stitch-Tamp Welding** (p. 229)

- **Single-Sided Plastic Welds** (p. 229)
- **Two-Sided Plastic Welds** (p. 229)
- **Repairing Vinyl Dents** (p. 230)
- **Welding Vinyl-Foam Cuts** (p. 230)
- **Heat Reshaping Plastic Parts** (p. 231)
- **Plastic Bumper Tab Replacement** (p. 231)
- **Plastic Adhesive Repair Systems** (p. 231)
- **Use the Correct Adhesive!** (p. 232)
- **Two-Part Plastic Adhesive Repairs** (p. 232)
- **Two-Part Adhesive Dash Repair** (p. 233)
- **Reinforced Plastic Repairs** (p. 233)
- **Reinforced Plastic Adhesives** (p. 235)
- **Reinforced Plastic Fillers and Glass Cloth** (p. 235)
- **Reinforced Plastic, Single-Sided Repairs** (p. 236)
- **Two-Sided Repairs of Reinforced Plastic** (p. 236)
- **Using Molded Cores** (p. 238)
- **Repairing RRIM** (p. 238)
- **Spraying Vinyl Paints** (p. 239)
- **Summary** (p. 239)
- **Technical Terms** (p. 239)
- **Review Questions** (p. 240)
- **ASE-Style Review Questions** (p. 240)
- **Activities** (p. 241)
- **Chapter 12 Replacing Hoods, Bumpers, Fenders, Grilles, and Lids** (p. 242)
- **How are Parts Fastened?** (p. 243)
- **Refer to Estimate** (p. 243)
- **Where to Start** (p. 244)
- **Hood Removal and Replacement** (p. 245)
- **Bumper Removal, Replacement, and Adjustment** (p. 250)
- **Fender Removal, Replacement, and Adjustment** (p. 250)
- **Grille Removal and Replacement** (p. 252)
- **Deck Lid Removal, Replacement, and Adjustment** (p. 254)
- **Panel Alignment** (p. 254)
- **Truck Bed Removal and Replacement** (p. 255)
- **Installing Sound-Deadening Pads** (p. 257)
- **Summary** (p. 257)
- **Technical Terms** (p. 258)
- **Review Questions** (p. 258)
- **ASE-Style Review Questions** (p. 258)
- **Activities** (p. 259)
- **Chapter 13 Servicing Doors, Glass, and Leaks** (p. 260)
- **Doors** (p. 261)
- **Door Construction** (p. 261)
- **Door Adjustments** (p. 263)
- **Glass** (p. 271)
- **Air and Water Leaks** (p. 277)

- **Rearview Mirror Service** (p. 278)
- **More Information** (p. 278)
- **Summary** (p. 278)
- **Technical Terms** (p. 279)
- **Review Questions** (p. 279)
- **ASE-Style Review Questions** (p. 279)
- **Activities** (p. 280)
- **Section 3 Prepainting Preparation**
- **Chapter 14 Vehicle Surface Preparation** (p. 283)
- **Vehicle Cleaning** (p. 284)
- **Surface Evaluation** (p. 285)
- **Chemical Stripping** (p. 286)
- **Blasting Paint** (p. 288)
- **Removing Paint** (p. 288)
- **Bare Metal Treatment** (p. 288)
- **Preparing Metal Replacement Parts** (p. 289)
- **Sanding** (p. 289)
- **Featheredging** (p. 292)
- **Undercoat Systems** (p. 292)
- **Using Spot Putty** (p. 294)
- **Using a Guide Coat** (p. 294)
- **Masking** (p. 294)
- **Summary** (p. 300)
- **Technical Terms** (p. 300)
- **Review Questions** (p. 301)
- **ASE-Style Review Questions** (p. 301)
- **Activities** (p. 302)
- **Chapter 15 Shop and Equipment Preparation** (p. 303)
- **Painting Environment** (p. 304)
- **Preparing Spray Booth** (p. 304)
- **Mixing and Storage Area Prep** (p. 308)
- **Preparing Spray Equipment** (p. 308)
- **Mixing Paint and Solvent** (p. 310)
- **Viscosity** (p. 313)
- **Paint Temperature** (p. 314)
- **Captive Spray Gun System** (p. 315)
- **Summary** (p. 318)
- **Technical Terms** (p. 318)
- **Review Questions** (p. 318)
- **ASE-Style Review Questions** (p. 319)
- **Activities** (p. 319)
- **Section 4 Refinishing**
- **Chapter 16 Painting and Refinishing Fundamentals** (p. 320)
- **Preparation Review** (p. 322)
- **Review of Topcoats** (p. 324)
- **Determining Type of Finish** (p. 326)

- **Spray Gun Application Stroke** (p. 326)
- **Paint/Material Thickness Measurement** (p. 331)
- **Gun Handling Problems** (p. 332)
- **Types of Spray Coats** (p. 332)
- **Paint Blending** (p. 332)
- **Refinishing Methods** (p. 333)
- **Spot Repairs** (p. 333)
- **Panel Repairs** (p. 334)
- **Overall Refinishing** (p. 335)
- **Applying Basecoat-Clearcoat** (p. 336)
- **Applying Tri-Coat Finishes** (p. 337)
- **Refinishing Rules** (p. 337)
- **Removal of Masking Materials** (p. 338)
- **Finishing Rigid Exterior Plastic Parts** (p. 338)
- **Finishing Polypropylene Parts** (p. 339)
- **Finishing Urethane Bumpers** (p. 339)
- **Cleaning the Spray Gun** (p. 339)
- **Spray Gun Cleaning Steps** (p. 340)
- **VOC Tracking** (p. 342)
- **Summary** (p. 342)
- **Technical Terms** (p. 342)
- **Review Questions** (p. 342)
- **ASE-Style Review Questions** (p. 343)
- **Activities** (p. 344)
- **Chapter 17 Color Matching** (p. 345)
- **Color Theory** (p. 346)
- **Lighting** (p. 346)
- **Color Blindness** (p. 348)
- **Dimensions of Color** (p. 348)
- **Metamerism** (p. 350)
- **Plotting Color** (p. 350)
- **Color Matching** (p. 351)
- **Paint Formulas** (p. 353)
- **Spectrophotometer** (p. 354)
- **Computerized Color Matching Systems** (p. 354)
- **Color Variance Programs** (p. 354)
- **Spray Methods Affect Color** (p. 355)
- **Matching Solid Colors** (p. 355)
- **Matching Metallic Finishes** (p. 355)
- **Matching Multi-Stage Finishes** (p. 357)
- **Zone Concept** (p. 358)
- **Color Flop** (p. 358)
- **Checking Color Match** (p. 358)
- **Blending Clearcoats** (p. 360)
- **Fluorine Clearcoat Repairs** (p. 360)
- **Tri-Coat Spot Repair** (p. 360)

- **Tri-Coat Panel Repair** (p. 360)
- **Blending Mica Coats** (p. 362)
- **Matching Mica Colors** (p. 362)
- **Why a Color Mismatch?** (p. 363)
- **Tinting** (p. 363)
- **Summary** (p. 365)
- **Technical Terms** (p. 365)
- **Review Questions** (p. 367)
- **ASE-Style Review Questions** (p. 367)
- **Activities** (p. 368)
- **Chapter 18 Paint/Refinish Problems and Final Detailing** (p. 369)
- **Surface Imperfections** (p. 370)
- **Surface Finish Measurements** (p. 370)
- **Paint Problems** (p. 370)
- **Final Detailing** (p. 377)
- **Get Ready** (p. 383)
- **Caring for New Finish** (p. 383)
- **Summary** (p. 384)
- **Technical Terms** (p. 384)
- **Review Questions** (p. 385)
- **ASE-Style Review Questions** (p. 385)
- **Activities** (p. 386)
- **Chapter 19 Decals, Custom Painting, and Trim** (p. 387)
- **Overlays and Tape Stripes** (p. 388)
- **Painted Pinstripes** (p. 391)
- **Custom Painting** (p. 392)
- **Moldings and Trim** (p. 393)
- **Summary** (p. 395)
- **Technical Terms** (p. 395)
- **Review Questions** (p. 396)
- **ASE-Style Review Questions** (p. 396)
- **Activities** (p. 397)
- **Section 5 Major Repairs**
- **Chapter 20 Measuring Vehicle Damage** (p. 399)
- **Why is Measurement Important?** (p. 400)
- **Damage Diagnosis** (p. 400)
- **Safety** (p. 401)
- **Impact Effects** (p. 401)
- **Analyzing Collision Forces** (p. 402)
- **Types of Frame Damage** (p. 403)
- **Unibody Vehicle Damage** (p. 405)
- **Dimensional References** (p. 407)
- **Vehicle Measuring Basics** (p. 408)
- **Types of Measuring Equipment** (p. 408)
- **More Information** (p. 427)
- **Summary** (p. 428)

- **Technical Terms** (p. 428)
- **Review Questions** (p. 429)
- **ASE-Style Review Questions** (p. 429)
- **Activities** (p. 430)
- **Chapter 21 Straightening Full-Frame and Unibody Vehicles** (p. 431)
- **Alignment Basics** (p. 432)
- **Straightening Equipment** (p. 434)
- **Measure As You Pull!** (p. 440)
- **Part Removal** (p. 440)
- **Planning the Straightening** (p. 442)
- **Straightening Safety** (p. 443)
- **Straightening Basics** (p. 443)
- **Anchoring Procedures** (p. 444)
- **Wheel Clamps** (p. 445)
- **Attaching Pulling Chains** (p. 445)
- **Executing a Planned Straightening Sequence** (p. 449)
- **Straightening Directions** (p. 449)
- **Overpulling** (p. 452)
- **Aligning Front End Damage** (p. 453)
- **Rear Damage Repairs** (p. 454)
- **Straightening Side Damage** (p. 455)
- **Straightening Sag** (p. 455)
- **Straightening Diamond Damage** (p. 456)
- **Stress Relieving** (p. 457)
- **Stress Concentrators** (p. 458)
- **Final Straightening/Alignment Checks** (p. 458)
- **Summary** (p. 459)
- **Technical Terms** (p. 459)
- **Review Questions** (p. 459)
- **ASE-Style Review Questions** (p. 459)
- **Activities** (p. 460)
- **Section 6 Other Operations**
- **Chapter 22 Replacing Structural Parts and Corrosion Protection** (p. 463)
- **Repair or Replace Guidelines** (p. 464)
- **Types of Structural Replacements** (p. 464)
- **Determining Spot Weld Locations** (p. 465)
- **Separating Spot Welds** (p. 465)
- **Separating Continuous Welds** (p. 466)
- **Preparing Vehicle for New Panel** (p. 466)
- **Preparing Replacement Panel/Part** (p. 467)
- **Positioning New Panels** (p. 467)
- **Welding New Panels/Parts** (p. 468)
- **Sectioning** (p. 468)
- **Corrosion** (p. 485)
- **Summary** (p. 491)
- **Technical Terms** (p. 492)

- **Review Questions** (p. 492)
- **ASE-Style Review Questions** (p. 492)
- **Activities** (p. 493)
- **Chapter 23 Interior Repairs** (p. 494)
- **Seat Service** (p. 495)
- **Carpeting Service** (p. 496)
- **Headliner Service** (p. 498)
- **Instrument Panel Service** (p. 499)
- **Instrument Cluster Service** (p. 499)
- **Summary** (p. 502)
- **Technical Terms** (p. 502)
- **Review Questions** (p. 502)
- **ASE-Style Review Questions** (p. 502)
- **Activities** (p. 503)
- **Chapter 24 Mechanical Repairs** (p. 504)
- **Powertrain** (p. 505)
- **Engine Support Systems** (p. 506)
- **Drivetrain** (p. 509)
- **Steering Systems** (p. 513)
- **Suspension Systems** (p. 516)
- **Air Conditioning Systems** (p. 518)
- **Emission Control Systems** (p. 522)
- **Summary** (p. 524)
- **Technical Terms** (p. 524)
- **Review Questions** (p. 525)
- **ASE-Style Review Questions** (p. 525)
- **Activities** (p. 526)
- **Chapter 25 Wheel Alignment** (p. 527)
- **Wheel Alignment Basics** (p. 528)
- **Prealignment Checks** (p. 535)
- **Diagnostic Checks** (p. 537)
- **Wheel Alignment Procedures** (p. 538)
- **Alignment Equipment Variations** (p. 540)
- **Road Test After Alignment** (p. 540)
- **Summary** (p. 540)
- **Technical Terms** (p. 542)
- **Review Questions** (p. 542)
- **ASE-Style Review Questions** (p. 545)
- **Activities** (p. 545)
- **Chapter 26 Electrical Repairs** (p. 546)
- **Electrical Terminology** (p. 547)
- **Diagnostic Equipment** (p. 548)
- **Wiring Diagrams** (p. 550)
- **Electric Components** (p. 551)
- **Circuit Protection Devices** (p. 556)
- **Fuses** (p. 557)

- **Fuse Links** (p. 557)
- **Circuit Breakers** (p. 559)
- **Electrical-Electronic Systems** (p. 560)
- **Electrical Problems** (p. 562)
- **Batteries** (p. 563)
- **Lighting and Other Electric Circuits** (p. 566)
- **Repairing Wiring and Connections** (p. 566)
- **Solder Repair** (p. 566)
- **Electrical Connector Service** (p. 568)
- **Computer Systems** (p. 569)
- **Scanning Computer Problems** (p. 571)
- **Protecting Electronic Systems** (p. 574)
- **Summary** (p. 575)
- **Technical Terms** (p. 575)
- **Review Questions** (p. 576)
- **ASE-Style Review Questions** (p. 576)
- **Activities** (p. 577)
- **Chapter 27 Restraint System Repairs** (p. 578)
- **Active and Passive Restraints** (p. 579)
- **Seat Belt Systems** (p. 579)
- **Child Restraint Systems and Air Bag Safety** (p. 582)
- **Air Bag Systems** (p. 582)
- **Summary** (p. 589)
- **Technical Terms** (p. 589)
- **Review Questions** (p. 589)
- **ASE-Style Review Questions** (p. 589)
- **Activities** (p. 590)
- **Section 7 Estimating and Entrepreneurship**
- **Chapter 28 Estimating Repair Costs** (p. 593)
- **Damage Analysis** (p. 594)
- **Direct and Indirect Damage** (p. 594)
- **Vehicle Inspection** (p. 595)
- **Interior Inspection** (p. 598)
- **Damage Quick Checks** (p. 599)
- **Dimension Manuals** (p. 600)
- **Collision Estimating Guides** (p. 600)
- **Damage Report Terminology** (p. 602)
- **Part Costs** (p. 602)
- **Writing Estimates** (p. 603)
- **Estimating Sequence** (p. 606)
- **Flat Rate Operations** (p. 606)
- **Labor Costs** (p. 606)
- **Refinishing Time** (p. 607)
- **Total Labor Costs** (p. 608)
- **Totaling the Estimate** (p. 608)
- **Computerized Estimating** (p. 608)

- **Front Clips** (p. 610)
- **Sectioning** (p. 612)
- **Total Loss** (p. 613)
- **Summary** (p. 613)
- **Technical Terms** (p. 613)
- **Review Questions** (p. 613)
- **ASE-Style Review Questions** (p. 614)
- **Activities** (p. 615)
- **Chapter 29 Entrepreneurship and Job Success** (p. 616)
- **Collision Repair Technician** (p. 617)
- **Related Professions** (p. 617)
- **Entrepreneurship** (p. 617)
- **Cooperative Training Programs** (p. 618)
- **Keep Learning!** (p. 618)
- **Use a Systematic Approach** (p. 618)
- **Work Traits** (p. 618)
- **Summary** (p. 619)
- **Technical Terms** (p. 619)
- **Review Questions** (p. 619)
- **ASE-Style Review Questions** (p. 619)
- **Activities** (p. 620)
- **Glossary** (p. 621)
- **Appendix A Abbreviations Used by Collision Repair Technicians** (p. 647)
- **Appendix B Measurement Equivalents** (p. 650)
- **Appendix C Tap and Drill Bit Data** (p. 653)
- **Appendix D Reference Tables** (p. 656)
- **Appendix E Torque Values** (p. 657)
- **Index** (p. 661)