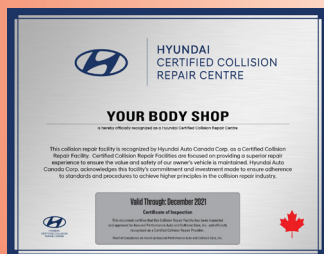
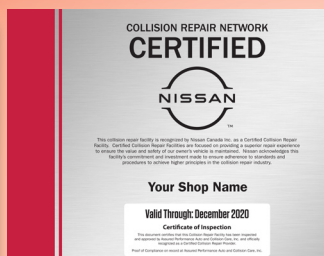
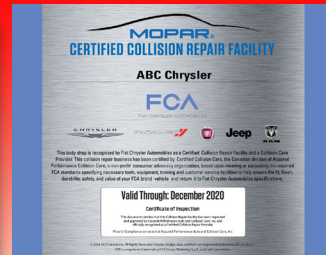
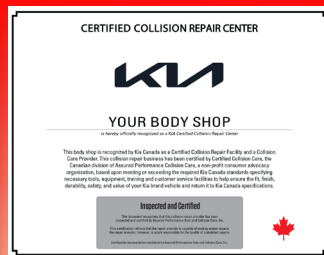


# CERTIFIED COLLISION CARE



## Certified Collision Care, powered by Assured Performance Network CERTIFIED ONCE, RECOGNIZED BY MANY



Tools



Equipment



Training



Facilities

### MISSION STATEMENT:

*"The mission of the Certified Collision Care Program is to raise the industry's technical repair capability and ensure each repair business has what is necessary to properly and safely repair current and future vehicles manufactured by the participating Automakers."*

Enroll Today! • [www.CertifiedCollisionCare.ca](http://www.CertifiedCollisionCare.ca) • 289-309-5200

# CERTIFIED ONCE, RECOGNIZED BY MANY



## CERTIFIED COLLISION CARE OEM CERTIFICATION

The mission of the Certified Collision Care program is to raise the industry's technical capability and business operating standards. Our objective is to ensure each repair business that is certified has what is necessary to properly and safely repair current and future vehicles manufactured by the participating Automakers; provide consumers with an exceptional experience; and offer employees a career opportunity within a professionally operated business.

## OEM CERTIFICATION

To ensure the highly technical, next-generation vehicles are properly repaired to manufacturer specifications, leading Automakers are taking bold steps to ensure that collision repair providers that are Certified by them have the proper tools, equipment, training, and facilities. All essential to the vehicle's fit, finish, durability, functionality, value, and safety.

## GET CERTIFIED, ENROLL TODAY!

- ✓ Certification increases the value of your business.
- ✓ Certification provides consumers with additional peace of mind and helps increase customer satisfaction.
- ✓ Certification helps to turbo-charge your marketing adding much needed and highly valued credentials to your local brand.
- ✓ Certification proves to insurers and consumers you have what it takes to repair current and next generation vehicles.
- ✓ Certification credentials help you close more sales and convert estimates into repairs and ultimately happy customers.
- ✓ Certification helps you recruit top quality employees because the best like to work with the best!
- ✓ Certification helps you earn a return on investment (ROI) from your investment in tools, equipment, training, and facility modifications.
- ✓ Certification makes you part of the joint-effort - an opportunity to work with the rest of the best to create positive image for the Canadian collision repair industry, its stakeholders, and customers.
- ✓ Certification enables your business, your management team, and employees to be an integral part of reinventing and reengineering the body shop experience into Collision Care!
- ✓ Certification differentiates your shop from your competition and all those not making the investment to properly and safely repair vehicles.
- ✓ Certification helps you develop your business, improve your operations according to future requirements, and a development plan so your business and technicians stay current and up to date in a rapidly changing world.
- ✓ A Canadian program, managed by Canadians for Canadians.

## OEM AFFILIATIONS



An annual certification fee provides the opportunity for multiple OEM recognitions and Certified Collision Care Provider status, for qualified collision repair facilities.

# MARKETING BENEFITS OF OEM CERTIFICATION

- ✓ Be a market leader and be the first to use your special Certified credentials in your community.
- ✓ Demonstrate to customers that you have what it takes to properly and safely repair their vehicle.
- ✓ Advertise with OEM Certified logos
- ✓ Websites and social media promotion
- ✓ OEM Consumer websites
- ✓ Listing in consumer Collision Care Smart Apps and telematics-driven locators
- ✓ Consumer Press Releases
- ✓ Business-to-business referral marketing
- ✓ Online Certified Collision Repair Provider locators
- ✓ Onsite signage
- ✓ OEM Roadside assistance referrals

## Certified Collision Care: CORE Certification Requirements

### General Business Requirements

- ☐ Be in business for a minimum of (5) years, or posses verifiable credit rating and service history
- ☐ Provide proof of Garage Keepers Liability insurance with a minimum of \$1M (CAD) policy limit
- ☐ Provide customers with a Limited Lifetime Warranty
- ☐ Subscribe to an electronic p-page logic estimating system
- ☐ Be in compliance with all Local, Provincial and Nationally legislated operating requirements including worker protection and hazardous waste disposal
- ☐ Measure customer satisfaction through a third-party service provider and report results monthly
- ☐ Utilize a preferred rental car provider or provide complimentary customer transportation
- ☐ Clean vehicle interiors and exteriors before delivery to customer
- ☐ Have a well-maintained customer parking area that is well-lit
- ☐ Have a professional, well-maintained customer reception, waiting, and restroom areas

### General Technical Repair Capability

- ☐ Meet the current Certified Collision Care technical training requirements and maintains ongoing technical training by compliance to any one of the following functionally equivalent forms:
  - 1) Assured Performance Training & Skills Matrix
  - 2) I-CAR Gold Class
- ☐ Proof of Steel GMA (MIG/MAG) Welding Certification from recognized industry source, current (not expired) Certificate
- ☐ Proof of Training or Certification in Silicon Bronze MIG Brazing from a recognized industry source
- ☐ Facility must employ Provincially registered (licensed) collision repair technicians at all times, meeting all Provincial requirements
- ☐ Subscribe to current OEM repair procedures and have the ability to provide documented proof of compliance
- ☐ Utilize a frame rack or dedicated/universal fixture bench with hydraulic equipment capable of making simultaneous, multiple body and/or structural pulls as necessary. A floor rail or rack mounted four (4) point anchoring system capable of holding a vehicle stationary is acceptable, however anchoring with floor pots is not acceptable
- ☐ Utilize an electronic three-dimensional vehicle measuring system for structural diagnostics, correction, and documentation.
- ☐ Maintain a current data subscription for the measuring system being utilized
- ☐ Provide proof of technical training to operate the measuring system being utilized

- ☐ Utilize an R134a and R1234yf refrigerant (or current) recovery/recycling system or proof of a qualified sublet provider
- ☐ Have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider
- ☐ Have the ability to remove, replace, and reinstall steering and suspension components, as well as engine and drive train units
- ☐ Have a spray booth with forced drying capabilities
- ☐ Utilize an OEM approved refinishing system
- ☐ Provide proof of product training for the refinishing system being utilized
- ☐ Pressure-feed corrosion protection material application equipment with wand attachments for applying anti-corrosion materials inside body cavities with a 360-degree spray pattern.
- ☐ Perform pre and post repair vehicle diagnostic scans on all vehicles as required by the vehicle manufacturer and retain proof of ALL post repair diagnostic scan results and calibrations performed as required by vehicle manufacturer (in-house or through a qualified sublet)
- ☐ Have a documented Quality Assurance/Quality Control System

### Advanced Material Repair Technical Capabilities

All of the following capabilities must meet the vehicle manufacturer's specifications according to year, make and model

### Steel/Ferrous Material Technical Repair Capability

- ☐ Have a 220 Volt, 3-Phase Inverter-Type (or functionally equivalent Hybrid) - Squeeze-type Resistance Spot Welder (STRSW) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- ☐ 220v (208-240) GMAW MIG/MAG Welder for Steel with 180 Amp or greater output
- ☐ Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire, and pulling attachments
- ☐ 220v (208-240) Silicon Bronze GMAW for MIG Brazing Pulse capable MIG with Synergic Adjustment & non-pulse setting with minimum 200 Amp output capability

### Suggested Additional Best Practices

- ☐ A designated welding fume extraction system
- ☐ Have an above ground lift with a lift capability of at least 7,000 lbs



**Ford Requirements: Aluminum Repair**

- ☐ Have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system
- ☐ Have a designated set of hand/special tools specifically for aluminum vehicles to prevent from cross contamination with steel body vehicles. The inventory must contain all required hand tools per manufacturer specifications (see Rotunda list for Ford requirements)
- ☐ Utilize a 220v Pulse MIG welder specifically for aluminum vehicles
- ☐ Utilize a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers, and dent extraction system
- ☐ Utilize a SPR (Self Piercing Rivet) gun with mandrel that meet Ford requirements
  - Car-O-Liner PNP90 (6-ton) / PNP90 XT2 (10-ton)
  - CMO SPR Gun
  - Henrob Self-Pierce Riveting Removal & Inspection Repair Kit
  - Chief Basic Rivet Gun Kit
  - Pro Spot Electro-Hydraulic SPR Rivet Gun Kit
  - Spanesi SPR Gun
  - TKR Group PHP90 UN 2.0 (6-ton) / PHP90 SNW XT (10-ton)
  - TKR Group VAS 6790 (6-ton)
  - Wielander and Schill XPress 800 / Xpac
- ☐ Utilize an Immersion-Type (Wet Mix) or Pneumatic dust extraction system dedicated to aluminum dust
- ☐ Aluminum (MIG) Welding Certification from recognized source. Must provide a current, not expired Certificate

**INFINITI Requirements**

- ☐ The shop must be sponsored by their local INFINITI retailer
- ☐ ICAR Training Course NIO03E01 – INFINITI Repair Considerations
- ☐ Sponsored INFINITI Certified Collision Repair Centres must to agree to provide reporting in order to become INFINITI Certified. This reporting platform will assist INFINITI Canada in establishing a National network of high performing collision repair centres. To subscribe or to find more information regarding this requirement please visit [www.autohousetechnologies.com/infiniti](http://www.autohousetechnologies.com/infiniti)

**Lexus Requirements**

- ☐ The shop must be sponsored by their local Lexus dealer and have completed the Sponsorship and Participation Agreement
- ☐ The shop must have a Toyota Factory Scan Tool (Toyota Tech Stream) and perform pre and post scans, vehicle health check, zero point calibrations and recalibrations of electronic systems
- ☐ Shop must have parts carts & not store parts inside customer vehicles
- ☐ Shop must follow Lexus Recommended Best Practices
- ☐ The shop must have 1 computer per 4 techs located in the shop with access to the internet and printing capabilities, to allow technicians to reference technical information, take online training from TCI, TMS and ICAR. Technicians must reference the Toyota Technical Info from Infostream/TIS/TRRP to ensure vehicle are repaired as per Lexus's Recommended Repair Procedures
- ☐ The shop must subscribe to and maintain an active "Professional Diagnostic" subscription to Toyota Technical Information System (TIS) available at [techinfo.toyota.com](http://techinfo.toyota.com)

**Nissan Requirements**

- ☐ The shop must be sponsored by their local Nissan dealer
- ☐ Shop must complete I-CAR Training Course NIO02E01 - Nissan Repair Considerations
- ☐ Shop must complete I-CAR Training Course NIO01E01 - Nissan Safety Shield Technologies

**Toyota Requirements**

- ☐ The shop must be sponsored by their local Toyota dealer and have completed the Sponsorship and Participation Agreement
- ☐ The shop must have a Toyota Factory Scan Tool (Toyota Tech Stream) and perform pre and post scans, vehicle health check, zero point calibrations and recalibrations of electronic systems
- ☐ The shop must have 1 computer per 4 techs located in the shop with access to the internet and printing capabilities, to allow technicians to reference technical information, take online training from TCI, TMS and ICAR. Technicians must reference the Toyota Technical Info from Infostream/TIS/TRRP to ensure vehicle are repaired as per Toyota's Recommended Repair Procedures
- ☐ Shop must have parts carts and not store any parts inside customer vehicles
- ☐ Shop must use Toyota Recommended Repair Procedures for any estimate completed in Mitchell
- ☐ Shop must follow Toyota Recommended Best Practices
- ☐ The shop must subscribe to and maintain an active "Professional Diagnostic" subscription to Toyota Technical Information System (TIS) available at [techinfo.toyota.com](http://techinfo.toyota.com)

**ProFirst Specialized Requirements**

- ☐ Computer Workstations with internet connection for technicians, repair planners, parts staff
- ☐ Body & Frame fixturing: A universal fixture/jig holding system required. System must be capable of building fixtures or jigs to secure replacement structural components, welding and proper fitment of body panels during the repair process
- ☐ Two post surface lift with ≥6000 lbs. capacity
- ☐ Squeeze-type resistance spot welder (STRSW) with shunt clamp, & an assortment of spot welder attachment arms including: wheel arch, long reach arms. STRSW with >10,500 amp >400 kgf (882 lbf) clamp force
- ☐ Mig Brazing: Pulse control MIG welder for Mig Brazing (GMA) with 180 amp, 220 V with pulse control, to be used with silicon bronze wire and 100% argon gas for Pulsed MIG brazing. Must have ERCuSi-A/CuSi3 Silicon bronze wire & 100% argon shield gas
- ☐ Steel: MAG or MIG welder (GMA) with MAG Welding Filler Wire for High Strength Steel 590 to 980 Mpa, capable of holding 5 kg roll of .80mm diameter Mag filler wire. Strongly preferred shielding gas for MAG welding is C20 (80% Argon/20% CO2) but C25 (75% Argon/ 25% CO2) is acceptable. Must have Mag filler wire of ≥142 ksi (980 Mpa) minimum tensile strength
- ☐ Parts Carts must be utilized for all repairs. No storage of parts are permitting inside customer vehicles
- ☐ Honda i-HDS software and Vehicle interface device such as Honda Nano OR sublet to Honda or Acura dealer
- ☐ Honda & Acura Service Express subscription is provided by Honda Canada. Shop must show evidence of technician access to OEM service information

**Subaru Specialized Requirements**

- ☐ Sponsorship by a Subaru dealership
- ☐ Computer Workstations with internet connection for technicians
- ☐ Body & Frame straightening bench with 7000 lb lifting capacity or wheeled and capable of fitting under a two-post lift, 4-holding points minimum. Capable of straightening the body to factory specification. Fixturing capable.
- ☐ Welding Wire YGW-13 - ER 70s-6
- ☐ Two post lift with 7000 lb capacity
- ☐ Squeeze-type resistance spot welder (STRSW) with >8,000amp >459 KG (1,011 lbf) 450 DaN clamp force (inverter)
- ☐ Parts Carts must be utilized for all repairs. No storage of parts permitted inside customer vehicles.
- ☐ Subaru Scan tool, OR sublet scanning and diagnostics to dealer or qualified third party
- ☐ Subaru Speciality Tools (list available at [www.getsubarucertified.ca](http://www.getsubarucertified.ca))