



Certified Collision Repair Center

Take Advantage. Become an Advantage. Get Kia Certified.



Get Kia Certified and Gain These Competitive Advantages:

- Shop Marketing Material - Point of Purchase and signage differentiates Certified Collision Repair Centers from local competition.
- Leveraging the exclusive Kia Certified status to promote and market your center.
- Official Recognition by multiple OEMs leverages the same certification process, saving you time and money.
- Business improvement process and feedback to ensure your center continues to have what it takes to properly repair the new generation of Kia vehicles.



MAKE SURE THAT KIA CUSTOMERS KNOW THAT YOU ARE A KIA CERTIFIED COLLISION REPAIR CENTER

Get Certified by Kia

The Kia Certified Collision Repair Center Network is looking for quality collision repair centers focused on providing a superior repair experience with quality parts to ensure that the value and safety of our owners' vehicles are maintained. To make certain that the next generation of vehicles are properly repaired, Kia and other leading automakers are doing their part to ensure that body shops have the right tools, equipment, training, and facilities. You're in a league of your own when you receive your Kia Certification, and it can open up additional opportunities for your business.

PROGRAM OBJECTIVE:

The program's objective is to identify and promote body shops that have the right tools, equipment, training and facilities necessary to repair vehicles back to manufacturer specifications. This program is critical to help ensure the vehicle fit, finish, durability, value and safety.

Kia Has Teamed with Collision Performance Network

Kia is leveraging the Collision Performance Network Certification services to enable both dealerships and qualifying independent collision repair centers to become Certified by Kia and other leading automakers, all participating in one efficient joint-effort program.

collisionperformancenetwork

This creates exponential impact from the combined influence of several of the largest automakers in the world.

The joint-effort approach Kia and Collision Performance Network share eliminates redundant costs and duplication between programs. You are able to receive multiple Certifications under one umbrella for one special consolidated annual fee with one inspection-audit process.

There is nothing else like it - not even close!

- Certification is based on the OEM-specified requirements necessary to properly repair current model vehicles.
- The program is open to all shops that can make the grade.

How Does a Center Become Certified by Kia

1 Turnkey Approach

Below is the step-by-step process that Kia dealerships and independent collision repair centers go through to become Certified.

2 Enrollment - Registration

Review and agree to the terms and conditions of participation and select the enrollment option.

3 Business Information

Enter key business information critical for KPI comparisons, program review and tracking.

4 Business Capability Assessment

Assess the collision repair center's capabilities against the list of Certification requirements and standards. This allows you to create a business development plan.

5 Score & Evaluation

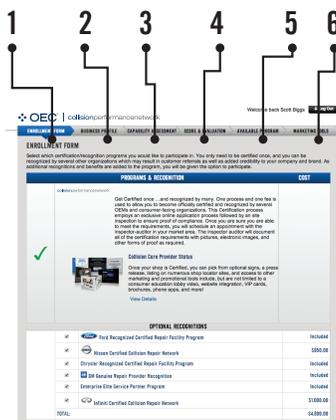
Receive a score that illustrates any deficiencies in becoming Certified. It is part of the ongoing business development process.

6 On-Site Inspection-Audit

Schedule an on-site inspection-audit. The inspector will tour your collision repair center and ensure proof of compliance with photos and documentation.

7 Marketing & Promotion

To ensure your center gains value from Certification, various marketing and promotional tools are available. Centers must upload images and logos to personalize the optional marketing materials.



What are the Benefits?

- **Official Signage**

Official Kia Certified and Collision Performance Network Collision Care Provider signage.



- **Turbo-Charge Your Marketing**

Use the official Kia Certified credentials on your website and in your center's marketing.

- **Consumer Advocacy**

Listing on consumer-facing Collision Performance Network Collision Care Provider (consumer advocate) center locators.

- **Consumer Awareness and Public Relations**

Press Release communication to your local media.

- **Multiple OEM Certification**

Multi-line collision repair centers may also be eligible for official Certification by other OEMs that leverage the same requirements & Certification process, saving you thousands.

What is the Value of Certification?

National Blanket of Certified Collision Repair Centers

Currently, less than 10% of collision repair centers have the proper tools, equipment, training, and center modifications required to properly repair the vehicles on the road today. Having a Kia Certified Collision Repair Center in every community creates a national blanket of collision repair centers that are consumer-focused and able to deliver an exceptional experience.

Being a part of the Kia Certified Collision Repair Center Network helps you distinguish yourself and highlight that you have the necessary tools, equipment, training and center to properly repair Kia vehicles to manufacturer specifications from collision repair centers that do not.

Collision Operation Repair Essentials (C.O.R.E.) Requirements

General business requirements

- In business for a minimum of (5) years or verifiable credit rating and service history
- Have current Garage Keepers liability insurance with a minimum of \$1 Million policy limit
- No felony convictions by ownership or management
- A preferred rental car provider or complimentary customer transportation
- Customer Satisfaction Rating (CSI) service that is measured by a third-party service provider
- A Limited Lifetime Warranty on completed repairs
- Current data subscription for three-dimensional measuring system
- A current subscription or use-access to OEM repair procedures for all applicable year, make, model vehicles to be repaired
- The capability to provide complete repair documentation with corresponding proof of compliance to OEM repair procedures where applicable and all historical information is safeguarded electronically
- A data-driven estimating system with Collision Performance Network dataMANAGER connected for reporting
- A pre-delivery cleaning process for all vehicle interiors and exteriors
- An adequately maintained customer parking area that is well-lit
- A clean & well-maintained customer reception, waiting and estimating area with convenient customer restrooms
- Adequately illuminated work areas for repairing, refinishing and detailing vehicles including inside of spraybooth
- A data privacy policy, available to your customers, that outlines the protections provided for their personally identifiable information (PII)

Technical training requirements

- Provide proof of on-going technical training, specific to new automobile years, makes, and models for all technical staff that meet the current Collision Performance Network technical training requirements and maintains ongoing technical training by compliance to any one of the following functionally equivalent forms:
 - Collision Performance Network Training & Skills Matrix
 - I-CAR Gold Class
- Proof of Steel GMA (MIG/MAG) Welding Certification from a recognized industry source, current (not expired) Certificate
- Proof of Training or Certification in Silicon Bronze MIG Brazing from recognized industry source, current (not expired) Certificate
- Certificate of EPA Section 609 compliance for refrigerant recovery
- Proof of training to operate the three-dimensional measuring equipment being utilized
- Proof of product training from the OEM approved paint manufacturer being utilized

- Provide proof of training on ADAS (Advanced Driver Assistance System) to demonstrate a general understanding of the purpose, operation, repair considerations, and parts
- Provide proof of training on EVs (Electric Vehicles) to demonstrate a general understanding of the system, safety, repair considerations, and parts

Tool and equipment requirements

(These requirements are all subject to the year, make, and model of the vehicle being repaired)

- An electronic 3D measuring system for structural diagnostics, correction, and documentation
- A frame rack or bench system capable of producing body and structural pulls
- 4 Point vehicle anchoring or fixturing capability for cars and light trucks
- 220v 3-Phase, Inverter-Type Squeeze-type Resistance Spot Welder (or equivalent) 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
- 220v (208-240) Silicon Bronze GMAW for MIG Brazing Pulse capable MIG w/Synergic Adjustment & non-pulse setting with 200 Amp output capability
- R134a and R1234yf refrigerant recovery/recycling system or proof of qualified sublet A/C service provider
- Above ground lift with a lift capability of at least 7000 lbs.
- Capability to perform and verify four-wheel alignment either in-house or through a sublet provider
- The capability to remove, replace, and reinstall steering and suspension components, as well as engine and drive train units (in-house or through a qualified sublet)
- Perform pre and post repair diagnostic vehicle 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)
- OEM approved refinishing system (paint mix room)
- A spray enclosure (paint booth) with forced drying capabilities
- Pressure-feed corrosion protection material application equipment with wand attachments for applying anti-corrosion materials inside body cavities with a 360-degree spray pattern

Suggested additional best practices

- A paint mil gauge for measuring paint thickness on plastic substrates
- A paint mil gauge for ferrous and non-ferrous metal substrates
- A welding station for making practice and test welds with vice and caliper for destructive testing

*All equipment, capabilities and training required must meet published Original Equipment Manufacturer (OEM) specifications for the year, make and model of the vehicle being repaired, these same requirements shall also apply to any sublet providers for operations performed. Current revisions of these requirements are available online at: go.oconnection.com/collision-performance-network or with the auto manufacturer of record and are subject to change at any time. Collision Performance Network does not set prices, offer concessions or raise or lower prices charged for collision repair services in any manner.

Enroll Today! Call 949.221.0010 or visit go.oconnection.com/collision-performance-network