

GET FCA CERTIFIED



Gain These Competitive Advantages:

- Shop Marketing Material - Point of Purchase and signage differentiates Certified Shops from local competition.
- Leverage the exclusive Fiat Chrysler Automobiles Canada Certified status to promote and market your shop.
- Official Recognition by other OEMs leverages the same requirements and Certification process, saving you time and money.
- Business development process and feedback to ensure your shop continues to have what it takes to properly repair the new generation of FCA vehicles.
- Official Fiat Chrysler Automobiles Canada Certified signage for dealer and independent body shops.



Get Certified by Fiat Chrysler Automobiles Canada

The Fiat Chrysler Automobiles Canada (FCA Canada) Certified Collision Repair Network is looking for quality independent collision repair facilities focused on providing a superior repair experience with quality parts to ensure the value and safety of FCA owners' vehicles are maintained. To make certain that the next generation of vehicles are properly repaired, Fiat Chrysler Automobiles 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 Fiat Chrysler Automobiles Certification, and it can open up additional opportunities for your business.

OEM Certification rounds out your business, generating a massive referral base of vehicle owners. Now you have the opportunity to become part of the OE-backed exclusive shop network.

This new frontier for collision repair allows you, the shop owner, to run your business focused on giving the customer a superior customer service experience and quality repair to OEM specifications.

If you desire to be a leader and believe your repair business can meet the requirements, act now to get Fiat Chrysler Automobiles Certified.

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.

Fiat Chrysler Automobiles has Teamed with Certified Collision Care

Fiat Chrysler Automobiles Canada leverages the Certified Collision Care program to enable both dealership and independent body shops to become Certified by Fiat Chrysler Automobiles and other leading automakers, all participating in one efficient joint-effort program.

The unique joint-effort approach that Fiat Chrysler Automobiles and Certified Collision Care share eliminates redundant costs and duplication between programs. Certifications by multiple entities is now cost effective and highly rewarding. Instead of paying again and again for each OEM certification, you are able to receive multiple Certifications under one umbrella for one special consolidated annual fee with one inspection-audit process. Through this exclusive combined program, you also get exponential credibility from several of the largest automakers

in the world, adding to your brand equity and reputation. Fiat Chrysler Automobiles has joined others in the Certification program to save you money and avoid waste and inefficiency, while creating exponential impact from the combined influence of several of the largest Automakers in the world. 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 (independents may require dealer sponsorship for select manufacturers).

How a Shop becomes Certified by Fiat Chrysler Automobiles



Turnkey Approach

Below is the step-by-step process that FCA dealerships and independent body shops go through to become Certified.



1. Enrollment - Registration

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



2. Business Information

Enter key business information critical for KPI.



3. Business Capability Assessment

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



4. Score & Evaluation

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



5. On-Site Inspection-Audit

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

What are the Benefits



Shop Locator

Listing in the online body shop locator linked directly from the Fiat Chrysler Automobiles web site with a personalized micro-site and link to your shop's website.



Turbo-Charge Your Marketing

Use the official Fiat Chrysler Automobiles Certified credentials on your website and in your shop's marketing.



Don't Let Your Customers Get Steered Away

Online appointment setting and electronic dispatch to your shop from the locator.



Business Evaluation and Development

Business development planning process allowing the shop to evaluate their operations compared to the Certification requirements as well as hundreds of the key best practices in the industry.



Consumer Advocacy

Listing on consumer-facing Certified Collision Care (consumer advocate) shop locators making it easy for both consumers and insurers to find your Certified facility.



Collision Care Marketing Tools

Access to VIP Collision Care marketing tools to help you leverage your exclusive Fiat Chrysler Automobiles Certified status in promoting and marketing your shop. You will have access to brochures and shop marketing collateral to help draw more customers to your shop doors, close sales and raise your CSI. The arsenal of materials and signs differentiates Certified shops from local competition.



Consumer Awareness and Public Relations

Press release communications to your local media.



Multiple OEM Recognition

Multi-line body shops may also be eligible for official Recognition by other OEMs that leverage the same requirements and Certification process, saving you thousands.

OFFICIAL SIGNAGE

Official Fiat Chrysler Automobiles Canada Certified and Certified Collision Care signage.



What is the Value of Certification?

With 4,800 body shops in Canada, how is the customer able to tell the good ones from the bad? How can a consumer tell the difference and pick one that has the right tools, equipment, training and facilities? The certification credentials create that distinction and provide consumers with peace of mind. By meeting these requirements, Certified body shops can now demonstrate that they have what it takes to properly repair vehicles to manufacturer specifications.

Customers will be asking the automobile manufacturer to help them find the body shops that meet their repair standards. By Certifying shops, OEMs can refer customers to body shops with confidence,

knowing that Certified shops make the grade. The sign on the wall and your official credentials prove that your Certified shop is a step above the rest and in a league of your own.

National Blanket of Certified Body Shops

A Certified Collision Care Provider in every community creates a national blanket of body shops that are consumer-focused and able to deliver an exceptional experience. These shops have the right tools, equipment, training and facilities to properly repair Fiat Chrysler Automobiles vehicles to manufacturer specifications.

General Business Requirements

- Be in business for a minimum of (5) years, or possess 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 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
- A well-maintained customer parking area that is well-lit
- A professional, well-maintained customer reception, waiting, & restrooms

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 options:
 - Collision Performance Network Training & Skills Matrix
 - 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
- 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.
- 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. Minimum of two 10-ton pulling towers are required for all systems
- 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, or proof of qualified sublet provider
- 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 including recalibration of all affected ADAS components 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

FCA Specialized Requirements

- Execute an End-User License Agreement with AutoHouse Technologies for a monthly Generis data share software subscription.

Enroll Today! Call 289.309.5200 or visit certifiedcollisioncare.ca