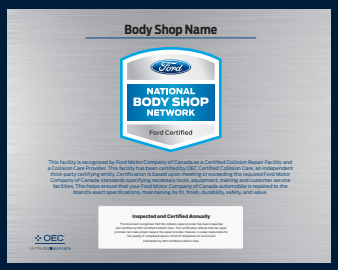
certifiedcollisioncare

Certified once, recognized by many



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.

Tools **Equipment** **Training** **Facilities**

Certified Collision Care OEM Certification

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; & 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.

- 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 earn a return on investment (ROI) from your investment in tools, equipment, training, & 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.

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
  - OEM Warranty Referrals
  - Free OEM Collision Towing
  - 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

Kia, Hyundai and Genesis Certification achieved with CORE 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 options:
  - Collision Performance 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
- 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

OEM specialized certification requirements

VinFast Requirements
- Computer workstations with internet connection for service technicians, repair planners, and parts staff
- Body & Frame straightening bench with a universal fixture/jig holding system required. 9000 lbs. lifting capacity or wheeled and capable of fitting under a two-post lift, 4-holding points minimum. Universal fixture/jig holding system is required and must be capable of building fixtures or jigs to secure replacement structural components for the repair process
- Two post surface lift with a lift capacity of at least 7500lbs. (10,000 lbs recommended) lift capacity - with Screw-Up Adapter Pads
- Squeeze-type resistance spot welder (STRSW) with shunt clamp & an assortment of spot welder attachment arms including wheel arch and long reach arms. STRSW with >12,000 amp >350 daN clamp force ER70S-6 MAG welding wire (0.030 or 0.035) C25 (75% Argon/ 25% CO2) MAG shielding gas
- Parts carts or parts storage must be utilized for all repairs. No storage of parts permitted inside or on customer vehicles[a]
- Shop must be EVHQ - Electric Vehicle Handling Qualified or equivalent (as determined by VinFast Canada)
- Have a coolant vacuum filler
- Have a DVOM (HV Digital Voltage Ohms Meter) – CATIII/1000V
- Have a set of electrical leads - rated to at least CATIII/1000V (recommended with at least one (1) insulated alligator clip)
- 12V Smart Battery Charger - 12V sealed lead-acid batteries/ AGM compatible
- Go-Jak Wheel Dollies or equivalent - min 4 (Recommend: 8 units - Go- Jaks for SUV & Light Duty Trucks - 7000 LBS capacity for tire widths up to 16")
- Electrical Rescue Hook - 6 foot or greater (Recommended ASTM standard F711 and meet ASTM standard F1825 at a minimum.)
- Have a Class C fire-rated, ABC or BC Dry Chemical Fire Extinguisher.
- Insulated Gloves - Class 0 | Maximum 1000V (AC) and 1,500 (DC) (Recommended: meeting EN60903 or ASTM D120 standards) the use of leather protective outer gloves is also recommended
- Designated repair technicians must have EH rated shoes
- Have an electrical isolating floor mat
- Have high voltage warning signs and fencing for workspace (may be mobile)
- Insulated Hand tools - Socket/Wrench Set/Screw Drivers – Recommend Certified to 1000V ac, 1500V dc
- HV Vehicle L2 Battery Charger - minimum 11kW, SAE J1772 connector (Recommend VinFast Home Wall Charger or equivalent)
- Non-contact heat monitoring system - Digital Temperature Gauge (Recommended: thermal imaging camera)

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 fo 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
- Shop must complete I-CAR Training Courses:
  - FO008E01 - Ford Service Information Navigation for Collision Repair
  - FO009E01 - Ford Battery Electric Vehicle (BEV) Components & Operation
  - FO010E01 - Ford 2021 Mach-E and New Model Training Overview
  - FO011E01 - Ford High Voltage Systems Safety
  - FO012E01 - Ford Intro to HV Battery Service for Collision Repair

INFINITI Requirements
- The shop must be sponsored by their local INFINITI retailer
- I-CAR Training Course NI003E01 – INFINITI Repair Considerations
- Sponsored INFINITI Certified Collision Repair Centres must 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

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

Nissan Requirements

- The shop must be sponsored by their local Nissan dealer
- Shop must complete I-CAR Training Course NI002E01 - Nissan Repair Considerations
- Shop must complete I-CAR Training Course NI001E01 - 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

ProFirst 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/Acura Scan Tool, Honda Antares Capsule (HAC) Vehicle Communication Interface (VCI) 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
- Honda & Acura Canada Certified Collision Repair Training Courses
- Honda & Acura Certified Collision Repair Training Courses

Subaru 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)

FCA Requirements

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