



CERTIFIED
COLLISION
REPAIR
CENTRE



VINFAST CERTIFIED COLLISION REPAIR CENTRE ADVANTAGES

- Marketing materials to differentiate Certified Collision Repair Centres from local competition.
- Leverage the exclusive VinFast certified status to promote and market your collision centre.
- Official recognition by multiple OEMs leverages the same certification process, saving you time and money.
- Business development process and feedback to ensure your collision centre continues to have what it takes to properly repair the new generation of VinFast vehicles.
- Listing on the online shop locator, directing consumers and insurers to your collision repair centre.
- Official VinFast certified signage and certified logo to display.



VinFast Canada, Inc. partnered with Certified Collision Care to launch, administer and manage the VinFast Certified Collision Repair Centre Program. The program will identify, certify, and promote independent facilities as collision centres of choice, to VinFast drivers across Canada.

The unique joint-effort approach that VinFast Canada 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 can 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. VinFast Canada 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.
- Gain multiple OEM certifications through the Certified Collision Care joint-effort approach.
- Certified Collision Care saves time and money by eliminating redundant costs and duplication between OEM certification programs.
- The program is by invitation only from VinFast Canada. If you are interested, go to: www.GetVinFastCertified.ca

PROGRAM OBJECTIVE:

The purpose of the VinFast Certified program is to promote the correct, complete and safe repair of VinFast vehicles and to provide support to those collision centres that have demonstrated a commitment to a high level of customer care and satisfaction. Becoming a VinFast Certified Collision Repair Centre provides many advantages, including marketing tools, customer referrals, and the opportunity to differentiate your business increasing customer confidence. It shows you are committed to a complete and correct repair and committed to your customer's subsequent safety.

Why VinFast Certified Collision Repair?

VinFast is committed to customer safety. They recognize that how a VinFast vehicle is repaired, can have a substantial impact on its final appearance, its performance, and most importantly, on its structural integrity and the onboard technologies that are designed to help keep consumers safe. The VinFast Certified Collision Repair Centre program is designed to address the rapidly evolving collision repair industry and repair technology and ensure collision centres can safely and properly repair VinFast vehicles. A VinFast Certified Collision Repair Centre must have the proper training, repair procedures, tools and equipment necessary to restore VinFast vehicles to original factory specifications.

IS YOUR FACILITY READY TO MEET THE EVOLUTION OF COLLISION REPAIR, AND TAKE THE STEPS TO BECOME VINFAST CERTIFIED?

How a Shop Becomes VinFast Certified



Turnkey Approach

Below is the step-by-step process that bodyshops 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 comparisons, program review and tracking.



3. Business Capability Assessment

Assess the centre'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 centre and ensure proof of compliance with photos and documentation.

The Benefits of Certified Collision Care



Shop Locator

Listing on multiple body shop locators, with a personalized micro-site and link to your shop's website.



Turbo-Charge Your Marketing

Use the official VinFast certified credentials on your website and in your centre's marketing.



Don't Let Your Customers Get Steered Away

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



Business Evaluation and Development

Business development planning process allowing the centre 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 centre.



Certified Collision Care Marketing Tools

Access to VIP Certified Collision Care marketing tools to help you leverage your exclusive VinFast certified status in promoting and marketing your centre. The arsenal of materials and signs differentiates certified centres from the local competition.



Consumer Awareness and Public Relations

Press release communications to your local media.

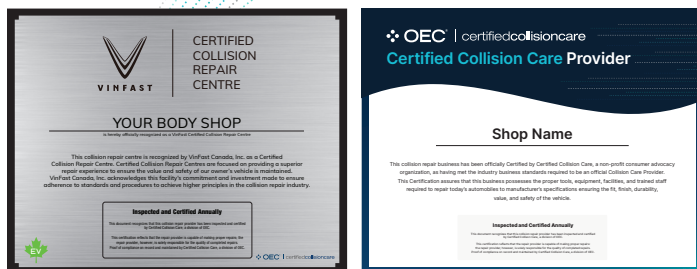


Multiple OEM Recognition

Collision centres may also be eligible for official recognition by other OEMs that leverage the same requirements and certification process, saving you thousands.

Official Signage

Official VinFast Certified Collision Repair Centre and Certified Collision Care signage.



With thousands of collision repair facilities in Canada, how is the customer able to make the right choice? How can a consumer tell the difference and pick one that has the right tools, equipment, training and facilities? Customers are asking the automobile manufacturer to help them find the collision centres that meet their repair standards. Certification credentials create that distinction and provide consumers with peace of mind.

NATIONAL NETWORK OF COLLISION CENTRES

The VinFast Certified Collision Repair Centre promotes certified collision repair facilities to VinFast drivers and insurers. The program will ensure there is a Certified Collision Repair Centre in every community, creating a national blanket of certified centres that are consumer-focused and able to deliver an exceptional collision repair experience. The VinFast certified program will help ensure that VinFast customers can choose to have their vehicle repaired at a Certified Collision Repair Centre that meets VinFast requirements anywhere in Canada.

Ensuring the vehicle's Fit, Finish, Durability, Value, & Safety

Certified Collision Care: Minimum Certification Requirements:

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 all Local, Provincial & Nationally legislated operating requirements including worker protection & 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 current Certified Collision Care technical training requirements & maintain ongoing technical training by compliance to any one of the following:
 - 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
- Facility must employ Provincially registered (licensed) collision repair technicians at all times, meeting all Provincial requirements
- Utilize a frame rack or dedicated/universal fixture bench with hydraulic equipment capable of making simultaneous, multiple body and/or structural pulls as necessary. 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 current data subscription for the measuring system being utilized
- Provide proof of technical training to operate the measuring system being utilized (manufacture training adequate)
- 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 motor and drive train units, or suspension components, or proof of qualified sublet provider.
- Have a spray booth with forced drying capabilities
- 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.
- Have a documented Quality Assurance/Quality Control System
- Provide proof of training on ADAS (Advanced Driver Assistance System) to demonstrate a general understanding of the purpose, operation, repair considerations, and parts

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

- 220v (208-240) GMAW MIG/MAG Welder for Steel with 180 Amp or more
- 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

VinFast Specialized 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. 9,000 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 $\geq 3,500$ kg 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, long reach arms. STRSW with $>12,000$ amp >350 kgf 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 permitting inside or on customer vehicles
- 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 an electrical isolating floor mat
- 12V Smart Battery Charger - 12V sealed lead-acid batteries/ AGM compatible
- Go-Jak Wheel Dollies or equivalent (Recommend: 8 units - GoJaks 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
- Have high voltage warning signs and fencing for workspace (may be mobile)
- Designated repair technicians must have EH rated shoes
- Insulated Hand tools - Socket/Wrench Set/Screw Drivers - Recommend Certified to 1000 V ac, 1500 V dc
- HV Vehicle L2 Battery Charger - minimum 11kW, SAE J1772 connector – (Recommend VinFast Home Wall Charger or equivalent: https://shop.vinfastauto.ca/CASVC30000319.html?lang=en_CA)
- Non-contact heat monitoring system - Digital Temperature Gauge (Recommended: thermal imaging camera)
- 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.

Suggested Additional Best Practices

- A designated welding fume extraction system
- 2V Battery Maintainer
- 2V Battery Tester
- A vehicle diagnostic scan tool and perform pre and post scans, vehicle health check, zero point calibrations and recalibrations of electronic systems. Recommend - VinFast WDI-2 Diagnostic Tool Part #: 10002576 WDI2 VCI-Kit WDI2 Diagnostic Interface, Version DSA, 24V / 12V, WLAN 802.11 a/b/g/n, incl. USB-Mag cable and Clips. Manufacturer: DSA <https://www.dsa.de/en/> Note: VinFast proprietary software subscription required, or shop must sublet scanning & diagnostic work to VinFast Service Centre.
- Car window warning safety sign with window sticker
- Electric Drive Motor Lifting Jack
- Forklift - 6000 LB. lifting capability (Hyster)
- HV Battery Lifting Harness
- HV Battery lifting rolling gantry
- HV Electric Vehicle (EV) Charging Point Installer's Lockout Kit/ Padlock
- HV Face Shield - Arc flash shield with helmet and chin protection
- HV Flatbed Battery Lifting Table or ability to rent (Recommended: capable of lifting 3000lbs (1,360 Kgs)).
- HV Protection Full Body Suit/Apron
- Class D Fire Extinguisher
- HV Insulating fixing clamp long - 1000V insulated - 65mm jaw opening
- Magnetic sign HV warning pack for outside of vehicle x 2
- Soldering iron for electronics
- Terminal depinning tool kit
- Terminal/cable end insulated covers
- Tru-Point ADAS Calibration System or (in-house or through sublet service vendor) (<https://www.johnbean.com/us/adas-calibration-systems/tru-point/adas-system-coverage/>)
- Welding shunt Clamp/shunt pliers

Enroll Today! Call 289.309.5200 or visit certifiedcollisioncare.ca