

A man with short dark hair, wearing a dark long-sleeved shirt with white cuffs, is leaning his arms on the roof of a red car. He is smiling slightly and looking towards the camera. The car is parked in a large industrial facility with a high ceiling and exposed metal trusses. Several bright rectangular lights are visible on the ceiling. The car's side window and side mirror are visible.

CERTIFIED ONCE. RECOGNIZED BY MANY.

Become a Certified Collision repair facility
and give your shop the competitive edge
and your customers peace of mind.



WHAT IS THE VALUE OF CERTIFICATION?

With close to 4,000 body shops in Canada, how does the customer know which repair shop to choose after an accident? Official Certified Collision credentials give your shop a clear point of distinction above your competitors. Once you're Certified, OEMs can refer customers to your body shop with confidence, knowing your facility has advanced tools and training to get the job done right.

GET CERTIFIED ONCE... AND RECOGNIZED BY MANY.

Fiat Chrysler Automobiles has teamed with Certified Collision Care to enable both dealerships and independent body shops to become Certified by FCA and other leading automakers, all participating in one efficient joint-effort program. This unique approach between Fiat Chrysler Automobiles and Certified Collision Care eliminates redundant costs and duplication between programs.

Consider these features:

- ▶ Multiple Certifications for one special consolidated annual fee
- ▶ One inspection-audit process for multiple Certifications
- ▶ Added brand equity with combined influence of several large automakers
- ▶ Save money and avoid waste and inefficiency
- ▶ Certification is based on the OEM-specified requirements

WHAT ARE THE BENEFITS?



Shop Locator

Listing in the online body shop locator linked directly from the FCA website with a personalized microsite and link to your shop's website.



Turbo-Charge Your Marketing

Use the official FCA Certified credentials on your website and in your marketing.



Steer Customers to Your Door

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



Business Evaluation and Development

Evaluate your shop's 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 so that both consumers and insurers can find your Certified facility.



Collision Care Marketing Tools

Access to VIP Collision Care marketing tools to help you leverage your exclusive FCA Certified status as well as access to brochures and marketing collateral to help draw more customers to your shop doors and raise your CSI.



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

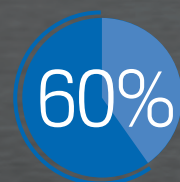
Official FCA Canada Certified and Certified Collision Care signage.



WHY GET CERTIFIED?

Today's vehicles are complex, with advanced technology and safety features fully integrated as a complete safety system. Now more than ever, how a vehicle is repaired and what parts are used are critical to make sure that all parts fit perfectly and function seamlessly with all vehicle systems and sensors. The Fiat Chrysler Automobiles Canada (FCA Canada) Certified Collision Repair Network needs quality collision repair facilities focused on providing a superior repair experience using quality OEM parts for customers' repairs.

The Mopar® Certified Collision Care Program is designed to give your repair facility a clear point of differentiation from other repair shops – and it matters.



Trade their vehicles within 12 months after a collision event



Switch brands after a poor repair experience

A poor repair experience can mean negative association with our brand. When you make the commitment to becoming a Certified Collision shop, you are making an investment in your customer's satisfaction and your shop's future. It means more brand protection for OEMs and for you.

You're in a league of your own when you receive your Fiat Chrysler Automobiles Certification because you have the advanced tools, equipment, training and facilities to repair your customer's vehicles right – the first time.

Now you have the opportunity to become part of the O.E.-backed exclusive shop network.

HOW TO BECOME A CERTIFIED COLLISION FACILITY

Below is the step-by-step process to become Certified.

01

Enrolment - Registration

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

02

Business Information

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



03

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.

04

Score & Evaluation

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

05

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.

CERTIFIED COLLISION CARE: MINIMUM CERTIFICATION REQUIREMENTS

Do You Have What It Takes?

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 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 maintain 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 re-install steering and suspension components, as well as engine and drivetrain 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

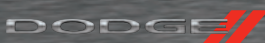
- ☐ A designated welding fume extraction system
- ☐ Have an above ground lift with a lift capability of at least 7,000 lbs



GET FCA CANADA CERTIFIED Enrol Today!

www.certifiedcollisioncare.ca

(289) 309-5200



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