Certified Collision Care CORE Requirements: Collision Operation Repair Essentials

CERTIFIED COLLISION CENTRE

TOYOTA

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
- ☐ A well-maintained customer parking area that is well-lit
- ☐ A professional, well-maintained customer reception, waiting, & restrooms

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
- ☐ Have a 220-volt MIG/MAG welder for steel fusion
- ☐ Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire, and pulling attachments
- ☐ Proof of Steel GMA (MIG/MAG) Welding Certification from recognized industry source, current (not expired) Certificate
- ☐ Have a pulse MIG welder with silicon-bronze MIG brazing capabilities
- ☐ Proof of Training or Certification in Silicon Bronze MIG Brazing from a recognized industry source

Toyota Specialized 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

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:
  1) Assured Performance Training & Skills Matrix
  2) I-CAR Gold Class
- ☐ 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
- ☐ 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
- ☐ 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

Suggested Additional Best Practices

- ☐ A designated welding fume extraction system

CERTIFIED COLLISION CARE
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