



**General Business Requirements**

**REPAIR FACILITY MUST:**

- 1. Be in business for a minimum of (5) years, or possess verifiable credit rating and service history
- 2. Provide proof of garage keepers liability insurance with a minimum of \$1M policy limits
- 3. Provide customers with a Limited Lifetime Warranty

**Customer Service Requirements**

**REPAIR FACILITY MUST:**

- 1. Measure customer satisfaction through a third-party service provider
- 2. Utilize a preferred rental car provider or provide complimentary customer transportation
- 3. Detail vehicle both inside and out before delivery to customer
- 4. Maintain well-lit, clean customer parking
- 5. Maintain professional/clean reception, waiting, and restroom areas

**Technical Training & Equipment Requirements**

**REPAIR FACILITY MUST:**

- 1. Maintain a representative that meets the requirements of I-CAR Pro-Level II and training in the following areas:

**Role** \_\_\_\_\_ **Technician**  
**Estimator:** \_\_\_\_\_

**Non-Structural:** \_\_\_\_\_

- WCS03 Steel GMA MIG Welding class
- SPS05 Steel Sectioning class

**Steel Structural:** \_\_\_\_\_

- SPS05 Steel Sectioning class
- BRZ01E MIG Brazing Theory
- BRZ02 MIG Brazing Hands-on skill

**Refinishing:** \_\_\_\_\_

- 2. Subscribe to Mitchell Cloud Estimating and General Motors Service information and provide documented proof of compliance
- 3. Utilize an electronic three-dimensional vehicle measuring system and provide pre & post repair documentation
- 4. Utilize an R134a and R1234YF refrigerant recovery/recycling system or show proof of a qualified sublet provider
- 5. Ability to perform and verify four-wheel alignment either in-house or through a sublet provider

**Technical Training & Equipment Requirements(Cont.)**

**REPAIR FACILITY MUST:**

- 6. Have the capability to perform mechanical operations including R&I/R&R steering, suspension, braking, HVAC, electrical, engine, and drive train assemblies
- 7. Have the ability to perform pre/post repair vehicle system diagnostics/scans/calibrations and ability to provide documentation of such.
- 8. Utilize a General Motors approved refinishing system as outlined in GMW15406 Globally Approved Refinish Materials and provide proof of product training
- 9. Utilize an enclosed spray booth and drying equipment as specified by the approved refinishing system being used
- 10. Compliance with local regulations for storage, mixing and application of approved General Motors Refinishing system
- 11. Have a two-post lift with a lifting capacity of at least 7,000 lbs.
- 12. Perform test welds/destructive tests of welds prior to engaging repairs on vehicle as prescribed in I-CAR training
- 13. Utilize a Mil thickness gauge for plastic substrates as outlined in General Motor tool & equipment list
- 14. Rivet gun for setting structural blind rivets as outlined in General Motor tool & equipment list
- 15. Utilize a squeeze type Resistance Spot Welder as outlined in General Motor tool & equipment list
- 16. Utilize a MIG/MAG welder for steel fusion as outlined in General Motor tool & equipment list
- 17. Utilize a dent removal/pulling system with stud welder/pins, and pulling attachments
- 18. Utilize MIG welder with silicon-bronze MIG brazing capabilities as outlined in General Motor tool & equipment list

***Aluminum Cosmetic Repair Requirements***

**REPAIR FACILITY MUST:**

- 1. In addition to the General Technical Repair Capabilities technicians must have completed and hold certifications in the following:
  - I-CAR – APR01 Aluminum Exterior Panel Repair
  - I-CAR – WCA03 Aluminum GMA (MIG) welding certification
- 2. Provide a separate designated aluminum work area as outlined in General Motor tool & equipment list
- 3. Have a designated set of hand/specialized tools for aluminum to prevent cross contamination
- 4. Utilize a 220 Volt Pulse MIG welder for aluminum as outlined in General Motor tool & equipment list
- 5. Utilize an immersion type, wet mix dust extraction system or pneumatic vacuum system dedicated to aluminum as outlined in General Motor tool & equipment list
- 6. Utilize a dent extraction system specifically designed for aluminum as outlined in General Motor tool & equipment list