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**  
   --- | ---  
   **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

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 Motors 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 Motors tool & equipment list  
   5. Utilize an immersion type, wet mix dust extraction system or pneumatic vacuum system dedicated to aluminum as outlined in General Motors tool & equipment list  
   6. Utilize a dent extraction system specifically designed for aluminum as outlined in General Motors tool & equipment list