



## FREQUENTLY ASKED QUESTIONS

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### OVERVIEW

**1. What is the GM Collision Repair Network?**

General Motors announced its Collision Repair Program in August 2018. The program is designed to support proper and safe repairs of GM vehicles and to assist in the delivery of a positive experience for those GM vehicle owners that require collision repair services.

**2. Are all GM brands included in the program?**

All GM brands for passenger vehicles and light trucks are covered under the Collision Repair Network. This includes Chevrolet, Buick, GMC and Cadillac vehicles.

**3. How does this compete with the Cadillac Aluminum Repair Network (CARN)?**

The Cadillac Aluminum Repair Network is specific to the Cadillac CT6 aluminum unibody mixed-substrates vehicle. The Collision Repair Network is not designed to equip repair facilities to complete structural repairs on the Cadillac CT6.

**4. What is the timeline of program launch?**

Program is live today with participating repair facilities. The facility locator is live and can be found at [www.gmcrn.com](http://www.gmcrn.com), [www.gmcrn.net](http://www.gmcrn.net) and [www.genuinegmparts.com/collision-repair-locations](http://www.genuinegmparts.com/collision-repair-locations)

**5. What types of vehicle repair are included in the program?**

The program is designed to assist General Motors vehicle owners with collision repairs, refinishing and vehicle damage such as hail damage. The program is not meant for mechanical repairs and maintenance.

**6. Is this just for newer vehicles – is there an age limit on vehicles processed in the program?**

All General Motors vehicles repaired at Collision Repair Network facilities are processed as program repairs. Unlike some programs where only newer model vehicles are processed by program criteria, the expectation is that Collision Repair Network facilities will repair 100% of GM vehicles using the program's safe and proper repair standards for quality and customer care.

**7. How can interested repairers learn more about the program and/or enroll?**

Information about the GM Collision Repair Network can be found at [www.genuinegmparts.com](http://www.genuinegmparts.com), click "FOR PROFESSIONALS" tab and select "Collision Repair Network" or at [www.mitchell.com](http://www.mitchell.com), click "Products & Services" tab, select "Collision Repair Shop Solutions" and then click "GM Collision Repair Network."

**8. What areas does the Network cover – will it operate in Canada?**

At this time, the Collision Repair Network is launching in the U.S. and is available in all 50 states.

**9. What types of repair facilities can participate – is the Network for Dealerships only?**

The program is designed for dealerships, Multi-Site Operators (MSO's), and independent collision repair businesses. All participating facilities must meet the same standards for equipment, facility, tools, and training.

**10. Will participating facilities be allowed to market their facility as a "GM Collision Repair Network facility"?**

Yes. Marketing materials and guidelines are provided to participating facilities for as long as they have “Active” status in the program. See below for definition of program statuses.

**11. Will GM provide signage identifying members of the Collision Repair Network facility?**

GM will provide a GM Collision Repair Network program window cling that may be affixed to the door of your facility. The cling has a year identification on it. The program is dynamic, in which it is possible for participating facilities to change status throughout the year so no other facility signage is acceptable.

**12. What is the “my GM Partner Perks” program?**

The *my GM Partner Perks* is a parts loyalty program designed for Independent Service Centers and Independent Body Shops (GM dealer, MSO and Fleet body shops do not qualify). The program has exclusive benefits for GM Collision Repair Network facilities. This includes additional rebate rewards for GM part purchases of collision, mechanical and performance parts, no cost enrollment and a \$50 monthly subsidy credit on Mitchell software for the GM CRN program. Program details are located at [www.mygmpartnerperks.com](http://www.mygmpartnerperks.com). Program headquarters is separate from the Collision Repair Network. *my GM Partner Perks* contact information is 1-800-253-3428 - Hours: M-F 8am-8pm CST or [mygmpartnerperks@programhq.com](mailto:mygmpartnerperks@programhq.com)

**13. Can I use my Marketing funds to offset program costs?**

GM Dealers can use their marketing funds to help offset the costs program and subscription costs. Dealers should visit My Global Connect reference bulletin number GCUS-9-9389 for details.

**14. How do I contact the GM Collision Repair Network Program Headquarters?**

By phone at (800) 238-9111, Hours: M-F 8:30am-8pm EST or by email [GMCRNsupport@mitchell.com](mailto:GMCRNsupport@mitchell.com)

## ENROLLMENT FOR REPAIR FACILITIES

**1. What are the requirements for participation?**

The CORE Program Requirements and the Tool and Equipment List can be found at [www.genuinegmparts.com](http://www.genuinegmparts.com), click “FOR PROFESSIONALS” tab and select “Collision Repair Network”. Please be sure that you meet or plan to meet all of the CORE requirements before beginning the enrollment process, as your status will be marked “Pending” until all requirements are met. Facilities may also go to <https://www.mitchell.com/products-services/collision-repair-shop-solutions/gm-collision-repair-network>.

**2. How do I apply?**

To begin the process, you will complete the online application which can be found at [www.genuinegmparts.com](http://www.genuinegmparts.com), click “FOR PROFESSIONALS” tab and select “Collision Repair Network”, then click the **ENROLL NOW** button. Facilities may also go to <https://www.mitchell.com/products-services/collision-repair-shop-solutions/gm-collision-repair-network> and click the **ENROLL NOW** button.

**3. What do I do if I’m having problems with the enrollment site?**

For help with the enrollment portal send an email to [gmcrrnsupport@mitchell.com](mailto:gmcrrnsupport@mitchell.com)

**4. What does it cost to enroll?**

The enrollment fees are per location (roof-top) as follows:

- The list price for initial enrollment is \$2,495 – current introductory price is \$2,195

- For certain program participants that have already completed verification of their facility capabilities for other OEM programs there is a “Fast Track” option – List price \$1,495. Ask your Mitchell representative if your facility qualifies for Fast Track.
- Annual virtual re-inspection list price, performed by the OE Network Team, is \$1,497. If your facility requires and onsite annual re-inspection or virtual the list price is \$2,196.

Note: \$750 to \$1,265 (depending on service type) of an enrollment fee is non-refundable so please check the CORE requirements carefully before beginning your application.

**5. What is the verification process?**

The process begins with the completion and submittal of the online enrollment application.

- a) Once received, your application will be reviewed to ensure that all required information, photos and documentation have been correctly submitted
- b) Your eligibility for Fast Track will be checked
- c) You will then be contacted for initial review of your facility’s tool, equipment and training readiness.
- d) Once you are aware of your tool and equipment gaps and you intend to move forward the enrollment fee will be initiated
- e) Once it appears that you have met all tool and equipment requirements the process of scheduling your onsite or virtual audit will start
- f) Upon completion of your audit or Fast Track review, if all items are in order a final review will be done to determine acceptance into the program

**6. Who will be doing the onsite or virtual first time verification for the network?**

Mitchell International will be qualifying participating facilities as Mitchell is administering the GM Collision Repair Network. Mitchell uses Audit Inspection Vendors (AIV’s) to conduct the first time verifications of facilities, equipment and tools.

**7. Who will conduct the audits?**

Currently, Mitchell has AIV agreements with VeriFacts to provide first time services. Annual re-inspections will be completed using Mitchell’s OE Network Team.

**8. How is the Assured Performance Network (APN) 100% Write program different from the GM Collision Repair Network?**

The Assured Performance 100% Write program is a marketing program that offers a 5% rebate on qualified 100% OE parts transactions.

**9. Is General Motors now part of the Assured Performance Network “Certify Once – Recognized by Many” program?**

No – the GM Collision Repair Network is administered by Mitchell, not Assured Performance. Participation in Assured Performance may qualify a facility for Fast Track enrollment into GM Collision Repair Network. However, the GM program is separate and distinct from other Assured Performance OEM programs with a unique set of requirements.

**10. What is the process if during enrollment I am missing one or two of the CORE requirements?**

If it is determined during the enrollment review that you are missing one or more items, you will not be eligible for full program participation. Any applicant is missing one or more CORE requirements may be placed in a “Pending” status which will allow for a period of time to complete the missing element(s). You may begin submitting General Motors vehicle repairs through Mitchell during the Pending period and you will begin to develop your Collision Repair Network scorecard for the program. You will not be considered a full participant in the Collision

Repair Network until you have been confirmed to have completed all of the CORE requirements and you will not show on the program locator sites while you are in Pending status. There is a Grace Period currently for the I-CAR ProLevel II requirements which aligns with I-CAR – check with Mitchell or your I-CAR representative for more details.

**11. What happens if I lose one of the ProLevel II techs or otherwise no longer fully meet program requirements?**

Mitchell will monitor program compliance including I-CAR training on a regular basis and if, at any time, a program facility no longer meets requirements, it will be removed from “Active” status. For clarity – here are the program status levels:

- a) “Enrollment” – enrollment has begun and is in process.
- b) “Pending” – enrollment is complete and onsite or Fast Track verification has occurred or is scheduled. One or more CORE items are missing. The facility may process program repairs and build their score, but is not considered an active member of the network and will not appear on facility locators. Facilities that were once active, but fell out of active status due to program compliance will be placed in pending status.
- c) “Active” – facility has successfully enrolled and passed all compliance checks including the onsite verification. The facility is recognized as an active participant of the GM Collision Repair Network and appears on all website and OnStar locators.
- d) “On-Hold” – the facility has expressed interest in the program, filled out and submitted their application and is looking to acquiring the necessary tools, equipment or training.

**12. How do I get access to Mitchell Cloud Estimating if I don’t currently subscribe?**

Contact Mitchell at (800) 238-9111 or fill out the form at <https://www.mitchell.com/products-services/collision-repair-shop-solutions/cloud-estimating>

## CONSUMER EXPERIENCE

**1. How will vehicle owners be dispatched or assigned to the Collision Repair Network?**

It is always the customer’s choice on where they take their vehicle for repair. The program will help inform, educate and empower the customer with information needed to make a repair decision. Consumers will be educated through a variety of programs on the importance of selecting the right repair facility to complete their repairs. Vehicle locators on GM websites will assist consumers in locating Collision Repair Network participating repair facilities. In addition, the OnStar call centers will utilize the same locators to assist vehicle owners.

**2. What is GM doing to help their vehicle owners choose a Collision Repair Network facility?**

With increasing vehicle complexity, there is a shift in the marketplace and GM wants that shift to be towards proper-safe repair. That’s the best outcome for all involved including the vehicle owner, the insurer, the repair facility, and any lessor (if applicable). GM’s strategy is to help inform, educate and empower the customer with information needed to make a repair facility decision. Consumers need an understanding of the complexity of their vehicles and what questions need to be asked to ensure it is repaired properly; i.e. using OEM repair procedures, the vehicle is safe/structurally sound and all advanced driver assistance systems (ADAS) are functioning properly. How will GM do this?

- Integration with the OnStar advisor. Other future opportunities exist with OnStar
  - On-line information with the brand divisional sites – both educational material and facility locator services
  - Multi-channel Collision Repair Network marketing collateral – online, print, media
  - Collaborating with insurers on how carriers might cross-populate their DRP list with GM's network list. This will drive efficiency for all involved.
- 3. How will the Collision Repair Network locator operate?**
- Mitchell will provide the data for the locator service that will appear on GM websites and portals. Locators will be based on the same underlying participant database powered by Mitchell software. Facilities will be presented based on geography. You can view the locator at [www.gmcrn.com](http://www.gmcrn.com), [www.gmcrn.net](http://www.gmcrn.net), [www.genuinegmparts.com/collision-repair-locations](http://www.genuinegmparts.com/collision-repair-locations) or [www.acdelco.com/auto-service-repair](http://www.acdelco.com/auto-service-repair)
- 4. How will OnStar be used to refer vehicle owners?**
- OnStar referrals will begin when the repair facility completes all program requirements and you have been notified of acceptance into the program. When OnStar is notified of a collision event or when a customer presses the Blue Button, the OnStar advisor can provide a list of active GM Collision Repair Network facilities.
- 5. Is there a customer satisfaction survey?**
- Yes, CSI surveys are completed through email and the results drive the facility's Net Promoter Score KPI.

## PROCESSING A REPAIR

- 1. What are the key considerations for vehicle repair & customer interactions?**
- The program is built around three key goals:
- i. Proper & Safe Repairs – consistent with GM repair procedures
  - ii. Exceptional customer service – resulting in a highly satisfied vehicle owner
  - iii. Efficiency & Accuracy
- 2. How do I create the estimate and repair plan?**
- All program estimates are to be created using Mitchell Cloud Estimating. Use of Mitchell Cloud Estimating with Integrated Repair Procedures helps ensure repair plans are developed consistent with GM repair procedures. The Repair Quality Assurance (QA) feature documents proper repairs. Consistent use of the platform provides the metrics, scorecards, and analytics used by GM and Mitchell to administer the program effectively. For those that do not currently use Mitchell estimating – note the following:
- Mitchell's platform is open architecture and cloud-based. Repairers can export a Mitchell estimate for use with other industry applications including all major management systems.
  - Mitchell is developing a transactional pricing model. This means that a full subscription will not be necessary. Repairers can pay 'per estimate' if they choose, beginning in 2020.
  - Research time for GM repair procedures and position statements is greatly reduced. GM and Mitchell have integrated GM repair procedures directly into the estimate writing and repair planning process. Early research has shown that this can eliminate up to 2 hours of research time per vehicle.

- Dealer DMS integration - Mitchell's collision management solution offers integration to both Reynolds & Reynolds and CDK dealership management systems.
3. **Will I have to use other applications for repair procedures and data uploading?**  
Mitchell's Freedom Platform – which incorporates Mitchell Cloud Estimating with Integrated Repair Procedures - will be used to provide all the necessary data capture and process steps needed for program administration. Repair procedures are built-in with Integrated Repair Procedures – so not only will you get the procedures that you need where & when you need them, but the system will document with date and time stamps and store a record of your viewing of the repair procedures with the completed file documentation. You work within Mitchell Cloud and there are no third party applications or extra steps to process a job for the program.
  4. **How do I attach photos, scans, and other documentation to the file?**  
Mitchell Connect will be used to attach images and documents to each repair file.
  5. **Can I use CCC or Audatex estimating in the program?**  
All program estimates are to be written using Mitchell Cloud Estimating. CCC and Audatex estimates are not accepted in the program. Mitchell UltraMate estimates required by an insurance provided will be converted to Mitchell Cloud and therefore are accepted (Mitchell Cloud workflow must be completed after conversion). Standalone Mitchell Ultramate estimates are not accepted in the program.
  6. **What about insurers that insist on another Information Provider's estimate – will I have to rekey the estimate?**  
Mitchell makes its estimate data available via EMS and BMS for export to other systems, carriers, and Information Providers. Mitchell is committed to work with industry partners – including other Information Providers – to enable program estimate data to flow seamlessly to other systems. This data exchange requires cooperation from all parties involved – so there may be some challenges in the near term.

## SCORECARDS/KPI'S/METRICS

1. **How will metrics and scorecards work in the program?**  
Through the use of Mitchell's Freedom Platform, a wide variety of data will be collected as repairs are processed that will feed the system of metrics and scorecards. For the most part, no additional work is required to submit the data as it will be systematically captured during normal processing. General Motors has established program objectives around repair quality and customer handling that will drive the scorecards. Scorecards are summarized in a single score on a scale of 1-100 and each repair facility will have a score that is regularly refreshed based on their program performance.
2. **What metrics will be included in the scorecard?**  
Currently, seven metrics make up the CRN scorecard. The metrics include common KPIs such as cycle time, touch time, on-time completion, etc. In Addition, the program will measure new quality-focused KPIs such as repair procedure access and documentation of pre-scan, calibrations and post-scan on every repair. Metrics are outlined below:

<b>Name</b>	<b>Definition</b>	<b>Mandatory Fields</b>
% Estimates with Scan	Represents the count of estimates with a scan barcode line (either pre-scan or post-scan) divided by the total count of estimates.	In order to receive credit, shops need to select the Pre-scan or Post-scan options from the Reference sheet in Cloud Estimating.
% Estimates Met Guidelines	Represents the count of estimates that passed compliance divided by the count of estimates run through compliance	N/A
Repair Labor Hours Per Day	Represents the average of the total labor hours on an estimate divided by the total number of repair days.	In order to receive credit, shops need to enter repair status dates for Vehicle Arrived and Vehicle Delivered.
Avg. Days Key to Key	Represents the average number of days from the date a vehicle is delivered minus the date the vehicle arrived at the shop.	Shops need to enter valid repair status dates for Vehicle Arrived and Vehicle Delivered.
% Estimated Completion Date Met	Measures the percentage of estimated completion dates that were met.	Shops need to enter a valid Estimated Completion Date, as well as a valid Vehicle Delivered date. Jobs with a blank Estimated Completion Dates are included in the numerator. In addition, if shops change the Estimated Completion Dates, it is treated as a miss.
% Repair Procedures Acknowledged	Measures how often production managers indicate that vehicles are repaired in accordance with OE repair procedures via new electronic acknowledgment in Connect. Numerator is the count of QA Verifications completed, and denominator is the count of claims where repair status on the associated job is marked as Vehicle Delivered.	Shops need to enter a valid repair status date for Vehicle Delivered. In addition, shops need to complete the QA Verification process.

NPS	Net Promoter Score – based on AutocheX survey results.	Based on survey results from AutocheX.
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**3. Will I have visibility into my facilities metrics and score?**

Yes – through MiScore within Mitchell Connect, each repair facility can have full visibility into the metrics on its repairs and how its score is determined. As this is a performance-based program, those facilities that perform best are expected to receive additional referrals based on their scores. With each participant having full visibility to their score and the underlying data, those that are scoring lower will have a clear view of where changes are needed to improve performance. A repairer can now see their metrics under the reports tab in Mitchell Connect. An overall score will not be provided at that time but you will be able to see category level metrics.

**4. Is there a metric for 100% OEM part usage?**

OEM part usage will be tracked. However, it will not be used in the overall score calculation.

**5. When do I start building my score?**

Once a facility has been accepted into the program and notified of their “Active” status, they will begin building their score based on repairs processed per program guidelines. Note that those facilities that are conditionally accepted (typically due to missing one or more items on the CORE list) and in “Pending” status can begin processing repairs and building their score – however, they will not be shown in the facility locator until they have resolved the missing items and moved to “Active” status.

**CORE REQUIREMENTS AND TOOLS & EQUIPMENT LIST**

*The CORE list and the Tools & Equipment list are dynamic documents that will evolve over time as new vehicle technology is introduced. We suggest you check the website on a regular basis and watch for email announcements of changes to requirements.*

**1. What required facility, equipment, training, and tools does a Program facility need?**

The list of required tools can be found on the Genuine GM Parts website at: [www.genuinegmparts.com](http://www.genuinegmparts.com), click “FOR PROFESSIONALS” tab and select “Collision Repair Network”. There you will find the CORE Requirements and the Tools and Equipment List. These two documents outline the required program capabilities.

**2. What is needed to comply with the Credit Rating and Service History item on the list?**

You meet this requirement if you’ve been in business for 5 years or more – no other action is required for businesses that are 5 years old or older. For those in business less than 5 years, you are asked to verify that you have and will maintain good credit standing with your suppliers. You may provide 2 vendor references and a bank reference, or a D&B report or other acceptable proof of timely handling of your business payable obligations.

**3. Are aluminum tools required for participation?**

The ability to perform cosmetic (non-structural) aluminum repairs is a CORE requirement that must be met to participate. See the CORE document for details.

**4. Why is it required that both the structural and non-structural tech complete Steel Sectioning course?**



It is important to ensure non-structural technicians can identify when a repair is truly a structural repair.

**5. Is the 2-post lift required or is a service lift acceptable?**

The 2-post lift is required to participate in the GM Collision Repair Network program.

**6. Do I need to purchase all equipment listed in the CORE Requirements and Tools & Equipment list or can any of it be sublet or shared between repair facilities in a multi-location business?**

Each repair facility location must have access to all Tools and Equipment listed, with a trained technician capable of properly using the equipment. Some items may be performed by sublet vendors and are noted as such on the CORE requirements. Audit Inspection Vendors will validate that each location either has the equipment onsite or can gain timely access to it when required for a repair.