



## **Cadillac Aluminum Repair Network – Program Manual**

**Program members only. Not for consumer use.**





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## Overview

The Cadillac Aluminum Repair Network is one part of the future plans for Cadillac. The following quote from Cadillac's president, Johan de Nysschen provides insight as to the future: "Cadillac is embarking upon a bold new journey, and the Cadillac organization is invigorated. It's not often that a 113-year-old icon with such a legacy reinvents itself, and it's awesome for all of us to be a part of it." He goes on to say "Cadillac is on a mission to shatter the status quo. Cadillac will lead with highly aspirational products packed with advanced technology, superlative craftsmanship, and distinctive design."

With introduction of aluminum architecture into our vehicles, Cadillac is determined to ensure our vehicle owners have a nationwide network of collision repair facilities properly equipped and trained to repair their Cadillac. It is the commitment of the most dedicated and progressive repair facilities that provide the foundation for this network.

## Benefits

The design of the program is unique. It is an OEM-affiliated collision repair network that includes repair process verification as one of its components. This means that each network member has the confidence in their daily operations to allow an outside agency access to their internal processing methodology. Benefits this program offers include.

### Cadillac Vehicle Owners

- The Cadillac customer will have the support of their Dealer, OnStar and insurance companies in locating an Authorized Cadillac Aluminum Repair Network facility.
- Eligible customers receive complimentary towing. Customers can refer to their Cadillac Dealer for the latest information on this benefit.
- In the event of an accident, OnStar representatives will be available to help vehicle owners identify the closest a Cadillac Aluminum Repair Network facility.
- Information about the Cadillac Aluminum Repair Network is provided to vehicle owners as part of the new vehicle delivery process
- Confidence in knowing the selected collision repair facility has met Cadillac program standards and will expertly and efficiently repair their vehicle.
- Participating repair facilities have automotive repair experts that use genuine Cadillac parts designed specifically for their vehicle.



## **Cadillac Authorized Aluminum Repair Network Facilities**

- Repair facilities benefit from the marketing and promotion that Cadillac provides directly to vehicle owners on a national basis.
- Participating repair facilities can market themselves as part of the Cadillac Aluminum Repair Network using the marketing materials provided by Cadillac.
- Cadillac Customer Care and OnStar will help vehicle owners find the nearest Cadillac Aluminum Repair Network facility.
- Since eligible customers receive complimentary towing, it will help bring these vehicles into network facilities for collision repairs.
- Participating facilities are the only repair facilities authorized by Cadillac to perform structural aluminum repairs on the aluminum construction vehicles.
- Structural repair information for this vehicle will be available free of charge at [www.genuinegmparts.com](http://www.genuinegmparts.com) to help repair facilities determine the difference between structural and non-structural repairs.



## **Program Standards – Verification Audit**

### **General Information**

There are two components to the content of the verification audit. The first encompasses shop readiness. This includes:

- Tools
- Equipment
- Environment (repair bay)
- Training

The second component is output competency repair verification which validates the proper approach to:

- Repair planning
- Vehicle measuring and preservation
- Structural repairs: preparation, straightening, and welding
- Cosmetic repairs: plastic repair, refinish, and corrosion protection
- Final repair review (clean-up and pre-delivery)

The items included under the second element involve repair safety. Typically, 3-4 vehicles will be assessed against each of the areas described in output competency repair verification using proprietary software owned by VeriFacts Automotive. Should the collision facility fail the audit in an area that is repair safety related, they may be required to have a second audit to ensure any deficiencies identified in the gap report were addressed. The collision facility will be solely responsible for any additional costs associated with an on-site re-verification audit.



## **Facility**

The verification auditor will look at the facility in general, take pictures as required to document the premises, and look for things such as, but not limited to:

- Business licenses, regulatory certificates
- Insurance policies
- Secure storage

## **Administration**

The verification auditor will look for things such as, but not limited to:

- Estimating software updates
- Digital cameras sufficient for the estimating staff
- Estimating/delivery bay(s)
- Subscriptions to Original Equipment Manufacturer (OEM) repair procedure web sites
- Estimating procedures

## **Customer Relations**

The verification auditor will look for things such as, but not limited to:

- Standardized procedures to inspect and test drive all repaired vehicles before delivery
- Facility security features to protect customer vehicles
- If the facility offers a limited lifetime warranty for paint repairs
- Repair updates to vehicle owners

## **Safety and Environmental**

The verification auditor will look for things such as, but not limited to:

- All employees are provided with and use Personal Protective Equipment (PPE)
- Fire exits are appropriately marked and fire extinguishers are maintained annually by contract
- A hazardous waste disposal contract with a licensed company
- Material Safety Data Sheet (MSDS) information is readily available to all employees





## Training Requirements

The verification auditor will look for things such as, but not limited to:

- Shop facility recognition consisting of one of the two following designations:
  - I-CAR Gold facility status
    - *or*
  - VeriFacts VQ facility status
- I-CAR technician training certificates
- Estimator training certificates
- Cadillac required training classes
  - 22046.20W1 GM Body Structural Fastening Systems 1
  - 22046.20W2 GM Body Structural Fastening Systems 2
  - 22064.70W Underbody Alignment & Measuring
  - 18460.00W High Voltage Power Electronics Fundamentals
  - 18420.02W7 High Voltage Energy Storage Systems 7
- I-CAR technician training in addition to the I-Car Gold
  - WCA 03 Aluminum welding
  - ALI 01 Aluminum Intensive Vehicle Repairs
  - APR01 Aluminum Exterior Panel Repair and Replacement



## Repair Process

The verification auditor will look for things such as, but not limited to:

- A collision repair management system to manage repairs
- Set procedures for actions prior to disassembly/blueprinting
- Pre and post scan required for every vehicle
  - All vehicles must be tested for Diagnostic Trouble Codes (DTCs) when repair is being assessed for collision damage repairs.
  - The vehicle must be re-tested after all repairs are complete in order to verify that the faults have been repaired and new faults have not been introduced during the course of repairs.
- Vehicle protection during repairs
- A documented in-process quality control procedure
- All general work areas must have lighting to a minimum of 1,000 lumens
- A proper storage for removed parts, i.e. carts, racks, etc.





## Tools and Equipment

The verification auditor will look for things such as, but not limited to:

**Cadillac CT6 Collision Repair Tools & Equipment List**

Tool	Required or Recommended	Specifications
<b>Aluminum MIG Welder</b>	<b>Required</b>	<b>Dedicated Aluminum MIG Welder 220v/Pulse MIG 140 Amp Minimum .035-5554 Wire</b>
* Elektron MultiMig 511 with Standard Torch		
* Elektron MultiMig 511 with Push Pull Torch		
* Elektron MultiMig 522 Dual Torch		
* Pro-Spot SP-1		
* Pro-Spot SP-2		
* Pro-Spot SP-5		
<b>Structural Riveting Tool</b>	<b>Required</b>	
Weilander/Schill Express 800 with CT6 Accessory Kit	<b>Required</b>	Weilander/Schill Express 800 with CT6 Accessory Kit
<b>Flow Drill Screw Hole Locator Kit</b>	<b>Recommended</b>	
<b>Aluminum Isolation Bay/Curtain</b>	<b>Required</b>	<b>Isolate Repair Particles To/From Repair Bay Minimum Size: 25'L x 15'W x 10'H</b>
*GFS Aluminum Repair Isolation Station		(or equivalent)
<b>Ventilation Aluminum Particulate Extraction System</b>	<b>Required</b>	<b>Wet/Mix Technology</b>
* Eurovac EII 2.5HP Wet Mix Dust Collector		(or equivalent)
* Eurovac Aluminum Repair Center System Package		(or equivalent)
<b>Aluminum Dent Repair</b>	<b>Required</b>	<b>Wet/Mix Technology</b>
* Elektron Multi Tool Aluminum Dent Repair Station complete with Elektron MultiSpot M22 Aluminum Stud Welder		(or equivalent)
<b>Structural Repair Bench</b>	<b>Required</b>	<b>Fixture Type</b>
Celette		Fixture Type
Sevenne XL or Griffon XL		CT6 Rental Fixture Set Available for North America Only
Fixture Set 2646		
Base/Piston Set		
Car-O-Liner		Fixture Type (EVO 1, 2, 3)
Chief		Fixture Type (Dedicated CT6 Fixtures)
Spanesi		Fixture Type (Dedicated CT6 Fixtures)

\* Specific tool shown are examples and available in dealer equipment



## Repair Process Verification

- **Structural**

The verification auditor will look for things such as, but not limited to:

- OEM procedures provided to the technician in the work order
- Vehicle is correctly disassembled
- Battery is disconnected
- That fit, finish, and gaps are even and correct per factory guidelines

- **Cosmetic**

The verification auditor will look for things such as, but not limited to:

- Vehicle protection
- Work performed is in accordance with the work order

- **Refinish**

The verification auditor will look for things such as, but not limited to:

- A well-maintained, downdraft paint booth
- Minimum lighting of 1,000 lumens
- A digital paint mixing scale

- **Reassembly**

The verification auditor will look for things such as, but not limited to:

- All parts correctly installed as per the work order
- All sublet items are completed

- **Detail**

The verification auditor will look for things such as, but not limited to:

- Sufficient polishers in good working condition
- Vehicle undergoes a thorough cleaning before delivery
- Vehicle undergoes a pre-delivery quality inspection



- **Program Requirements**

The verification auditor will look for things such as, but not limited to:

- Cadillac materials are properly displayed
- Proper of the Cadillac logo displayed or on any documentation
- Usage of technical repair information provided by Cadillac is observed
- That the authorized repair facility has a Customer Satisfaction Index (CSI) measurement process.



## **Frequently Asked Questions**

1. **Why is Cadillac establishing a network of collision repair facilities for CT6 repairs?**
  - To provide Cadillac CT6 vehicle owners with repair solutions that meet Cadillac specifications.
  - The CT6 is a technologically advanced, aluminum intensive, mixed material construction automobile. Selected repair facilities have made the commitment and investment to have necessary equipment and the technician training required to successfully repair these vehicles.
2. **Will Cadillac CT6 parts be restricted for purchase?**
  - Mechanical parts will not be restricted.
  - Non-structural collision parts will not be restricted.
  - Structural parts: Any part deemed by Cadillac to be a structural part will be restricted. A repair facility ordering any structural part will need to be an approved participant of the Cadillac Aluminum Repair Network and will need to supply the CT6's VIN and their Cadillac Aluminum Repair Network account number
3. **Will non-participating facilities be allowed to purchase parts required for aluminum structural repairs?**
  - No. Only repair facilities that have made the commitment to support Cadillac dealers by having proper facilities, equipment, and technician training will have access to aluminum structural repair replacement parts. Program requirements are designed to help ensure safe repairs through participating facilities that undergo a Cadillac approved verification process.
4. **Will participating facilities be allowed to market their facility as a “Cadillac Aluminum Repair Network facility”?**
  - Yes. Marketing materials and guidelines are provided to participating facilities for as long as they are participating in the program.



**5. Will Cadillac provide signage identifying member facilities as a Cadillac Aluminum Repair Network facility?**

- Yes. On completion of the program requirements, Cadillac will provide a network plaque for interior display. If at any time a facility fails to comply with the program requirements, Cadillac reserves the right to ownership of the plaque and the plaque must be returned.
- Cadillac dealerships can use trademarks and corporate signage as per their franchise agreement.
- Authorization does not permit independently-owned collision repair facilities to use Cadillac trademarks or corporate signage.
- Marketing materials are available for members to use in local advertising and inside facility displays.

**6. What is the total initial investment?**

- Equipment and training requirements are available for review so a facility can determine their present status in relation to the standards. Upon initial evaluation of the collision repair facility, a gap report will be provided to facility management and to Cadillac to determine areas that require additional attention. This may ultimately require some investment by the repair facility to become compliant with Cadillac Aluminum Repair Network program requirements. Well-equipped facilities already participating in other aluminum repair networks will most probably have a very minimal investment.

**7. How much new work will the program bring into my facility?**

- The CT6 is a limited volume, flagship luxury vehicle. As such, it is difficult to project how much new work will be introduced into your facility. However:
  - Cadillac's intent is to have a network of CT6 authorized aluminum structural repair facilities across the USA.
  - Non-authorized collision repair facilities will not be recognized by Cadillac for CT6 structural repairs.
  - Participating repair facilities can use this affiliation to market their services to customers and insurers.



**8. Is there a charge for program membership?**

- Yes. There is an initial membership fee and an annual renewal fee of \$4,500 per year.

**9. Are there any additional fees in conjunction with the annual fees?**

- Yes. The Customer Satisfaction Index (CSI) measurement service fee is the direct responsibility of the facility. The program mandates a specific CSI provider for standardized CSI measurement across the network.
- There may be an additional fee for facilities that require one or more additional verification visits to document compliance with program requirements.

**10. How do I enroll?**

- Interested shops should request enrollment information using the following methods:
  - Email the Cadillac Aluminum Repair Program Administrator at [CadillacNetwork@verifactsauto.com](mailto:CadillacNetwork@verifactsauto.com)
  - Information may also be found at [genuinegmparts.com](http://genuinegmparts.com)

**11. How will participating facilities obtain training?**

- Training can be obtained through I-CAR, Cadillac, and other Cadillac approved training providers.

**12. Is there training for insurers and adjusters?**

- Yes, training for insurers and adjusters will available at [www.genuinegmparts.com](http://www.genuinegmparts.com)

**13. How long will my facility be authorized?**

- Annual authorization is part of the program requirements. Re-authorization is required every twelve months.



**14. Can my current paint company authorize my facility for the Cadillac Aluminum Repair Network?**

- No. Cadillac-approved vendors are the only parties involved in the authorization process.





Notes