

Collision Operation Repair Essentials (C.O.R.E.) Requirements



General business requirements

- In business for a minimum of (5) years or verifiable credit rating and service history
- Have current Garage Keepers liability insurance with a minimum of \$1 Million policy limit
- No felony convictions by ownership or management
- A preferred rental car provider or complimentary customer transportation
- Customer Satisfaction Rating (CSI) service that is measured by a third-party service provider
- A Limited Lifetime Warranty on completed repairs
- Current data subscription for three-dimensional measuring system
- A current subscription or use-access to OEM repair procedures for all applicable year, make, model vehicles to be repaired
- The capability to provide complete repair documentation with corresponding proof of compliance to OEM repair procedures where applicable and all historical information is safeguarded electronically
- A data-driven estimating system with Collision Performance dataMANAGER connected for reporting
- A pre-delivery cleaning process for all vehicle interiors and exteriors
- An adequately maintained customer parking area that is well-lit
- A clean & well-maintained customer reception, waiting and estimating area with convenient customer restrooms
- Adequately illuminated work areas for repairing, refinishing and detailing vehicles including inside of spraybooth
- A data privacy policy, available to your customers, that outlines the protections provided for their personally identifiable information (PII)

Technical training requirements

- Ensure continuous technical training for all technical staff by demonstrating compliance with I-CAR Gold Class Requirements, specifically focusing on the latest automotive years, makes, and models
- Proof of Steel GMA (MIG/MAG) Welding Certification from a recognized industry source, current (not expired) Certificate
- Proof of Training or Certification in Silicon Bronze MIG Brazing from recognized industry source, current (not expired) Certification
- Certificate of EPA Section 609 compliance for refrigerant recovery
- Proof of training to operate the three-dimensional measuring equipment being utilized
- Proof of product training from the OEM approved paint manufacturer being utilized
- 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

Tool and equipment requirements

(These requirements are all subject to the year, make, and model of the vehicle being repaired)

- An electronic 3D measuring system for structural diagnostics, correction, and documentation
- A frame rack or bench system capable of producing body and structural pulls
- 4 Point vehicle anchoring or fixturing capability for cars and light trucks

C.O.R.E. Requirements

- 220v 3-Phase, Inverter-Type Squeeze-type Resistance Spot Welder (or equivalent) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- 220v (208-240) GMAW MIG/MAG Welder for Steel with 180 Amp or greater output
- 220v (208-240) Silicon Bronze GMAW for MIG Brazing Pulse capable MIG w/ Synergic Adjustment & non-pulse setting with 200 Amp output capability
- R134a and R1234yf refrigerant recovery/recycling system or proof of qualified sublet A/C service provider
- Above ground lift with a lift capability of at least 7000 lbs
- Capability to perform and verify four-wheel alignment either in-house or through a sublet provider
- The capability to remove, replace, and reinstall steering and suspension components, as well as engine and drive train units (in-house or through a qualified sublet)
- Perform pre and post repair diagnostic vehicle scans on all vehicles as required by the vehicle manufacturer and retain proof of ALL post repair diagnostic scan results and calibrations performed as required by vehicle manufacturer (in-house or through a qualified sublet)
- OEM approved refinishing system (paint mix room)
- A spray enclosure (paint booth) with forced drying capabilities
- Pressure-feed corrosion protection material application equipment with wand attachments for applying anti-corrosion materials inside body cavities with a 360-degree spray pattern

Suggested additional best practices

- A paint mil gauge for measuring paint thickness on plastic substrates
- A paint mil gauge for ferrous and non-ferrous metal substrates
- A welding station for making practice and test welds with vice and caliper for destructive testing



*All equipment, capabilities and training required must meet published Original Equipment Manufacturer (OEM) specifications for the year, make and model of the vehicle being repaired, these same requirements shall also apply to any sublet providers for operations performed. Current revisions of these requirements are available online at: go.oeconnection.com/collision-performance-network or with the auto manufacturer of record and are subject to change at any time. OEC does not set prices, offer concessions or raise or lower prices charged for collision repair services in any manner.



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Specialized OEM Requirements

Nissan/INFINITI requirements:

- An established business relationship with a Nissan wholesale parts dealer
- Safety Shield Technologies through I-CAR must be attended by one (1) technician
- Nissan/INFINITI Repair Considerations through I-CAR must be attended by one (1) technician
- Nissan Collision Estimating Essentials course must be attended by one (1) individual

Hyundai requirements:

- Shops must be sponsored by a Hyundai wholesale dealer
- Hyundai Technical Resources Collision Training Course must be attended by one (1) technician

GT-R – All Nissan requirements plus:

- Nissan GT-R through I-CAR must be attended by one (1) technician (GT-R only)
- Nissan GT-R Diagnostics through I-CAR must be attended by one (1) technician (GT-R only)
- Nissan GT-R Repair Considerations through I-CAR must be attended by one (1) technician (GT-R only)
- Celette fixture bench (GT-R only)
- Dye Penetrant kit for detecting fractures to aluminum (GT-R only)
- A work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system
- 220v (208-240) GMAW MIG Welder for Aluminum – Pulse capable MIG w/Synergic Adjustment
- A dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers, and dent extraction system
- An Immersion-Type, Wet Mix dust extraction system or pneumatic (air operated) vacuum system dedicated to aluminum dust
- Self-Piercing Rivet gun with mandrel that meets manufacturer requirements
- Aluminum (MIG) Welding Certification from recognized source or greater to I-CAR WCA03

- OR - Aluminum Certification from recognized source or greater to Ford, Audi, BMW, Mercedes, Porche, etc.

Genesis requirements:

- Shops must be sponsored by a Genesis Retailer
- Shops must have at least one (1) person complete each of the following online I-CAR courses:
 - Quality is Your Business
 - Strengthening Your In-Process
 - Quality Controls (prerequisite: Quality is Your Business)

FCA requirements:

FCA required courses

- I-CAR - FCA Marketing Your Certification
- I-CAR - FCA Introduction to Service Library for Chrysler, Jeep, Dodge, RAM, Fiat, and Alfa Romeo Vehicles
- I-CAR - Driver Assistance Systems for Chrysler, Dodge, Jeep, RAM, Alfa Romeo and FIAT Vehicles

FCA recommended courses

- I-CAR - FCA wiTECH Scan Tool Fundamentals - (Required for FCA wiTECH Scan Tool Users) (Recommended if you are not a wiTECH Scan Tool User)
- I-CAR - FCA wiTECH ECU Flashing
- I-CAR - FCA Diagnostic Data Recording with wiTECH ("Flight Recording")
- I-CAR - Jeep Grand Cherokee WL

Alfa Romeo – All FCA requirements plus:

- AMi Required Courses
 - Listening Skills (Alfa Romeo only)
 - Essential Telephone Skills (Alfa Romeo only)
- Platinum™ ProLevel 3 must be achieved by at least one (1) technician in each of the following collision repair roles:
 - Estimator
 - Non-Structural Technician
 - Steel Structural Technician
 - Refinish Technician

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