

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



Specialized OEM Requirements

Hyundai requirements:

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

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)

Specialized OEM Requirements

- 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

VinFast

- Computer workstations with internet connection for service technicians, repair planners, and parts staff
- Body & Frame straightening bench with a universal fixture/ jig holding system required. 9,000 lbs. lifting capacity or wheeled and capable of fitting under a two-post lift, 4-holding points minimum. Universal fixture/ jig holding system is required and must be capable of building fixtures or jigs to secure replacement structural components for the repair process.
- Two post surface lift with $\geq 3,500$ kg capacity - with Screw-Up Adapter Pads
- Squeeze-type resistance spot welder (STRSW) with shunt clamp, & an assortment of spot welder attachment arms including: wheel arch, long reach arms. STRSW with $>12,000$ amp >350 kgf daN clamp force.
- ER70S-6 MAG welding wire (0.030 or 0.035)
- C25 (75% Argon/ 25% CO2) MAG shielding gas
- Parts carts or parts storage must be utilized for all

repairs. No storage of parts permitting inside or on customer vehicles

- Shop must be EVHQ - Electric Vehicle Handling Qualified or equivalent (as determined by VinFast US)
- Have a coolant vacuum filler
- Have a DVOM (HV Digital Voltage Ohms Meter) – CATIII/1000V
- Have an electrical isolating floor mat
- 12V Smart Battery Charger - 12V sealed lead-acid batteries/ AGM compatible
- Go-Jak Wheel Dollies or equivalent (Recommend: 8 units - GoJaks for SUV & Light Duty Trucks - 7000 LBS capacity for tire widths up to 16")
- Electrical Rescue Hook - 6 foot or greater (Recommended ASTM standard F711 and meet ASTM standard F1825 at a minimum.)
- Have a Class C fire-rated, ABC or BC Dry Chemical Fire Extinguisher
- Have high voltage warning signs and fencing for workspace (may be mobile)
- Designated repair technicians must have EH rated shoes
- Insulated Hand tools - Socket/Wrench Set/Screw Drivers - Recommend Certified to 1000 V ac, 1500 V dc
- HV Vehicle L2 Battery Charger - minimum 11kW, SAE J1772 connector – (Recommend VinFast Home Wall Charger or equivalent: https://shop.vinfastauto.ca/CASVC30000319.html?lang=en_CA)
- Non-contact heat monitoring system - Digital Temperature Gauge (Recommended: thermal imaging camera)
- Insulated Gloves - Class 0 | Maximum 1000V (AC) and 1,500 (DC) - (Recommended: meeting EN60903 or ASTM D120 standards) the use of leather protective outer gloves is also recommended.

*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.oconnection.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.



Enroll Today! Call 949.221.0010 or visit
go.oconnection.com/collision-performance-network