

Collision Repair Provider Definition

The Collision Industry Conference Definitions Committee is an industry volunteer group comprised of repairers, insurers and suppliers and others whose mission it is to clarify and bring universal understanding to the terminology used in the automotive damage repair and refinish process.

The committee maintains this Collision Industry Conference Collision Repair Provider Definition for the general use and benefit of the industry.

General Collision Repair Provider

- Provider must be trained, equipped and capable to perform all necessary replacement, welding, repair and refinish operations as required on steel vehicle body and structural components (including any operations required for bolted-on aluminum or composite panel replacement);
- Provider must have business location and facility that meets all local, state, and federal permit, license and operating requirements or regulations; [Hyperlink to CIC Guidance Page](#)
- Provider must offer a written limited lifetime warranty against defects in workmanship.

**All equipment, capabilities and training required below must meet the Original Equipment Manufacturer (OEM) specifications for the year, make and model of the vehicle(s) being repaired and hereinafter referenced "as required by vehicle manufacturer".*

**All sublet or third party service providers must also meet all equipment, capabilities, and training and certification requirements necessary for the year, make and model of the vehicle being repaired and provide documentation of repairs meeting OEM specifications.*

General Equipment and Capabilities Requirements

- Utilize welding equipment (MIG-MAG-STRSW) as required by vehicle manufacturer;
- Utilize and have access to published OEM body specifications and procedures (including suspension alignment specifications and advanced safety system recalibration/initialization procedures) with the most current updates available as required by vehicle manufacturer;
- Utilize a computerized measuring system capable of measuring in three dimensions (symmetrical or asymmetrical uni-body and full frame vehicles) as required by vehicle manufacturer with ability to provide documentation as proof of compliance that vehicle was restored to OEM specifications. All operators must have evidence of training on the type of measuring device being used. A dedicated or universal fixture system may be required by vehicle manufacturer and must be used when required;
- Utilize a minimum four-point anchoring system capable of securing the vehicle in a stationary position and hydraulic equipment capable of making simultaneous, multiple body and/or structural pulls when necessary. All operators must have evidence of technical training on the type of equipment being used and provide documentation as proof of compliance that vehicle was restored to OEM specifications;
- Utilize a Four-wheel alignment system capable of providing documentation that vehicle meets specifications as required by vehicle manufacturer with at least one technician who is certified or qualified or utilize qualified sublet or third party service provider;
- Have ability to remove and reinstall frame, suspension, engine and drive train components as required by vehicle manufacturer *or utilize qualified SUBLET OR 3RD PARTY service provider;

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General Equipment and Capabilities Requirements, continued.

- Utilize a pressurized spray booth equipped with a respirator system that meets current federal, state and local requirements;
- Utilize a refinishing system with ability to accurately reproduce OEM-type finishes and colors;
- Have forced drying equipment or curing system that will reproduce an OEM-type finishes;
- Utilize equipment and consumables to restore corrosion protection on repaired vehicles;
- Have ability to perform pre and post repair vehicle diagnostic scans and provide proof of calibration and compliance as required by vehicle manufacturer.

General Training and Certification Requirements

- Every refinish technician responsible for application of the final product must be certified by the manufacturer of the refinish product being used and use the complete system as prescribed by the paint manufacturer;
- All technicians that are diagnosing, servicing, or repairing any restraint system components must be properly trained and adhere to the OEM procedures using the proper tools and equipment, and be able to produce documentation of all codes present and cleared;
- All technicians must have access and adhere to all available OEM body, refinish, mechanical and structural repair procedures, recommendations and/or requirements and document compliance with the procedures;
- Must have ability to perform weld bonding or rivet bonding as required by vehicle manufacturer;
- Must meet all training or certification requirements as required by vehicle manufacturer or meet other ongoing technical training benchmarks such as I-CAR Gold Class in absence of an OEM training requirement;
- All technicians that perform welding procedures on vehicles must have current welding qualification(s) and/or certification(s) for the type of welding that is being performed as required by vehicle manufacturer.

Advanced Repair Capable

- An Advanced Repair Capable provider must be trained and equipped to perform repair and refinish work on all high strength steel and other advanced materials such as aluminum, carbon fiber, etc., (*) as required by vehicle manufacturer. Some vehicles may have restrictions where only a manufacturer certified repair facility can perform the necessary repair operations.
- All body and structural repairs and replacement of structural components must be performed in compliance with OEM specifications for the year, make and model of the vehicle(s) being repaired.
- An Advanced Repair Capable provider must meet all of the General Requirements outlined above, and including, but not limited to the following:
 - Work separation area to prevent cross contamination (can be curtain system or a separate room) as required by vehicle manufacturer;
 - Rivet gun(s) capable of replacing self-piercing rivets as required by vehicle manufacturer;
 - Hand tools dedicated to aluminum repair as required by vehicle manufacturer;
 - Dust Collection Equipment for hazardous dust containment as required by vehicle manufacturer;
 - Specialized vehicle specific training as required by vehicle manufacturer.