General OEM Certification Requirements

**General Business Requirements SHOPS MUST:**

ο 1. Be in business for a minimum of (5) years, or possess verifiable credit rating and service history

ο 2. Provide proof of Garage Keepers Liability insurance with a minimum of $1M policy limit

ο 3. Provide customers with a Limited Lifetime Warranty

ο 4. Subscribe to an electronic p-page logic estimating system

ο 5. Be in compliance with all Local, State and Federal government regulatory requirements

**Customer Service SHOPS MUST:**

ο 1. Measure customer satisfaction through a third-party service provider

ο 2. Utilize a preferred rental car provider or provide complimentary customer transportation

ο 3. Clean vehicle interiors and exteriors before delivery to customer

ο 4. Have a well-maintained customer parking area that is well-lit

ο 5. Have a professional, well-maintained customer reception, waiting and restroom areas

**General Technical Repair Capability SHOPS MUST:**

ο 1. Meet I-CAR Gold Class or equivalent with proof of ongoing technical training (assessment required)

ο 2. Subscribe to current OEM repair procedures and have the ability to provide documented proof of compliance

ο 3. Utilize a frame rack or dedicated/universal fixture bench, with appropriate vehicle anchoring and pulling capabilities

ο 4. Utilize an electronic three-dimensional vehicle measuring system

ο 5. Maintain a current data subscription for the measuring system being utilized

ο 6. Provide proof of technical training to operate the measuring system being utilized

ο 7. Utilize an R134a refrigerant recovery/recycling system or proof of a qualified sublet provider

ο 8. Have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider

ο 9. Have the ability to remove, replace and reinstall steering and suspension components, as well as engine and drive train units

ο 10. Have the ability to perform pre- and post-repair vehicle diagnostic scans and proof of calibrations

ο 11. Have a spray booth with forced drying capabilities

ο 12. Utilize an OEM approved refinishing system

ο 13. Provide proof of product training for the refinishing system being utilized

ο 14. Have an above ground lift with a lift capability of at least 7,000 lbs

ο 15. Utilize pressure-feed, anti-corrosion compound and application equipment

ο 16. Have a documented Quality Assurance/Quality Control system

**ADVANCED CAPABILITIES**

All of the following capabilities must meet the vehicle manufacturer’s specifications according to year, make and model. Steel/Ferrous Material Technical Repair Capability (Required)

SHOPS MUST:

ο 1. Have a 220 Volt, 3-Phase Inverter-Type (or functionally equivalent Hybrid)-Squeeze -type Resistance Spot Welder (STRSW) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes

ο 2. Have a 220-volt MIG/MAG welder for steel fusion

ο 3. Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire and pulling attachments

ο 4. Have completed I-CAR ® WCS03 - Steel GMA (MIG) Welding Certification

ο 5. Have a MIG welder with silicon-bronze MIG brazing capabilities

ο 6. Have proof of training in silicon bronze MIG brazing or completed I-CAR ® BRZ02 - MIG brazing course

Composite Material Technical Repair Capability (Optional)

SHOPS MUST:

ο 1. Have the required tools and equipment to repair advanced structural composites and/or carbon fiber components

ο 2. Provide proof of training or certification in the repair of advanced structural composites or carbon fiber components

ο 3. Have a Clean Room and air filtration and Evacuation Requirements (A work separation system that isolates specialized vehicle from cross contamination during the repair process.) Note: separation can be a separate room or curtain system

ο 4. Provide credentials of any OEM Certification with advanced structural composites or carbon fiber construction

Aluminum Repair Requirements / Non-Ferrous

(Required for FORD Certification)

SHOPS MUST:

ο 1. Have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system

ο 2. Have a designated set of hand/special tools specifically for aluminum vehicles to prevent from cross contamination with steel body vehicles. The inventory must contain all required hand tools per Ford F-150 Collision Repair Program

ο 3. Utilize a 220v Pulse MIG welder specifically for aluminum vehicles

ο 4. Utilize a dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, pyrometer, aluminum hammers and dent extraction system

ο 5. A specialized aluminum SPR (Self Piercing Rivet) gun approved by the Ford Paint and Body Technical Center – currently only the Chief, Henrob and Pro Spot SPR riveters are approved

ο 6. An Immersion-Type, Wet Mix dust extraction system or pneumatic (air operated) vacuum system dedicated to aluminum dust - The system can be portable or centrally installed system

ο 7. I-CAR ® FOR06 – 2015 Ford F-150 Structural Repair Training Course

ο 8. I-CAR ® WCA03 – Aluminum GMA (MIG) Welding Certification

ο 9. I-CAR ® FO007E01 - 2018 Expedition & Navigator Aluminum Body Repair (2 technicians must complete – web-based)

Suggested Additional Best Practices:

ο 1. A designated welding fume extraction system

ο 2. Frame Alignment Fixtures - A select number of qualifying frame alignment accessories are available for Chief, Car-O-Liner and others

ο 3. Welding station or equivalent so all welding certified technicians can administer practice welds prior to welding new panel