

# GET FCA CERTIFIED



DODGE



Jeep



SRT



## The Value of Certification

- Certification increases your overall business value
- Recognizes you as the top 10% of the collision repair industry
- Certification credentials and signage build exponential credibility; improving reputation, increasing consumer confidence and CSI scores
- Enhances your marketing and strengthens B-2-B relationships through Certification and Consumer Awareness Campaigns
- Several marketing tools allow you to proactively direct customers to your body shop
- Enables you to stay ahead of changing technology in order to be able to properly and safely repair the next generation of vehicles



- Attract and retain the best employees (HR equity)
- Annual compliance ensures your shop is technically capable and able to meet OEM specified requirements

Make sure your shop is included in the shop locator tool for FCA vehicle owners and part of FCA's aggressive consumer referral program.

Enroll Today! | [www.GetFCACertified.com](http://www.GetFCACertified.com) | 949.221.0010

## Get Certified by Fiat Chrysler Automobiles (FCA)

The FCA Certified Collision Repair Network is looking for quality Collision Repair Providers focused on providing a superior repair experience with quality parts to ensure that the value and safety of their owners' vehicles are maintained. To make certain that the next generation of vehicles are properly repaired, FCA and other leading automakers are doing their part to ensure that body shops have the right tools, equipment, training, and modified facilities. You're in a league of your own when you receive your FCA Certification, and it can open up additional opportunities for your business.

OEM Certification round out your business, generating a massive referral base of vehicle owners.

This new frontier for collision repair allows you to run your business focused on giving the customer a superior customer service experience and quality repair to OEM specifications.

If you desire to be a leader and believe your repair business can meet the requirements, act now to get FCA Certified today.

### **PROGRAM OBJECTIVE:**

***"To identify and promote body shops that have the right tools, equipment, training and facilities necessary to repair vehicles back to manufacturer specifications. This program is critical to help ensure the vehicle fit, finish, durability, value and safety."***

## FCA Has Teamed with Assured Performance

FCA leverages the Assured Performance Certification program to enable both qualifying dealerships and independent body shops to become Certified by FCA and Recognized by other leading Automakers.

The joint-effort approach FCA and Assured Performance share eliminates redundant costs and duplication between programs. Certification-Recognition by multiple entities is now cost effective and highly rewarding. You are able to receive multiple Certification under one umbrella for a special consolidated annual fee and inspection-audit process. Through this exclusive combined program, collision repair providers will receive exponential credibility from several of the largest OEMs in the world, adding to brand equity and reputation.

***There is nothing else like it - not even close!***

- Certification is based on the OEM-specified requirements necessary to properly repair current model vehicles.
- The program is open to all shops that can meet the requirements (independents may require dealer sponsorship for select manufacturers).

## How a Shop Becomes Certified by FCA



### **6 Easy Steps: Our Turnkey Approach to Becoming Certified**



#### **1. Enrollment**

Review the terms and conditions of participation and select the enrollment option.



#### **2. Business Information**

Enter required business details to access use of available marketing tools.



#### **3. Business Capability Assessment**

Evaluate shop's capabilities against the list of certification requirements and standards in order to receive your business improvement plan.



#### **4. Score & Evaluation**

Review and examine any potential deficiencies in becoming Certified.



#### **5. On-Site Inspection-Audit**

Schedule an on-site inspection-audit. The inspector will tour your body shop and ensure proof of compliance with photos and documentation.



#### **6. Marketing & Promotion**

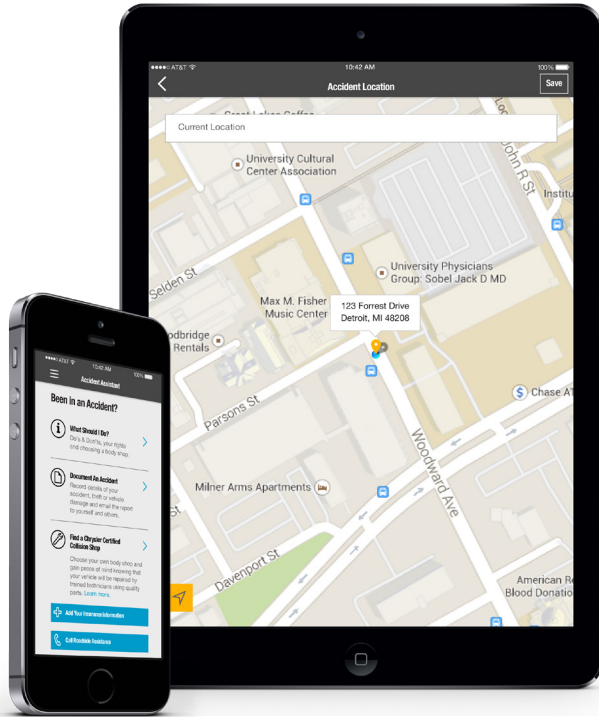
Access available marketing tools to maximize your ROI and overall business value.



# What are the Benefits?

## Shop Locators

Listing on multiple on-line OEM shop locators, linked directly from the OEMs websites and connecting consumers to your micro-site.



## Official Signage & Branding

Utilize FCA approved signs, badges and logos in all marketing material and messaging to market your ability to repair advanced vehicle systems.



# FAQ - Additional Questions

## How do you get your independent body shop sponsored when necessary?

For some OEMs, independent body shops must have an official dealer sponsorship to become officially Certified. Assured Performance works with your wholesale parts retailer to coordinate the entire sponsorship process and ensure each step is efficient and painless. You can also go direct and ask your Wholesale Parts Manager to sponsor you. Assured Performance will ensure your retailer has all of the on-line access and information to sponsor your shop.

## Is there support if I have questions or need assistance?

Yes. Assured Performance will assign you an Account Manager. They can be reached at [949-221-0010](tel:949-221-0010).

## Smartphone Apps

Assured Performance and FCA branded apps provide a solution to assist consumers at time of accident and throughout the repair process.



- Accident & Collision Care



- MOPAR Companion (over 1.3M downloads)



## Press Releases

Have your recent Certified status distributed to local media outlets to announce your business as the advanced-capable body shop in your community.



## Consumer Awareness

FCA promotes Certified Collision Repair Providers to vehicle owners.



## OE-QC Repair Procedure Usage & Compliance

Limit liability exposure and assist your shop's technicians in properly documenting OEM Repair Procedures, ensuring compliance for each repair.



## Business Improvement Program (BIP)

An exclusive program designed to assist body shops in earning a "5 Star Status" by achieving top performance metrics in the business disciplines that matter most.



## dataManager

Safeguard your data and monitor your business performance with KPI reporting and benchmarking.

## How much does FCA Certification cost?

- Annual Assured Performance Certification Fee: \$2,950
- FCA Certification Fee: Included
- Total Fee: \$2,950

## Can anyone get Certified if they pay a fee?

No, only body shops that have the right tools, equipment, training and facilities to properly repair a vehicle to manufacturer specifications can become Certified. For shops who do not qualify, Assured Performance has developed an exclusive Business Improvement Program to assist shops in becoming Certified over time.

# Assured Performance Certification Requirements:

## General Business Requirements

### SHOPS MUST:

- ☐ 1. Be in business for a minimum of (5) years, or possess verifiable credit rating and service history
- ☐ 2. Provide proof of Garage Keepers Liability insurance with a minimum of \$1M policy limit
- ☐ 3. Provide customers with a Limited Lifetime Warranty
- ☐ 4. Subscribe to an electronic p-page logic estimating system
- ☐ 5. Be in compliance with all Local, State and Federal government regulatory requirements

## Customer Service

### SHOPS MUST:

- ☐ 1. Measure customer satisfaction through a third-party service provider
- ☐ 2. Utilize a preferred rental car provider or provide complimentary customer transportation
- ☐ 3. Clean vehicle interiors and exteriors before delivery to customer
- ☐ 4. Have a well-maintained customer parking area that is well-lit
- ☐ 5. Have a professional, well-maintained customer reception, waiting, and restroom areas

## General Technical Repair Capability

### SHOPS MUST:

- ☐ 1. Meet I-CAR® Gold Class® or equivalent with proof of ongoing technical training (assessment required)
- ☐ 2. Subscribe to current OEM repair procedures and have the ability to provide documented proof of compliance
- ☐ 3. Utilize a frame rack or dedicated/universal fixture bench, with appropriate vehicle anchoring and pulling capabilities
- ☐ 4. Utilize an electronic three-dimensional vehicle measuring system
- ☐ 5. Maintain a current data subscription for the measuring system being utilized
- ☐ 6. Provide proof of technical training to operate the measuring system being utilized
- ☐ 7. Utilize an R134a refrigerant recovery/recycling system or proof of a qualified sublet provider
- ☐ 8. Have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider
- ☐ 9. Have the ability to remove, replace, and reinstall steering and suspension components, as well as engine and drive train units
- ☐ 10. Have the ability to perform pre and post repair vehicle diagnostic scans and proof of calibrations
- ☐ 11. Have a spray booth with forced drying capabilities
- ☐ 12. Utilize an OEM approved refinishing system
- ☐ 13. Provide proof of product training for the refinishing system being utilized
- ☐ 14. Have an above ground lift with a lift capability of at least 7,000 lbs
- ☐ 15. Utilize pressure-feed, anti-corrosion compound and application equipment
- ☐ 16. Have a documented Quality Assurance/Quality Control system

**INFORMATION & REQUIREMENTS PUBLISHED ON THIS DOCUMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE. FOR QUESTIONS OR TO REQUEST THE LATEST REQUIREMENTS PLEASE CALL (949) 221-0010.**

## ADVANCED MATERIAL REPAIR TECHNICAL 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:

- ☐ 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
- ☐ 2. Have a 220-volt MIG/MAG welder for steel fusion
- ☐ 3. Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire, and pulling attachments
- ☐ 4. Have completed I-CAR® WCS03 - Steel GMA (MIG) Welding Certification
- ☐ 5. Have a MIG welder with silicon-bronze MIG brazing capabilities
- ☐ 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:

- ☐ 1. Have the required tools and equipment to repair advanced structural composites and/or carbon fiber components
- ☐ 2. Provide proof of training or certification in the repair of advanced structural composites or carbon fiber components
- ☐ 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)
- ☐ 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:

- ☐ 1. Have a work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be a separate room or curtain system
- ☐ 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
- ☐ 3. Utilize a 220v Pulse MIG welder specifically for aluminum vehicles
- ☐ 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
- ☐ 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
- ☐ 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
- ☐ 7. Completed I-CAR® FOR06 - 2015 Ford F-150 Structural Repair Training Course
- ☐ 8. Have completed I-CAR® WCA03 - Aluminum GMA (MIG) Welding Certification

### Suggested Additional Best Practices:

- ☐ 1. A designated welding fume extraction system
- ☐ 2. Frame Alignment Fixtures - A select number of qualifying frame alignment accessories are available for Chief, Car-O-Liner and others
- ☐ 3. Welding station or equivalent so all welding certified technicians can administer practice welds prior to welding new panel