

Minimum Certification Requirements



GENERAL BUSINESS

- In business for a minimum of five years, or verifiable credit rating and service history
- Garagekeepers liability insurance with a minimum of \$1M policy limit
- General liability insurance
- Local, state and federal government regulatory requirements

CUSTOMER HANDLING

- Stated dress code for production and administrative personnel
- Alternate transportation with policies explained
- Forecast date for completion of repairs
- Ongoing communication with customers regarding repair status
- Detailed explanation of work completed on vehicle
- Contact customers within five days of vehicle redelivery
- Customer Satisfaction Survey process

FACILITY

- Capacity to maintain 10-day key-to-key repair time
- Exterior of building is well-maintained
- Secure area for customer vehicles
- Professional outdoor signage with Company information
- Clearly designated parking
- Clean/neat customer reception with sufficient seating

- Customer-only, well-maintained restrooms
- Wi-Fi® in customer reception area

WORKSHOP

- Separate bay for estimates and final inspections with a two-post vehicle lift that can raise 7,000 lbs. minimum
- Defined workshop bays
- Workspace lighting at a minimum of 750 lux
- Paint mixing room conforms to local, state and National requirements
- One downdraft or crossflow paint booth capable of low-bake/force-dry operations
- Paint booth daylight-corrected lamps with a lux of 1,000 or greater
- Ability to refinish high-roof vans, or sublet; door/entrance height of at least 10 ft. and inner ceiling height of at least 12 ft.
- Paint thickness gauge(s) capable of ferrous, non-ferrous
- Workshop cleaned regularly and written process in place to monitor cleaning activity
- Collision Center check sheet to identify vehicle damage, mileage, etc.
- Portable equipment is stored in a secure area in workshop
- Safety Data Sheets (SDS)
- Access to OE repair procedures with printing capabilities
- Defined and documented vehicle repair process

WARRANTY OF REPAIR

- Limited lifetime warranty for the repaired area of customer vehicles

COMMUNICATION AND INFORMATION TECHNOLOGY

- Ability to provide requested performance data explained in the FCCN Operating Standards
- Company-specific website

ESTIMATING SYSTEM AND EQUIPMENT

- Approved estimating system (CCC, Mitchell, Audatex)
- Diagnostic scan tool or sublet
- Parts orders through the authorized Ford dealership via OEC CollisionLink or OPSTRAX
- Approved OE paint systems (PPG, Axalta, BASF, AkzoNobel, Sherwin-Williams or Valspar)
- Frame rack/bench system with anchoring and tooling, minimum 7,000 lift capacity
- Electronic 3D measuring system with printout, or dedicated fixture bench with documentation
- Equipment maintenance cycle

STEEL/FERROUS MATERIAL TECHNICAL REPAIR CAPABILITY

- 220-volt, three-phase inverter-type (or functionally equivalent hybrid) squeeze-type resistance spot welder (STRSW) capable of producing a minimum of 600 lbf (267 daN) of clamping force and 10,000 amps of current at the electrodes
- 180 amp, 220-volt MIG/MAG welder for steel fusion
- Dent removal/pulling system for steel panels that contains a stud welder, stud pins, and washers and pulling attachments

ALUMINUM REPAIR NON-FERROUS

- Work separation system that isolates aluminum vehicles from vehicles undergoing steel repairs – separation can be separate room or curtain system, minimum of 450 sq. ft.
- Immersion-type wet mix dust extraction system, or pneumatic (air-operated) vacuum system dedicated to aluminum dust removal; the system can be portable or centrally installed
- Approved SPR riveting system
 - Car-O-Liner PNP90 (6-ton)
 - Car-O-Liner PNP90 XT2 (10-ton)
 - CMO SPR Gun
 - Henrob Self-Pierce Riveting Removal and Insertion Repair Kit
 - Chief Basic Rivet Gun Kit
 - Pro Spot Electro-Hydraulic SPR Rivet Gun Kit
 - Spanesi SPR Gun
 - TKR Group PNP90 UN 2.0 (6-ton)
 - TKR Group PNP90 SNW XT (10-ton)
 - TKR Group VAS 6790 (6-ton)
 - Wielander and Schill XPress 800
- Blind/structural rivet tool SPR attachment, or stand-alone blind/structural rivet tool with 14.2 KN/3192 lbs. pull force
- Designated set of aluminum hand/special tools specifically for aluminum vehicles to prevent cross contamination with steel body vehicles
- Dent extraction system specifically designed for aluminum that contains an aluminum stud welder, heat gun, non-contact digital thermometer
- 220-volt MIG pulse welder specifically for aluminum
- 5554 alloy welding wire, 1.2mm/.047 inches diameter
- Rivet nut thread setter kit

BATTERY ELECTRIC VEHICLE (BEV) PERSONAL PROTECTIVE EQUIPMENT

- High-Voltage Gloves
- On-Vehicle Signage
- Electrical Safety Rescue Hook

BATTERY ELECTRIC VEHICLE (BEV) TOOLS/ EQUIPMENT FOR HIGH-VOLTAGE BATTERY (HVB) REMOVAL*

- High-Voltage Battery (HVB) Lift Table
 - Minimum 60" x 30" table surface
 - 3,000-lb. lift capacity
 - 9" ground clearance
- Engine Crane
 - 1-ton minimum capability
 - Leg height cannot exceed 9"
- High-Voltage Battery (HVB) Lifting Kit
 - Used with engine crane
- BEV Lifting – Vehicle Lift
 - 7,000 lb. – 12,000 lb.
 - Two-post
 - Above-ground or in-ground
- BEV Lifting – Hoist Adapter Pads

* Collision repairers that do not have the required tools and equipment listed above to remove the HVB must work with a Ford or Lincoln Electric Vehicle Certified Dealer for HVB removal.

TRAINING

- Collision Center requirement: I-CAR® Gold Class® or VeriFacts Verified Quality (VQ) recognized
- Additional Ford requirements – web-based courses (*italics*) are available via I-CAR.com (click [myI-CAR®](#) login)
 - 2015 Ford F-150 Structural Repair Training Course*
 - Aluminum GMA (MIG) Welding Certification*
 - *2018 Expedition and Navigator Aluminum Body Repair**
 - *Ford Ranger Overview and Repair Considerations**
 - *Hybrid Vehicle Identification and Damage Analysis†*
 - *Hybrid, Electric and Alternative Fuel Vehicle Service†*
 - *Understanding High-Voltage Safety†*
 - *Ford Service Information Navigation for Collision Repair†*
 - *Ford Battery Electric Vehicle (BEV) Components and Operation†*
 - *Ford 2021 Mach-E and New Model Training Overview†*
 - *Ford High Voltage Systems Safety†*
 - *Ford Intro to HV Battery Service for Collision Repair†*

* Must be completed by a minimum of one Technician.

† Must be completed by the same Technician.