



March 17, 2018

In a crowded open meeting room in New Jersey today, John Eck, Collision Manager for General Motors outlined their plans for certified collision program in the near future.

The largest automaker in the United states is joining other car companies in their quest to provide quality repairs on their vehicles.

Saying "*that shops want teeth in their certification process*", he announced their new relationship with Mitchell International as their IP provider and program assistance firm.

GM want to assure shop performance and measure their input. In the past he says, GM measured shop training, its quality control and if the shop had the repair capabilities, including specification-based tools.

The new program will focus on results, as well as more emphasis on CSI scores. Shops must have the space for repair and scanning and do ADAS measurements, must have tools in place and the proper processes in place.

Because the shops status as certified or not-certified may change very quickly no shop will receive a program member plaque for display.

General Motors he said "*will be recommending shops for First Notice of Loss operations and looking to take over the process of FNOL themselves.*"

Training levels will exceed I-CAR Gold Class standard, reaching to a ProLevel 2 or 3 status and shops will need a fixture based repair structure. as GM "*wants work going to techs that are correct for the work.*"

Communications and access is important , he said,and will be recognized in the program.

John Eck and the presenters form General Motors, talked about their vision to move forward and on a clear path.

When asked if the program extended to Canada, Mr. Eck advised that the Canadian General Motors was being well advised of this development but could not predict what

GM in Canada would do, although he highlighted

GM Canada's Cadillac CT6 collision program as an example where the Canadian program matched the U.S. program.

General Motors presenters also had some tough words for the auto parts recycling industry. *"No salvage quarter panels will be allowed. We know that this is tough, but we had to set a line."*

This refusal to use auto recycled parts by one of the world's largest automaker programs is not a good omen for an industry trying hard to market their products.

"To represent the best interests of the industry, providing opportunities for growth for environmentally sound, profitable businesses, having trained professionals serving the public"

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