



## Are You Ready for OE Certified Repair Networks?

Canada's major OEs are releasing their certified repair network requirements. Among these requirements are the following I-CAR Canada offerings:



**Audi Canada**

Two technicians must complete 13 I-CAR Canada courses, including WCS03 – Steel Welding or SPS05 – Structural Parts Steel Welding. One Refinish

technician must complete three I-CAR courses. For further details contact [collision@audi.ca](mailto:collision@audi.ca).



**HONDA**



**ACURA**

**Honda/Acura Canada**

(Currently in Pilot Phase) Repair facility must be sponsored by a Honda/Acura Dealer. Repair Facility must be full I-CAR Canada Gold Class (including current WCS03 welding qualification). For further information contact [COLLISION\\_INFO@CH.HONDA.COM](mailto:COLLISION_INFO@CH.HONDA.COM).



**Volkswagen Canada**

Two technicians must complete 13 I-CAR Canada courses, including WCS03 – Steel Welding or SPS05 – Structural Parts Steel Welding. One Refinish technician must complete three I-CAR courses. For

further details contact [collision@vw.ca](mailto:collision@vw.ca).

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# FAIRPLAY

## Paying for bad repairs isn't fair to anyone.

By Sam Piercey

**A**luminum's showing up more now than ever before, and I bet we're going to see more in the future. We've been repairing aluminum for years, and I can tell you that it's simply got a higher cost than repairing steel. You already know that, though, if you've looked into the investments you've got to

make if you want to repair it properly. If you can't or won't make that investment, don't touch it. Here's the thing. We're seeing more certification programs coming from the OEs. We're seeing more advanced materials that require more investment in equipment and training. Frankly, I think we need to charge more for repairs to certain vehicles. The regular door rate does not cut it. There are partners who understand this and partners who don't. I'll lay it out. Some materials require more intense labour when it comes to repair. Not only that, but prepping is also more intense. Plus, we have to use epoxy primer, which is an increased expense. Add in the equipment investment and the training investment, and the costs go up again. When it comes to aluminum, you're either looking at a separate clean room or at least a heavily curtained off area of the shop that you can't use for anything else. In short, it's more expensive to fix some cars than others. Equipment, training, renovating the facility ... what about the guys and gals on the floor? You know, the ones doing the work? Procedures must be followed exactly, with little to no toler-

ance for error. The higher-end the vehicle, the more "exotic" the materials, the more stress there is on the folks doing the repairs. They need to cover their time, training and investment in tools. More than that, they need to be paid what they deserve. If you pay peanuts, don't be surprised if you get monkeys. We're also talking about issues of consumer safety here. I'd like to think

## IF YOU PAY PEANUTS, DON'T BE SURPRISED IF YOU GET MONKEYS.

that everybody is just going to bite the bullet and repair the car safely, even if it means showing a loss on that repair. I'd like to believe that, but I'm not in kindergarten any more, so I don't. We see bad repairs coming in to our facility now, only sent to us after someone else has butchered it. It's compromising safety and it's diminishing the overall value of the vehicle. As I said, some partners get it, and some partners don't. Why is it we seldom see appraisers that sit at the image desk at a training session, learning about the needed repairs and procedures, before they get to sit down and cut the sheet up? The industry needs more fair income, and I do mean fair. It's not fair or right to send an aluminum car to a facility that will do a dangerous repair. It's also a waste of money that piles up liability for the future. That's why good partners don't do it. CRM



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