



FREQUENTLY ASKED QUESTIONS

OVERVIEW

1. What is the Mazda Collision Network?

Created in 2021, the Mazda Collision Network is designed to support proper and safe repairs of Mazda vehicles and to assist in the delivery of an exceptional customer repair experience at participating collision facilities.

2. What geographical areas does the Mazda Collision Network cover?

The Network is available in all 50 U.S. states. Canada is currently not included.

3. What types of vehicle repairs are included in the program?

The program covers collision repairs, refinishing and other vehicle damage, such as hail damage. The program is not intended for mechanical repairs, service and maintenance

4. Is the program just for newer Mazda vehicles; is there a limit on the age of the vehicles that qualify for the program?

All Mazda vehicles repaired at collision network facilities are to be processed as program repairs. The expectation is that Network facilities will repair 100% of Mazda vehicles using the program standards for proper, safe repair.

5. How can interested collision facilities (Mazda Dealers, MSOs, and Independents) learn more about the program and/or enroll?

Information about the Mazda Collision Network can be found on [Mitchell's website](#). Mazda dealers can go to the Mazda Extranet to learn more.

6. What types of collision repair facilities can participate; is the Network for Mazda dealerships only?

The program is designed for Mazda dealerships, Multi-Site Operators (MSOs) and Independent Collision Repair businesses. All participating facilities must meet the same standards for equipment, facility, tools and training.

7. Can participating collision facilities market their organization as a "Mazda Collision Network facility"?

As long as your organization has an "Active" status in the program, you are welcome to market your participation in the Mazda Collision Network.

8. Is there a parts program?

Today, part conquest is offered to collision repair facilities through OEConnection. Network facilities are encouraged to use OEConnection when procuring Genuine Mazda Parts.

9. Can I use my Dealer Marketing COOP funds to offset program costs (Mazda Dealers only)?

Mazda dealers with collision facilities (in-house or offsite) can use their COOP funds to cover 100% of the program costs. This includes initial and annual enrollment fees and monthly subscription fees to Mitchell estimating software.

10. How do I contact Program Headquarters?

You can reach headquarters by phone at (800) 238-9111 (Hours: M-F 8:30 a.m.-8 p.m. EST) or by email at OENetworkTeam@mitchell.com.



ENROLLMENT FOR COLLISION REPAIR FACILITIES

11. What are the requirements for participation?

The Program Requirements and Tool and Equipment List can be found on [Mitchell's website](#).

12. Is there an I-CAR training requirement for the program?

Yes, facilities must meet I-CAR Gold Status or demonstrate that they are working to meet I-CAR Gold Status.

13. How do I apply?

To begin the process, you will complete the online application—that can be found on [Mitchell's website](#)—and click the “APPLY NOW” button.

14. What do I do if I'm having problems with the enrollment site?

For help with the enrollment portal, please email OENetworkTeam@mitchell.com.

15. What does it cost to enroll?

Initial enrollment and annual re-enrollment costs for virtual verifications are \$1,195 and \$996 respectively. This is not inclusive of software expenses. For additional information, please contact Mitchell at (800) 238-9111.

16. What is the facility verification process?

The process begins with the completion and submittal of the online enrollment application.

- a) Once received, your application will be reviewed to ensure that all required information, photos and documentation have been correctly submitted.
- b) You will then be contacted for initial review of your facility's tool, equipment and training readiness.
- c) Once you are made aware of any tool and equipment gaps and you indicate your intention to move forward, the enrollment fee will be initiated.
- d) After all program requirements are met, Mitchell's OE Network Team will work with you to schedule an audit.
- e) Upon completion of your audit and if all items are in order, a final review will be done to determine acceptance into the program.

17. What type of facility audits are required for the network?

First-time and annual audits will be completed virtually and are designed to ensure that your facility meets the proper tooling, equipment and training required by the Mazda Collision Network.

18. Who will conduct the audits?

Mitchell International will conduct the first-time and annual facility verifications via a virtual audit.

19. What is the process if, during an audit, I am missing requirements?

During the audit, you will be informed of any missing items and will be sent an audit evaluation outlining the gaps. Your facility will have 90 days to close the open items. During that time, it will be placed in a “Pending” status. “Pending” status is used to designate facilities that are actively working to close tool, equipment or training gaps. Once it is confirmed that those gaps are closed, organizations are moved to “Active” status.

20. What happens if I no longer fully meet program requirements?

Mitchell will monitor program compliance on a regular basis. If, at any time, a participating facility no longer meets the Network requirements, it will be removed from “Active” status and placed in a “Pending” status. However,



once a facility again meets program requirements for tools, equipment or training, it will be placed back into an “Active” status.

CONSUMER EXPERIENCE

21. What is Mazda doing to help their vehicle owners choose a Collision Network facility?

The Mazda Collision Network will be promoted to consumers on Mazda’s website (www.mazdausa.com) and through an online facility locator following the program’s initial enrollment outreach period. Once the online locator is available, Mazda will also promote the Network through its Customer Experience Center by directing Mazda customers to the shop locator and answering consumer FAQs. Additionally, participating shops that are “Active” in the Network can highlight their involvement on their websites and at their facilities using the Mazda-provided digital logo and printed Network member certificate.

22. How will the Mazda Collision Network locator operate?

Following the initial enrollment outreach period, facilities that are “Active” will be included in the online locator, which will be available on www.mazdausa.com in late 2021. Vehicle owners can search the locator to find a participating Mazda Collision Network shop in their area.

23. Is there a customer satisfaction survey?

Yes, CSI surveys are completed through email and the results drive the facility’s Net Promoter Score Key Performance Indicator (KPI).

24. Is there a First Notification of Loss (FNOL) element to the Mazda Collision Network?

No, not at this time. As vehicle connectivity increases, a process will be considered.

PROCESSING A REPAIR

25. What are the key considerations for vehicle repair and customer interactions?

The program is built around three key goals:

- i. Proper and Safe Repairs – consistent with Mazda repair procedures
- ii. Exceptional Customer Service – resulting in a highly satisfied vehicle owner
- iii. Efficiency and Accuracy – allowing you to streamline and optimize workflows

26. How do I create the estimate and repair plan?

All program estimates are to be created using [Mitchell Cloud Estimating \(MCE\)](#). Use of Mitchell Cloud Estimating with Integrated Repair Procedures helps ensure repair plans are consistent with Mazda repair procedures. The Repair Quality Assurance (QA) feature documents proper repairs. Consistent use of the platform provides the metrics, scorecards and analytics used by Mazda and Mitchell to administer the program effectively. For those facilities that do not currently use Mitchell Cloud Estimating:

- Mitchell’s platform is cloud-based and built on an open architecture. Repairers can export a Mitchell estimate for use with other industry applications, including all major management systems.
- Research time for Mazda repair procedures and position statements is greatly reduced through easy access to Integrated Repair Procedures.



- Mitchell's collision management solution offers DMS integration to both Reynolds & Reynolds and CDK dealership management systems. Integration with Intuit QuickBooks and Sage BusinessWorks are also available to participating collision repair facilities.

27. Will I have to use other applications for repair procedures and data uploading?

Mitchell's Freedom Platform—which incorporates Mitchell Cloud Estimating with Integrated Repair Procedures—will be used to provide all of the necessary data capture and process steps needed for program administration. Repair procedures are integrated so not only will you have the information you need when and where you need it, but the system will document with date and time stamps and store a record of your viewing of the repair procedures with the completed file documentation. You work within Mitchell's cloud-based tools and there are no third-party applications or extra steps required to process a job.

28. How do I attach photos, scans and other documentation to the file?

Mitchell Connect will be used to attach images and documents to each repair file.

29. Can I use CCC or Audatex estimating in the program?

Mitchell Cloud Estimating must be used to write program estimates. CCC and Audatex estimates are not accepted.

30. What about insurers that insist on another information provider's estimate? Will I have to re-key the estimate?

Mitchell makes its estimate data available via EMS and BMS format for export to other systems, carriers and information providers. Mitchell is committed to working with industry partners—including other information providers—to enable program estimate data to flow seamlessly to other systems. This data exchange requires cooperation from all parties involved.

31. How do I get access to Mitchell Cloud Estimating if I don't currently have a subscription?

Contact Mitchell at (800) 238-9111 or complete the [form on our website](#).

SCORECARDS/KPI'S/METRICS

32. How will metrics and scorecards work in the program?

Through Mitchell's Freedom Platform, a wide variety of data will be collected as repairs are processed that will feed the system of metrics and scorecards. Scorecards are summarized in a single score on a scale of 1-100 and each repair facility will have a score that is regularly refreshed based on its program performance.

33. What metrics will be included in the scorecard?

Program metrics will focus on proper, safe repairs of Mazda vehicles, cycle time and customer satisfaction. A list of metrics will be available in late 2021.

34. Will I have visibility into my facility's metrics and scores?

Once launched, facilities will have access to performance data through MiScore from within Mitchell Connect.

35. When do I start building my network score?

More information will be provided to network facilities once miScore is made available.



TOOLS, EQUIPMENT, TRAINING

The tools, equipment and training list is a dynamic document that will evolve over time as new vehicle technology is introduced. We suggest you check the website on a regular basis and watch for email announcements of changes to Network requirements.

36. What required tools, equipment and training does a Network facility need?

The list of requirements can be found on [Mitchell's website](#).

37. What is needed to comply with the Credit Rating and Service History item on the list?

You meet this requirement if your facility has been in business for five years or more. If it has, no other action is necessary. For those in business less than five years, you are asked to verify that you have and will maintain good credit standing with your suppliers. You may provide two vendor references and a bank reference, or a D&B report or other acceptable proof of timely handling of your business payable obligations.

38. Are aluminum tools required for participation?

No, Mazda does not allow the repair of aluminum panels.

39. Do I need to purchase all equipment listed in the Tools, Equipment and Training list or can any of it be sublet or shared between repair facilities in a multi-location business?

Each repair facility location must have access to all tools and equipment required, with a trained technician capable of properly using the equipment. Some items may be performed by sublet vendors and are noted as such on the requirements list.