



GM CANADA COLLISION REPAIR NETWORK FREQUENTLY ASKED QUESTIONS

OVERVIEW

1. What is the GM Collision Repair Network?

General Motors announced its Canada Collision Repair Program in October 2020. The program is designed to support proper and safe repairs of GM vehicles and to assist in the delivery of a positive experience for those GM vehicle owners that require collision repair services. It's modeled after the US version of the GM Collision Repair Network which launched in October of 2018.

2. Are all GM brands included in the program?

All GM brands for passenger vehicles and light trucks are covered under the Collision Repair Network. This includes all GM brands, current and legacy.

3. How does this compete with the Cadillac Aluminum Repair Network (CARN)?

The Cadillac Aluminum Repair Network is specific to the Cadillac CT6 aluminum unibody mixed-substrates vehicle. The Collision Repair Network is not designed to equip repair facilities to complete structural repairs on the Cadillac CT6.

4. What is the timeline of program launch?

Program is live today with participating repair facilities to fulfill the immediate Specialty need. Rollout of the Core Collision Repair Network will occur in Q4 of 2020.

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

The program is designed to assist General Motors vehicle owners with collision repairs, refinishing and vehicle damage such as hail damage. The program is not meant for mechanical repairs and maintenance.

6. Is this just for newer vehicles – is there an age limit on vehicles processed in the program?

All General Motors vehicles repaired at Collision Repair Network facilities are processed as program repairs. Unlike some programs where only newer model vehicles are processed by program criteria, the expectation is that Collision Repair Network facilities will repair 100% of GM vehicles using the program's safe and proper repair standards for quality and customer care.

7. How can interested repairers learn more about the program and/or enroll?

Information about the GM Canada Collision Repair Network is available under the [OE Network Solutions directory at Mitchell.com](#).

8. What areas does the Network cover?

At this time the GM Collision Repair Network is limited to select Canadian facilities across the country. The Core Network will be rolled out later in Q4 2020 to the rest of the country.

9. What types of repair facilities can participate – is the Network for Dealerships only?

The program is designed for dealerships, Multi-Site Operators (MSO's), and independent collision repair businesses. All participating facilities must meet the same standards for equipment, facility, tools, and training. GM Canada has a phased launch, with the Network



being offered to GM dealers prior to being offered to independents and MSOs. Timing for independents and MSOs is slated for the first half of 2021.

10. Will participating facilities be allowed to market their facility as a “GM Collision Repair Network facility”?

Yes. Marketing materials and guidelines are provided to participating facilities for as long as they have “Active” status in the program.

11. Will GM provide signage identifying members of the Collision Repair Network facility?

GM will provide a GM Collision Repair Network program window cling that may be affixed to the door of your facility. The cling has a year identification on it. The program is dynamic, in which it is possible for participating facilities to change status throughout the year so no other facility signage is acceptable.

12. How do I contact the GM Collision Repair Network Program Headquarters?

By phone at (800) 238-9111, Hours: M-F 8:30am-8pm EST or by email

GMCRNsupport@mitchell.com

ENROLLMENT FOR REPAIR FACILITIES

1. What are the requirements for participation?

The Core Program Requirements and the Tool and Equipment List can be found under the [OE Network Solutions directory at Mitchell.com](#). Please be sure that you meet or plan to meet all of the CORE requirements before beginning the enrollment process, as your status will be marked “Pending” until all requirements are met.

2. How do I apply?

To begin the process, you will complete the online application which can be found at <https://miportal-mitchell.force.com/OEM/login>. If you already have an account with Mitchell, use your existing username and password to login, and then select “Click Here to Start a New GM Application.”

3. What do I do if I’m having problems with the enrollment site?

For help with the enrollment portal send an email to gmcrcnsupport@mitchell.com

4. What does it cost to enroll?

The enrollment fees are per location (roof-top) are as follows:

- The list price for initial enrollment is \$2,995 for Core participants – current introductory price is \$1,695
- The list price for initial enrollment is \$3,995 for Specialty participants – current introductory price is \$1,999.

5. What is the verification process?

The process begins with the completion and submission 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 aware of your tool and equipment gaps and you intend to move forward the enrollment fee will be initiated.



- d) Once it appears that you have met all tool and equipment requirements the process of scheduling your virtual audit will start.
 - e) Upon completion of your audit, if all items are in order a final review will be done to determine acceptance into the program.
- 6. Who will be doing the virtual verifications for the network?**
Mitchell International will be qualifying participating facilities as Mitchell is administering the GM Collision Repair Network.
- 7. What is the difference in a Core and Specialty Collision Repair Network facility?**
A Specialty facility is able to order certain restricted parts and perform structural repairs on vehicles that require additional tools and equipment (i.e. Corvette C8). Core facilities maintain a high level of specified tools, equipment and training to be a GM Collision Repair Network member.

CORE REQUIREMENTS AND TOOLS & EQUIPMENT LIST

The CORE Requirements and the Tools & Equipment List are dynamic documents 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 the requirements.

- 1. What required facility, equipment, training, and tools does a Program facility need?**
The list of required tools can be found under the [OE Network Solutions directory at Mitchell.com](#). There you will find the CORE Requirements and the Tools and Equipment List. These two documents outline the required program capabilities.
- 2. What is needed to comply with the Credit Rating and Service History item on the list?**
You meet this requirement if you've been in business for 5 years or more – no other action is required for businesses that are 5 years old or older. For those in business less than 5 years, you are asked to verify that you have and will maintain good credit standing with your suppliers. You may provide 2 vendor references and a bank reference, or a D&B report or other acceptable proof of timely handling of your business payable obligations.
- 3. Are aluminum tools required for participation?**
The ability to perform cosmetic (non-structural) aluminum repairs is a CORE requirement that must be met to participate. See the CORE Requirements document for details.
- 4. Is the 2-post lift required or is a service lift acceptable?**
The 2-post lift is required to participate in the GM Collision Repair Network program.
- 5. Do I need to purchase all equipment listed in the CORE Requirements and Tools & Equipment 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 listed, 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 CORE Requirements.