

## FREQUENTLY ASKED QUESTIONS

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### 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 who require collision repair services.
- 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. What is the timeline of program launch?**

The program is live today with the need to fulfill Core program requirements and is open to Canadian GM dealerships, Multi-Site Operators (MSOs) and independent repair facilities. Parameters are in place to help ensure optimal market coverage.
- 4. 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 intended for mechanical repairs, maintenance and warranty work.
- 5. 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 percent of GM vehicles using the program's safe and proper repair standards for quality and customer care.
- 6. How can interested repairers learn more about the program and/or enroll?**

Information about the GM Canada Collision Repair Network is available on Mitchell's website, [www.mitchell.com/gm-canada](http://www.mitchell.com/gm-canada).
- 7. What areas does the Network cover?**

The program is open in all provinces to facilities that meet tool, equipment and training requirements. Parameters are in place to help ensure optimal market coverage.
- 8. What types of repair facilities can participate – is the Network for dealerships only?**

The program is designed for dealerships, MSOs and independent collision repair businesses. All participating facilities must meet the same standards for equipment, facility operations, tools and training.
- 9. Will participating facilities be allowed to market their facility as a “GM Canada Collision Repair Network facility”?**

Yes. Marketing materials and guidelines are provided to participating facilities for as long as they have an “active” status in the program.
- 10. 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 program is dynamic, in which it is possible for participating facilities to change status throughout the year so no other facility signage is acceptable.

**11. How do I contact the GM Canada Collision Repair Network Program Headquarters?**

You can reach us by phone at (800) 238-9111 or email [OENetworkTeam@mitchell.com](mailto:OENetworkTeam@mitchell.com). The hours of operation are Monday through Friday from 8:30 a.m.-8 p.m. EST.

## ENROLLMENT FOR REPAIR FACILITIES

**12. What are the requirements for participation?**

The Program Requirements and the Tool and Equipment List can be found on the Mitchell website, at [www.mitchell.com/gm-canada](http://www.mitchell.com/gm-canada). Please be sure that you review the requirements before beginning the enrollment process. If you have questions about the requirements, please reach out to the OE Network Team at [OENetworkTeam@mitchell.com](mailto:OENetworkTeam@mitchell.com). If your facility is not I-CAR Gold status, you must provide a plan of action to be I-CAR Gold. If you're missing other requirements, your facility will be placed in a pending status.

**13. How do I apply?**

To begin the process, you will complete the online application, which can be found at [www.mitchell.com/gm-canada](http://www.mitchell.com/gm-canada) by clicking "Apply Now". 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 – Canada Only."

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

For help with the enrollment portal, please send an email to [OENetworkTeam@mitchell.com](mailto:OENetworkTeam@mitchell.com).

**15. What does it cost to enroll?**

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

- The list price for initial enrollment is \$2,995 for Core participants
- The list price for initial enrollment is \$3,995 for Specialty participants

**16. What is the verification process?**

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

- Once received, your application will be reviewed to ensure that all required information, photos and documentation have been correctly submitted.
- You will then be contacted for initial review of your facility's tool, equipment and training readiness.
- Once you are aware of your tool and equipment gaps and you intend to move forward, the enrollment fee will be initiated.
- The process of scheduling your virtual audit will start once it appears that you have met all tool and equipment requirements and signed the agreement.
- Upon completion of your audit and if all items are in order, a final review will be done to determine your facility's acceptance into the program.

**17. Who will be doing the virtual verifications for the network?**

As program administrator, Mitchell will qualify participating facilities.

**18. 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 Canada Collision Repair Network member. The program is open to fulfill core requirement facilities. Specialty membership is full.

## GENERAL REQUIREMENTS AND TOOLS & EQUIPMENT LIST

*The General Requirements and the Tools & Equipment 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 the requirements.*

**19. What required facility, equipment, training and tools does a program facility need?**

The list of required tools is available on Mitchell's website, [www.mitchell.com/gm-canada](http://www.mitchell.com/gm-canada). There you will find the Requirements and the Tools and Equipment List. This document outlines requirements.

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

You meet this requirement if you have been in business for five years or more—no other action is required for businesses that are five years old or older. 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.

**21. Are aluminum tools required for participation?**

The ability to perform cosmetic (non-structural) aluminum repairs is a requirement that must be met to participate. See the GM Canada Tool and Equipment List for details.

**22. Do I need to purchase all equipment listed in the Requirements and Tools and 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 GM Canada Tool and Equipment List.