

# ProFirst Collision Repair Program Audit 07102015

Date:  
Audit Subject:  
Ref #:

Performed By:

## Personnel

Does the facility have one or more trained estimators on-site? For example; I-CAR Gold and declared Platinum Estimator  Yes  
 No

Does the facility have a receptionist on-site during business hours?  Yes  
 No

Is the facility manager responsible for overseeing quality assurance of Honda/Acura collision repairs?  Yes  
 No

Do the facility employees know how to read and understand MSDS documentation?  Yes  
 No

## Facility

Is the facility suitable for the safe, efficient, and environmentally sound completion of body and paint repairs on Honda/Acura vehicles?  Yes  
 No

Does the facility agree to only use pre-approved advertising / promotional materials which utilize the ProFirst Certified collision network logo, trademarks and references, including but not limited to interior/exterior signage, apparel, stationary, websites, billboards, etc.?  Yes  
 No

Does the facility agree that the Honda and / or Acura logo must not be used; only the ProFirst logo is permitted?  Yes  
 No

Does the shop presently have a CSI system in place?  Yes  
 No

What CSI provider does the facility use?

Does the facility present a clean and well-maintained image for interior and exterior areas?  Yes  
 No

Does the facility have amenities such as refreshments (tea, coffee, bottled water, etc.) available to all Honda/Acura vehicle owners and guests?  Yes  
 No

Does the facility meet all local, state, and nationally legislated operating requirements (EPA, OSHA, NFPA, ADA, Insurance, etc.)?  Yes  
 No

Does the facility have restrooms that are cleaned and maintained daily available for customer use (suitable for men, women, and children)?  Yes  
 No

Does the facility have a total number of parking spaces equal to or greater than 2 times the number of production bays inside the building? If the facility is in a metropolitan area in which the locale does not allow for this amount of parking, please mark Yes and make a note in the comments to record this information.  Yes  
 No

Does the facility provide adequate parking (according to local conditions) for guests in an area that is clearly marked and easily accessible? Guest parking areas should be on a suitable surface of either pavement or concrete and in a well-lit area.  Yes  
 No

Does the facility have handicapped parking and facility access that meets with all local and federal legislation?  Yes  
 No

Does the collision repair shop have a licensed contractor for hazardous waste disposal (sample of contractor's license should be provided upon request)?  Yes  
 No

Does the facility have at least one work stall with a working lift that allows the Estimator or Technician to get under the vehicle? A two post above ground, in ground or scissor lift with a lift capacity of 6000 lbs, that is safe, well maintained and in good working order.  Yes  
 No

Does the facility customer reception area include a comfortable waiting area?  Yes  
 No

Does the collision repair shop have a clean, well maintained and suitable area to perform damage analysis and estimating?  Yes  
 No

Does the facility have a secure, well-lit, and ventilated storage area for new parts and components removed from the vehicle during repairs?  Yes  
 No

Does the facility have an area used to store damaged vehicles that is secure at all times and ideally, out of customer view?  Yes  
 No

Does the facility have covered storage, or utilize appropriate protection when the vehicle's interior and/or engine compartment is exposed to the elements?  Yes  
 No

Does the facility agree to have sufficient quantities of prominently displayed ProFirst Collision Repair Program materials as applicable?  Yes  
 No

Does the facility have an up-to-date dedicated business email address?  Yes  
 No

Does the facility have a computer terminal to access the Honda/Acura technical information system?  Yes  
 No

### Customer Relations

Do all customers receive a detailed invoice of repair work completed as well as a thorough explanation of work?  Yes  
 No

Does the facility communicate repair progress to the customer via phone or email at least twice per week?  Yes  
 No

Is the facility Manager responsible for a satisfactory solution and / or communication of an agreed solution to customer complaints within twenty-four hours?  Yes  
 No

Do the facility customer service representatives dress appropriately in business or business casual attire applicable for their geographic area, wear name tags, and are easily identifiable to customers?  Yes  
 No

Are the facility manager and / or customer service representative responsible for the delivery of all Honda/Acura customers repaired vehicles?  Yes  
 No

Does the facility provide instructions outlining precautions or guidelines pertaining to the repaired and / or refinished areas of the vehicle?  Yes  
 No

Does the facility offer shuttle service or alternate transportation (at customer and / or insurance company expense) when requested?  Yes  
 No

Does the facility provide customers with ample notice of the work completion date?  Yes  
 No

**Does the facility schedule appointments for pick-up / delivery?**

Yes

No

**Does the facility contact customers as a follow-up courtesy within 3 to 5 business days of vehicle delivery to assure satisfaction with the repairs and to identify any customer concerns?**

Yes

No

**Are the facility manager and / or customer service representative available to test-drive the vehicle with the customer, if requested?**

Yes

No

**Does the facility visually inspect vehicles upon arrival with the customer to note current condition, areas for repair, and other damage?**

Yes

No

### Facility Office Automation

**Does the facility have a minimum of one computer workstation with an internet connection for repair technicians to access Honda/Acura Repair Information?**

Yes

No

**Does the facility have digital photo capability (digital camera) and the ability to download and store photos?**

Yes

No

**Does the facility use an up to date electronic estimating system?**

Yes

No

**Does the facility have operational printing, copying and faxing capabilities?**

Yes

No

**Does the facility have a process or system for callers to leave a message?**

Yes

No

### Sales Process

**Does the facility schedule Honda/Acura customer estimates in a timely manner?**

Yes

No

**Does the facility complete estimates of towed in vehicles within 24 hours of receipt of vehicle?**

Yes

No

**Does the facility clearly display hours of operation and telephone contact information for customer convenience (visible from outside as well as inside)?**

Yes

No

Does the facility make available to all customers labor rate information and other customary charges? Rates can be either posted or available upon request on a separate rate sheet.  Yes  No

Does the facility provide adequate contact information to all Honda/Acura customers?  Yes  No

Does the facility Estimator / Service Advisor explain the repair process and any new vehicle warranty implications?  Yes  No

Does the facility Estimator / Service Advisor explain the repair warranty offered by the collision repair center?  Yes  No

Does the facility, through its paint/coatings supplier, offer a limited lifetime paint warranty/guarantee to the consumer?  Yes  No

### Service Process

Does the prospective ProFirst Certified collision center agree to adhere to the repair instructions contained in the Honda/Acura collision repair manual, and other printed matter as applicable, including the use of tools and equipment, procedures and materials as specified?  Yes  No

Does the facility track the rate of on time delivery?  Yes  No

Does the facility receive authorization by the customer / insurance provider for additional work required before commencement of said work?  Yes  No

Does the facility begin repair work on the day of the appointment?  Yes  No

Does the facility thoroughly clean all repaired vehicles inside and out prior to delivery with all memory selections returned to their original positions (i.e.: seats, mirrors, radio stations, etc.)?  Yes  No

Does the facility have a person designated to conduct final Quality inspections?  Yes  No

Does the facility protect vehicles against further damage when in their control, care and custody? Vehicle interior spaces including the luggage, passenger and engine compartments should not be left exposed to the weather when parked outdoors.  Yes  No

Does the facility protect the undamaged painted areas of a vehicle while in the care of the repair facility?  Yes  
 No

Does the facility protect all undamaged areas of the vehicle from weld spatter, grinding sparks and over-spray from paint or other coatings?  Yes  
 No

Does the facility use seat covers, floor mats and steering wheel covers or an alternative means to help keep the interior of the vehicle clean?  Yes  
 No

Does the facility disconnect the vehicle's main battery during repairs involving any electric welding procedure or in situations that would drain the battery prematurely?  Yes  
 No

Does the facility have a policy in place that prohibits smoking, eating and drinking inside of customer vehicles?  Yes  
 No

Does the shop have a relationship with a local Honda/Acura dealer for completing mechanical / electrical repairs beyond the capability of the body shop?  Yes  
 No

#### General Workshop Requirements

Does the facility have a dedicated paint mixing room with exhaust fume extraction which complies with local legislation? The lighting in the paint mixing room should be set to a minimum of 750 lux.  Yes  
 No

Does the facility have appropriate storage for hazardous materials and liquid waste?  Yes  
 No

Does the facility meet program lighting standards (measured at 36" above the floor surface)? A minimum of 70 foot-candles in the metal working area, a minimum of 90 foot-candles in the paint shop, paint preparation areas and detail shop. Color matching areas are to have color corrected lighting.  Yes  
 No

Does the facility have a high-pressure, high-volume compressed air system providing oil-free and moisture-free compressed air?  Yes  
 No

Does the facility have an assigned storage area for scrapped parts out of view from the general public?  Yes  
 No

Does the facility have a refrigerant, desiccant or membrane type compressed air drying and filtration unit?  Yes  
 No

Does the facility have four-wheel alignment capabilities? The shop can satisfy this requirement by sublet. If sublet, choose Yes and make a note in the comments.  Yes  No

Does the facility have tire mounting and balancing capabilities? The shop can satisfy this requirement by sublet. If sublet, choose Yes and make a note in the comments.  Yes  No

Does the facility have a posted process for removing, installing and storing air bags?  Yes  No

Does the facility have fire exit signs?  Yes  No

Does the facility have safety information posted in paint area?  Yes  No

Does the facility have sufficient eye wash stations in the building to meet all regulatory codes?  Yes  No

Does the facility have a fire extinguisher contract with a local firm that checks performance of all facility fire extinguishers?  Yes  No

Does the facility have personal protective equipment available to all employees?  Yes  No

### Knowledge and Skill Requirements

Does the facility have and maintain I-CAR Gold Class Professional Shop status as specified by the I-CAR Professional Development Program? (Either I-CAR Gold or VeriFacts VQ or Medallion is required. A shop may have both.) If the shop has VeriFacts VQ or Medallion instead of I-CAR Gold - Please choose NA - Has VeriFacts VQ or Medallion.  Yes  No  NA - Has VeriFacts VQ or Medallion

Is the facility a VeriFacts Medallion or VQ shop? (Either I-CAR Gold or VeriFacts VQ or Medallion is required. A shop may have both.) If the shop has I-CAR Gold instead of VeriFacts VQ - Please choose NA - Has I-CAR Gold.  Yes  No  NA - Has I-CAR Gold

Does the shop agree to complete all Honda/Acura specific training as applicable? (Tentatively these will be 11 modules, created over the course of three years, produced by American Honda and delivered on-line by I-CAR.)  Yes  No

### Paint Shop

Does the facility have at least one downdraft spray booth capable of low-bake operations with the following min. specifications and at the discretion of the auditor's professional recommendation: 1)The ceiling filter should be at least 160 sq/ft. 2) Lighting system must utilize daylight-corrected lamps with a Color Rendering Index (CRI) of 90 or greater. 3) Lighting levels of an average of 100 foot-candles on the sides and the top of the cabin. 4) Exhaust system capable of a minimum of 75-150 LFpM and 100 ft/min measured at the face of the vehicle shell, and at 14,000 CFM to satisfy OSHA. 5) Heat supply system with direct-fired burners at 1.5 MBTU capacity. If the requirements are not met and No is chosen, please indicate if in your opinion the measurements are still adequate or definitely not adequate if the specs are not met to help Honda determine final compliance. Please indicate things like if they are cleaning or replacing lighting or are using a sun gun as needed for example.

Yes

No

Does the facility have a computerized paint formula retrieval system capable of VOC tracking and label printing with an electronic mixing scale interfaced to the mixing system computer?

Yes

No

Does the facility have an electronic dry film thickness gauge capable of measuring coating thicknesses on both ferrous and non-ferrous substrates? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes

No

Does the facility have a positive pressure supplied air respirator system capable of providing Grade "D" breathing air, or alternatively, a NIOSH approved properly fitted respirator that is air-purifying with organic vapor cartridges and particulate filters?

Yes

No

Does the facility have high transfer efficiency spray equipment?

Yes

No

Does the facility have an adequate number of electric buffers / polishers? Use discretion relative to shop volume.

Yes

No

Does the facility have painter suits and other protective safety gear suitable for use when mixing and applying the specified refinish materials?

Yes

No

Does the facility have an enclosed paint gun cleaner, or alternatively, if they utilize disposable cups or the 3M Accuspray system, do they have equipment and procedures in place for the regular cleaning and maintenance of paint guns?

Yes

No

Does the facility have a solvent recycler or alternatively, and according to local legislation and OSHA standards, contract a licensed waste disposal service to perform this function?

Yes

No

## Metal Shop

Does the facility have a 3-dimensional electronic measuring, and/or fixture system with an anchoring and straightening rack or bench to

Yes



allow 360° pulling and have access to Honda/Acura body dimensions data for damage analysis and repair?  No

Note: Honda requires a bench with 6500 lb capacity and 4 holding points minimum. Recommended brands are Car-o-liner, Celette, Chief and Car Bench.

Does the facility have all the necessary anchoring and pulling accessories including clamps, fixtures, and chains? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.  Yes  No

Does the facility have a compression squeeze-type resistance spot welder (STRSW) capable of welding high and ultra-high strength steels? Machines in this category will generally produce a minimum of 9,000 amps with a minimum of 770 lbs squeeze force at the electrodes and have a manual or automatic settings for steel types and coatings. The facility wiring should be capable of supplying adequate power to the machine as specified to produce acceptable welds. Test welds using the same metal type and thickness of the vehicle being repaired can be produced and be destructively tested to verify the machine and facility wiring capability and performance. Recommended brands are Car-o-liner, Pro Spot or Elektron. If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.  Yes  No

The next 2 questions should be considered together to determine compliance:  Yes - has but also needs below  
 No - does not have but has the below  
 No - does not have either and needs to purchase the below

Does the facility have a 220 volt, 180 amp MIG/MAG welder? The welder should have 75/25 or 80/20 Argon CO2 mix and can be used for MAG welding steel with 70 KSI or the 980 MPA wire. NOTE: If the facility has this type of welder but it is not the Elektron 522 pulse then they also need one of the welders listed below. If they have one of the welders listed below then they do not also need this type of welder as the welders below fulfill all of the requirements.

Does the facility have a 220 volt MIG welder with pulse? This is required to properly perform the MIG brazing procedures detailed in the Honda Body Repair Manual. Lincoln welder model 350 MP and Miller Model 350P only, all other Lincoln and Miller welders are not pulse. Stitch mode is not pulse. Recommended brand/models: Elektron 522, Car-O-Liner AUTOMIG 273I and 273I DUO, ProSpot SP-5, SP-2, SP-1, Lincoln 350 MP, Miller 350P. Any of the DUO welders meet the requirement for MIG/MAG welders also. A Duo with 100% Argon and Cu Si3 wire and 80/20 with steel wire meets the requirements for MIG and MAG above. If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.  Yes  No

Does the facility have Silicon bronze wire for MIG brazing (ERCuSi-A/CUSI-3)? This must be used with the pulse control MIG welder and 100% argon gas. If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.  Yes  No

Does the facility have the correct MAG welding wire required for welding 590 - 980 Mpa steel parts (Bosch DS980J or equivalent 142 ksi (980 Mpa) minimum tensile strength)? This can be used in the MIG/MAG welder as pulse is not required, gas should be 80/20 and normal welding procedures apply. Due to the comparatively high cost, this wire should be use while welding 590 - 980 MPa steel only. Bosch DS980J 4.4 lb (2 kg) spools may be ordered online from Honda & Acura Tool & Equipment programs. If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.  Yes  No

Does the facility have fire-retardant welding blankets (a minimum of two per each GMA and STRSW machine/welder)? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta PM.  Yes

No

Does the facility have a welding masking paper and tape holder, mobile unit and welding spark paper dispenser? If no, please indicate if this shop uses an alternate means and what it is, or please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes  
 No

Does the facility have a mobile fuel retrieval system, mobile unit with manual or automatic extraction or an alternate means of safely draining a tank prior to a repair?

Yes  
 No

Does the facility have an A/C leak detection tool? (Infrared leak detector must detect these refrigerant gasses: CFC, HFC, HCFC blends, and HFO-1234yf (non-infrared leak detectors can ignite R-1234yf) Capable of detecting a leak of 1/2 ounce or less per year (SAE certifications below confirm this) (Robinair 22791 meets both standards with one tool). Must be certified by manufacturer to meet SAE J2791 standard for R-134a refrigerant. Must be certified by manufacturer to meet SAE J2913 standard for the new R-1234yf refrigerant (Robinair 22791 meets both standards with one tool). The shop can satisfy this requirement by sublet as long as they have access to the A/C leak detection tool. If sublet, mark yes and make a note in the comments.

Yes  
 No

Does the facility have an R134 refrigerant recharging / recovery / recycling station, and at least one technician trained to operate the equipment? (R-134a A/C recovery and charging equipment must be certified to meet SAE J2788-2010.) The shop can satisfy this requirement with sublet and have access to an A/C machine. Please mark Yes if sublet and make a note in the comments.

Yes  
 No

Does the facility have portable hydraulic rams? (4 and 10-ton kits) If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes  
 No

Does the facility have battery charger booster / jumper with start and boost capability? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes  
 No

Does the facility have an adequate number of hydraulic floor jacks and jack stands that are capable of lifting low ground clearance vehicles without damage?

Yes  
 No

Does the facility have a caulking / sealer applicator gun kit? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes  
 No

Does the facility have a heat gun? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes  
 No

Does the facility have a coolant pressure tester, manual or electronic pressure test system? If no, please indicate if this item is on order or not and send a copy of the receipt to the Axalta/ VeriFacts PM.

Yes  
 No

**Administrative for Program Manager Use Only**

**Does the Axalta Program Manager approve the audit for review by the ProFirst Program Manager?**  Yes

No

**Does the ProFirst Program Manager approve this audit as complete to 100% to the program standards?**  Yes

No