



Nbr	Question
01-001	What is the Facility Manager's Name?
01-002	What is the Facility Manager's email address?
01-003	What is the name of the Facility Representative for today's visit?
01-004	What is the title of the Facility Representative for today's visit?
01-005	What is the name of the 1st of 2 Honda trained designated repair technicians?
01-006	What is the I-CAR ID of the 1st of 2 Honda trained designated repair technicians?
01-007	What is the name of the 2nd of 2 Honda trained designated repair technicians?
01-008	What is the I-CAR ID of the 2nd of 2 Honda trained designated repair technicians?
02-001	Does the facility provide adequate parking (according to local conditions) for guests in an area that is clearly marked and easily accessible?
02-002	Does the facility have handicapped parking and handicapped facility access?
02-003	Take three (3) pictures of the facility which are suitable for showing prospective customers
02-004	Does the facility present a clean and well-maintained image in the customer-facing areas of the shop, including a comfortable waiting area?
02-005	Does the facility clearly display hours of operation and telephone contact information for customer convenience, visible from outside?
02-006	Does the facility have amenities such as refreshments (tea, coffee, bottled water, etc.) available to all Honda/Acura vehicle owners and guests?
02-007	Does the facility have restrooms that are cleaned and maintained daily available for customer use (suitable for men, women, and children)?
03-001	Is this Assignment a Re-Certification?
03-002	Is the ProFirst sign (24X24 aluminum sign) prominently displayed, preferably on the outside of the body shop building?
03-003	Is the ProFirst sign the most recent design?
03-004	Take a photo of the ProFirst sign
03-005	Is the ProFirst plaque prominently displayed in the body shop, preferably in a customer-access area?
03-006	Is the ProFirst logo prominently displayed on the shop's website?
03-007	Are the Honda or Acura logos or wordmarks used on the shop's website something other than the official ProFirst Logo?
03-008	Were any non-preapproved advertising / promotional materials observed which utilize the ProFirst Certified Collision network logo, trademarks or references?
03-009	Take a photo of Promotional Material utilizing any Honda/Acura/ProFirst logos
03-010	Can the facility Manager and/or Estimator demonstrate how to access repair procedures on ServiceExpress/Service Information System (SIS) via honda.collisionrepairnetwork.org ?
03-011	Can the Honda trained repair technicians demonstrate how to access repair procedures on ServiceExpress/Service Information System (SIS) via honda.collisionrepairnetwork.org ?
04-001	Does the facility presently utilize a CSI system?
04-002	What CSI provider does the facility currently use?
04-003	Does the collision repair facility have a clean, well maintained and suitable area to perform damage analysis and estimating?
04-004	Does the facility have a secure, well-lit, and covered storage area for new parts and components removed from the vehicle during repairs?
04-005	Does the facility have an area used to store damaged vehicles that is secure at all times and ideally, out of customer view?



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05-001	Does the shop have at least one trained estimator on site?
05-002	Provide the name of a trained estimator on-site.
05-003	Provide the I-CAR number of the trained estimator on-site.
05-004	Does the facility have a receptionist on-site during business hours?
05-005	What is the Name AND Title of the designated person responsible for overseeing quality assurance of Honda/Acura collision repairs?
05-006	Do facility employees have access to Safety Data Sheet (SDS) documentation?
06-001	Does the facility representative agree to provide all customers a detailed invoice of repair work completed, as well as a thorough explanation of work?
06-002	Does the facility agree to communicate repair progress to the customer via phone or email at least twice per week?
06-003	Is the facility Manager responsible for a satisfactory solution and / or communication of agreed-upon solutions to customer complaints within twenty-four hours?
06-004	Do the facility customer service representatives dress appropriately in business or business casual attire applicable for their geographic area?
06-005	Do the facility customer service representatives have their names easily visible?
06-006	Who is responsible for the delivery of Honda/Acura customers' repaired vehicles?
06-007	Does the facility agree to provide instructions to the customer outlining precautions or guidelines pertaining to the repaired and / or refinished areas of the vehicle?
06-008	Does the facility agree to offer shuttle service or alternate transportation (at customer and / or insurance company expense) when requested?
06-009	Does the facility agree to provide customers with an estimated work completion date?
06-010	Does the facility agree to schedule appointments for both customer vehicle drop-off and pick-up?
07-001	Does the facility have digital photo capability (digital camera) and the ability to download and store photos?
07-002	Does the facility use an up-to-date electronic estimating system?
07-003	Which Estimating System(s) does the shop use?
07-004	Does the facility have operational printing, copying and document scanning capabilities?
07-005	Does the facility have a process or system for callers to leave a message?
08-001	Does the facility confirm they make available to all customers labor rate information and other customary charges?
08-002	Does the facility confirm they provide adequate contact information to all Honda/Acura customers?
08-003	Does the facility confirm that an Estimator / Service Advisor explains the repair process and any new vehicle warranty implications?
08-004	Can the facility produce the written repair warranty offered by the collision repair center?
08-005	Take a picture of the written repair warranty offered by the collision repair center
08-006	Can the facility produce a written limited lifetime paint warranty/guarantee to the consumer (through its paint/coatings supplier)?
08-007	Which Paint Supplier Warranty was produced?
09-001	Does the facility track the rate of on-time delivery?
09-002	Does the facility agree to always receive authorization by the customer for additional work required before commencement of said work?
09-003	Does the facility agree to thoroughly clean all repaired vehicles inside and out prior to delivery with all memory selections recorded and restored to the customers' settings (e.g., ADAS, radio, etc.)?



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09-004	Does the facility agree to protect vehicles against further damage when in its control, care and custody?
09-005	Does the facility agree to use seat covers and floor mats to help keep the interior of the vehicle clean?
09-006	Does the facility agree to disconnect the vehicle's main battery during repairs involving any electric welding procedure or in situations that would drain the battery prematurely?
09-007	Does the facility have a policy in place that prohibits smoking, eating, drinking and sleeping inside customer vehicles?
09-008	Does the facility have a relationship with a local Honda/Acura dealer for completing mechanical / electrical repairs beyond the capability of the body shop?
09-009	What is the name of the Honda/Acura Dealer used for completing repairs beyond the capability of the shop?
09-010	During the audit, have any Honda or Acura vehicles been observed that are uncovered or unprotected?
09-011	Take a photo of any Honda or Acura vehicles observed to be uncovered or unprotected
10-001	What is the light reading of the metal working area measured in Lux?
10-002	What is the light reading of the paint preparation area measured in Lux?
10-003	What is the light reading of the detail area measured in Lux?
10-004	Does the facility meet program lighting standards (measured at 36" above the floor surface)?
10-005	Does the facility have an assigned storage area for scrapped parts out of view from the general public?
10-006	Does the facility have the system to provide high-pressure, high-volume, oil-free and moisture-free compressed air?
10-007	Does the facility have a refrigerant, desiccant or membrane type compressed air drying and filtration unit?
10-008	Does the facility have four-wheel alignment capabilities, or sublet?
10-009	What is the name of the Sublet four-wheel alignment vendor?
10-010	Take a photo of an invoice from the Sublet four-wheel alignment vendor
10-011	Does the facility have tire mounting and balancing capabilities, or sublet?
10-012	Does the facility have a posted process for removing, installing and storing air bags?
10-013	Does the facility have fire exit signs?
10-014	Does the facility have safety information posted in paint areas?
10-015	Does the facility have eye wash stations in each building where repairs are conducted?
10-016	Does the facility have a current fire extinguisher contract with a local firm that checks performance of all facility fire extinguishers?
10-017	Does the facility confirm that they have personal protective equipment available to all employees, appropriate for their role?
11-001	Does the facility have at least one spray booth capable of low-bake operations?
11-002	Take photo(s) of the paint booth
11-003	Take a photo of the paint booth control panel showing bake controls
11-004	What is the light reading of the paint booth measured in Lux?
11-005	Does the spray booth lighting meet requirements?
11-006	Does the facility confirm they have a dedicated paint mixing room with exhaust fume extraction that meets NFPA standards and OSHA guidelines?
11-007	Take a photo of the paint mixing room



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11-008	What is the light reading of the paint mixing room measured in Lux?
11-009	Does the paint mixing room lighting meet requirements?
11-010	Does the facility have industry acceptable storage for hazardous materials and liquid waste?
11-011	Does the shop agree to dispose of any hazardous waste in accordance with all federal, state and local guidelines?
11-012	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?
11-013	Does the facility have an electronic dry film thickness gauge capable of measuring coating thicknesses on both ferrous and non-ferrous substrates?
11-014	Take a photo of the paint thickness gauge
11-015	Does the facility have high transfer efficiency spray equipment?
11-016	Does the facility have an enclosed paint gun cleaner, or do they have equipment and procedures in place for the regular cleaning and maintenance of paint guns?
11-017	Does the facility have an electric buffer / polisher?
12-001	Does the facility have a frame rack or bench with minimum 6500lb. capacity and a minimum of four holding points?
12-002	Take a photo of the frame rack or bench
12-003	Does the facility have a 3-dimensional electronic measuring system, with a current software subscription, which is capable of providing before and after repair specification documentation?
12-004	Take a photo of the 3D measuring system AND the software version
12-005	Does the facility have at least one metric tape measure or tram gauge?
12-006	Take a photo of the metric tape measure or tram gauge
13-001	Does the facility have a compression squeeze-type resistance spot welder (STRSW) capable of welding high and ultra-high strength steels?
13-002	Make and Model of STRSW
13-003	Take a photo of the compression squeeze-type resistance spot welder (STRSW) with Make and Model clearly visible.
13-004	Enter the unique Serial Number of compression squeeze-type resistance spot welder (STRSW)
13-005	Take a photo of the Serial Number on the compression squeeze-type resistance spot welder (STRSW)
13-006	Take a photo of the compression squeeze-type resistance spot welder (STRSW) air pressure gauge, with the air pressure hose plugged in and pressurized.
13-007	Take a photo of the gun used on this compression squeeze-type resistance spot welder (STRSW).
13-008	Does the facility have a dedicated welding shunt clamp / pliers?
13-009	Take a photo of the shunt clamp
13-010	Does the facility have fire-retardant welding blankets (a minimum of two per each GMA and STRSW machine/welder)?
13-011	Does the facility have welding masking paper?
14-001	Does the facility have a pulse-controlled MIG/MAG welder capable of silicon bronze (CuSi) MIG brazing?
14-002	Make and Model of the 220 volt MIG welder with pulse
14-003	Take a photo of the 220 volt MIG welder with pulse with Make and Model clearly visible.
14-004	Enter the unique Serial Number of the 220 volt MIG welder with pulse
14-005	Take a photo of the Serial Number of the 220 volt MIG welder with pulse
14-006	Does the facility have the required Silicon bronze wire for MIG brazing?
14-007	Take a photo of the spool of Silicon bronze wire for MIG brazing



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14-008	Does the facility have the correct shielding gas for the MIG brazing procedure?
14-009	Upload a photo of the correct shielding gas for the MIG brazing procedure
15-001	Does the facility have a MIG/MAG welder for steel MAG welding, including HSS & UHSS?
15-002	Make and Model of the 220 volt, 180 amp MIG/MAG welder
15-003	Take a photo of the 220 volt, 180 amp MIG/MAG welder with Make and Model clearly visible.
15-004	Enter the unique Serial Number of the 220 volt, 180 amp MIG/MAG welder
15-005	Take a photo of the Serial Number of the steel MAG welder
15-006	Does the facility have Honda-approved MAG welding wire required for welding high-strength and ultra-high-strength-steel parts?
15-007	Which Honda-approved MAG welding wire required for welding high-strength and ultra-high-strength-steel parts is it?
15-008	Take a photo of the spool of Honda-approved MAG welding wire required for welding high-strength and ultra-high-strength-steel parts.
15-009	Does the facility have the correct shielding gas for the MAG procedure?
15-010	Upload a photo of the the correct shielding gas for the MAG procedure.
16-001	Does the facility sublet or utilize an in-house R134 refrigerant recharging / recovery / recycling station, and have at least one technician trained to operate the equipment?
16-002	IF the shop sublets A/C work, what is the name of the Sublet Vendor for Honda and Acura vehicles?
16-003	Take a photo of the R-134 machine
16-004	Does the facility have an A/C leak detection tool?
16-005	Take a photo of the A/C Leak Detection tool
16-006	Does the facility have a Smart 12V battery charger?
16-007	Take a photo of the Smart 12V battery charger
16-008	Does the facility have at least one working lift with 7,000 lift capacity that allows the Estimator or Technician to get under the vehicle?
16-009	Take a photo of the lift that meets or exceeds specifications.
16-010	Does the facility have hydraulic floor jacks and jack stands that are capable of lifting low ground clearance vehicles without damage?
16-011	Does the facility have a Structural Adhesive Gun capable of applying structural adhesives?
16-012	Does the facility have a caulking / sealer applicator gun?
16-013	Does the facility have a heat gun?
16-014	Does the facility have a coolant pressure tester, manual or electronic pressure test system?
16-015	Does the facility have certified Class 0 insulated lineman's gloves?
16-016	Does the facility have torque wrench(es) that can read from 10Nm to 272Nm (7lb/ft-200 lb/ft)?
16-017	Take a photo of the torque wrench(es)
17-001	How is the facility using iHDS software to scan vehicles?
17-002	Upload a photo of a recent scan report
17-003	Does the facility have a battery tester capable of load testing?
18-001	Has the facility representative been informed of the preliminary findings from today's visit?