



On average 75 vehicle-model debuts and redesigns are expected annually, so it's more important than ever that collision repair shops keep their skills up-to-date with training. And earning Gold Class® does just that. I-CAR® training can help businesses and individuals increase performance, reduce risk, develop career opportunities and enhance professionalism. It's no surprise that vehicle makers recognize the value of training toward Gold Class.

What is Gold Class?

Gold Class is recognition for businesses that achieve and maintain a high level of role-relevant training across each of the major collision repair roles, using the industry standard for collision repair training, I-CAR's Professional Development Program™ (PDP). When a shop achieves Gold Class, it has demonstrated its commitment to ongoing PDP training in support of achieving complete, safe and quality repairs for the ultimate benefit of the consumer. Businesses that achieve Gold Class can gain access to certain OEM and insurer networks, use PDP training to build HR career development programs, and increase the professionalism of their staff.

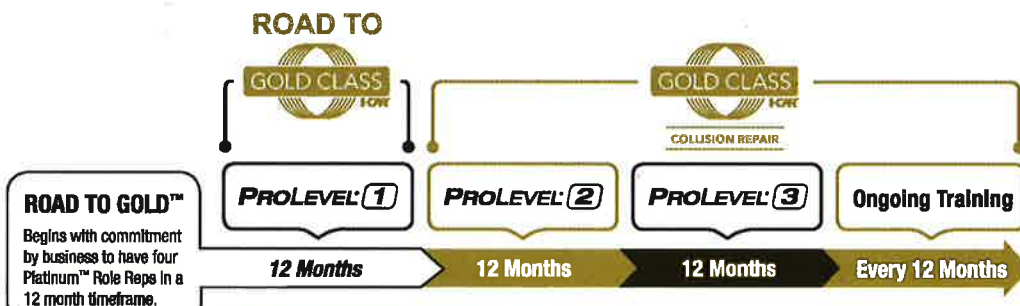
Why Gold Class?

Automotive technology is advancing rapidly, which is increasing the complexity and severity of the collision repair process. As the collision repair industry prepares for this "tsunami" of new technologies and materials, only businesses that have up-to-date training and then apply it in their shops will be properly prepared. Gold Class businesses are committed to ongoing annual training that is needed to keep pace with the repairs of today's advanced vehicles.

Achieving Gold Class can provide businesses with a competitive advantage and contribute to improved Key Performance Indicators (KPIs), including: cycle time, touch time, Customer Service Index (CSI) scores and supplement frequencies.



How to Achieve Gold Class



Getting Started

Your journey to Gold Class begins when you contact I-CARE™ Customer Support at **1.800.ICAR.USA** (800.422.7278). While your business is on its journey to Gold Class, it will benefit from I-CARE support, including:

- Targeted emails about scheduled classes and important dates
- Customized tools and reports
- Assigned Customer Care Rep and quarterly support calls
- Discounted pricing as soon as you reach Gold Class

For More Information



800.ICAR.USA (422.7872)
customer@i-car.com
i-car.com
 MON - FRI, 7AM - 6PM CST



Gary Ledoux
310.783.2818
profirst@ahm.honda.com
 MON - FRI, 8:30AM - 5PM PST