

Audit Template

Account ID: _____
 Shop Name: _____
 Address: _____

Email: _____
 Phone: _____
 Submitted Date: _____

AUDIT INSTRUCTIONS: Take photo(s) or scan of the business license OR a credit report from a recognized credit agency, and upload to website.

1. **Category: Business Requirements** - Has your collision repair facility been in business for a minimum of (5) years, or have the ability to demonstrate its credit rating and service history?

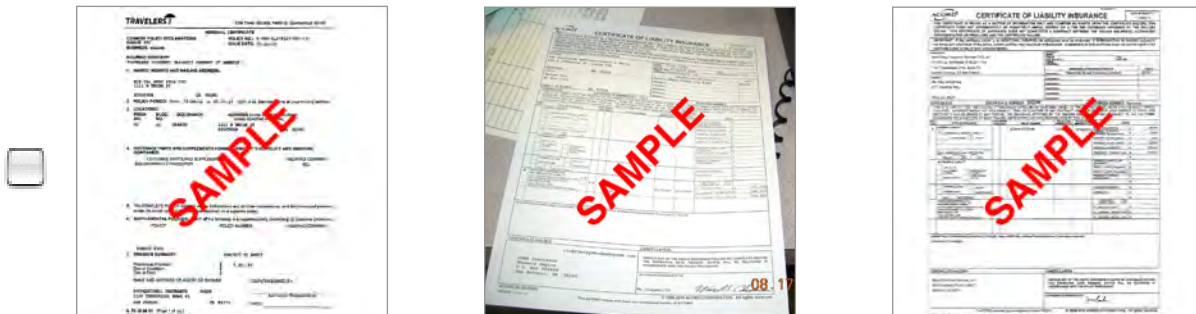


Sample Comments:

Shop's business license.

AUDIT INSTRUCTIONS: Take photo(s) or scan Garage Keepers Liability insurance and upload to website.

2. **Category: Business Requirements** - Does your collision repair facility possess Garage Keepers Liability insurance?



Sample Comments:

Shop's Garage Keepers Liability Insurance.

AUDIT INSTRUCTIONS: Verify valet vehicle used for customer shuttle service, and upload to the website.

3. **Category: Business Requirements** - Does your collision repair facility have a clean and presentable company vehicle to conduct valet "pick-up and delivery" services for your customers?



Sample Comments:

Shop customer valet vehicle.

AUDIT INSTRUCTIONS: Take photo(s) or scan a readable copy of a CSI report and upload to the website.

4. **Category: Business Requirements** - Does your collision repair facility measure your Customer Satisfaction Index (CSI) by using a third party service provider?



Sample Comments:

Shop's CSI report, Autochex.

AUDIT INSTRUCTIONS: Verify valet vehicle used for customer shuttle service, and upload to the website.

5. **Category: Business Requirements** - Does your collision repair facility have a preferred rental car provider that offers complimentary customer pick-up and delivery?



Sample Comments:

Enterprise, 8154 Ritchie Hwy Pasadena, CA

AUDIT INSTRUCTIONS: Upload URL/web address in the text box provided on the website.

6. **Category: Business Requirements - Does your collision repair facility provide a written lifetime warranty against defects in workmanship and also a lifetime paint warranty that is backed by your paint vendor?**



Sample Comments:

Shop's written warranty.

AUDIT INSTRUCTIONS: Take photo(s) or scan of the National Limited Lifetime Warranty and upload to the website.

7. **Category: Business Requirements - Does your collision repair facility offer a National Limited Lifetime Warranty and agree to reciprocal national network warranty services?**



Sample Comments:

Shop customer valet vehicle.

AUDIT INSTRUCTIONS: Verify photo(s) of the hours of operation in a location this is clearly visible from the primary shop entryway, or take readable photo(s) and upload to the website.

- 1. **Category: Customer Service** - Does your collision repair facility post its hours of operation in a location that is clearly visible from the primary shop entryway?



Sample Comments:

Hours posted window next to the front door.

AUDIT INSTRUCTIONS: Verify photo(s) of the vehicle clean-up area or take readable photo(s) and upload to the website.

- 2. **Category: Customer Service** - Does your collision repair facility clean all vehicle interiors and exteriors before delivery?



Sample Comments:

Clean-up / Detail department.

AUDIT INSTRUCTIONS: Verify photo(s) of all areas designated for customer parking including any provisions for handicapped or Audit needs parking, or take readable photo(s) and upload to the website.

3. **Category: Customer Service** - Does your collision repair facility have an adequate customer parking area that is well-lit and on a suitable surface of either pavement or concrete?



Sample Comments:

Customer parking lot area.

AUDIT INSTRUCTIONS: Verify photo(s) of the restroom location showing its proximity to the customer reception, estimating area, and waiting areas or take readable photo(s) and upload to the website. A photo of the restroom interior is not required.

4. **Category: Customer Service** - Does your collision repair facility have adequate and well-maintained customer reception, waiting, and estimating areas which include conveniently located customer restrooms?



Sample Comments:

Restroom is in hall.

AUDIT INSTRUCTIONS: Verify all I-CAR Certificates and I-CAR Gold Class ID # - other training information given, or take readable photo(s) or scans and upload to website.

1. **Category: Technical Capability** - Does your collision repair facility meet I-CAR Gold Class requirements?



Sample Comments:

I-CAR Gold Class Certificate expires 6-30-2013.

AUDIT INSTRUCTIONS: Verify photo(s) of dedicated bench or measuring equipment. Provide the manufacturer name and model number of the dedicated bench system or structural repair system, or take readable photo(s) and upload to the website. NOTE: a tram gauge and hang-on datum reference (“gunsight”) frame gauges do not meet the requirements for simultaneous three-dimensional measuring equipment.

2. **Category: Technical Capability** - Does your collision repair facility have a repair bench or measuring system capable of providing simultaneous three-dimensional measurements?



Sample Comments:

Car-O-Liner Mark 6 Bench.

AUDIT INSTRUCTIONS: Verify the document(s) including the make and model of the three-dimensional measuring system as well as the company that produces the dimensional reference database.

3. **Category: Technical Capability** - Does your collision repair facility have vehicle dimensional reference specifications covering the current and past ten model years?



Sample Comments:

Car-O-Tronic Vision X3 measuring equipment. Car-O-Soft database.

AUDIT INSTRUCTIONS: Verify photo(s) of the body alignment equipment or take readable photo(s) and upload to the website. Provide the make and model number in text boxes provided if not already uploaded by the shop.

4. **Category: Technical Capability** - Does your collision repair facility have body alignment equipment that allows technicians to make simultaneous body and structural



Sample Comments:

Chief EZ Liner S-21 body alignment equipment.

AUDIT INSTRUCTIONS: Verify document(s) of equipment training certificates or take readable photo(s) & upload to the website.

5. **Category: Technical Capability** - Have your collision repair technicians received adequate training to properly operate vehicle dimensional measuring equipment?



Sample Comments:

Chief Genesis Training certificate.

AUDIT INSTRUCTIONS: Verify document(s) of equipment training certificates or take readable photo(s) & upload to the website.

6. **Category: Technical Capability** - Does your collision repair facility have at least one Squeeze-type Resistance Spot Welder operating on 220-volt 3-phase power supply and providing a minimum of 600 psi clamping force at the tips and can supply 12,000 amps of current at the electrodes?



Sample Comments:

Chief Genesis Training certificate.

AUDIT INSTRUCTIONS: Verify photo(s) of the welder, welder certification plate, and the welder's male power plug, or take readable photo(s) and upload to website. Provide the make and model number in text boxes provided if not already uploaded by the shop.

7. **Category: Technical Capability** - Does your collision repair facility have at least one 220-volt Gas Metal Arc (GMA) or Metal Inert Gas (MIG) welder?



Sample Comments:

Migmaster 250Plus

AUDIT INSTRUCTIONS: Verify photo(s) of the specified refrigerant recovery equipment or take readable photo(s) and upload to the website. Also verify the equipment manufacturer name as well as the model number of the recovery and recycling system in the text boxes provided if not already uploaded by the shop.

8. **Category: Technical Capability** - Does your collision repair facility have an R134a refrigerant recovery and recycling system or use a sublet provider?



Sample Comments:

SPX Robinair Cooltech 700

AUDIT INSTRUCTIONS: Take photo(s) or scan of the approved 609 certification and upload to the website.

9. **Category: Technical Capability** - Does your collision repair facility have proof of compliance with the EPA Section 609 refrigerant recycling rule of the Clean Air Act of 1990?



Sample Comments:

Tech Anthony Brooks certificate.

AUDIT INSTRUCTIONS: Verify photo(s) of the wheel alignment system and a four-wheel alignment printout, and the name of the wheel alignment equipment manufacturer as well as the model name and number of the four-wheel alignment system in use. Or, if shop uses sublet vendor, verify document(s) of invoice(s) as well as a four-wheel alignment printout from the sublet provider. Make sure that the sublet shop address, phone number, and a contact name are provided.

10. **Category: Technical Capability** - Does your collision repair facility have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider?



Sample Comments:

Hunter DSP600 alignment system.

AUDIT INSTRUCTIONS: Verify shop must have a strut spring compressor, bearing press, transmission jack, and an engine hoist. Photos are required. Verify a copy of an invoice for services from the sublet vendor.

11. **Category: Technical Capability** - Does your collision repair facility have the ability to remove, replace, or reinstall steering and suspension components, and engine and power train units (either in-house or through a sublet provider)?



Sample Comments:

Verified shop has trans jack, engine hoist, strut spring compressor and bearing press.

AUDIT INSTRUCTIONS: Verify photo(s) of Scan Tool or take readable photo(s) and upload to the website, also verifying make and model number. Or, provide a copy of an invoice for this service from the sublet vendor.

12. **Category: Technical Capability** - Does your collision repair facility have the ability to service both active and passive restraint systems, either in-house or through a sublet provider?



Sample Comments:

Snap-On Solus Ultra scan tool.

AUDIT INSTRUCTIONS: Verify photo(s) or scan of current computerized estimate and customer's authorization file, or take readable photo(s) and upload to the website.

13. **Category: Technical Capability** - Does your collision repair facility have the ability to generate computerized estimates utilizing a recognized parts and labor database while obtaining prior customer authorization for all repairs performed?



Sample Comments:

CCC One computerized estimating system.

AUDIT INSTRUCTIONS: Verify photo(s) of spray enclosure or take readable photo(s) and upload to website. Provide the make and model number in text boxes provided if not already uploaded by the shop.

14. **Category: Technical Capability** - Does your collision repair facility have a spray enclosure (paint booth) with force drying capabilities that meets local, state, and federal requirements?



Sample Comments:

Garmat 3000 paint booth.

AUDIT INSTRUCTIONS: Verify photo(s) of paint intermixing system and name(s) for all paint systems in use as well as the paint product line being applied, or take readable photo(s) and upload to the website. Example: Manufacturer name - PPG; product lines being used - Aquabase and Global. PHOTOS OF PAINT LINES MUST BE READABLE.

15. **Category: Technical Capability** - Does your collision repair facility utilize an OEM approved paint system and have a paint intermixing system with a full inventory of toners?



Sample Comments:

PPG Envirobase paint system.

AUDIT INSTRUCTIONS: Verify document(s) of paint manufacturer training certificates or take readable photo(s) or scans and upload to the website.

16. **Category: Technical Capability** - Does your collision repair facility have paint manufacturer training certificates from your refinish material vendor for your paint technicians?



Sample Comments:

Training certificate issued by PPG Envirobase.

AUDIT INSTRUCTIONS: Verify all document(s) showing use of AllData, Mitchell, CCC One, or online OE or take readable photo(s) or scans and upload to the website.

17. **Category: Technical Capability** - Does your collision repair facility use "OE repair procedures" with electronic documentation as proof?



Sample Comments:

Shop uses ALLDATA Collision.

AUDIT INSTRUCTIONS: Verify attached photo(s) of the eye-wash station or take readable photo(s) or scans and upload to the website.

1. **Category: Regulatory Compliance** - Does your collision repair facility have at least one eye flushing and washing station? as proof?



Sample Comments:

Shop had 2 eye wash stations.

AUDIT INSTRUCTIONS: Verify photo(s) of MSDS hard copies or take readable photo(s) and upload to the website. MSDS sheets accessed by the internet are not accepted.

2. **Category: Regulatory Compliance** - Does your collision repair facility assure that Material Safety Data Sheets (MSDS) are current and can be readily accessed by all employees and emergency responders?



Sample Comments:

MSDS binder is located in the shop office.

AUDIT INSTRUCTIONS: Verify photo(s) of all Personal Protective Equipment (PPE) or take readable photo(s) and upload to the website.

3. **Category: Regulatory Compliance** - Does your collision repair facility provide appropriate Personal Protective Equipment (PPE) to all of its technicians? PPEs will include items such as painter's coveralls, painter's gloves, cartridge and supplied air respirators, hearing protection, leather gloves, eye protection, dust masks, and any other type of PPE that may be required for a particular work environment.



Sample Comments:

Personal Protective Equipment supplied and used in shop.