

## General Business Requirements

- Be in business for a minimum of (5) years, or possess verifiable credit rating and service history
- Provide proof of Garage Keepers Liability insurance with a minimum of \$1M (CAD) policy limit
- Provide customers with a Limited Lifetime Warranty
- Subscribe to an electronic p-page logic estimating system
- Be in compliance with all Local, Provincial and Nationally legislated operating requirements including worker protection and hazardous waste disposal
- Measure customer satisfaction through a third-party service provider and report results monthly
- Utilize a preferred rental car provider or provide complimentary customer transportation
- Clean vehicle interiors and exteriors before delivery to customer
- Have a well-maintained customer parking area that is well-lit
- Have a professional, well-maintained customer reception, waiting, and restroom areas

## General Technical Repair Capability

- Meet the current Certified Collision Care technical training requirements and maintains ongoing technical training by compliance to any one of the following functionally equivalent forms:
  - 1) Assured Performance Training & Skills Matrix
  - 2) ASE Blue Seal
  - 3) I-CAR Gold Class
- Facility must employ Provincially registered (licensed) collision repair technicians at all times, meeting all Provincial requirements
- Subscribe to current OEM repair procedures and have the ability to provide documented proof of compliance
- Utilize a frame rack or dedicated/universal fixture bench, with appropriate vehicle anchoring and pulling capabilities
- Utilize an electronic three-dimensional vehicle measuring system
- Maintain a current data subscription for the measuring system being utilized
- Provide proof of technical training to operate the measuring system being utilized
- Utilize an R134a refrigerant (or current) recovery/recycling system or proof of a qualified sublet provider
- Have the ability to conduct and verify four-wheel alignment either in-house or through a sublet provider
- Have the ability to remove, replace, and reinstall steering and suspension components, as well as engine and drive train units
- Have a spray booth with forced drying capabilities
- Utilize an OEM approved refinishing system

## ADVANCED MATERIAL REPAIR TECHNICAL CAPABILITIES

All of the following capabilities must meet the vehicle manufacturer's specifications according to year, make and model

### Steel/Ferrous Material Technical Repair Capability

- Have a 220 Volt, 3-Phase Inverter-Type (or functionally equivalent Hybrid) - Squeeze-type Resistance Spot Welder (STRSW) capable of producing a minimum of 600 lbf (270 daN) of clamping force and 10,000 amps of current at the electrodes
- Have a 220-volt MIG/MAG welder for steel fusion
- Have a dent removal/pulling system for steel panels that contains a stud welder, stud pins and washers, wiggle wire, and pulling attachments
- Have completed I-CAR WCS03 - Steel GMA (MIG) Welding Certification
- Have a pulse MIG welder with silicon-bronze MIG brazing capabilities
- Have proof of training in Silicon Bronze MIG brazing or completed I-CAR BRZ02 - MIG brazing course

## Lexus Specialized Requirements

- The shop must be sponsored by their local Lexus dealer and have completed the Sponsorship and Participation Agreement
- The shop must have a Toyota Factory Scan Tool (Toyota Tech Stream) and perform pre and post scans, vehicle health check, zero point calibrations and recalibrations of electronic systems
- The shop must have 1 computer per 4 techs located in the shop with access to the internet and printing capabilities, to allow technicians to reference technical information, take online training from TCI, TMS and ICAR. Technicians must reference the Toyota Technical Info from Infostream/TIS/TRRP to ensure vehicle are repaired as per Lexus's Recommended Repair Procedures
- Shop must have parts carts and not store any parts inside customer vehicles
- Shop must follow Lexus Recommended Best Practices

## Suggested Additional Best Practices

- A designated welding fume extraction system