



# 2023 GM Collision Repair Network (CRN) FAQ Guide

In order to support participating shops in the GM CRN program, we've developed a series of frequently asked questions from various stakeholders in the program, in order to guide you throughout our partnership. These questions will serve as a guide to answering some of the most common questions about the GM CRN program and will be regularly updated as the program evolves alongside our technology.

## General

### What is the GM Collision Repair Network?

General Motors announced its Collision Repair Program in August 2018. The program is designed to support proper and safe repairs of GM vehicles and to assist in the delivery of a positive experience for those GM vehicle owners that require collision repair services.

### What's new in the GM Collision Repair Network Program?

- The GM CRN program has consolidated into a single program to verify a shop's ability to repair all GM vehicles as well as other specialty skills required within the GM portfolio. This has led to different certifications within the CRN program to provide shops the ability to earn as many as the various certification types as a shop wants to obtain.
- Certifications include: ICE Specialty and BEV Basic

### **NOTE: The Cadillac Aluminum Repair Network has been replaced by the ICE Specialty Certifications**

- Flexibility to choose your own estimating platform

### What Certifications are within the GM CRN program?

- Within the GM CRN program, prospective shops will have the ability to select their interest in various GM Specialty designations, all included in the cost of the program. Shops that meet ICE Specialty and BEV Basic status will be able to work on those specialty vehicles with part ordering restrictions.

### What shops are eligible to participate in the program?

- The Collision Repair Network is available in the U.S. and available in all 50 states
- Shops that have been in business for 5 years are automatically eligible
- Shops that have been in business for less than 5 years will be required to submit additional documentation. You may provide 2 vendor references and a bank reference, or a D&B report or other acceptable proof of timely handling of your business payable obligation.
- The program is designed for GM Dealer Owned Facilities, Multi-Site Operators (MSO's), and independent collision repair businesses that qualify and meet the program standards. All participating facilities must meet the same standards for equipment, facility, tools, and training.

### What is the cost of the program?

For current pricing on the GM CRN program, please visit the "Pricing" link located with the GM CRN Application.

### Can I use my Marketing funds to offset program costs?

GM Dealers can use their marketing funds to help offset the program costs. Dealers should visit My Global Connect reference bulletin number GCUS-9-9389 for details.

***\*GM reserves the right to modify, amend, suspend, or alter the CRN Program, at any time in its sole business discretion.***



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## Requirements

### **Who conducts the audits and what does the audit consist of?**

VeriFacts Automotive, an OEC Company, is the official partner of the GM collision repair program. Your audit can be either a physical or virtual audit. Collision shops that choose the on-site audit will also receive a vehicle repair process review, focusing on your repair quality and identifying potential opportunities for your shop (a \$1,050 value). The audit will consist of verification of the required training, proper tools and equipment, GM standards, which are outlined in the program requirements. Each audit will be scheduled after payment in conjunction with VeriFacts and shop management.

### **Do I need to purchase all equipment listed in the Tools & Equipment list or can any of it be sublet or shared between repair facilities in a multi-location business?**

Each repair facility location must have access to all Tools and Equipment listed, with a trained technician capable of properly using the equipment. Some items may be performed by sublet vendors and are noted as such in the Tool & Equipment List.

During the Audit Inspection, VeriFacts Automotive will validate that each location either has the equipment on-site or can gain timely access to it when required for a repair with sublet provider proof, e.g. invoice or contract.

### **How do I prepare for the audit?**

In preparation for the audit, shops will receive an audit preparation communication prior to the audit, detailing any documents and notating the equipment that will need to be available during the audit process. If those items are easily accessible, it will streamline the process, reducing the time needed to complete the audit, and the potential for gapped items. This will help expedite your on-boarding into the GM CRN Program.

### **How long do I have to go close any gaps?**

Shops have 60 days after the audit to close their gaps and meet the full requirements of the GM CRN program. This includes providing documentation, pictures, or acquiring any needed tools that were not presented during the audit. Shops will only become active on the GM CRN program and GM CRN Locator once all gaps are closed.

### **How does the renewal process work?**

Shops that are already members of the GM CRN Program will receive a renewal notice 60-90 days from program expiration date. Shops looking to renew their GM CRN Certification or add any additional specialty certification can do that at this time. If a shop has gaps after their renewal audit, they will be removed from all locators and unable to access program assets until all existing gaps are closed after their existing program expiration date.

## **How do I contact the GM Collision Repair Network Program Headquarters?**

Phone: (949) 630-0439 Email: [gm-crn@oeconnection.com](mailto:gm-crn@oeconnection.com)

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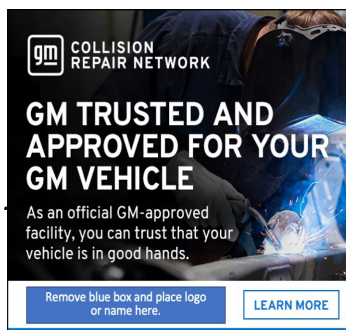
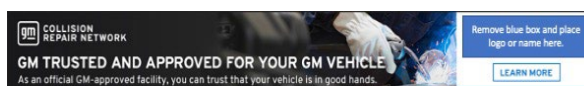
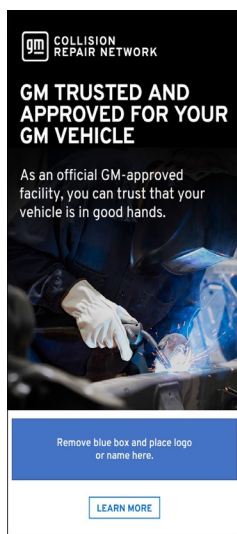


# Advantages to Joining the GM Collision Repair Network

## GM Collision Repair Network (CRN) drives business!

### Why join GM CRN?

- GM CRN now includes aluminum specialty designations and BEV specialties for one price! Shops who want to add a new specialty designation outside of their annual audit/renewal are subject to an additional charge.
  - Your shop showcased on the GM Locator to differentiate your store from your competitors
  - GM CRN Plaque to display in your shop
  - Stay ahead of the curve with the latest GM information about new vehicle technology, program and industry updates through quarterly communication
  - The on-site assessment option includes a complimentary repair review (up to 3 vehicles)
  - Access to the generis dashboard to monitor your shop's performance and identify improvement opportunities
  - Free enrollment into "GM Partner Perks", at no cost to the shop, which includes:
    - **Rebate Rewards for GM Parts Purchases of collision, mechanical, and performance parts**
    - Discount on repair resources
    - Your shop listed on the consumer-facing shop locator
    - Point-of-sale materials and merchandise
    - Consumer Assurance and Roadside Assistance
- For additional information on "my GM Partner Perks" please go to: <http://www.mygmpartnerperks.com>  
Hours M-F 8am-8pm CST | Phone #: 1-800-253-3428 | Email: [mygmpartnerperks@programhq.com](mailto:mygmpartnerperks@programhq.com)



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