

2026 GM Collision Repair Network (CRN) FAQ Guide

To support participating shops in the GM CRN program, we've compiled a comprehensive list of frequently asked questions sourced from various stakeholders. This FAQ guide is designed to assist you and will be regularly updated as the program evolves alongside GM's advancing technologies.

General Information

What is the GM Collision Repair Network?

Launched in 2018, the GM Collision Repair Network (CRN) is designed to help promote safe and proper repairs of GM vehicles while helping to enhance the overall customer experience for GM vehicle owners in need of collision repair services.

What certifications are available within the GM CRN?

- Available certifications include:
 - **Base** – Certified to help perform safe and proper repairs on GM internal combustion engine (ICE) vehicles
 - **ICE Specialty*** – Certified for advanced structural and aluminum repairs, including high-performance models such as the Cadillac CT6 and Corvette C8
 - **BEV*** – Certified to help promote safe, proper repair of GM electric vehicles, meeting all high-voltage and EV-specific standards
 - **Fleet*** – Certified to service the Chevrolet BrightDrop fleet portfolio, helping to promote safe and proper repairs tailored to commercial EV platforms
- Participating shops can pursue any or all of the available program certifications of interest. Shops that meet the ICE Specialty, BEV or Fleet certification statuses are authorized to work on vehicles with restricted parts access, depending on designation.

Who is eligible to participate?

- The GM CRN is open to shops across all 50 U.S. states
- Shops in business for 5+ years are automatically eligible
- Shops operating for less than 5 years must submit supporting documentation, such as:
 - Two vendor references and a bank reference, OR
 - A D&B report or other proof of timely financial operations
- Eligibility extends to GM Dealer-owned facilities, Multi-Site Operators (MSOs) and independent collision centers. All participants must meet GM standards for equipment, facility, tools and training

What is the cost of the program?

For current pricing, please visit the Pricing section of the GM CRN application.

Can I use marketing funds to offset program costs?

GM Dealers can use their marketing funds to offset costs. Refer to My Global Connect for additional details.

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Requirements

Who conducts the audits and what's included?

OEConnection, GM's official CRN program. Audits may be virtual or in person. Each audit verifies training, equipment and compliance with GM standards as outlined in the program requirements. Scheduling will be coordinated after payment.

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 Tools & Equipment List.

During the audit inspection, OEConnection 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 should shops prepare for an audit?

In preparation for the audit, shops will receive an audit preparation communication, detailing the documents and equipment that will need to be available during the audit process. Having this information readily available will streamline the audit and reduce the time required to close any potential gaps.

How long do shops have to close audit gaps?

Shops have 60 days from the audit date to resolve outstanding requirements. Only once all gaps are closed will the shop appear on the GM CRN Locator and be considered active in the program.

How does the renewal process work?

CRN members will receive renewal notices 60–90 days before expiration. During renewal, shops may also add specialty certifications. If any audit gaps remain post-renewal, the shop will be removed from all locators and lose access to CRN assets until all gaps are resolved.

Who do I contact for questions?

Phone: (949) 272-3830

Email: gm-crn@oeconnection.com

Benefits of Joining the GM Collision Repair Network

BENEFITS TO YOUR BUSINESS

- All certifications (Base, ICE Specialty, BEV, Fleet) are included under one fee. Optional specialty designations outside the renewal window are available for an additional charge.
- Direct shop referrals through the GM Collision Assistance mobile app experience.
- Your shop featured on the GM CRN Locator, distinguishing you from competitors.
- GM CRN plaque for in-shop display.
- Stay informed with quarterly updates on GM innovations, repair standards and industry trends.
- Access to the Generis Dashboard for performance tracking and shop improvement insights.
- Free enrollment in “GM Partner Perks,” including:
 - Discounts on repair resources
 - Consumer-facing shop locator listing
 - Point-of-sale materials and branded merchandise
 - Consumer Assurance
- For more information on GM Partner Perks:
 - **Website:** www.mygmpartnerperks.com
 - **Phone:** 1-800-253-3428
 - **Hours:** Mon.–Fri., 8 a.m.–5 p.m. CST