



CANADIAN COLLISION INDUSTRY FORUM



Requirements for Structural Repairs

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May 27 2016**

Change required ?

True or False:

- The structural components of vehicle design today are more complex than prior decades
- The tools, equipment and training to repair structural damage today has changed.
- The risk associated with improper repair today is higher today

We don't know what we don't know

January 2016 CCIF meeting

- Identified that there would be value for all stakeholders to define what is required in equipment and training to produce a safe repair on a vehicle with structural damage
- Agreed to explore in more detail with insurers and repairers on the topic and report at the Montreal meeting

Insight gained

- Dialogue with insurers, repairers and OE's
- Growing awareness regarding the challenges with ensuring structural repairs are conducted following OE specifications has created the opportunity for AIA/CCIF to consider defining the requirements for all stakeholders to use.

Key messages

- Level of collaboration with insurers, repairers and the OEM's in Canada has reached a new level and does provide the opportunity to develop and implement a baseline of minimum requirements .
- One size fits all as a means of identifying qualified repairers is gone, period.

Why focus on Structural Capability?

- Basic agreement that on the cosmetic and non- structural component that
 - All repairers are or can be qualified for this type of repair
 - Provides the inclusivity that is deemed to be an important component of any classification program going forward.

Insurers

How can insurers utilize the defined criteria?

- Provide the opportunity for aligning the categories with their current DRP programs.
- Provide their insured with valuable information regarding the choice of repairer that the insured may make.
- Provide the foundation of information required by insurer staff to identify qualified repairers.

Repairers

How can repairers utilize the categories today?

- Are you in or out? Invest or not?
- Integrated information repository for repairers to validate requirements for repair capabilities.
- Having the opportunity to have “generic” requirements for classification is of value in making decisions on capital investments and training investments.

Getting the message out

- The initial approach to implementation of universal minimum requirements across the spectrum of repairers in Canada is to simply make the information available to collision repairers.
- They will self-identify their qualification and can declare their capability
- Time will tell – is this enough for the long term?

The Discussion

Insurer

Tony Sutera-Sardo – RSA



OE

Scott Wideman – Volkswagon Group Canada

Repairer

Terrence Bradimore – CK Collision Centres

Key Discussion Points

- Turning information into action
- Investment ROI
- Training – protecting your investment
- Is this the tipping point for repairers
- OE brand protection
- Stakeholders working together – harmonizing requirements
- Insight into the near future

VOICE

The need to create awareness to insurers and the consumer of a collision repairers capability of completing a structural repair is an urgent need going forward.

- a) Yes
- b) No

VOICE

For repairers only

My business does meet the minimum requirements today for completing a safe structural repair.

- a) Yes
- b) No

VOICE

For repairers only

The cost of meeting the minimum requirements defined could be as much as \$50,000 or more.

Do you plan to make the investment?

- a) Yes
- b) No