



# Program Guidebook







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## Welcome to the Certified Collision Repair Network

To ensure the quality of Nissan collision repairs and improve the owner experience, Nissan Americas has developed a network of certified Dealer-owned and independent collision repair centers across the United States.

Nissan Certified Collision Centers are shops that have shown they meet or exceed manufacturer standards for tools, equipment, training, and facilities and that they can repair vehicles to manufacturer specifications. This helps ensure fit, finish, durability, value, and safety for Nissan owners.

### The Benefits of Becoming a Certified Collision Center

For collision repair centers, becoming a Nissan Certified Collision Center offers opportunities for attracting new customers, gaining referrals, and growing revenue.

- Nissan certification offers your shop the Nissan "stamp of approval," giving customers the confidence that they will receive an exceptional repair experience and have their vehicle repaired to strict OE specifications.
- Nissan certification can help drive referrals, potentially enabling shops to rely less on insurance Direct Repair Programs (DRP) and avoid their hidden costs.
- Through a joint-effort program, Nissan certification may qualify your shop for additional certifications or recognition from other OEMs, boosting referrals even more.

Nissan certification offers your shop the Nissan "stamp of approval," giving customers the confidence that they will receive an exceptional repair experience and have their vehicle repaired to strict OE specifications.



### Vision, Customer Promise, and Values

- Vision: To create a partnership supporting the complete vehicle lifecycle, alleviating stress, inspiring trust, and instilling confidence.
- Customer Promise: Provide a validated collision repair solution through a documented safe and quality restoration of the complete vehicle system using OEM procedures, thereby inspiring consumer trust and instilling confidence after a repair.
- Values: Convenience, Value, Trust, Customer Service, Education.



## Why Nissan Values an Exceptional Repair Experience for Vehicle Owners

As an automotive manufacturer, the core of Nissan's business is selling vehicles. So what is motivating Nissan to focus on repairs and building a network of Certified Collision Centers?

At Nissan, we believe supporting Nissan owners throughout the vehicle ownership lifecycle encourages loyalty to the brand and helps support our Dealers.

Research indicates that of those who are in a collision, dispose of their vehicle, and purchase another vehicle, **over 70% percent of those owners defect from the brand\***. Nissan believes improving the repair experience and facilitating informed decisions through educating consumers about the collision repair process will help reverse this trend.

Through the Certified Collision Repair Network, Nissan is making it easier for Nissan owners to identify the best collision shops and to receive high-quality warranted repairs that will enhance customer satisfaction and help maintain the value and safety of the vehicle.



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### Certified Collision Repair Network: Brand Loyalty

Statistics show that drivers get into an accident on average every 14 years and that some may not remain brand loyal after the collision repair. Improving the collision experience and protecting the value of their vehicle can go a long way in keeping them loyal.

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*"It's hard to put a value to being a part of the Nissan Certified Collision Repair Network. Being able to partner with our local Nissan dealer has been priceless. Not only does it give our dealer partner and clients peace of mind when coming to us as referrals, it also equips our admin team and technicians with the proper training and tooling to complete repairs based on Nissan's recommended repair procedures."*

*Dustin Davis, Mundy's Collision Center, Lawrenceville, GA*

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## Top Reasons to Get Certified Today

From enhancing consumer trust to opening up new marketing opportunities, there are lots of reasons to get certified. Just ask those who are already part of the Nissan Certified Collision Repair Network!

### 1. Differentiates Your Shop From Your Competitors

When choosing a collision center after an accident, consumers often wonder if they can trust the shop. Certification lets Nissan vehicle owners know that the shop meets a standard of business ethics, training, equipment, and customer service approved by Nissan, a brand they already know and trust.

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*"Autotech is proud to be recognized as a Nissan certified collision repair facility as it allows us to offer our Nissan customers solid piece of mind to know that their Nissan is being repaired using all OEM parts while following Nissan's strict standards for repair! Autotech is also proud that we are probably the only Nissan certified shop in our area whose technicians have completed Nissan's ADAS training in Florida. We have all of Nissan's factory ADAS targeting and computer systems that enables Autotech to be able to offer Nissan customers the best repair experience possible!"*

*Dean Massimini, Autotech Collision Service, Sewell NJ*

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### 2. Opens Up New Marketing Opportunities

The collision repair market is competitive. Use your Nissan certification in your advertising and promotions to let potential customers know that your shop meets Nissan standards for quality repairs that will return their vehicle to its pre-accident condition. You will also receive a Nissan Certified Collision Repair Network plaque. Place it prominently for walk-in customers to see.

Your shop will also benefit from national Nissan marketing efforts to promote the Certified Collision Repair Network. That includes a listing for your shop on the Nissan Certified Collision Center locator ([Collision.NissanUSA.com](https://Collision.NissanUSA.com)).



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*"We really love the fact that Nissan and INFINITI market the free tow to a certified shop to consumers. They do a fantastic job at marketing the certifications and why they are important to consumers as well. Also, their locator can schedule or drop off to our locations."*

*Jerry Dalton, Dalton Collision, Knoxville, TN*

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### **3. Boosts Shop Credibility with Insurance Companies and Claims Adjustors**

Your technicians may know there is more to a repair than meets the eye. They may want to use new Genuine Parts to ensure fit and finish so that the repair can be done correctly and quickly. Collision repair centers know all too well about insurance companies that can pressure your shop to recommend only aftermarket or salvage parts.

Certification gives you additional credibility among insurers and claims adjusters. By demonstrating your shop meets standards set by the OE, your estimate may be more likely to be approved. Certification tells claims adjusters that your shop uses up-to-date repair techniques, which may also increase your referrals.

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*"Nissan certification keeps our team aligned with manufacturer repair standards and techniques, ensuring we deliver the highest quality and safest repairs to our customers."*

*Nader Akbari, Central Florida Paint & Body, Orlando, FL*

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### **4. Enables Shops to Rely Less on Direct Repair Programs**

If your body shop participates in Direct Repair Programs (DRPs) with insurance companies and are dissatisfied with certain aspects of the arrangement, certification may provide an avenue for you to gain new referrals without having to rely on the DRP.

As a member of the Nissan Certified Collision Repair Network, shops benefit from the efforts of Nissan to educate our vehicle owners about their right to choose new Genuine Nissan Parts instead of aftermarket or salvage parts when having their vehicle repaired.

Consider concessions or additional work shops have taken on, all to reduce tasks that were typically completed by insurance companies. The industry has changed to put more claims responsibility on the shops at a savings to the carriers. Our main focus is on providing a high-quality repair that will satisfy your customers and build your reputation in your market.

### **5. Being Certified is More Than Just a Checklist**

Nissan has partnered with I-CAR to ensure our Certified Collision Centers have the proper training to repair Nissan vehicles. Certified Collision Centers are required to meet the comprehensive I-CAR® Gold Class designation as well as Nissan-specific training. Training regularly is a key part of being certified and helps your shop provide better, faster repairs while also helping improve employee morale and retention. Nissan is continually developing training to help elevate the repair experience, including exclusive training on writing comprehensive repair plans that shops can apply across their entire book of business. Access to exclusive Nissan collision content and training opportunities is included.

### **6. Access to Nissan Technical Information**

Certified Collision Centers can access all of the latest technical bulletins, electronic service manuals, and OE body manuals\* through Nissan TechInfo. Using our OE technical information removes the guesswork from many repairs by providing Nissan-validated procedures. The result is faster, higher-quality repairs that can reduce comebacks, improve customer satisfaction, and help reduce potential liability. Documenting that your shop used all OE-recommended procedures can help ensure that you will be fully compensated by insurance companies for necessary repairs.

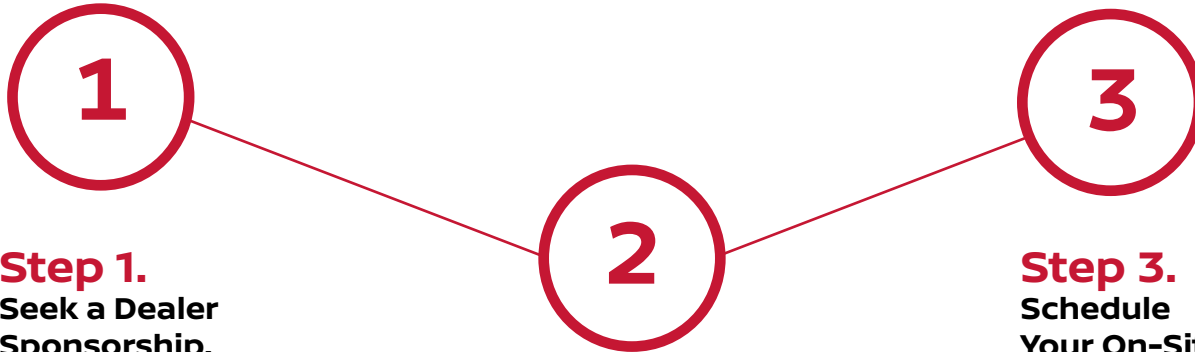
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\*See page 16 for more information.



## Ready to Get Started? Steps to Becoming Nissan Certified

The process to becoming a Nissan Certified Collision Center has never been easier.



### **Step 1.** **Seek a Dealer Sponsorship.**

Contact a Nissan Dealer you do business with on a regular basis to initiate a shop sponsorship. Nissan prefers that each potential Certified Collision Center have a Dealer agreeing to sponsor the shop.

### **Step 2.** **Get Enrolled.**

Email your interest to [NNACollisionRepairNetwork@Nissan-usa.com](mailto:NNACollisionRepairNetwork@Nissan-usa.com). One of our professional CRN team members will be in personal contact with your team, to guide you through the process of becoming a Nissan Certified Collision Shop. Please remember to include your Name, Name of Shop, Email and Phone Number.

### **Step 3.** **Schedule Your On-Site Inspection**

When you believe your shop meets the Certified Collision Center requirements, schedule an on-site inspection. The inspector will tour your body shop and ensure proof of compliance with photos and documentation.

See the expected Nissan best practices and complete certification checklist starting on page 17.



## Nissan is Here to Help

Nissan is dedicated to helping grow a national network of quality collision repair centers. Nissan has now partnered with CCC to offer collision shops a streamlined experience in their certification journey.

- Dedicated account representative to assist your shop through the certification process.
- Business development guidance, feedback and assistance with tracking certification requirement fulfillment to ensure shops complete certification
- Shop listing on Nissan's Certified Collision Center locator. [Collision.NissanUSA.com](https://Collision.NissanUSA.com)

## Pricing

This comprehensive certification program has been developed to bring greater value to the shop through collaboration and opportunities to grow your collision shop business.

By becoming a Certified Collision Center for Nissan, your shop may also qualify for additional OEM or market certifications. Certification is a 2-year commitment. Shops are inspected annually, and certification fees are due annually.

### **\$1,500\***

Nissan Certification and marketing assessment fee (annual fee)

### **\$2,500**

Nissan GT-R Certification Fee (includes regular Nissan Certification)

The additional certification fee assessed for the Nissan program gives shops access to program benefits specific to the Nissan program. This includes: access to online technical repair information, Nissan-specific advanced training, marketing materials, inclusion in the Nissan Certified Collision Center locator, complimentary towing for owners directly to certified shops, and other benefits as outlined within the program guide.

(Cost to add INFINITI Certification is only an additional \$1,000)

\*Plus annual \$1,500 Inspection fee by CCC OEM NET.

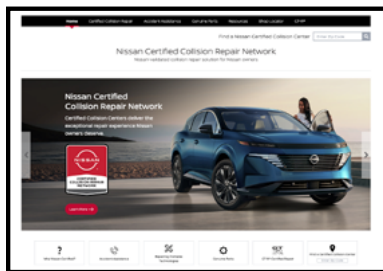


## Educating Consumers About Their Collision Repair Rights

Accidents happen. Whether it's a fender bender or a more serious crash, Nissan is dedicated to helping our vehicle owners by educating them about the collision repair process and facilitating informed decisions.

### Nissan Collision Online

The Nissan Certified Collision website offer tips and advice to consumers about the collision repair process. Visit: [Collision.NissanUSA.com](http://Collision.NissanUSA.com).



▪ **Choosing The Right Shop**  
Nissan Certified Collision Centers have the right technicians, equipment, tools, and knowledge to get the job done right. For a timely, high-quality repair, we recommend choosing a Nissan Certified Collision Center.



▪ **Making Smart Choices**  
Educating consumers about their right to choose new Genuine Nissan Parts for repairs, their right to not use aftermarket parts, and tips on how to read an estimate.



▪ **Genuine Parts Advantage**  
Nissan has invested millions of dollars in research, development, engineering, and testing of every part used in its vehicles to ensure that they deliver the intended level of safety and performance. Judging the quality of non-genuine parts has to be done on a case-by-case basis. Non-genuine parts are not subjected to Nissan testing or validation, therefore their quality or performance cannot be assured.



▪ **What To Do If You're In An Accident**  
Customers can download this handy booklet from the website to keep in their glovebox. It helps to know what to do and who to call in the moments after an accident, and provides the toll free number for free towing to a certified collision shop.

## Why do consumers need to be educated?

- Consumers have the expectation and right to ask that their vehicle be returned to its pre-accident, or like-new, condition.
- Consumers may not be familiar with how to read an estimate and therefore may be unaware of the type of parts utilized on their vehicles during a collision repair.
- Many consumers don't know they have the right to choose the type of parts to be used, or they assume new Genuine Parts are being used.
- Once educated, more owners may select Genuine Parts for repairs and choose a Nissan Certified Collision Center location to perform the work.
- Consumers that are educated and make more informed decisions have the potential for increased satisfaction with their collision repair center and their vehicle and increased brand loyalty after a collision.

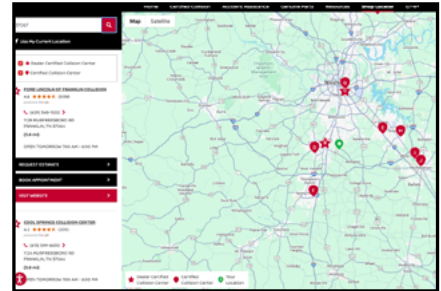


## Marketing and Promoting the Certified Collision Repair Network

### Nissan Certified Collision Center Locator

One of the key benefits for certified shops is the ability for Nissan owners to find your shop through the Certified Collision Center locator.

- The locator provides visibility and is searched by tens of thousands of Nissan vehicle owners each month.
- Owners can see shops' Google ratings, visit shop websites, view shop details, and submit photos to a shop for an initial estimate.
- Owners can access the Certified Collision Center locator either on the Collision Central website ([Collision.NissanUSA.com](http://Collision.NissanUSA.com)) or on the Nissan Owner Portal ([Owners.NissanUSA.com](http://Owners.NissanUSA.com)).



### Complimentary Collision Towing

Nissan provides complimentary collision towing\* within 50 miles of your certified shop to Nissan owners who call 1.800.NISSAN.1. Nissan fully covers the cost of the tow, which is a direct referral source for our certified network.

### Certified Awareness National Marketing

Nissan runs a comprehensive marketing strategy across web, social, email, and print to educate owners on their rights in collision situations, the Certified Collision Repair Network and collision center locator, the benefits of using new Genuine Nissan Parts, and complimentary towing to Certified Collision Centers.



### In-dealer Service Media

The Service Media Center (SMC) is a Nissan-sponsored communications tool for Dealers to build awareness of different programs or offers to vehicle owners within the customer waiting area or service drive.

This Service Media Center is a large video monitor programmed to play a series of continuously streaming ads produced by Nissan. This unique opportunity allows Nissan to promote offers to a "captive" audience.

Nissan uses this asset to educate vehicle owners about their right to choose the parts used for a repair, to choose their collision center after an accident, and to build awareness among Nissan owners that a Certified Collision Network Center is the validated source for their collision needs.



\*Available for Nissan Certified Collision Centers within a 50-mile radius, all others at owner's expense.



## Marketing the Certified Collision Repair Network: Resources for Shops

**Certified Collision Repair Network Plaque**  
Presented to you for your dedication to the collision repair industry and commitment to the program. Each year we will send you a new date validation decal to show your shop is current in meeting certification standards.

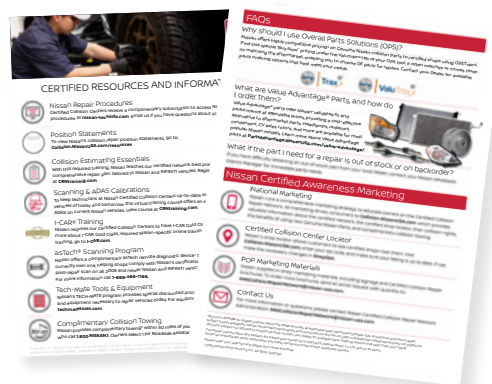


## Certified Collision Center Locator Listing

As a member of the Nissan Certified Collision Repair Network, you will appear in our shop locator, allowing customers to find you by zip code. The listing contains your shop name, Google Ratings, phone number, address, hours of operation, and website.

## Certified Resources & Information Flyer

One-page flyer summarizing some of the certified network benefits and programs.



## When It Comes to Referrals, You're First in Line

If a collision occurs in an equipped vehicle, then a driver may use the Collision Management feature in the MyNISSAN app to document damage and get complimentary towing to the nearest (within a 50 mile radius) Certified Nissan Collision Center. From the moment of the collision, to getting the vehicle back on the road, we're here to make the process simple and efficient. Available now on select 2026 Nissan vehicles equipped with NissanConnect® Services\*.

\*See [nissanusa.com/connect/legal](https://nissanusa.com/connect/legal) for more NissanConnect features/services information.



## Marketing the Certified Collision Repair Network

### Member Portal & Resources

As a shop owner or manager, you have invested a great amount of time and effort in your business to make it successful. CCC OEM Link provides additional tools to help you build on that success and communicate to consumers in your local market. Utilizing the tools will help you maximize exposure and leverage your business in the marketplace.

### Certification Builds Trust

Be sure your plaque is visible when customers enter your shop and is easy to see near your reception area. Marketing efforts and the Shop Locator will be pushing customers to your shop - make sure they know they are in the right place!



### Certified Network Solutions

Within one platform, CCC's OEM NET helps auto manufacturers build and communicate with certified repair facilities, track shop certification status, guide referrals at the time of accident, and create opportunities to drive revenue.

### Certification Logos

The Member Portal includes Nissan and INFINITI Certified Collision Repair Network logos available for shops to use in their marketing materials. No other logos, including the Nissan and Nissan brand logos, are available for shops' use.





## OEM Advanced Training for Certified Collision Centers

Nissan has invested in updating and expanding our advanced training to meet our network's demand. OEM advanced training can help set shops apart from the competition and help make shops more efficient at repairs. The Nissan Learning Center hosts all Nissan and INFINITI OEM advanced collision repair training ([lms.nnanet.com/retail](https://lms.nnanet.com/retail)). Students create individual profiles to register for courses within the training platform.

## Collision Estimating Essentials



Nissan teaches estimators the best practices for building a comprehensive repair plan tailored to Nissan and INFINITI vehicles. Shops can help reduce cycle time by capturing most repair procedures from the start.

Collision Estimating Essentials is required for certification. The course is now offered virtually to reduce travel costs and estimators' time outside the shop.

### Scanning & ADAS Calibrations

Based on a course offered to Nissan dealership technicians, Scanning & ADAS Calibrations is customized to meet the unique needs of collision centers. This advanced online learning module includes plenty of in-depth information and is designed for technicians from Nissan and INFINITI Certified Collision Centers who perform the scanning and calibrations on ADAS systems.

It is available at [lms.nnanet.com/retail](https://lms.nnanet.com/retail).

### Students learn how to:

- Scan using the CONSULT or the asTech® remote diagnostic device connected to the CONSULT.
- Research and resolve DTCs.
- Troubleshoot and calibrate:
  - Front Radar-Based Systems
  - Lane Camera Units Systems
  - Sonar and Side Radar Systems
  - Exterior Camera Systems
  - Tire Pressure Monitoring Systems

This course is optional and not required for Nissan Certification.

Nissan continues to develop new training for our certified network. Training can help shops invest in their employees and provide career development paths for technicians, estimators, blueprinters and CSRs. Visit [lms.nnanet.com/retail](https://lms.nnanet.com/retail) to see the latest training available from Nissan.



## Nissan Resources for Certified Collision Centers

### Preferred Pricing on OE Parts

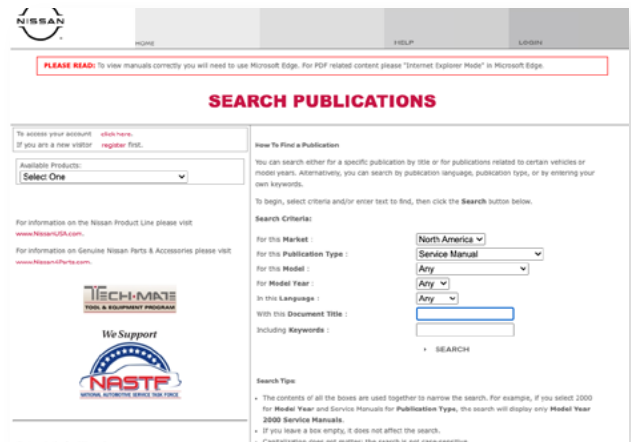
Many Nissan Dealers use CCC Parts or Overall Parts Solutions (OPS) Technology Suite to efficiently connect Dealerships with their collision center clients. Get instant pricing alerts, deliveries, and status notifications from your preferred Nissan Dealer directly to your online devices.

### Accessing Nissan Technical Information

To provide the best repair for our owners, as a member of the Certified Collision Repair Network, your shop will have complimentary access to OEM repair information on Nissan TechInfo, including:

- Electronic Service Manuals, including Body Repair Manuals, which offer comprehensive vehicle Repair information that may reduce cycle times, help fully document your repair, and help ensure you are compensated for the complete repair by insurance carriers.
- Technical Service Bulletins, which provide updates on the latest repair procedures.

Visit [Nissan-techinfo.com](http://Nissan-techinfo.com) for more information. Email us at [NNACollisionRepairNetwork@nissan-usa.com](mailto:NNACollisionRepairNetwork@nissan-usa.com) if you need help accessing your account.



### Scanning Program

Nissan requires our Certified Collision Centers to perform a post-repair diagnostic scan on 2008 and newer Nissan and INFINITI vehicles using a Nissan-approved scanning tool.

### Position Statements

Nissan has issued Collision Repair Position Statements to ensure the safety and quality of Nissan vehicle collision repairs. Visit [Collision.NissanUSA.com/resources](http://Collision.NissanUSA.com/resources) or [PartsAdvantage.NissanUSA.com/Collision](http://PartsAdvantage.NissanUSA.com/Collision) for more information.



### TECH-MATE

Nissan TECH-MATE sells tools and equipment to Dealers and the repair industry, including the OEM scan tool and Nissan-specific targets necessary for calibrations. Learn more at [nissantechmate.ca](http://nissantechmate.ca).

### Value Advantage® Parts

Value Advantage parts offer Nissan-validated fit and performance at affordable prices, providing a cost-effective alternative to aftermarket parts. These Value Advantage parts can be ordered just like other Nissan parts and come from our Dealers. Learn more about Value Advantage parts at [PartsAdvantage.NissanUSA.com](http://PartsAdvantage.NissanUSA.com).



## Best Practices to Meet Vehicle Owner Expectations

### Collision Center

- Provide clean, organized, and safe building, office area, and work area.
- Have printing, copying, and faxing capabilities as well as high-speed internet.
- Have a minimum of one computer workstation with an internet connection for repair technicians to access Nissan repair information.
- Have staff dress appropriately in business or business casual attire applicable for their geographic area, wear name tags, and appear easily identifiable to customers.
- Have a standard greeting used by employees when answering the phone. If the customer drives a Nissan, have employees mention that your shop has Nissan certification.
- Provide a clean restroom that is available for customers and guests. Facility should also have a handicap accessible restroom that is ADA compliant.
- Provide complimentary internet service in customer waiting area.
- Have contact information and business cards for the collision center manager and sales representative easily accessible to customers.
- Use seat covers, floor mats, and steering wheel covers to help keep the interior of the vehicle clean.
- Have covered storage or utilize appropriate protection when the vehicle's interior and engine compartment is exposed to the elements.



### Customer Service

- Use displays, brochures, and a systematic process to educate and guide the customer through the estimate and repair process.
- Provide customers with ample notice of the work completion date or changes in the completion date to manage customer expectations.
- Explain the repair warranty offered by the collision center.
- Utilize an active delivery process, which includes reviewing the repair estimate in detail during a vehicle walk-around, explaining repairs completed, and discussing any care instructions for the repaired area as necessary, such as paint care.
- Follow up with the customer within 3-5 business days of the vehicle delivery to ensure satisfaction with the repairs and identify any customer concerns.
- Attempt to correct any problems or defects identified by the customers in a timely manner, providing exceptional customer service.
- Send thank you notes, seasonal cards, and/or special announcements to your customers.
- Schedule open-house events or car care clinics on an annual basis.





## Key Performance Indicators (KPI) Monitoring

- Prioritize use of new Genuine Nissan Parts with a target of over 85% OE parts utilization for repairs.
- Regularly monitor gross profit of individual repair jobs based on referral source.
- Measure and understand the concepts of technician efficiency, productivity, and proficiency.
- Monitor and measure the company's cycle time, \$/employee, square foot, day, etc.
- Measure and monitor KPI such as CSI, fixed right first time/returned for repairs, labor hours per day.



## Additional Certification Requirements

### Information Data Connector

Shop must authorize data sharing with Nissan, which helps Nissan measure shop performance and the health of the network. Data sharing also gives shop owners visibility into their performance and allows them to participate in special promotions. To the extent permitted by applicable law, Collision Repair Provider authorizes Nissan and third parties authorized by Nissan to have access to Collision Repair Provider data. Collision Repair Provider authorizes third parties designated by Nissan to use Collision Repair Provider's data in compiling any regional, national, or other specific statistical information.

### Consumer Survey Indexing (CSI ) Reporting

Consumer Survey Indexing is important to drive customer satisfaction of the shops and is a requirement to become certified by Nissan. Your shop must demonstrate its current internal process of collecting consumer surveys and agree to provide Nissan North America, Inc. completed survey details upon request. Shops must be able to identify consumer issues with repairs and resolve those issues quickly with the vehicle owners should they exist.

### Data Sharing Requirements

At Collision Repair Provider's expense, Collision Repair Provider will acquire, maintain, and keep in proper working order, any and all repair facility technology and related processes which Nissan advises Collision Repair Provider, in writing, from time to time is required. This includes, but is not necessarily limited to, the installation of (1) third party software to facilitate the communication of repair order and estimate data and other ordering information between the Dealers and the Collision Repair Provider and (2) third party software to collect repair order and estimate data. To this end, Collision Repair Provider authorizes Nissan's designated agent to install software and data connector software for supplying repair order and estimate data to Nissan.

To the extent permitted by applicable law, Collision Repair Provider authorizes Nissan and third parties authorized by Nissan to have access to Collision Repair Provider data. Collision Repair Provider authorizes third parties designated by Nissan to use Collision Repair Provider's data in compiling any regional, national, or other specific statistical information. Shops will be dropped from the program for not maintaining the data connector. The data will be utilized to monitor overall program Key Performance Indicators (KPI) and allow Nissan to benchmark collision repair data and assess marketing and promotions from Nissan for the benefit of the network shops.



## Audit Sheet

An Auditor will be conducting an audit of your shop in accordance with program requirements. The following questions will be reviewed and discussed during the event. Please prepare accordingly to ensure that audit results accurately reflect your shop's compliance with Nissan program standards.

<b>01 Administrative Information</b>		
01-001	Who is the facility manager?	
01-002i	What is the name of your parent company?	
01-003	Who is the primary contact for your business?	
01-004	Who is the representative for today's visit?	
01-005	Representative title?	
01-006	Representative email address?	
01-007i	Are you an independent or a dealership?	Independent/ Dealership
01-008i	Do you have more than one location?	Y/N
01-009i	What's the average # of vehicles you repair per month?	
01-010i	What were your sales last year?	
<b>02 Customer Experience</b>		
02-001	Take a photo of clear and designated street signage.	Street Signage
02-002	Take a photo of designated customer parking.	Customer Parking



<b>02-003</b>	Take a photo of the front of the building.	Front of Building
<b>02-004</b>	Take a photo of the customer waiting area.	Customer Waiting Area
<b>02-005</b>	List free customer WiFi URL:	
<b>02-006</b>	Take a photo of clean dedicated customer restrooms.	Customer Restrooms
<b>02-007</b>	Take a photo of designated handicap parking.	Handicap Parking
<b>02-008</b>	Is there a clean and presentable beverage station?	Y/N
<b>02-009</b>	Take a photo of a written warranty to customer.	Written Customer Warranty
<b>02-010</b>	Does the shop have the ability to provide a digital as well as written final repair bill?	Y/N
<b>02-011</b>	Take a photo of a quality control checklist for intake process. (EX. memory seat positions, vehicle cleaned)	Quality Control Checklist
<b>02-012</b>	Do you offer free loaner cars, rentals, shuttles, and/or towing services?	Y/N
<b>02-013i</b>	What languages are spoken at the facility? List languages.	
<b>02-014</b>	Take a photo to show proof the facility has been open for a minimum of 3 years.	Photo Proof
<b>02-015</b>	Do you have after hours communications to allow for: Request an estimate, schedule an appointment, afterhours communications (phone, text, chat, email)?	Y/N
<b>02-016</b>	Take a photo of the Standard Operating Procedures for delivery process.	SOP
<b>02-017</b>	Do you have a rule to never store parts inside vehicle?	Y/N
<b>02-018</b>	Do you provide protection cover for vehicle interior? ( ie: Seat Covers, Floor mats, and Steering Wheel Covers)	Y/N
<b>02-019</b>	What is your company's website address?	
<b>02-020</b>	Hours of operation posted on website and available shop locators?	Y/N



03 Staffing		
03-001i	# of unique refinish technicians.	
03-002i	# of unique collision repair technicians.	
03-003i	# of unique estimators.	
03-004i	# of unique dedicated mechanical technicians.	
04 Regulatory		
04-001	Take a photo of Tax ID #: Federal, State	TAX ID#
04-002	Take a photo of approved hazardous material removal contract.	Contract
04-003	Do you comply with EPA and OSHA guidelines per federal and/or state regulations?	Y/N
04-004i	If you use a 3rd party to help manage/comply with these (EPA and OSHA) guidelines, please list name of company.	
05 Warranty		
05-001	Take a photo of a Lifetime Labor Warranty.	Lifetime Labor Warranty
05-002	Take a photo of a Parts Warranty.	Parts Warranty
05-003	Take a photo of a Paint Warranty covered by paint supplier.	Paint Warranty
06 Software		
06-001	What parts sourcing software do you use?	
06-002	What's your primary estimating system?	
06-003i	Any other secondary estimating systems?	
06-004	What body shop management software do you have?	
06-005	If dealership, what dealership Dealer Management System do you use?	



06-006	List the method used to access OEM repair procedures.	
<b>07</b>	<b>CSI</b>	
07-001	Do you complete CSI satisfaction surveys for your customers?	Y/N
07-002	If yes, who is your provider?	
<b>08</b>	<b>Training &amp; Certifications</b>	
08-001i	List Direct Repair Programs are you a part of.	
08-002i	What other OEM Certification programs are you a part of?	
08-003	What is your I-CAR Gold Class ID#?	
08-004i	Does your facility have an ASE Certified technician?	Y/N
08-005i	# of MACS Section 609 air conditioning certified technicians?	
08-006i	Do you have technicians that are I-CAR WCS03 welding qualified or American Welding Society AWS D1.3 welding certified?	Y/N
08-007i	Do you have technicians that are WCA03 aluminum MIG welding certified?	Y/N
08-008i	Do you have technicians that are I-CAR SPS05 steel sectioning certified?	Y/N
08-009i	How many of your painters are certified by the manufacturer of the paint material you use?	
08-010i	What glass certification or training do you have?	
08-011	Can an employee (estimator & technician) pull up OEM repair procedures per the OEM approved software?	Y/N
<b>09</b>	<b>Insurance</b>	
09-001	What is your Garage Keepers Insurance expiration date?	
09-002	Do you have General liability insurance?	Y/N
09-003	Do you have Umbrella insurance?	Y/N



09-004	Do you have Workmans Comp insurance?	Y/N
<b>10</b>	<b>Corrosion Protection</b>	
10-001	What corrosion protection applicators do you have?	
<b>11</b>	<b>Products</b>	
11-001	What types of abrasives do you use?	
<b>12</b>	<b>Facility</b>	
12-001i	Square footage of production space?	
12-002i	Square footage of office space?	
12-003i	Square footage of fenced vehicle storage area?	
12-004i	What's the square footage of the lighted vehicle storage area?	
12-005	Is the facility secured?	
12-006i	If an alarm system is present, what is the service provider name of your alarm system?	
12-007i	# of repair work bays?	
12-008i	# of dedicated estimating bays?	
12-009	Take a photo of a dedicated Hazardous Material Storage Area.	Hazardous Material Storage Area
12-010	Take a photo of a dedicated Parts Storage Area.	Parts Storage Area
<b>13</b>	<b>Rates &amp; Services</b>	
13-001i	Do you have your own towing services?	Y/N
13-002	Do you offer pickup and delivery for customers within a certain radius?	Y/N
13-003i	What is the mile radius in which you pickup and deliver customers and their vehicles to?	



13-004	Do you install your own glass In-House or Sublet?	In-House/ Sublet
13-005	If sublet, list glass service provider.	
13-006	Do you perform your own mechanical repairs In-House or Sublet?	In-House/ Sublet
13-007	If sublet, list mechanical repairs service provider.	
13-008	Do you perform your own diagnostics In-House or Sublet?	In-House/ Sublet
13-009	If sublet, list diagnostic service provider.	
13-010	Do you perform your own dynamic calibrations In-House or Sublet?	In-House/ Sublet
13-011	Do you perform your own static calibrations In-House or Sublet?	In-House/ Sublet
13-012i	Are you able to perform wheel and/or tire work?	Y/N
13-013	Does your shop have the ability to accept virtual estimates from consumers?	Y/N
13-014	Take a photo of the Labor Rates.	Labor Rates
13-015i	What forms of payment do you accept?	
13-016i	Do you offer consumer financing?	Y/N
<b>14</b>	<b>Collision Equipment</b>	
14-001	Take a photo Calibration Stall/Equipment.	Calibration Stall/ Equipment
14-002	Take a photo dedicated Aluminum Clean Room.	Aluminum Clean Room
14-003	What brand of computerized three dimensional frame measuring system do you use?  3D mechanical system capable to +/- 1mm.	
14-004	Take a photo of Frame Rack or Bench utilized for the 3D frame measuring system with a minimum of 7,000 lb lift capacity.	Frame Rack or Bench
14-005	Take a photo of the frame rack or bench spec plate.	Spec Plate



14-006	Take a photo of spot welder (squeeze type resistance) utilized. Must be minimum:10,000 Amp Capacity + 2940 N Clamping pressure + 220 V single phase & Liquid cooled 14,000 Amp + microprocessor controlled welding current + 220V 3 phase count .	Squeeze Type Resistance Spot Welder
14-007	List brand and model of spot welder (squeeze type resistance) utilized.	
14-008	Take a photo of the spot welder (squeeze type resistance) spec plate.	Spec Plate
14-009	Take a photo of a Shunt Clamp.	Shunt Clamp
14-010	Take a photo of MIG or MAG Welder shop utilizes. Must be at minimum: 180 Amp output and 220 Volt single phase & 250 Amp computer controlled wire feed.	MIG/MAG Welder
14-011	List brand and model MIG or MAG welder shop utilizes.	
14-012	Take a photo of the MIG or MAG welder spec plate.	Spec Plate
14-013i	Do you have access to the various type of Rivet Gun(s) utilized. (ie. SPR riveting system)	
14-014i	Do you have access to Aluminum Hand Tools.	
14-015	Take a photo of Dust Extraction System.	Dust Extraction System
14-016	Take a photo of Welding Shielding Glasses.	Welding Shielding Glasses
14-017	Take a photo of designated equipment to perform test welds/destructive tests.	Test Welds
14-018	Take a photo of Welding Blanket.	Welding Blanket
14-019	Take a photo of a Borescope.	Borescope
<b>15</b>	<b>Mechanical Equipment</b>	
15-001	Take a photo of a recent pre/post scan of all applicable OEM Vehicles.	Pre/Post Scan
15-002	List all OEM approved scan tools that you utilize:	
15-003	Do you have the ability to perform suspension alignments In-House or Sublet?	In-House/ Sublet
15-004	If in-house, name the equipment used.	



15-005	If sublet, name the suspension alignment service provider.	
15-006	Take a photo of Suspension Alignment Equipment.	Suspension Alignment Equipment
15-007	What type of vehicle lift(s) does your shop have? (two post, four post, or in ground)	
15-008	What is the highest weight capacity you can support from all your vehicle lifts?	
15-009	Photo of the spec plate of the vehicle lift with the highest weight capacity?	Spec Plate
15-010	Take a photo of R134a and R1234yf reffridgerant, recovery and recycling systems or proof of sublet A/C service provider invoice.	AC Machine/ Invoice
15-011	Take a photo of Battery Support/Maintainer utilized.	Battery Support/ Maintainer
15-012	Take a photo of Torque Wrenches that are calibrated every 6 months. Capable of reading in newton meters and foot-pounds accurate from 9.4907Nm to 338.9545Nm (7 lb/ft - 250 lb/ft). No gaps in coverage	Torque Wrenches
15-013	Take a photo of most recent Torque Wrench Calibration Invoice or receipt of latest purchase.	Calibration Invoice
<b>16 Air Compressor</b>		
16-001	Take a photo of an Air Compressor is capable of supporting 5 actual cubic feet/minute. (ACFM) per bay at 150 PSI gauge (PSIG).	Air Compressor
16-002	Take a photo of a Refrigerant, Desiccant, or Membrane Compressed Air Drying and Filtration Unit.	Compressed Air Drying and Filtration Unit
<b>17 Lighting</b>		
17-001	750 in Lux minimum for metal working workspace.	
17-002	1000 in Lux or greater for paint booth.	
<b>18 Refinish</b>		
18-001	How many paint prep stations do you have?	
18-002	How many paint booth stations do you have?	
18-003	How many paint mixing rooms do you have?	



<b>18-004</b>	What are the dimensions of the largest spray booth?	
<b>18-005</b>	Take a photo of the brand/model of the Largest Spray Booth.	Largest Spray Booth
<b>18-006</b>	Does one of the spray booth's have baking capabilities?	Y/N
<b>18-007i</b>	Can the spray booth accommodate raise roof vehicles?	Y/N
<b>18-008</b>	Take a photo of Paint Mixing Room.	Paint Mixing Room
<b>18-009i</b>	Age of the latest paint booth?	
<b>18-010</b>	What type of paint do you use?	
<b>18-011</b>	Who is your paint distributor?	
<b>18-012</b>	Take a photo of a Paint Mil Thickness Gauge, capable of ferrous, non-ferrous, and plastic substrates.	Paint Mil Thickness Gauge
<b>18-013</b>	Take a photo of a Paint Mixing and Formula Retrieval System.	Paint Mixing and Formula Retrieval System



## Certified Collision Repair Network FAQs

### How do you get your independent body shop sponsored?

Nissan prefers independent collision repair centers to have an official Dealer sponsorship to become certified. The good news is that the process has been streamlined and moved to an automated format for our Dealers. CCC OEM Link works with your local Nissan Dealer or Wholesale Parts Dealer to coordinate the entire sponsorship process. You may also go directly to your Wholesale Parts Manager or local Nissan Dealer and ask if they would consider sponsoring your facility. If you're seeking sponsorship and once a Nissan Dealer grants that sponsorship, CCC OEM Link will work to move the certification process forward.

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### Do I get referrals from Nissan and marketing assistance?

Nissan utilizes a number of communication methods with its owner base to promote the Collision Repair Certified Network, including email, direct mail, digital ads, and the online Certified Collision Center locator at [Collision.NissanUSA.com](http://Collision.NissanUSA.com). There is a potential to gain additional referrals from these communications, but it is not guaranteed. Nissan provides the Nissan Certification logo for you to use in your own marketing materials.

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### Is there support if I have questions or need assistance with certification or repairs?

Yes. You will be assigned an account manager from CCC OEM Link, who can assist you through the certification process.

Once certified, Nissan provides complimentary access to Nissan TechInfo to ensure our Certified Collision Centers have access to the information they need to properly repair Nissan vehicles to OE standards. Please see Nissan Resources for Certified Collision Centers (p. 16) for additional resources.

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### Can anyone get certified if they pay the fee?

No. Only collision repair centers that meet the certification requirements, including having the right tools, equipment, training, and facilities to properly repair the vehicles to manufacturer specifications, can become certified. Nissan makes all final determinations of the shops in the network and may base their assessment for inclusion on a number of factors. This includes the right to drop from the network any shop deemed not performing to Nissan expectations.

Shops unable to currently qualify can participate in an exclusive business development process offered by Collision Performance Network. This unique program is designed to help any shop chart and develop a plan to become certified and achieve multiple OEM recognitions over time.

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### How long will my facility be certified?

Certification is a 2-year commitment. The certification period begins upon acceptance into the network. Shops are inspected annually, and certification fees are due annually. Non-performing shops may be dropped from the program at any time by Nissan.



## Contact Information

TOPIC	CONTACT
CCC OEM Link Account Manager	TBD
Nissan Program Administration	<a href="mailto:NNACollisionRepairNetwork@Nissan-usa.com">NNACollisionRepairNetwork@Nissan-usa.com</a>
Get Nissan Certified	<a href="mailto:NNACollisionRepairNetwork@Nissan-usa.com">NNACollisionRepairNetwork@Nissan-usa.com</a>
Get GT-R® Certified	<a href="mailto:NNACollisionRepairNetwork@Nissan-usa.com">NNACollisionRepairNetwork@Nissan-usa.com</a>
Certified Collision Center Locator	<a href="http://Collision.NissanUSA.com">Collision.NissanUSA.com</a>
Service Manuals & Technical Information	<a href="http://Nissan-techinfo.com">Nissan-techinfo.com</a>
Nissan Learning Center	<a href="http://lms.nnanet.com/retail">lms.nnanet.com/retail</a>
I-CAR® Nissan Training	<a href="http://i-car.com">i-car.com</a>
Wholesale Parts Resource Website	<a href="http://PartsAdvantage.NissanUSA.com">PartsAdvantage.NissanUSA.com</a>
CCC® ONE	<a href="http://cccis.com/collision-repairers/parts">cccis.com/collision-repairers/parts</a>
TECH-MATE Tools & Equipment	<a href="http://techmatetools.com">techmatetools.com</a>
Position Statements	<a href="http://PartsAdvantage.NissanUSA.com/collision">PartsAdvantage.NissanUSA.com/collision</a>



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Always wear your seat belt and please don't drink and drive.

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