



Certified Collision Repair Facility Audit



A DEKRA 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 Honda and Acura program standards.

Number	Documentation	
01-001	Facility Manager's Name ?	
01-002	Facility Manager's email address?	
01-003	Facility Representative for today's visit?	
01-004	Facility Representative title ?	
01-005	Designated person responsible for overseeing quality assurance?	
01-006	Title of overseer for quality assurance?	
Number	Facility – Customer Area	
02-001	Is there adequate parking (according to local conditions) for guests that is clearly marked and easily accessible?	Yes / No
02-002	Does the facility have handicapped parking and handicapped facility access?	Yes / No
02-003	Take a photo of the front of the building suitable for showing prospective customers.	Building Front
02-004	Take a photo of the shop's Street Signage suitable for showing prospective customers.	Street Sign
02-005	Take a photo of the Customer Waiting Area suitable for showing prospective customers.	Waiting Area
02-006	Does the facility present a clean and well-maintained image in the customer-facing areas of the shop, including a comfortable waiting area?	Yes / No
02-007	Receptionist on-site during business hours?	Yes / No
02-008	Hours of operation and telephone contact information is clearly visible from outside?	Yes / No
02-009	Refreshments (like tea, coffee, bottled water, etc.) are available to all Honda/Acura vehicle owners and guests?	Yes / No
02-010	Restrooms are cleaned and maintained daily available for customer use (suitable for men, women, and children)?	Yes / No
Number	Facility – Signage, Logo Usage and SIS	
03-001	Is this a Re-Certification ?	Yes / No
03-002	Is the Honda and Acura sign (24X24 aluminum sign) prominently displayed, preferably on the outside of the body shop building? (only applies to current shops that are recertifying)	Yes / No
03-003	Is the Honda and Acura sign the most recent design ? (only applies to current shops that are re-certifying)	Yes / No
03-004	Take a photo of the Honda and Acura sign. (only applies to current shops that are re-certifying)	Exterior Sign
03-005	Is the program plaque prominently displayed in a customer-access area? (only applies to current shops that are re-certifying)	Yes / No
03-006	Is the program logo prominently displayed on the shop's website? (only applies to current shops that are re-certifying)	Yes / No
03-007	Are the logos or wordmarks used on the shop's website something other than the official Honda and Acura Logo?	Yes / No

03-008	Were any non-preapproved advertising / promotional materials observed which utilize the Honda and Acura Certified Collision network logo, trademarks or references?	Yes / No
03-009	Take a photo of any Promotional Material utilizing any Honda and Acura logos.	Promo. Materials
03-010	Can the facility Manager and/or Estimator demonstrate how to access repair procedures on Service Information System (SIS) via honda.collisionrepairnetwork.org ? (only applies to current shops that are re-certifying)	Yes / No
03-011	Can the Honda trained repair technicians demonstrate how to access repair procedures on Service Information System (SIS) via honda.collisionrepairnetwork.org ? (only applies to current shops that are re-certifying)	Yes / No
Number	Facility – Ops Areas	
04-001	Facility presently utilizes a CSI system ?	Yes / No
04-002	What CSI provider does the facility currently use?	
04-003	Facility has a clean, well maintained and suitable area to perform damage analysis and estimating?	Yes / No
04-004	Facility has a secure, well-lit, and covered storage area for new parts as well as components removed from the vehicle during repairs?	Yes / No
04-005	Facility has an area used to store damaged vehicles that is secure at all times and ideally, out of customer view?	Yes / No
Number	Operations – Customer Relations	
05-001	Facility agrees to provide all customers a detailed invoice of repair work completed, as well as a thorough explanation of work?	Yes / No
05-002	Facility agrees to communicate repair progress to the customer via direct or electronic means at least twice per week?	Yes / No
05-003	Facility Manager is responsible for a satisfactory solution and / or communication of agreed-upon solutions to customer complaints within twenty-four hours?	Yes / No
05-004	Facility customer service representatives dress appropriately in business or business casual attire applicable for their geographic area?	Yes / No
05-005	Facility customer service representatives have their names easily visible?	Yes / No
05-006	Facility agrees to provide instructions to the customer outlining precautions or guidelines pertaining to the repaired and / or refinished areas of the vehicle?	Yes / No
05-007	Facility agrees to offer shuttle service or alternate transportation (at customer and / or insurance company expense) when requested?	Yes / No
05-008	Facility agrees to provide customers with an estimated work completion date?	Yes / No
05-009	Facility agrees to schedule appointments for both customer vehicle drop-off and pick-up?	Yes / No
Number	Operations – Office Automation & Sales Process	
06-001	Facility has digital photo capability (digital camera) and the ability to download and store photos?	Yes / No
06-002	Facility uses an up-to-date electronic estimating system?	Yes / No
06-003	Which Estimating System(s) does the shop use?	
06-004	Facility has printing, copying and document scanning capabilities?	Yes / No
06-005	Facility has a process or system for callers to leave a message?	Yes / No

07-001	Facility makes available to all customers labor rate information and other customary charges?	Yes / No
07-002	Facility provides adequate contact information to all Honda/Acura customers?	Yes / No
07-003	Facility confirms that an Estimator / Service Advisor explains the repair process and any new vehicle warranty implications?	Yes / No
07-004	Can the facility produce the written repair warranty offered by the collision repair center?	Yes / No
07-005	Take a picture of the written repair warranty offered by the collision repair center.	Repair Warranty
07-006	Can the facility produce a written limited lifetime paint warranty/guarantee to the consumer (usually through its paint/coatings supplier)?	Yes / No
07-007	Which Paint Supplier Warranty was produced?	
Number	Operations – Service Process	
08-001	Facility tracks the rate of on-time delivery?	Yes / No
08-002	Facility agrees to always receive authorization by the customer for additional work required before commencement of said work?	Yes / No
08-003	Facility agrees to thoroughly clean all repaired vehicles inside and out prior to delivery with all memory selections recorded and restored to the customers' settings (e.g., ADAS, radio, etc.)?	Yes / No
08-004	Facility agrees to protect vehicles against further damage when in its control, care and custody?	Yes / No
08-005	Facility agrees to use seat covers and floor mats to help keep the interior of the vehicle clean?	Yes / No
08-006	Facility agrees to disconnect the vehicle's main battery during repairs involving any electrical repairs, welding procedures or in situations that would drain the battery prematurely?	Yes / No
08-007	Facility has a policy in place that prohibits smoking, eating, drinking and sleeping inside customer vehicles?	Yes / No
08-008	Facility has a relationship with a local Honda/Acura dealer for completing mechanical / electrical repairs beyond the capability of the body shop?	Yes / No
08-009	What is the name of the Honda/Acura Dealer used for completing repairs beyond the capability of the shop?	
08-010	During the audit, have any Honda or Acura vehicles been observed that are uncovered or unprotected?	Yes / No
08-011	Take a photo of any Honda or Acura vehicles observed to be uncovered or unprotected.	Uncovered Vehicles
Number	Equipment – General Workshop	
09-001	What is the light reading of the metal working area measured in Lux? (minimum 450 Lux) Lux measurement is taken at 36" above the floor, using a digital lux meter.	
09-002	What is the light reading of the paint preparation area measured in Lux? (minimum 750 Lux) Lux measurement is taken at 36" above the floor, using a digital lux meter.	
09-003	What is the light reading of the detail area measured in Lux? (minimum 750 Lux) Lux measurement is taken at 36" above the floor, using a digital lux meter.	
09-004	Facility meets program lighting standards?	Yes / No

09-005	Facility has an assigned storage area for scrapped parts out of view from the general public?	Yes / No
09-006	Facility has a system to provide high-pressure, high-volume, oil-free and moisture-free compressed air?	Yes / No
09-007	Facility has a refrigerant, desiccant or membrane type compressed air drying and filtration unit?	Yes / No
09-008	Facility has a posted process for removing, installing and storing air bags?	Yes / No
09-009	Facility has fire exit signs?	Yes / No
09-010	Facility has safety information posted in paint areas?	Yes / No
09-011	Facility has eye wash stations in each building where repairs are conducted?	Yes / No
09-012	Facility has a current fire extinguisher contract with a local firm that checks performance of all facility fire extinguishers?	Yes / No
09-013	Facility confirms that they have personal protective equipment available to all employees, appropriate for their role?	Yes / No
09-014	Do facility employees have access to Safety Data Sheet (SDS) documentation?	Yes / No
Number	Equipment – Paint Shop – Booth and Mixing Room	
10-001	Facility confirms that they have at least one paint booth that is capable of low bake/forced dry operations and is NFPA/OSHA compliant?	Yes / No
10-002	Take photo(s) of the paint booth.	Paint Booth
10-003	Take a photo of the paint booth control panel showing bake controls.	Control Panel
10-004	What is the light reading of the paint booth measured in Lux? (minimum 1000 Lux) Lux measurement is taken at 36" above the floor, using a digital lux meter.	
10-005	Does the spray booth lighting meet requirements?	Yes / No
10-006	Does the facility confirm they have a dedicated paint mixing room with exhaust fume extraction that meets NFPA standards and OSHA guidelines?	Yes / No
10-006a	Take photo(s) of the paint mixing room.	Paint Mixing Room
10-006b	Paint mixing room has a functional exhaust system?	Yes / No
10-006c	Take a photo of the NON-functional exhaust system in the paint mixing room.	Non-functional Exh.
10-006d	Exhaust system exits to the exterior of the building?	Yes / No
10-006e	Take a photo of the exhaust system that does NOT exit to the exterior of the building.	Not EXTERIOR Exh.
10-006f	Paint mixing room provides spill control for liquid spills at least 2" in depth?	Yes / No
10-006g	Take a photo of the spill control that is NOT at least spills 2" in depth.	Spill Control
10-006h	Is the paint mixing room (including the door) constructed of fireproof materials?	Yes / No
10-006i	Take a photo of the paint mixing room (including the door) that is NOT constructed of fireproof materials.	NOT Fireproof
10-007	What is the light reading of the paint mixing room measured in Lux? (minimum 750 Lux) Lux measurement is taken at 36" above the floor, using a digital lux meter.	
10-008	Does the paint mixing room lighting meet requirements?	Yes / No
Number	Equipment – Paint Shop – Equipment	
11-001	Facility has industry acceptable storage for hazardous materials and liquid waste?	Yes / No
11-002	Shop agrees to dispose of any hazardous waste in accordance with all federal, state and local guidelines?	Yes / No

11-003	Facility has a computerized paint formula retrieval system capable of VOC tracking and label printing with an electronic mixing scale interfaced to the mixing system computer?	Yes / No
11-004	Facility has an electronic dry film thickness gauge capable of measuring coating thicknesses on both ferrous and non-ferrous substrates?	Yes / No
11-005	Select the Make and Model of the ferrous/non-ferrous electronic dry film thickness gauge.	
11-006	Take a photo of the ferrous/non-ferrous paint thickness gauge.	Paint Thickness Gauge
11-007	Facility has high transfer efficiency spray equipment?	Yes / No
11-008	Does the facility have an enclosed paint gun cleaner, or do they have equipment and procedures in place for the regular, non-atomizing cleaning and maintenance of paint guns?	Yes / No
11-009	Facility has a buffer / polisher?	Yes / No
Number	Equipment – Metal Shop	
12-001	Facility has a frame rack or bench with minimum 5500 lbs. capacity and a minimum of four holding points?	Yes / No
12-002	Take a photo of the frame rack or bench.	Frame Bench
12-003	Take a photo of the bench/rack lift capacity tag/plate/label, including brand name/make.	Spec. Label
12-004	Take a photo of the equipment showing the ability to secure the vehicle to the bench/rack.	Secure Vehicle
12-005	Facility has pulling equipment with a minimum of two towers with 10 ton capability each?	Yes / No
12-006	Facility has a 3-dimensional electronic measuring system which is capable of providing before and after repair specification documentation?	Yes / No
12-007	Take a photo of the 3D measuring system.	3D Measuring
12-008	Is the 3D measuring system software up-to-date? (Test by confirming the system's ability to retrieve specifications for a 2020 Acura RDX VIN# 5J8TC2H77LL017223)	Yes / No
12-009	Take a photo of the measuring system screen showing the 2020 Acura RDX information.	Screen - 2020 RDX
12-010	Facility has a tram gauge that measures using the metric system/scale?	Yes / No
12-011	Take a photo of the tram gauge.	Tram Gauge
12-012	Facility has a metric tape measure?	Yes / No
12-013	Take a photo of the metric tape measure.	Metric Tape Measure
12-014	Facility has a cavity wax gun or applicator with a 360 degree spray head?	Yes / No
12-015	Facility has a Structural Adhesive Gun capable of applying structural adhesives?	Yes / No
12-016	Facility has a caulking / sealer applicator gun?	Yes / No
12-017	Facility has a heat gun with temperature and fan control?	Yes / No
12-018	Facility has a non-contact heat monitoring system (e.g., temperature crayons, stickers, or non-contact thermometer)?	Yes / No
Number	Equipment – Welder (STRSW)	
13-001	Facility has a squeeze-type resistance spot welder (STRSW) capable of welding high and ultra-high strength steels? (>9000 amp, Clamp Force >= 350 kg - kilograms (772lb - Pounds) (344 daN - Decanewtons) - Must be capable of manual settings)	Yes / No

13-002	Select Make and Model of STRSW. (>9000 amp, Clamp Force >= 350 kg - kilograms (772lb - Pounds) (344 daN - Decanewtons) - Must be capable of manual settings)	
13-003	Take a photo of the squeeze-type resistance spot welder (STRSW) with Make and Model clearly visible. (>9000 amp, Clamp Force >= 350 kg - kilograms (772lb - Pounds) (344 daN - Decanewtons) - Must be capable of manual settings)	Resistance Welder
13-004	Enter the unique Serial Number of the squeeze-type resistance spot welder (STRSW).	
13-005	Take a photo of the Serial Number on the squeeze-type resistance spot welder (STRSW).	Serial Number
13-006	Take a photo of the squeeze-type resistance spot welder (STRSW) air pressure gauge, with the air pressure hose plugged in and pressurized.	Pressure Gauge
13-007	Take a photo of the gun used on this squeeze-type resistance spot welder (STRSW).	Welder Gun
13-008	Does the facility have a STRSW Wheel Arch attachment?	Yes / No
13-009	Does the facility have a STRSW Long Arm attachment?	Yes / No
13-010	Does the facility have dedicated welding shunt clamps / pliers?	Yes / No
13-011	Take a photo of the shunt clamps.	Shunt Clamps
13-012	Does the facility have fire-retardant welding blankets (a minimum of two per each GMA and STRSW machine/welder)?	Yes / No
13-013	Does the facility have welding spark paper?	Yes / No
Number	Equipment – Welder (MIG Pulse)	
14-001	Does the facility have a pulse-controlled MIG/MAG welder capable of Silicon Bronze (CuSi) MIG brazing? (Minimum 180 Amp, 220 Volt - Requirement MAY be met with pulse welder by changing wire and gas as needed)	Yes / No
14-002	Enter the Make and Model of the minimum 220 volt, 180 amp MIG welder with pulse.	
14-003	Take a photo of the minimum 220 volt, 180 amp MIG welder with pulse with Make and Model clearly visible.	MIG Welder
14-004	Enter the unique Serial Number of the minimum 220 volt, 180 amp MIG welder with pulse.	
14-005	Take a photo of the Serial Number of the minimum 220 volt, 180 amp MIG welder with pulse.	Serial Number
14-006	Does the facility have the required Silicon Bronze wire for MIG brazing? (Either ER CuSi-A or CuSi-3 only. Diameter must be 0.8 mm or .030 inch).	Yes / No
14-007	Take a photo of the spool of Silicon Bronze wire for MIG brazing.	Silicon Bronze Spool
14-008	Does the facility have the correct shielding gas (100% Argon) for the MIG brazing procedure?	Yes / No
14-009	Take a photo of the correct shielding gas for the MIG brazing procedure.	MIG Shielding Gas
Number	Equipment – Welder (MAG)	
15-001	Does the facility have a MIG/MAG welder for steel MAG welding, including HSS & UHSS? (Minimum 220 volt / 180 amp - Requirement MAY be met with pulse welder by changing wire and gas as needed)	Yes / No
15-002	Enter the Make and Model of the minimum 220 volt, 180 amp MIG/MAG welder.	
15-003	Take a photo of the minimum 220 volt, 180 amp MIG/MAG welder with Make and Model clearly visible.	MIG/MAG Welder

15-004	Enter the unique Serial Number of the minimum 220 volt, 180 amp MIG/MAG welder.	
15-005	Take a photo of the Serial Number of the steel MAG welder.	Serial Number
15-006	Does the facility have Honda-accepted MAG welding wire required for welding high-strength and ultra-high-strength-steel parts? (Must be Bohler Union X96 or Union X96, Bosch DS-980J, Titan EQ-5029X96, or Washington Eagle-Arc 980X. Diameter must be 0.8 mm or .030 inch).	Yes / No
15-007	Which Honda-accepted MAG welding wire required for welding high-strength and ultra-high-strength-steel parts is it?	
15-008	Take a photo of the spool of Honda-accepted MAG welding wire required for welding high-strength and ultra-high-strength-steel parts.	MAG Wire HSS & UHSS
15-009	Does the facility have the correct shielding gas (ArCo2 80/20 or 75/25) for the MAG procedure?	Yes / No
15-010	Take a photo of the correct shielding gas for the MAG procedure.	MAG Shielding Gas
Number	Equipment – A/C Recharge/Recovery	
16-001	Does the facility sublet or utilize an in-house A/C R134a refrigerant recharging / recovery / recycling station?	In House / Sublet
16-002	IF the shop sublets R134a A/C work, what is the name of the Sublet Vendor for Honda and Acura vehicles?	
16-003	Take a photo of the R-134a machine.	R-134a Machine
16-004	Does the facility have an A/C leak detection tool for R-134a refrigerant?	Yes / No
16-005	Take a photo of the A/C leak detection tool for R-134a refrigerant.	R-134a Leak Detection
16-006	What is the Make and Model of the A/C leak detection tool for R-134a refrigerant?	
16-007	Does the facility sublet or utilize an in-house A/C R1234yf refrigerant recharging / recovery / recycling station?	In House / Sublet
16-008	IF the shop sublets R1234yf A/C work, what is the name of the Sublet Vendor for Honda and Acura vehicles?	
16-009	Take a photo of the R1234yf machine.	R-1234yf Machine
16-010	Does the facility have an A/C leak detection tool for R-1234yf refrigerant?	Yes / No
16-011	Take a photo of the A/C Leak Detection tool for R-1234yf refrigerant.	R-1234yf Leak Detection
16-012	What is the Make and Model of the A/C Leak Detection tool for R-1234yf refrigerant?	
16-013	Does the shop agree that they will have a MACS Section 609 certified technician operate the recharge/recovery machine(s)? https://www.macsw.org/web/Online/Certification/Online_Test.aspx	Yes / No
Number	Equipment – Mechanical Shop	
17-001	Does the facility have a Smart 12V battery charger?	Yes / No
17-002	Take a photo of the Smart 12V battery charger.	Battery Charger
17-003	What is the Make and Model of the Smart 12V battery charger?	
17-004	Does the facility have at least one working lift with minimum 7,000 lb. lift capacity, minimum 60" lift rise that allows the Estimator or Technician to get under the vehicle?	Yes / No
17-005	Take a photo of the lift.	Vehicle Lift
17-006	Take a photo of the spec plate.	Spec. Plate
17-007	Does the facility have hydraulic floor jacks that are capable of lifting low ground clearance vehicles without damage? (Minimum 2.5 tons)	Yes / No
17-008	Does the facility have jack stands capable of holding a minimum of 3 tons each pair?	Yes / No

17-009	Does the facility have a coolant pressure tester, manual or electronic pressure test system?	Yes / No
17-010	Does the facility confirm they have certified Class 0 insulated lineman's gloves?	Yes / No
17-011	Does the facility have torque wrench(es) that can read from 7lb/ft to 250lb/ft (10Nm to 340Nm)?	Yes / No
17-012	Take photo(s) of the torque wrench(es) - lower range 7lb/ft-10Nm.	Torque - Low
17-013	Take photo(s) of the torque wrench(es) - upper range 250lb/ft-339Nm.	Torque - High
17-014	Does the facility have four-wheel alignment capabilities, or sublet?	In House / Sublet
17-015	What is the name of the Sublet four-wheel alignment vendor?	
17-016	Take a photo of an invoice from the Sublet four-wheel alignment vendor.	Alignment Vendor
17-017	Does the facility have tire mounting and balancing capabilities, or sublet?	In House / Sublet
17-018	What is the name of the Sublet tire mounting and balancing vendor?	
Number	Equipment – Scanning & Wrap-up	
18-001	Take a photo of a recent PDF from CCC1 of the approved Honda Diagnostic Cloud Report or a recent HDS/iHDS "All DTC Report" from a Honda or Acura vehicle.	Diagnostic Report
18-002	If using iHDS, which method for accessing iHDS software is the shop using?	
18-003	If using iHDS and scanning is Sublet to Dealer or third-party, what is the name of the Dealer or third-party vendor?	
18-004	If using iHDS and scanning is Sublet to Dealer or third-party, take a photo of a paid invoice for the scanning service.	3rd Party Scanning
18-005	Is the shop using Honda Diagnostic Cloud or iHDS software to scan vehicles?	Diag. Cloud or iHDS
18-006	Take a photo of the communication device, scanner equipment or tool being used to scan the vehicle.	Vehicle Scan Tool
18-007	Does the facility have a battery tester or analyzer capable of load testing?	Yes / No
18-008	What is the Make and Model of the battery tester or analyzer capable of load testing?	
18-009	Take a photo of the battery tester or analyzer capable of load testing.	Battery Tester