

# I-CAR (Inter-Industry Conference on Auto Collision Repair)

Jason Bartanen  
Director, Industry Technical Relations

*January, 2016*



**I-CAR<sup>®</sup>**



---

# VISION

The I-CAR Vision is that every person in the collision repair industry has the information, knowledge and skills required to perform complete, safe and quality repairs for the ultimate benefit of the consumer.

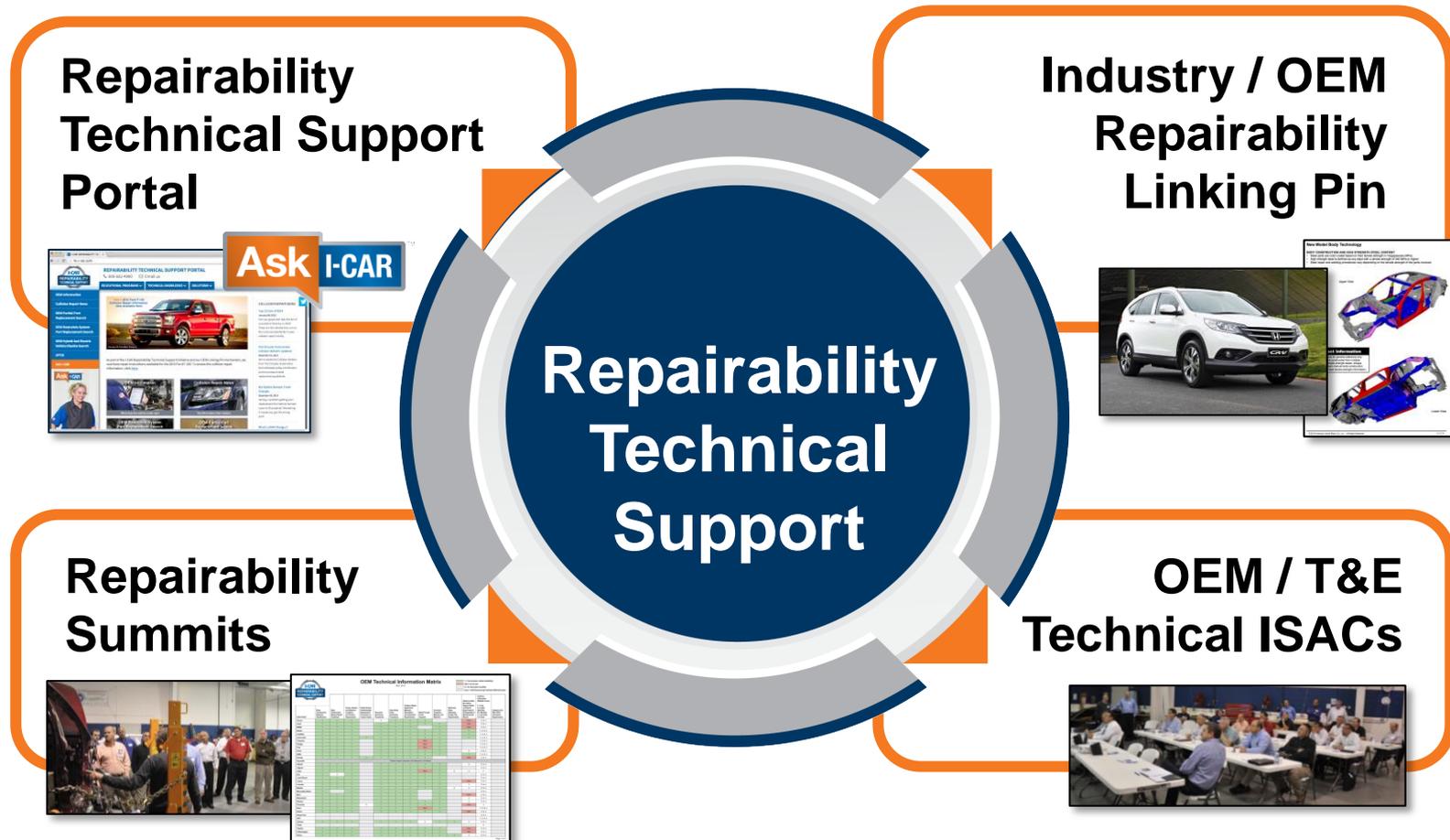
The I-CAR logo is displayed in blue, bold, sans-serif font. The 'I' is a vertical bar, and the 'CAR' is a stylized, blocky font. A registered trademark symbol (®) is located at the top right of the 'R'. The logo is centered within a white semi-circular shape that is part of a larger grey gear-like structure.

**I-CAR<sup>®</sup>**

A dark blue rectangular banner with rounded corners and a white border. It contains the text 'REPAIRABILITY' and 'TECHNICAL SUPPORT' in white, bold, sans-serif font, stacked vertically.

**REPAIRABILITY  
TECHNICAL SUPPORT**

# I-CAR® Repairability Technical Support (RTS)



I-CAR is addressing gaps in repair procedures and processes, while acting as a technical liaison between OEMs and the collision repair industry, to improve industry access of the technical information needed for complete, safe and quality repairs.

## *RTS Project Deliverables*

# Repairability Summits: Key Targets

- Topic specific problem solving workshops
  - Example: Technical Information Types and Availability
    - May, 2013 I-CAR Summit held at American Iron and Steel Institute; Repairers, Insurers, OEMs, Information Providers, Suppliers participated
- Also best practice identification and vetting
  - HSS Repair
  - Partial replacement at factory seams
  - Other gaps in OEM procedures
  - Note best practices will also be vetted through ISACs, inter-industry surveys and meetings, etc.

# OEM Linking Pin: Key Targets (1)

### *Do More of What We've Already Done*

- Actively engage with OEMs – more meetings with Service Technical Teams
- Recommend that the industry follow OEM procedures (i.e. in courses)
- Encourage OEM uniformity of repair information
- Encourage OEMs to make repair procedures available

### *Plus...*

- Provide OEMs feedback on repair procedure enhancements based on I-CAR scan of Industry feedback (from Technical Support, Summits, ISAC's, CIC, stakeholder discussions, etc.)

# OEM Linking Pin: Key Targets (2)

- Technical inquiry escalation and resolution
- Repair information updates, technical bulletin distribution, knowledge sharing to non-dealerships
- Active technical dialog with the broader inter-industry will inform OEM discussions
- Active monitoring of new OEM vehicle platforms to inform future I-CAR training and broader RTS work streams
- Active monitoring of new technologies – parts, systems, materials, equipment, tools to inform future I-CAR training and broader RTS&K work streams

# Technical ISACs: Key Targets

- OEM CR Technical ISAC
- Tool and Equipment ISAC
  - In conjunction with Equipment and Tool Institute (ETI)
- Product & Materials ISAC and Advanced Material ISAC to be evaluated for future launch
- Address technology changes, repairability challenges & needs, common initiatives across members