



VCCF Program Visit Report

Roque Moya

Fix Auto San Leandro
1970 Republic Ave
San Leandro, CA 94577
(866) 925-7996

Volvo Car USA, LLC

1 Volvo Drive, Building B
Rockleigh, N.J. 07647

Contact

Kenneth Park
Certified Collision Program Manager
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VCCF Program Visit Report

01.25.2023

Dear Roque,

Thank you for your participation in the Volvo Certified Collision Facility (VCCF) Program. Attached you will find a detailed Certification Report from the most recent visit and a detailed Action Plan that was developed specifically for your collision facility.

Based on the findings from the visit, your facility will be ranked as CERTIFIED.

The facility needs to complete any open actions, purchase missing equipment, and maintain I-CAR training requirements. Please pay particular attention to the enclosed Action Items as this details specific actions that your facility needs to complete. Failure to comply with the guidelines / deadlines that have been established for your facility could result in suspension and/or lead to removal from the Volvo Certified Collision Facility (VCCF) program.

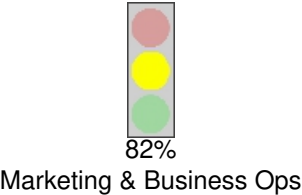
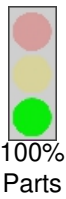
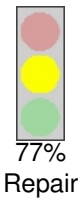
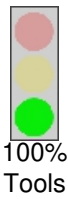
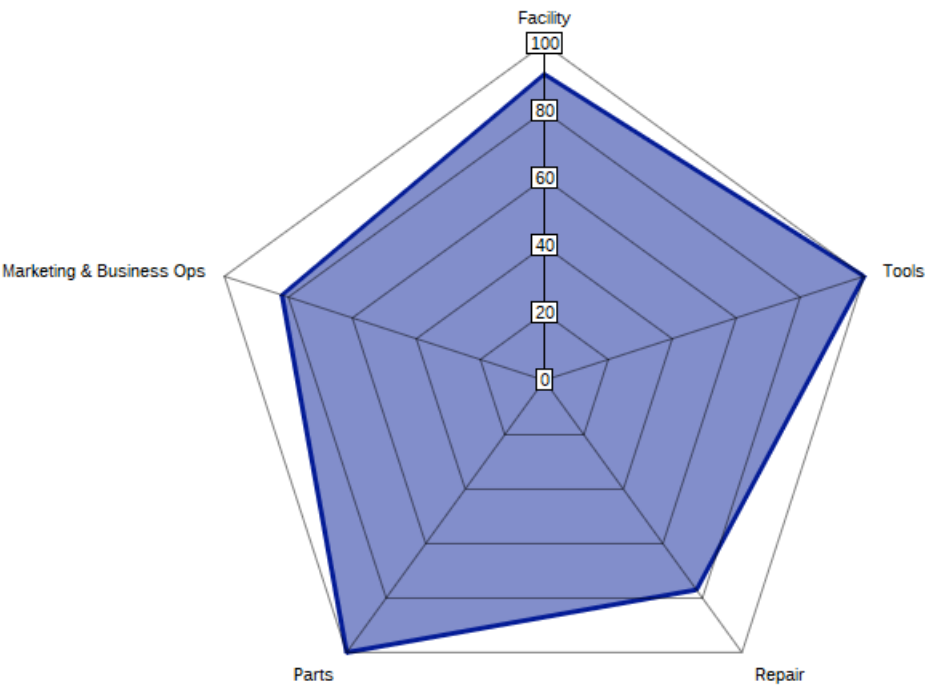
Thank you again for your participation in the VCCF Program. Should you have any questions regarding this report, please feel free to contact me or the Program Manager directly.

Sincerely,

Craig Teague

Mobile: (346)220-7133
craig.teague@volvocars.com

Required for Certification



Center Status as of this visit:

Certified

Processes - Facility

Facility from 01.25.2023 (91%)

2.1 Client interfacing areas are clean and professional in appearance. - (90%)	
Area	Options
a. The building has separate staff and customer entrances.	Yes 100%
b. There are defined parking areas for customers and a designated area for damaged/write-off vehicles that is out of view of customers.	0%
<i>Damaged vehicles in view of customer parking area, no space available to not have vehicles in view of customer</i>	
c. Parking area is clean, well maintained and supports a positive impression of the business.	Yes 100%
d. Customer interfacing area (reception) meets the VOLVO dealership standards.	Yes 100%
e. Customer interfacing area (reception) is free from garbage, dirt and debris.	Yes 100%
f. Dedicated customer restrooms are available and meet VOLVO dealership standards.	Yes 100%
g. No "unfinished" areas are visible to the customer. This includes loose wires and tools or parts stored within customer view.	Yes 100%
h. Any visible estimator or administrator work areas need to be clean and well organized.	Yes 100%
i. The site has a Non-smoking Policy or a designated smoking area with a cigarette bin available and clean.	Yes 100%
j. All furniture, counter tops and service areas for customers should be in excellent condition with no visible signs of staining, wear or breakage.	Yes 100%
2.2 Workshop areas are well maintained and orderly. - (100%)	
Area	Options
a. Shop floors are swept and free from debris. Parts from previous jobs have been removed/discarded.	Yes 100%
b. Individual work bays are separate and well defined. The space around the work bays are a minimum 3 feet. It should be possible to open all doors completely.	Yes 100%
c. Shared shop tools have assigned locations and are kept there when not in use.	Yes 100%
d. Minimum lighting of 650 Lux in workshop.	Yes 100%
e. There is a process in place to close off paint and paint prep area from the body repair area.	Yes 100%
2.3 Administration - (100%)	
Area	Options
a. Dealership and collision facility (owned or independent) have a specific process in place for customer handovers to ensure a proper Volvo experience.	Yes 100%
b. The management has an organizational chart for the bodywork and paintwork department.	Yes 100%
c. The management can display how they regularly carry out capacity planning.	Yes 100%
d. The collision facility uses an automated Body Shop Estimating System.	Yes 100%
e. The collision facility is using a Body Shop Management System (such as Audatex, CCC or Mitchell)	Yes 100%
f. A training room is available for in-house training and online classes.	Yes 100%
2.4 Customer Handling - (80%)	
Area	Options
a. Vehicle Drop Off - The collision facility and dealership have a 24 hour drop-off option for vehicles involved in accidents.	0%
<i>No 24 hour key drop</i>	
b. When the customer is on-site, the service estimations are provided at the vehicle in the presence of the customer.	Yes 100%
c. Cleaning - The facility ensures that both the inside and outside of a repaired vehicle are cleaned.	Yes 100%

d. Facility without an approved re-delivery area will utilize the dealership for the customer handover.	Yes 100%
e. Vehicle Re-delivery - A complete explanation of work performed and charges are reviewed with the customer.	Yes 100%

Processes - Tools

Tools from 08.23.2022 (100%)

3.1 Information Technology equipment and requirements are in place and utilized. - (100%)	
Area	Options
a. High speed internet service with VOLVO web program access on all terminals.	Yes 100%
b. Separate computer(s) for web access with printer for technician's (can be in an area outside of the work shop).	Yes 100%
c. Computerized estimating system.	Yes 100%
3.2 Approved refinish system available for all painters working on VOLVO vehicles. - (100%)	
Area	Options
a. The collision facility utilizes an approved paint system with all painters fully trained by the vendor.	Yes 100%
b. Valid training certificates are present/displayed for each painter or uploaded to VOLVO DOITT photo gallery.	Yes 100%
3.3 A VOLVO approved frame / unibody alignment and dimensioning system is utilized. - (100%)	
Area	Options
a. Celette bench with dedicated fixtures and Straightening rigs. b. Car-O-Liner Bench Rack with Car-O-Tronic Vision X3 measuring system. c. Car-Bench with straightening rigs. d. Other	Yes 100%
3.4 Welding Equipment requirements as specified by VOLVO guidelines. - (100%)	
Area	Options
a. Resistance Spot Welder with minimum 9ka and 240 dAN tip pressure specifications	Yes 100%
b. Wire Feed Welder (min. 180 amp)	Yes 100%
c. Oxy-acetylene torch	Yes 100%
d. Welding curtains (portable is acceptable)	Yes 100%
e. Welding fume extractor (can be mobile unit)	Yes 100%
f. Locking weld pliers (Selection of short/long reach, narrow nose, etc.)	Yes 100%
3.5 Bonding Equipment requirements as specified by VOLVO guidelines. - (100%)	
Area	Options
a. Cartridge Gun	Yes 100%
b. 2 Component adhesive gun	Yes 100%
c. Blind rivet pliers	Yes 100%
d. Heat gun, variable temperature (approx. up to 650°C)	Yes 100%
e. Pressure fed corrosion protection applicator	Yes 100%
f. Sealant spray gun (textured finish)	Yes 100%
3.6 Paint Spray equipment to be utilized on all VOLVO repair and refinish work. - (100%)	
Area	Options
a. Down draft spray booth and oven must have the following minimum specifications: 14,000 CFM (or higher) air flow capacity 750,000 BTU (or higher) heating source Lighting: 1200 LUX output with a Color Rendering Index of at least 95 CRI	Yes 100%
b. Three-stage air filtration system	Yes 100%
c. Air accelerators recommended for water-borne applications	Yes 100%
e. Refrigerant, desiccant, or membrane air filtration drying unit	Yes 100%
d. Paint booths appear to be cleaned and maintained frequently?	Yes 100%
f. Infrared (IR) lamp or equivalent system	Yes 100%
g. Paint thickness guage (Ferrous & Non Ferrous)	Yes 100%

h. Panel Stands	Yes 100%
i. HVLP Spray guns for clear coat, primer and colour	Yes 100%
j. Paint cleaning and waste collection system with ventilation (for water & solvent based paints)	Yes 100%
i. Masking trolley with waste bag	Yes 100%
3.7 Additional Equipment to be utilized on VOLVO vehicle repairs. - (100%)	
Area	Options
a. Dent pulling stud welder gun	Yes 100%
b. Hydraulic bumping tool and extenstions (ie: Porto-power)	Yes 100%
c. Slide hammer with puller set	Yes 100%
d. Sledge Hammer	Yes 100%
e. Battery Charger requirements – 200 amps or above	Yes 100%
f. Hydraulic floor jacks and lifts	Yes 100%
g. Universal work stands	Yes 100%
h. Selection of Spoons and Dolly's	Yes 100%
i. W&S Body chisel with handle	Yes 100%
j. Set of Body Repair Hammers in various configurations	Yes 100%
k. Transport Trolley for moving vehicle with axles removed – Go Jacks	Yes 100%
l. Door Opening Tensioner	Yes 100%
m. A/C refrigerant recovery and leak detection equipment (R134a)	Yes 100%
n. 1234YF refrigerant recovery/recharge machine	Yes 100%
<i>Wasn't a requirement at time of inspection. Will check on next annual audit</i>	
o. Facility has battery booster pack capable of 350 amps+	Yes 100%
p. Hinge Adjustment Tools	Yes 100%
3.8 Cutting and Grinding Equipment - (100%)	
Area	Options
a. Air Drill	Yes 100%
b. Pneumatic Saw	Yes 100%
c. Electric Car Body Saw	Yes 100%
d. Chisel hammer with cutting heads	Yes 100%
e. Vario Drill for spot weld drilling/removing	Yes 100%
f. Pneumatic cut off tool	Yes 100%
g. Mini Angle Die Grinder	Yes 100%
h. Angle grinder	Yes 100%
i. Belt grinder (20mm)	Yes 100%
j. Orbital sander fitted with dust extraction port	Yes 100%
k. Dust extraction	Yes 100%
3.9 Glass Repair - (100%)	
Area	Options
a. Glass Repair Kit for Windscreen	Yes 100%
b. RollOut 2000 or equivalent	Yes 100%
c. Glue Gun for windscreen using Volvo approved glue (Force 2500N, 300ml cartridge)	Yes 100%
d. Window lifter (suction kit)	Yes 100%
e. Windscreen stand	Yes 100%
f. Scrapers (set)	Yes 100%
g. Dashboard protection pad	Yes 100%

Processes - Repair

Repair from 01.25.2023 (77%)

4.1 Copies of pertinent repair documentation found in customer files and is present in work bays. - (100%)	
Area	Options
a. Copies of vehicle estimates are being stored in vehicles and/or easily accessible to technician when performing repairs.	Yes 100%
b. Copies of VIDA instructions are found in the customers file for structural repair (frame labor)	Yes 100%
4.2 Paint System - (100%)	
Area	Options
a. Facility utilizes approved paint system	Yes 100%
4.3 Vehicle protection measures are in place that demonstrate respect for customer's property. - (83%)	
Area	Options
a. Appropriate paint masking to protect exposed areas is utilized to prevent overspray damage.	Yes 100%
b. Parts are not stored inside or on top of the customer's vehicle.	Yes 100%
c. Use of padding and/or plastic on customer's vehicles is present over areas not being worked on.	0%
d. Work hoses, wires, etc. are not draped across unprotected vehicles.	Yes 100%
e. Protective measures are in place to protect the customers vehicle while inside the shop (Ex, seat, steering, car, floor covers)	Yes 100%
f. Vehicle interior/trunk/engine bay are protected from exposure to weather when parked outside.	Yes 100%
4.4 A quality control process is in place and being followed. - (100%)	
Area	Options
a. A Quality Control process and tracking sheet has been developed for the facility.	Yes 100%
b. The Quality Control tracking sheet is present in all customer files that have been audited.	Yes 100%
4.5 Fault Code Check - (0%)	
Area	Options
a. The collision facility runs a "Fault Code Check" on all VOLVO vehicles prior to returning vehicle.	0%
<i>Several files missing scans</i>	

Processes - Parts

Parts from 01.25.2023 (100%)

6.1 Does the facility use 95%+ original VOLVO parts? - (100%)	
Area	Options
a. Does the facility use 95%+ original VOLVO parts?	100%

OEM parts

Repair order #	Order Date	Total # of Parts on RO	# of OEM Parts	Percentage OEM Parts Used
34702		10	10	100%
34545		91	89	98%
34511		26	26	100%
34493		11	11	100%
341291		28	28	100%
34209		2	2	100%
34091		12	12	100%
34085		5	5	100%
34081		5	5	100%
33799		48	48	100%

Processes - Marketing & Business Ops

Marketing & Business Ops from 01.27.2023 (82%)

5.1 Collision Facility Marketing - (100%)	
Area	Options
a. A Volvo approved certification plaque is displayed in the customer contact area.	Yes 100%
b. Collision facility has a dedicated website (dedicated page on dealer's site if dealer owned) touting the benefits of the Volvo Certified program.	Yes 100%
c. Collision facility is promoting the Volvo Dealership and dealership services (Sales/Service brochures, business cards, etc.)	Yes 100%
d. Collision facility and Dealership have a written marketing plan in place and evidence that it promotes/grows the Certified Facility.	Yes 100%
5.2 Collision Facility follows Certification Guidelines - (100%)	
Area	Options
a. Volvo Repair Guarantee - The customer receives a body and paintwork guarantee at re-delivery.	Yes 100%
b. Collision facility has a current Motor Trader insurance policy to support any losses for fire, theft, etc.	Yes 100%
c. Admin staff has access to VIDA, VCPA (Volvo Cars Performance Academy - Dealers Only) and any other required software tools.	Yes 100%
d. Facility is collecting and prepared to report Customer Service scoring (CSI) to Volvo	Yes 100%
e. Collision Manager has access to personnel records for all collision facility staff.	Yes 100%
5.3 Dealership and Collision Facility Partnership Operations - (40%)	
Area	Options
a. Sponsoring Volvo dealership is the sole supplier of repair parts on Volvo vehicles.	0%
<i>Not purchasing all parts from dealer as dealer is not supplying them in a timely manner</i>	
b. Collision facility is sending VOLVOs to the sponsoring dealership for programming and diagnostics.	Yes 100%
c. A documented referral process is in place to handle Total Loss leads and/or customer trade-ins during repairs.	0%
<i>No referral process to dealer for total losses</i>	
d. The Dealership and Collision Facility have regularly scheduled review meetings (monthly or quarterly).	0%
<i>No regularly scheduled meetings with dealer</i>	
e. Dealer and Collision Facility promote the VCCF program with display materials.	Yes 100%

I-CAR Gold Class Results

I-CAR Gold Class Results	
ALL collision facility employees are currently listed in DO-ITT?	Yes
All employees listed in DO-ITT are still active at the facility? (former employees have been removed)	Yes
Facility has four (4) Platinum Role Reps to meet I-CAR Gold Class requirements?	Yes
ALL Non-Role Reps have completed 6 hours of continuing training for Gold-Class renewal?	Yes
I-CAR Gold-Class Yearly Renewal Date	07.01.2022
The facility's status with I-CAR Gold-Class Requirements	Pass

Action Plan

Period: 08.23.2019 - 09.23.2022
Topic: **Facility > 2.4 Customer Handling > a. Vehicle Drop Off** - *The collision facility and dealership have a 24 hour drop-off option for vehicles involved in accidents.*
Status: Open
Status: Delayed
Priority:
Cost: 0,00\$
Comment: Obtain lock box or some way to do 24 hour tows
Responsible for implementation: Roque Moya
Responsible: Craig Teague

Action Plan

Period:	08.23.2019 - 09.23.2022
Topic:	Marketing & Business Ops > 5.3 Dealership and Collision Facility Partnership Operations > <i>d. The Dealership and Collision Facility have regularly scheduled review meetings (monthly or quarterly).</i>
Status:	Open
Status:	Delayed
Priority:	
Cost:	0,00\$
Comment:	Meet with dealer quarterly to maintain relationship
Responsible for implementation:	Roque Moya
Responsible:	Craig Teague

Action Plan

Period: 08.23.2019 - 09.23.2022

Topic: **Marketing & Business Ops > 5.3 Dealership and Collision Facility Partnership Operations** > *c. A documented referral process is in place to handle Total Loss leads and/or customer trade-ins during repairs.*

Status: Open

Status: Delayed

Priority:

Cost: 0,00\$

Comment: In the event of a total and the customer wants to replace their Volvo, refer back to dealer with Business cards for sales.

Responsible for implementation: Roque Moya

Responsible: Craig Teague

Action Plan

Period: 01.25.2023 - 02.25.2023
Topic: **Repair > 4.5 Fault Code Check > a.** *The collision facility runs a "Fault Code Check" on all VOLVO vehicles prior to returning vehicle.*
Status: Open
Status: Delayed
Priority:
Cost: 0,00\$
Comment: Place copy/photo of pre scan as well as post scan
Responsible for implementation:
Responsible: Craig Teague