

V O L V O

Volvo Certified Collision Program

Overview

The Volvo Certified Collision Center Program is designed to ensure world-class collision repair is available to every Volvo owner. Our vehicles are changing rapidly, and our repair network must be ready to handle any Volvo efficiently and properly. That means promoting “fixed right first time” results by empowering shops with the training, tools, and genuine parts required to work on Volvo vehicles.

If a Volvo is in an accident, we want to ensure that it’s repaired correctly and provides the same level of safety that Volvo customers demand. Only Certified Collision Facilities are guaranteed to meet our brand commitment to owners.

A True Partnership

Volvo Certified Collision Centers are positioned as the preferred repair locations for all Volvo body and paint work. This includes a presence on Volvo websites, roadside assistance support, and recognition on all relevant Volvo marketing communications.

Certified Centers also have access to Volvo factory repair documentation and a dedicated collision field team. All of this support is designed to drive traffic and reduce cycle times.

Guaranteed Quality

To ensure quality and commitment to the Volvo brand, Certified Shops will undergo an annual assessment. Our dedicated collision field team will assist all shops through the audit process.

Program requirements span several key areas, including training, tools, facilities, processes and parts usage. Refer to the program requirement handbook for more details.

Why Become A Volvo Certified Collision Center

Increased Volumes

- Positioned as the preferred repair facility for all Volvo body & paint
- Web presence on Tier 1 and Tier 3 sites
- Roadside Assistance support for certified shops
- Point-of-sale marketing materials

Increased Throughput

- Improve efficiency with access to Volvo repair information (VIDA)
- Reduce cycle time with genuine parts requirement vs. LKQ
- Access to Volvo documentation to provide insurance companies

Improved CSI

- Perceived value to customers of a Volvo-sponsored body shop
- Lower cycle time improves customer satisfaction
- Genuine parts usage maintains vehicle quality

Program Benefits

	PURSUIING CERTIFICATION	PROVISIONALLY CERTIFIED	CERTIFIED
VIDA Subscription* Access to Volvo repair information, full parts catalog, and all parts & service bulletins.	✓	✓	✓
Dedicated Field Support Dedicated headcount in the field with collision and insurance expertise.	✓	✓	✓
Workshop Best Practices In-store consulting from field team with proven body shop experience to help drive profitability.	✓	✓	✓
I-CAR Training Liaison Personalized assistance to connect with I-CAR for all training requirements.	✓	✓	✓
Marketing Materials/Consulting Access to Volvo-branded collision marketing assets and marketing best practices.		✓	✓
Certified Collision Center Locator Presence on customer-facing shop locator online.			✓
Roadside Assistance Referral Active referrals from Volvo roadside assistance team to direct collision tows to your shop.			✓
Volvocars.com Website Listing Online listing as part of the Tier 1 Certified Collision webpage.			✓
DDC Web Template Featured on sponsoring retailers Dealer.com collision webpage.			✓
Certification Plaque Official Volvo Certified Collision Center plaque.			✓

*Independent Body Shops Only.

Pursuing Certification

Upon completion of enrollment contract and settlement of annual fee, a body shop is immediately classified as Pursuing Certification.

Provisionally Certified

After the initial audit, if a body shop meets most criteria but not above the certification threshold, they are classified as Provisionally Certified. For example, a shop missing only the Training requirement would be Provisional.

Certified

After any audit, if a body shop meets all certification criteria, they are classified as Certified.

Program Standards

Training

- I-CAR Gold Certification
- Volvo-specific courses (as developed)

Tools & Equipment

- Volvo special tools & equipment standards from dealer development portal
- Volvo-approved paint & consumables

Facility & Shop Processes

- General facility standards (cleanliness, organization, etc.)
- Proper repair processes and workflow
- Appropriate customer handling process

Genuine Parts

- Genuine parts must be used to complete all repairs
- Supported by VIDA documentation

Vehicle Information and Diagnostics for Aftersales (VIDA)

Certified Collision Centers will receive access to the VIDA system for Volvo Parts and Service repair information. VIDA subscription is included in the cost of certification.*

VIDA also supplies repairers with the necessary parts cataloging, parts numbers and part diagrams needed in order to repair the vehicle safely and properly.

*Collision Centers will not receive access to the diagnostics and software download modules of VIDA. These modules are available for subscription beyond the scope of this program.

Volvo Certified Collision Center Enrollment Opportunity

Volvo is currently looking for some elite centers to add to our Volvo Certified Collision Network. If interested in becoming a part of the program, please reach out to Kenneth Park at Ken.Park@VolvoCars.com to request sponsorship.

Enrollment Process

1. Interest in Program

If interested in nominating a shop for Certification, contact either your AMM or the Volvo Certified Program Manager at Ken.Park@VolvoCars.com.

2. Regional Certified Collision Manager Introduction

You will be connected with your RCCM who will be able to answer any questions and initiate the certification process. Your RCCM will provide you a self-assessment with details about program requirements.

3. Enrollment Submission

Your RCCM will work with you and your nominated body shop to address any concerns. Once you and the nominated shop have reviewed all program materials and are ready for enrollment, your RCCM will provide you with the official Certification enrollment form and contract.

4. Enrollment Review

Once the official Certification enrollment form is received, your RCCM will review the form and will advise you on any concerns or open questions.

5. Enrollment Acceptance

Once the review is complete, the body shop is now classified as Pursuing Certification. Program fees are due within one month of enrollment.

6. Initial Audit

Within 30 days of enrollment acceptance, your RCCM will arrange an initial on-site audit with your nominated shop. Audits are one day in length and will mirror the requirements outlined in the self-assessment.

7. Audit Results

Following the initial audit, your RCCM will provide you and your nominated shop with a detailed audit report. Depending on audit compliance, your shop will be classified as either fully Certified, Provisionally Certified, or will remain Pursuing Certification. Please see detailed program requirements or contact your RCCM for more information.