

Leading body shops follow OEM repair procedures.

Help protect yourself, your shop, and your customer by repairing the vehicle the right way, every time.

Checking OEM repair procedures before starting work can help write more accurate estimates, order the correct parts, and source the proper products. If work is being outsourced, having the procedures on hand can also help the technician give precise directions to the vendor—helping eliminate misguidance and rework.



1

Starting a repair?

The first step to completing a proper repair is researching the OEM repair procedures.



OEM Repair Procedures

Search the original equipment manufacturer’s website for the most up-to-date repair procedures and process guides.

To access OEM manufacturer procedures, you will need to register, select, and pay a subscription.



Bulletins, Work Instructions and Position Statements

Search OEM websites for bulletins and positioning statements important to the repair.

2

Set your shop up for success.

Maximize your shop’s potential by following OEM repair procedures.



Document the Procedure

Make sure to document the procedure at the time of the repair. If a vehicle needs reinspection, the original repair order should include a copy of the OEM repair procedures used, keep welding coupons, before and after photos and the detailed report of any scan.



Always Validate

Even if you have repair a vehicle multiple times, it is important to validate OEM procedures and products as they can change frequently with updated technology and materials.



Improve Accuracy

Checking OEM repair procedures before starting a repair can help you write more accurate estimates, order the correct parts and source the proper products.



Select the Right Products

When repairing a vehicle, it’s not just how you do it, it’s also about using the right solutions to complete the repair in the right way. OEMs call out specific products for use in the repair to achieve the best results.

3

Keep track to be on track.

Get paid for the materials used to complete the repair properly.



3M™ RepairStack™ Performance Solutions

3M RepairStack Performance Solutions features hardware that houses all 3M and non-3M allied materials. As an integrated and automated platform, shops can enjoy three key benefits:

- ✓ an inventory management system ensuring materials needed for safe and reliable repairs are available
- ✓ streamlined blueprinting and billing process
- ✓ real-time insights into business performance

There are additional resources that can provide more information, including how to access OEM manufacturer’s websites:

I-CAR

[i-Car.com](https://www.i-car.com)

Provides Repairability Technical Support (RTS). This repair information highway offers OEM search tools, best practices, technical articles, and real-time answers to collision repair questions via Ask I-CAR.

OEM1Stop

[OEM1Stop.com](https://www.oem1stop.com)

Intended to provide vehicle repair technicians with easy access to the most up-to-date repair information made available by each of its participating automakers.

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