



INTRO TO Collision Repair Series Online

The I-CAR® Intro to Collision Repair Series offers fundamental collision repair-related concepts in easily digestible one-hour online courses. Ideal for insurance customer relations staff, claims adjusters, call center teams, front office support and career and technical school students, the Intro Series contains information such as vehicle and repair terminology, construction materials, vehicles parts and systems, and more.

Please note that completion of courses from the Intro to Collision Repair Series does not count toward credit for Gold Class™ or Platinum™ designation.

COURSE CONTENT

Intro to Collision Repair Process Overview (IRP00e)

- Damage Analysis and Vehicle Repair Preparation
- Structural Repair
- Non-Structural Repair
- Refinishing and Corrosion Protection
- Post-repair Inspection and Delivery

Intro to Personal Safety (IPS00e)

- General Protection
- Structural Repairs
- Non-Structural Repairs
- Hybrids

Intro to Vehicle Construction Materials (ICM00e)

- Steel
- Aluminum and Magnesium
- Plastics and Carbon Fiber
- Collision Energy Management

Intro to Vehicle Parts Terminology – Part 1 (IVT01e)

- Bumpers, Front Body, and Roof Panels
- Doors
- Rear Closure Panels, Box Assemblies, and Exterior Trim
- Lighting

Intro to Vehicle Parts Terminology – Part 2 (IVT02e)

- Front Unibody Structures and Full Frames
- Side and Rear Unibody Structures
- Interior
- Glass

Intro to Safety Systems (ISS00e)

- Airbags
- Seat Belts and Child Safety Seats
- Occupant Classification
- Additional Systems

Intro to Tools, Equipment, and Attachment Methods – Part 1 (ITM01e)

- Basic Tools – Part 1
- Basic Tools – Part 2
- Mechanical Fastening
- Glass and Trim
- Estimating Tools and Processes

Intro to Tools, Equipment, and Attachment Methods – Part 2 (ITM02e)

- Measuring and Straightening
- Welding
- Welding Methods
- Panel Bonding
- Capital Equipment

Intro to Industry Repair Terms (IRT00e)

- Non-Structural
- Structural
- Structural Part Replacement
- Glass
- Damage Report Writing

Intro to Mechanical Systems Terminology – Part 1 (IMT01e)

- Steering
- Wheels and Tires
- Brakes
- Stability Control

Intro to Mechanical Systems Terminology – Part 2 (IMT02e)

- Suspension
- Drivetrain
- Heating and Cooling
- Air Conditioning

Intro to Mechanical Repair Terms and Vehicle Protection (IMV00e)

- Electrical
- Mechanical
- Steering and Suspension Systems
- Protecting Electronic Systems
- Preventing Vehicle Damage During Repair

Intro to Refinishing and Corrosion Protection – Part 1 (IRC01e)

- Vehicle Maker Processes
- Refinishing Terms
- Refinish Materials
- Personal Safety

Intro to Refinishing and Corrosion Protection – Part 2 (IRC02e)

- Refinishing Tools
- Refinishing Preparation
- Refinishing Defects
- Corrosion Protection

Series Highlights

Estimated Duration: 14 courses at one hour each

Format Option:

- Online instruction with test

After completing this series, you will be able to:

- Better communicate with your customer
- More clearly explain the collision repair process to your customers
- Better answer questions your customers may have on their vehicle repairs - while also reducing hold time and transfers to subject matter experts
- Interact confidently with internal and external customers on matters relating to collision-damaged vehicles and the repair process

REGISTRATION:

To register for any course within the Intro to Collision Repair Series, or for the Series as a whole, visit the I-CAR Training tab online at www.i-car.com or contact the I-CAR Customer Care team at 800.422.7872.



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