



# Evolving Technician roles and skills for collision repair now and in the future



## Emerging Technologies

Co-chair, Chuck Olsen  
*AirPro Diagnostics*

Co-chair, Bob Augustine  
*OPUS IVS*

# Emerging Technologies Committee

## Members



*Co-Chairs*, **Chuck Olsen**, AirPro Diagnostics - **Bob Augustine**, OPUS IVS - *Vice Chair*, **Scott VanHulle**, I-Car  
*Secretary*, **Greg Peeters**, CAR ADAS Solutions

- **Michael Quinn**, AirPro Diagnostics
- **Frank Terlep**, Auto Techcelerators
- **Darrell Amberson**, LaMettry's Collision
- **Jack Rozint**, Mitchell Collision
- **Jason Bartanen**, Collision Hub
- **Roy Schnepfer**, Butlers Collision
- **Mark Allen**, Audi America
- **Chris Caris**, Campbell Marketing
- **Tim Morgan**, Spanesi Americas
- **Jason Norman**, Enterprise Holdings
- **Sean Guthrie**, Car Crafters
- **Barry Dorn**, Dorn's Paint & Body
- **Jake Rodenroth**, Lucid
- **Scott VanHulle**, I-Car
- **Jason "Buck" Zeise**, LaMettry's Collision
- **Gene Lopez**, Seidner's Collision Centers
- **Donny Seyfer**, NASTF
- **Aaron Schulenburg**, SCRS
- **Ryan Gerber**, Hunter Engineering
- **Jeff Brewer**, Caliber Collision
- **Dave Hobbs**, Delphi Technologies
- **Wayne Krause**, Mitchell Collision
- **Bud Center**, I-Car
- **Jeff Poole**, I-Car
- **Greg Peeters**, CAR ADAS
- **Todd Balan**, CalPro ADAS
- **Dirk Fuchs**, I-Car
- **Brian Plott**, ETI
- **Shaughn Kennedy**, Vehicle Specialty Market Underwriter
- **Michael Simon**, Bosch
- **Dave Hobbs**, Delphi Technologies by BorgWarner
- **Dr. Mark L. Quarto**, Quattro Tech
- **Mike Muller**, SEMA Garage Detroit
- **Linden Wicklund**, Alliance of Automotive Service Providers
- **Angela Lee**, Autel

**Proverbs 11:14:** Where there is no counsel the people fail; But in the multitude of counselors there is safety





## Typical Collision Repair skill sets listed in Job listings

- **Performs automotive body and related repairs**
- **Removes, installs, adjusts, and aligns body components**
- **Documents all repair and maintenance actions on Work Orders**
- **Ensures vehicle security and safety while in shop**
- **Provides written estimates of repair when requested**





## Typical Collision Repair skill sets listed in Job listings

### Continued...

- **Participate in developing a proper repair plan for each vehicle repair**
- **Must possess the highest of skill level as a Journeyman Body Repair Tech**
- **Must be able to rebuild and straighten vehicle structures**
- **Must be able to replace damaged sheet metal panels using OEM style fasteners and welding techniques**
- **Must possess the highest level in welding abilities, aluminum, and steel**





# Structural Technician

## From I-CAR website training paths:

- Restore structural dimensions and structural integrity to collision-damaged vehicles.
- This technician uses measuring and frame equipment to diagnose damage and return damaged frame or unibody parts to manufacturer's specifications.
- Hand tools and power tools are used to remove or repair damaged parts, weld and properly install new parts.
- This individual works with a variety of materials and joining technologies used in automotive manufacturing such as, but not limited to, mild steels, high-strength steels, ultra-high-strength steels, aluminum, carbon fiber, plastics, glass, electrical and mechanical parts, and joining processes such as welding, rivet bonding, MIG brazing and spot welding.





# Non-Structural Technicians

From I-CAR website training paths:

Restore damaged exterior panels to their original integrity, function and appearance.

uses hand tools and power tools to remove or repair damaged parts, and properly install new parts.

He or she works with a variety of metals and plastics, as well as glass, electrical and mechanical parts. In many facilities, this technician is used in the disassembly and/or blueprinting process.





# Refinish Technicians

**From I-CAR website training paths:**

Prepare and apply paint to repaired vehicles to restore a vehicle's appearance to pre-accident condition.

Duties may include final sanding, masking, color mixing and tinting, spray booth operations and applying primers, sealers and clear coats. He or she may need to blend color into adjacent panels for a better color match to the existing vehicle finish.

This individual works with potentially hazardous materials, so attention to safety and personal protection is essential. Vehicles must be prepared and refinished correctly to ensure proper adhesion, color match and overall appearance.





# Mechanical Technician

From I-CAR website training paths:

Diagnoses and repairs collision-related mechanical damage including – but not limited to – steering, suspension, air conditioning, engine, brake, restraint, and electrical systems.

The technician uses measuring and alignment equipment to diagnose damage and return front and rear wheel alignments to manufacturer's specifications.

Hand tools and power tools are used to remove or repair damaged parts and properly install new parts.







# Electrical/Diagnostics Technician

From I-CAR website training paths:

Follows OEM information for scanning and calibration during the collision repair process.

The technician may perform a Pre-Repair Scan/Health Scan to capture codes, a Post-Repair Scan to identify and clear codes, and/or a Post-Repair Calibration/Initialization following the removal, installation, and/or repair of many safety and driver convenience system parts, or if there is damage to the mounting location(s), R&I or R&R of the cameras/sensors/mounting locations, R&I or R&R of parts in front of, or behind, cameras and/or sensors, or R&R or R&I of closure/trim panels.





# Production Management

**From I-CAR website training paths:**

An integral component to the collision repair process serving to plan, manage and adjust workflow on a daily basis.

This key role touches every part of a collision repair process and builds relationships across the repair cycle including customers, staff, insurance representatives, OE representatives and other relationships as necessary.





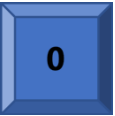
# Plugging the skills gap for vehicle technicians

- The pace of EV and ADAS adoption is accelerating, even while infrastructure issues around remain a barrier.
- The race is on to ensure we have a workforce adequately qualified to provide the essential servicing, maintenance and repairs to keep these vehicles on the roads and safe.
- Updating existing technicians' skills and knowledge in multiple roles is a continuous improvement, ongoing task
- Set new standards for entry level technician skills

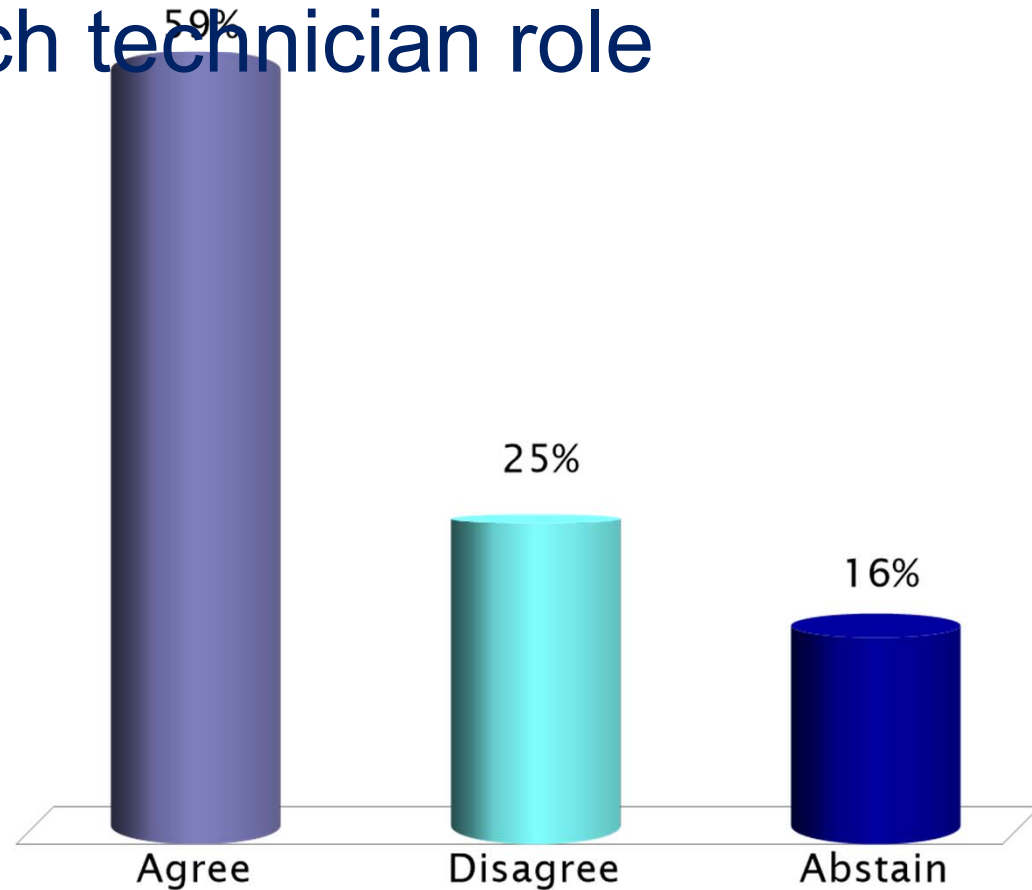


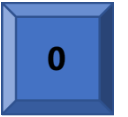
## Shop Owners/Managers

Our Shop(s) meet the minimum training requirements for each technician role



- A. Agree
- B. Disagree
- C. Abstain

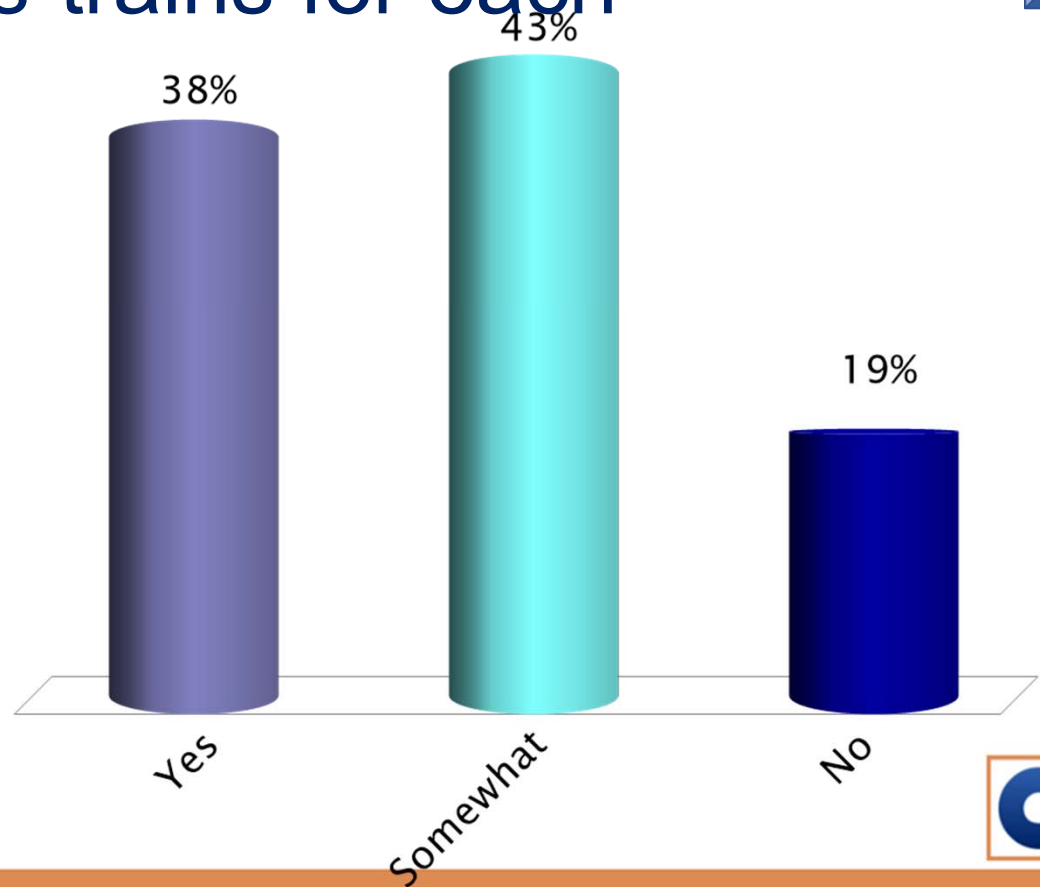




## Shop Owners/Managers

Our Shop(s) EXCEEDS minimum training requirements and cross-trains for each technician role

- A. Yes
- B. Somewhat
- C. No

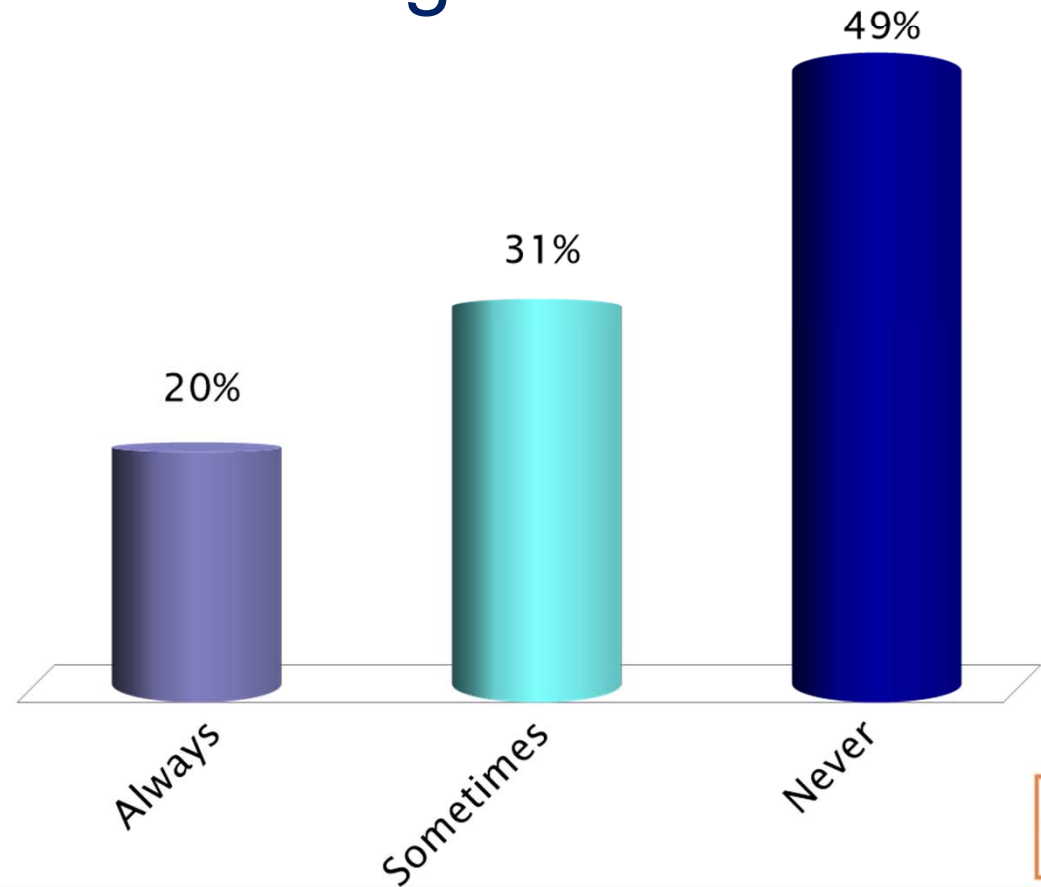




# Shop Owners/Managers

## We bring Technicians to SEMA and/or other events for technical training opportunities

- A. Always
- B. Sometimes
- C. Never





# Technician Roles Panel Discussion

- **Jason “Buck” Zeise**, LaMettry’s Collision
- **Kelly Roberts**, BETAG North America
- **Kevin West**, Nylund’s Collision Center
- **Kye Yeung**, European Motor Car Works
- **Tim Morgan**, Spanesi Americas





# Emerging Technologies Thank You!

To Join CIC Emerging Technologies Committee or  
offer topic suggestions for future Committee activities please e-mail

**Chuck Olsen**, AirPro Diagnostics

[Chuck.O@AirProdiag.com](mailto:Chuck.O@AirProdiag.com)

**Bob Augustine**, OPUS IVS

[bob.augustine@opusivs.com](mailto:bob.augustine@opusivs.com)

**Vice Chair, Scott VanHulle**, I-Car

[scott.vanhulle@i-car.com](mailto:scott.vanhulle@i-car.com)

**Proverbs 11:14:** Where there is no counsel the people fail; But in the multitude of counselors there is safety

