

REPAIR

# IN SIGHTS

SPRING 2025

*Collision Repair News  
From Your Parts Supplier*

Opening the  
Tool Box

A Clearer  
Vision

Levels of  
Success



2025 GMC Terrain Elevation

# New Territory

*The Next Generation 2025 GMC Terrain*

# CONTENTS

SPRING 2025

**2**  
**PROGRAMS**  
my GM Partner Perks  
has the tools at hand

**4**  
**GM GENUINE PARTS/  
ACDELCO**  
Brand tiers diversify  
parts lineup

**6**  
**ACDELCO**  
Where the rubber  
meets the windshield

**8**  
**PRODUCT SPOTLIGHT**  
The GMC Terrain  
takes a solid stance

**12**  
**ACDELCO**  
Go by the book  
with course catalog

**14**  
**TIPS**  
New service strategy  
opens some doors

**16**  
**COLLISION  
REPAIR NETWORK**  
CRN facility enjoys  
membership rewards



**12**  
“ACDelco Training  
is committed  
to providing  
aftermarket repair  
facilities with  
relevant and up-to-  
date training.”  
— John Latner  
Manager, AC Delco  
Technical Training



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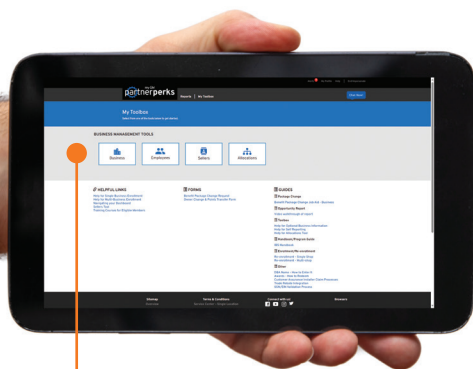


# The Right Tools



**Key resources help the my GM Partner Perks program work for you**

**m**y GM Partner Perks is a parts loyalty program in which, whether as an independent service center or body shop, participants enjoy many benefits, such as rewards\* on all their GM parts purchases, including GM Genuine Parts and ACDelco, Chevrolet Performance, and GM Accessories. To ensure one is getting the most out of their my GM Partner Perks account, the My Toolbox section of the program portal ([myGMPartnerPerks.com](http://myGMPartnerPerks.com)) has several resources that provide clear information and direction. Let's take a look at what program members can make use of.



## Program Management Tools

The **My Toolbox** section located in the top navigation of the my GM Partner Perks portal has important tools for program members, including:



### Business

Click here to review enrollment details, view your program agreement, or make updates to your services and products stocked.



### Employees

This tool allows program members to manage employee participation in the program in a business support, employee, or co-owner role; business owners are encouraged to add an employee in the business support role.



### Sellers

Use this tool to list all ACDelco Distributors and GM Dealers, including account numbers, from whom you buy parts to ensure you receive credit for all purchases.



### Allocations

Here, participants manage how rewards get distributed among their employees.



### Forms and Guides

These how-to job aids are designed to help you get the most out of the program independently. They include tools for updating important shop information, reading crucial reports and redeeming points.

## The my GM Partner Perks Handbook

The **my GM Partner Perks Handbook** is a comprehensive guide that corresponds to these four pillars of the program:

- **Rewards & Incentives** – The handbook details the wide range of award redemption options available to my GM Partner Perks members.
- **Marketing Support** – Gain access to point-of-sale materials, merchandise and digital support, including website, search and social media. In addition, enrollees will have access to the national site-locator listing on [gmparts.com](http://gmparts.com) designed to help get their shop in front of more customers.
- **Repair Resources** – Members have access to diagnostic support and Service Information (Si) to keep their shops and employees up to date and potentially save time on repairs.
- **Profitability & Productivity** – The handbook reminds participants that they can provide customers with peace of mind with programs such as Consumer Assurance and Roadside Assistance. Participants also receive discounts on items such as computer products, business forms and credit-card processing that can help lower operating costs.

## Opportunity Report

The **my GM Partner Perks Opportunity Report** allows members to track their activity in the program and includes a detailed video that walks members through how to use the report. Report information includes:

- **Detailed** purchase data, including by product category and product line, and invoice-level detail.
- **Program** date and what program level your shop is enrolled in.
- **Contact** information for regional my GM Partner Perks personnel. ■

\*Rewards not available for Fleets.

## How to Redeem my GM Partner Perks Points

**Members can find the current balance** of my GM Partner Perks points in their digital wallet. Members can also access the rewards catalog by clicking on the shopping cart from their wallet on [mygmpartnerperks.com](http://mygmpartnerperks.com). Points can be used several ways:

- **Rewards Catalog:** Shop from among the 5,000-plus unique items in the online Rewards collection, with new items added every week.
- **Gift Cards:** Treat team members or family to more than 130 unique gift-card brands, including from major home-improvement outlets, outdoor stores and nationally known coffeehouses.
- **Travel:** Find more than 400,000 hotel properties in 200-plus countries, 150 major airlines, rental cars, and approximately 120,000 excursions in 1,300 destinations globally.
- **Transfer Points:**
  - The my GM Partner Perks exclusively yours (EY) Prepaid Mastercard\* allows members to shop in-store or online at approximately 150 popular retailers and restaurants.
  - Choose to cover an eligible business expense.
  - Use rewards points toward the purchase of a new Chevrolet, Buick, GMC or Cadillac vehicle.

\*Card is issued by Pathward®, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. No cash access or recurring payments. Can be used at select merchants where Debit Mastercard is accepted; see [eycardonline.com](http://eycardonline.com). Card valid for up to 24 months, funds do not expire and may be available after card expiration date, and fees may apply. Terms and conditions apply.



Scan the QR code to enroll or learn about the program.

# Designed. Tested. Backed by General Motors.

*GM Genuine Parts and ACDelco offer choices for customers with a three-tiered approach*



The battle to help customers keep repair costs down is a real one. Looking at what aftermarket competitors offer may be tempting to those looking at the bottom line, but do those customers really save in the long run when you consider that those parts don't go through the same rigorous testing that GM Genuine Parts and ACDelco do?

GM Genuine Parts and ACDelco are not just any parts. "GM Genuine Parts and ACDelco are the same quality products you've come to know and trust because General Motors backs each part we offer," says Jacob Lepore, Global Parts Marketing Brand Lead. "We do that through intensive validation of the product and a strong GM-backed limited warranty."

GM Genuine Parts and ACDelco meticulously categorize their premium portfolio of Original Equipment and aftermarket parts into three tiers: GM Genuine Parts or ACDelco Original Equipment, ACDelco Gold, and ACDelco Silver. This provides you with a

comprehensive understanding of your options and empowers you to make the best choice for your customer's vehicle.

Let's take a look at what each tier offers.

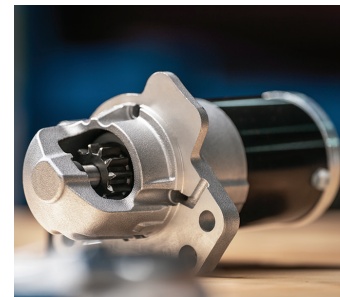
## Original Equipment

**GM Genuine Parts and ACDelco Original Equipment** are the true OE parts installed during production or validated by General Motors for GM vehicles. These maintenance, repair, powertrain and collision components are designed, engineered and tested to rigorous standards for specific vehicles and are backed by General Motors.

Popular GM Genuine Parts and ACDelco Original Equipment parts offer a full line of replacement parts, including spark plugs, oil filters, brake pads, mirrors, tailgates, steering wheels, center consoles, tow hooks, engine cylinder head bolts, trailer hitches, windows, window switches and regulators, to name a few.

## ACDelco Gold

**ACDelco Gold parts** are a high-quality alternative to OE parts. They are manufactured to meet fit, form and function expectations, making them a smart choice for General Motors vehicles and most makes and models, including special applications. These high-quality parts are backed by General Motors.



## ACDelco Silver

**ACDelco Silver parts** are a high-value option for General Motors vehicles and most makes and models, all at an attractive price point, and they are backed by General Motors.

ACDelco Gold and Silver premium lines are the only aftermarket parts backed by General Motors for GM vehicles and most other makes and models. Gold and Silver parts include batteries, brake system parts, filters and suspension parts.



**Keep in Mind:** Products may be in older packaging as inventory continues to transition to the updated box design. See the image below to see what the current packaging looks like. Also, if you suspect that you have purchased a counterfeit part or have information regarding counterfeit activities, please contact the GM Global Brand Protection Team at [gm\\_global\\_brand\\_protection@gm.com](mailto:gm_global_brand_protection@gm.com) or go to [gmparts.com/counterfeit-parts](http://gmparts.com/counterfeit-parts).



\*Effective on parts purchased April 1, 2018, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications, and possible labor coverage.

# Quality in Motion

*ACDelco windshield wipers help owners keep a clean perspective*

Windshield wipers are the kind of items that sit silently until they are needed, generally during inclement weather such as heavy rain or snow. And if they are not up to the task then, it could make the road ahead more difficult to see and compromise a vehicle's safety. With this in mind, ACDelco offers a line of windshield wipers that emphasize reliability, innovative design and variety.

Generally sold as beam, conventional or hybrid, windshield wipers represent a part that should be regularly examined during standard service inspections. To that point, the 2024 Auto Care Association Fact Book notes that, looking at replacement rates, nearly half of the vehicles on the road six to 15 years old could be eligible to be changed out.

ACDelco recommends that wipers be inspected at least every six months and be replaced in the event of streaking or chattering, in which the blade skips across the windshield. Beam, conventional and hybrid parts are sold across ACDelco's OE/Gold/Silver tiers. OE wiper blades feature a high-quality rubber and special coating that help minimize the friction on the glass. They also are tested and validated to specific vehicle applications over some 500,000 cycles.

Gold wipers cover nearly all GM vehicles and 90 percent of other makes. Beam wipers are the flagship, with their sleek, modern look, a single contact point, an airfoil blade that works to reduce wind lift and a one-piece structure which helps

resist snow and ice clogging. Special Beam Professional wipers don't require adaptors, making them easier to install on non-GM vehicles. Hybrid wipers feature a high-strength polymer shell that protects the blade from the elements, and most fit the 9x3 mm and 9x4 mm hook and side-lock arm types.

With an attractive price point, ACDelco Silver blades display the conventional, horizontal design, and cover more than 80 percent of U.S. vehicles in operation. These wipers feature a stainless-steel vertebra, a vented primary lever for an improved high-speed performance and a crimped joint design for reduced lateral movement. ■

## Improving the View

**ACDelco windshield wipers are designed for optimal performance**, but they can be affected by a variety of factors. A recent Service Information bulletin (#24-NA-164) examines the steps owners and the technicians who service their vehicles should follow to get the most out of wipers.

Streaking is the most notable indicator of wiper malfunction, but it may not mean they are worn. Other issues affecting wiper performance include debris buildup on the blades or the windshield, tears and nicks in the rubber, or nonuniform edges. Performing a quality diagnosis could help determine whether a wiper is being compromised.

Thoroughly clear the windshield of anything in the wiper's path, including stickers or decals, cracks or nicks, or tree sap or pollen. Remove each blade from the windshield to clean it with a lint-free cloth saturated in washer solvent. Also, clean the glass before replacing the blades. If a concern disappears when the blades are reattached, they don't need to be replaced.

**Environmental conditions can also play a role in a wiper's effectiveness.** Extremely dusty or dirty areas can wear down the rubber on blades, as can sand and salt deposited on wintry roads. Owners should avoid using the wiper blades to clear ice on the windshield and rely instead on the vehicle's defrosters or ice scrapers. When using ice scrapers, it's important to be parallel with the wiper blades so as not to scrape them and tear the rubber.



To learn more about ACDelco's line of windshield wipers, scan the QR code.

**The 2025 GMC Terrain,** the latest addition to the refreshed GMC SUV family, boasts a unique design that embodies the iconic GMC design language. With a more robust and athletic stance that shares design cues with its truck stablemates, the Terrain exudes a fresh and distinctive attitude.

The Terrain enhancements go beyond the design by offering a wealth of standard technology and equipment for the compact SUV. The 2025 model year launched with the Elevation trim, and the AT4 and Denali trims will join for the 2026 model year.

### Stay Informed

The Next Generation Terrain Elevation is packed with standard and available technology across all three trims, keeping you connected and in control. This includes:

- Autosense power liftgate

- 15-inch-diagonal Premium GMC Infotainment System,<sup>1</sup> which can simultaneously provide a view of up to three applications, showcasing key information on its screen
- 11-inch diagonal Driver Information Center
- Google built-in and Google Assistant<sup>2</sup> functionality, with which drivers can issue voice commands, reply to text messages, get directions through Google Maps and control select vehicle functions; some of these functions may require a service plan/trial service plan offered by OnStar that will have to be purchased after the included trial period expires
- Up to eight available camera views<sup>3</sup> with HD Surround Vision<sup>3</sup> and the Rear Camera Mirror<sup>3</sup> – a first for the GMC Terrain

Standard Comfort & Convenience features include:

- 5G Wi-Fi hotspot capability<sup>4</sup>
- Remote start
- Heated steering wheel
- Heated front seats

### Back in Black

For 2025, the Terrain Elevation more than keeps up appearances with a number of notable exterior touches. These start up front with a unique upright grille and distinctive LED headlamps (matched with LED taillamps in back), 17-inch Grazen Metallic machined aluminum wheels and an available panoramic sunroof with a power sunshade. There's also the first two-tone roof option on a GMC Terrain.

An available Elevation Black Edition boasts exclusive design details, including 19-inch High Gloss Black wheels, a darkened grille and C-shaped surrounding bezel, black mirror caps, roof-mounted side rails, and accents and badging with red GMC lettering.

[Continued on next page >](#)



## SAFETY *measures*

Each 2025 Terrain comes standard with more than 15 safety and driver assistance features<sup>3</sup>, including:

- Enhanced Automatic Emergency Braking
- Front Pedestrian and Bicyclist Braking
- Intersection Automatic Emergency Braking
- Rear Cross Traffic Braking
- Reverse Automatic Braking
- Side Bicyclist Alert
- Blind Zone Steering Assist
- Adaptive Cruise Control

# Breaking New GROUND

The 2025 GMC Terrain looks to elevate the compact SUV segment



2025 GMC Terrain Elevation (shown with available features)

1. Functionality varies by model. Full functionality requires compatible Bluetooth® and smartphone, and USB connectivity for some devices. 2. Google Assistant is not available in certain languages and countries. Requires internet connection. Service availability, features and functionality are subject to limitations and vary by vehicle, device, location and active service plan. Device data connection is required. Google Actions require account linking to use. Lock/unlock feature requires automatic locks. Remote start/stop requires GM factory-installed and enabled remote start system. See onstar.com for details and limitations. Google,

Google Home, Android, and other related marks and logos are trademarks of Google LLC. 3. Safety or driver-assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Visibility, weather and road conditions may affect feature performance. Read the vehicle Owner's Manual for more important feature limitations and information. 4. Service varies with conditions and location. Requires active service plan and paid AT&T data plan. See onstar.com for details and limitations.

# COMING *Soon*

Later this year, GMC will launch the 2026 model year Terrain AT4 and Denali trims.

All-wheel-drive models come with Hill Descent Control to handle challenging roads or steep grades.

Standard content on the next generation AT4 includes:

- Selectable AT4-exclusive Terrain Mode
- Lifted ride height
- Metal underbody protection shield
- Animated headlamps and taillamps
- Red front recovery hooks
- 17-inch all-terrain tires
- Trailer hitch

Denali sets a new standard on advanced technologies, extraordinary craftsmanship

and unimpeachable luxury. Standard features include:

- Heated front and rear outboard seats
- Animated headlamps and taillamps
- 19-inch wheels (20-inch wheels available)
- Unique Smart Frequency Dampers for improved ride comfort and performance
- Trailer hitch

## Ready to Perform

The new Terrains are powered by a robust 1.5L turbocharged engine that delivers an impressive 175 horsepower and 184 lb-ft (FWD)/203 lb-ft (AWD) of torque. On front-wheel-drive vehicles, there's a continuously variable transmission; on all-wheel-drive models, the Terrain Elevation comes with an eight-speed automatic transmission. ■



## Future Features

Highlights of the 2026 Terrain models include standard heated and ventilated front seats and heated rear outboard seats on the Denali and 17-inch all-terrain tires and red front recovery hooks on the rugged AT4 model.



2026 GMC Terrain Denali (shown with available features)



2026 GMC Terrain AT4 (shown with available features)



2025 GMC Terrain Elevation (shown with available features)



Scan this QR code to learn more and keep up to date on the 2025 and 2026 Terrain, or visit [gmc.com/suvs/terrain](https://gmc.com/suvs/terrain).

# A Ready Resource

ACDelco Course Catalog captures key training information

ACDelco training is a rich and complex blend of service topics, delivery methods, technology and locations – and sometimes it can be difficult to get your arms around. There is a valuable resource designed to bring all these aspects together in making it easier to navigate the coursework necessary to improve one's knowledge and skills.

The 2025 ACDelco Training Course Catalog outlines the curriculum available to personnel, and how they can access these classes. It breaks down the material by subject/area of discipline, provides a recommended path of training and offers additional courses that may be of interest.

It also explains the benefits of the online Learning Management System, which allows learners to enroll in courses, tracks their progress, and shows how to navigate the site. The catalog also examines the different ways in which one can take training, whether it be online or in-person, and the various advantages that come from each. There's



*The 2025 ACDelco Training Course Catalog* breaks down the material by subject/area of discipline, provides a recommended path of training and offers additional courses that may be of interest.

also a timeline that details the development of the ACDelco brand through the 20th and 21st centuries.

“ACDelco Training is committed to providing aftermarket repair facilities with relevant and up-to-date training covering today's advanced vehicle technologies,” says John Latner, Manager, ACDelco Technical Training. “Our training program provides

a multitude of delivery methods covering numerous automotive skill areas. [And learners can] check out our free training offerings under the Test Drive link on [acdelcotraining.com](http://acdelcotraining.com).” ■



Scan this QR code to access the 2025 ACDelco Training Course Catalog.

## New Courses

Last issue, we detailed many of the ACDelco training courses debuting in 2025. Here are a few more web-based classes that are new for this year:

### Diesel-Engine Performance 3: Fuel Systems

Course: SDE0303WB

This course covers the diesel-engine fuel supply, including fuel supply types, components, fuel conditioning and operation. It also examines diesel-engine fuel-injection types and describes fuel-return components and fuel-system testing.

### Hybrid Electric Vehicle Collision Protocols

Course: SAP6001WB

This course provides an overview of the collision protocols for Hybrid/Electric Vehicles (EVs) and their importance. Upon completing this course, the technician will be able to recall high-voltage safety precautions, key elements of high-voltage system inspection and the steps for high-voltage vehicle inspection. Technicians will also be able to describe high-voltage collision-repair best practices.

### Braking Systems: EV Applications

Course: SBK1501WB

This course is for the non-Electric Vehicle (EV) technician and answers what is similar and what is different within the EV braking systems when compared to conventional braking systems. Also covered in this course will be the components, characteristics and operation of regenerative braking, including One-Pedal Driving and Regen on Demand.

### High-Voltage Battery Handling and Shipment

Course: SAP6101WB

This course provides an overview of the high-voltage battery handling and shipment protocols and their importance. Upon completing this course, the technician will be able to recall high-voltage battery handling, the steps in preparing a high-voltage battery for shipment, and the high-voltage battery shipment protocols.





# Getting a *Handle* on Things

Updated service strategy helps collision shops better service the LYRIQ



Continuous-improvement efforts throughout GM often put the emphasis on efficiency. A good example of such an effort worked to make servicing Front and Rear Outside Door Handles easier on Cadillac's first EV model: the LYRIQ.

In collaboration with Product Engineering, a Service Integration Engineering (SIE) team helped develop a new service strategy for the handle design, in which technicians can replace select individual components of the handle assembly, as well as a separate primed paint-to-match handle cover. Previously, these handles were only available as a

complete assembly in the color of the specific vehicle.

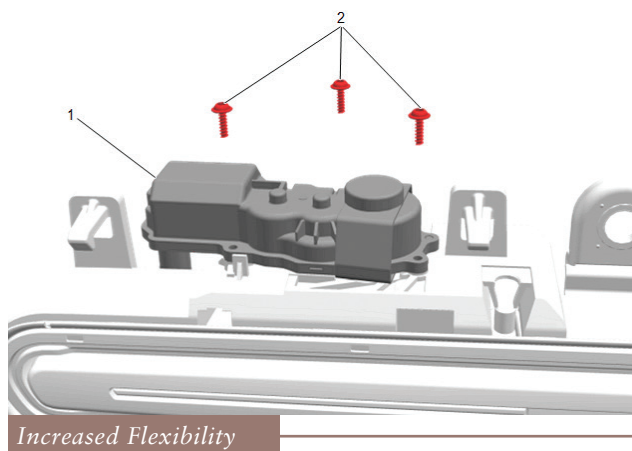
Karem Youkhana, engineer for Body Exterior & Closures SIE, developed the idea of the service strategy and says shops will appreciate the impact of the revamped strategy.

“By allowing some of the components to be serviced individually, this gives more flexibility to the repair,” he says.

As an example of this, if a handle needs a new actuator, it can be simply replaced as a single component with three

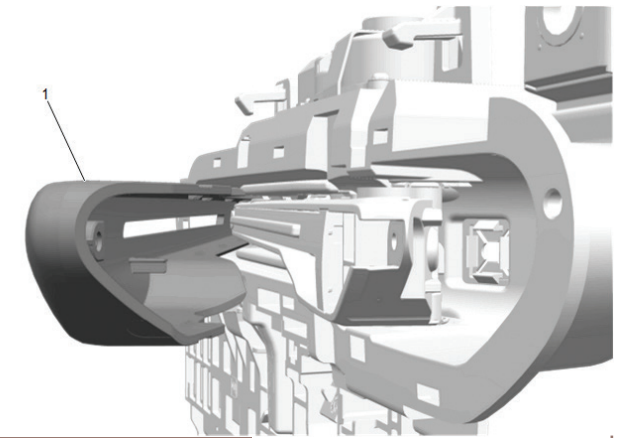
fasteners, rather than ordering and installing a full assembly. This not only reduces the cost of the repair but the amount of time spent on the service. “The same principle works when replacing a Side Door Outside Handle Molding, for example,” Youkhana notes. “It’s a simple repair for the shop, rather than dealing with a complete handle replacement.”

The door-handle cover adds to the efficiency equation, as it comes already primed and is easy to paint and match to the vehicle at hand. There’s no waiting for a part that might be on back order because a particular color isn’t in stock. And, as Youkhana notes,



### *Increased Flexibility*

Replacing an actuator is now a simpler process. (1) Attach the singular component. (2) Secure the component with three fasteners.



### *Added Efficiency*

(1) Attach the newly painted door-handle cover to the rest of the assembly.

because the cover comes in the kit separate from the assembly, it can be painted on its own without taping up the surrounding components.

“This service strategy provides an opportunity – and a solution – for

component-based serviceability, and with the paint-to-match cover reducing the part numbers, it helps ensure availability of these items as well,” says Matt Vachon, Service Integration Engineer for Body Exterior & Closures. ■

**LaMettry's Collision, part of the Quality Collision Group, has had a**

solid philosophy throughout its decades-long existence in the Minneapolis/St. Paul area. Simply put, the best course to serving the customer goes through the Original Equipment (OE) manufacturer, whether using its parts, following its repair procedures or participating in its certification program.

For LaMettry's, which operates 14 shops (11 collision facilities) employing some 400 people, being a member of the GM Collision Repair Network (GM CRN) falls in line with that philosophy. Participants in the GM CRN benefit from a variety of OE-backed initiatives that help facilitate the proper, safe repair of vehicles. They have access to comprehensive training, the most sophisticated and updated in-shop equipment, and marketing support.

They are also part of a network that GM promotes through various resources.

"We have seen over the years how the body-repair transaction can have a profound impact on customer retention with a brand," says Darrell Amberson, president of operations for

LaMettry's Collision.

"As a CRN member, we are being introduced to new technologies and procedures that are proving to be crucial to repairing vehicles and better serving our customers."

*Taking Advantage*

Six of LaMettry's collision facilities are currently CRN participants, and Amberson says the benefits have been

wide-ranging and significant. Principal among those benefits is the advanced training they receive, particularly in the areas of ADAS (Advanced Driver Assistance Systems) and new riveting and bonding techniques. "Each shop has

“We are being introduced to *new technologies and procedures* that are proving to be crucial to repairing vehicles and *better serving our customers.*”

— Darrell Amberson  
President of Operations for  
LaMettry's Collision

to take a certain amount of training, but we consider that an asset given the amount of information that is made available to us," Amberson says.

Another reward of the program includes access to restricted parts such as structural items for the Cadillac CT6 and Chevrolet Corvette C8 models. LaMettry's also has seen an increase in business as a result of referrals from the shop locator on [gmparts.com](http://gmparts.com) and [Carwise.com](http://Carwise.com), as well as from the OnStar Guardian app.

Amberson says his facilities promote their involvement in CRN to in-shop customers as well. "During estimates, we have our personnel mention the GM certification we hold," Amberson says. "We find people are becoming more conscious of these types of credentials — especially as the vehicles such as EVs have become more complex. These customers are more technologically



savvy and, as a result, are more inclined to trust the manufacturer and what it recommends."

As a member of the GM CRN advisory board, Amberson

looks forward to regular meetings with GM representatives to discuss collision repair. "I get to learn about the latest trends in the industry and have an opportunity to provide some feedback as well," he says. "Manufacturers are becoming increasingly engaged [with service providers] and these forums carry more weight as a result." ■



Scan the QR code to learn more about the Collision Repair Network, including how to enroll in the program.

# NETWORK Connection

Body shops find synergy with GM Collision Repair Network

