



Tesla Approved Collision Center

Operating Standards

Mission Statement

To provide collision centers with the training, procedures, parts, and tools to repair Tesla vehicles in an easy and cost-effective manner.

Section 1 Overview

1.1 Introduction

The Tesla Collision Repair Program embraces the following objectives:

- **Quality:** To enable repairers to return Tesla vehicles to their originally designed state of safety, systems performance, and fit and finish aesthetics.
- **Time:** To provide repair methods and resources that shorten the time the customer is without their Tesla
- **Cost:** To make repair procedures, and the requirements to perform them correctly, affordable.

Tesla considers certain parts “restricted” because they require proper tooling and training to be installed properly and safely. Restricted parts include high voltage (HV) components and certain structural parts, such as those that are secured with welding, structural adhesive, or permanent fasteners.

1.2 Operating Standards Updates

Tesla may update the Operating Standards from time to time to ensure that the Collision Repair Program provides the best possible level of service to our customers.

1.3 Meeting Operating Standards Requirements

Each prospective collision center must meet all standards within 30 days of its application acceptance. The collision center may use the title “Tesla Approved Collision Center” only after it has met all program requirements (including requirements in the Operating Standards), signed the General Terms and Conditions for Collision Services (GTC), completed Tesla Collision Repair training, and paid the Program Fee.

The working partnership is defined by the GTC between Tesla and the TACC. The GTC (including its Addenda) is a legal and binding contract.

The working partnership between the TACC and each local Tesla Service Center is of critical importance.

Applicant collision centers need to meet the following qualifications:

1. Have all required licenses and permits, and operate in accordance with all regulations.
2. Possess a Sales Tax ID Number (U.S. TACC).
3. Possess a Federal Tax ID Number (U.S. TACC).
4. Meet or exceed all local and federal safety and environmental standards.
5. Possess an EPA Number.
6. Have proof of garage keeper's liability and workers' compensation insurance.
7. Have current subscriptions to, and be proficient in the use of, computer based P-Page estimating systems with digital imaging and electronic estimate transfer capability.
8. Demonstrate ongoing industry relevant training (certificates) for management, administration, and production personnel.
9. Have the ability to hoist a vehicle for inspection.
10. Have a pressurized spray booth equipped with baking capabilities and a fresh air-supplied respirator system that meets current local, state, and federal requirements.
11. Have the ability to complete and verify four-wheel alignment through computer printout either from an in-house alignment system or a qualified sublet service with same-day service.
12. Offer a written limited lifetime warranty against defects in workmanship.

13. Have the ability to remove and replace suspension components, wire harnesses, cooling system components, and supplemental restraint system (SRS) components in-house.
14. Have the ability to remove and install High Voltage batteries and drive motors in-house.
15. Have the ability to evacuate, reclaim, and recharge vehicle air conditioning systems using EPA compliant in-house equipment and certified technicians.
16. Utilize Tesla "Toolbox" software as necessary to complete required Toolbox diagnostic work in house.
17. Provide proper safety equipment and work environment for all employees.
18. Have a documented on-going system for measuring, tracking, and reporting customer satisfaction.

1.4 Repair Procedures Requirements

When a TACC uses or refers to a Tesla repair procedure, the TACC must use the current version of the procedure. TACC should not use saved or archived copies of repair procedures. Current versions are available on the [Tesla Service website](#).

TACCs must follow the requirements for repair procedures, as well as have available all of the required tools outlined in the Tesla equipment list.

- There is **NO** structural pulling allowed on Tesla vehicles. Structural repairs require the use of a frame bench/rack system with specific measuring and/or dedicated fixtures, with the exception of the structural repairs listed in the repair documentation available at the [Tesla Service website](#).
- TACC must maintain separate hand tools for use on aluminum, which are not used on steel.

Tesla's intent is to facilitate affordable compliance with the mandates required to properly repair its vehicles. For this reason, Tesla negotiates with equipment manufacturers to provide equipment directly to TACC, at the lowest price negotiable, with no margin for Tesla.

1.5 Operating Standards Compliance and Audits

Tesla reviews the approval status of a TACC every 2 years by a physical or virtual review of the TACC facilities and the TACC's performance against the program's performance metrics.

1.6 The Approval Process

The steps below are an overview of the TACC application and approval process.

1. Submit a completed Tesla Authorized Collision Center onboarding questionnaire (found on the landing page of the TACC website)
2. Once contacted by Tesla onboarding team:
 - a. Sign and return the Non-Disclosure Agreement (NDA)
 - b. Sign and return the GTC
 - c. Complete a physical facility virtual tour
 - d. Pay Program Fee and training fees
 - e. Purchase required tooling
 - f. Complete Tesla training
 - g. Pass a site validation demonstrating ownership of all required tooling and equipment listed in the Tesla tooling list
 - h. Receive Electronic Parts Catalog access
 - i. Begin having work referred from Tesla

1.7 Training Requirements

Each TACC is required to meet the Tesla training requirements to perform structural and non-structural repair work on-Tesla vehicles. Only technicians at a TACC who possess a current and valid I-CAR certificate for aluminum and steel welding and/or structural repair may perform those types of repair work on Tesla vehicles.

1.8 Training Course Requirements

All staff performing any work on Tesla vehicles must complete the Tesla online safety courses assigned to them.

1.8.1 Primary Structural Repair Location:

- All training courses must be completed by at least the following number of TACC personnel with no overlap in roles: 2 aluminum and steel Structural Technicians, 1 Mechanical Technician, 1 Manager, and 1 Estimator.
- Electrical Fundamentals: Required for all shop staff, including helpers and detailers
- I-CAR aluminum welding certification WCA03 and steel welding certification WCSO3 (or proof that the certification has been renewed within the last 3 years: Required for a minimum of 2 techs

1.8.2 Lite Cosmetic Repair Locations:

- All training courses must be completed by at least the following number of TACC personnel with no overlap in roles: 1 Mechanical Technician, 1 Manager, and 1 Estimator.
- Electrical Fundamentals: Required for all shop staff, including helpers and detailers

1.9 Vehicle Charge State

TACC shall keep all Tesla vehicles charged to at least 25% at all times, including when the vehicle is in storage. TACC shall ensure that each Tesla vehicle is fully charged when returning the vehicle to its owner or when delivering or making available a vehicle to any third party.

Section 2 Program Terms and Working Relationship with Tesla

All Tesla Approved Collision Centers are required to meet and adhere to the Tesla Collision Repair Program Operating Standards and all current collision repair documents such as, but not limited to, training and tooling requirements.

2.1 Program Terms

All TACCs will be reviewed on the following performance criteria:

1. Quality — Vehicle repair and customer experience
 - a. Customer survey (95% CSI minimum required):
 - b. Was the fit & finish satisfactory?
 - c. Did everything function correctly?
 - d. Was it done on first target date given?
 - e. Did customer have to return or re-visit repair for any reason?
 - f. Did customer have to contact shop for information or were updates delivered to the customer at satisfactory intervals?
2. Time — 11-day cycle time maximum average required
 - a. Keys to keys
 - b. No lead time (wait to get in)
 - c. Number of parts orders – maximum of 2 per VIN
 - d. Timing of parts orders (should all be ordered in Repair Planning, not throughout the duration of repair)
3. Cost
 - a. Customer survey
 - b. Competitive rates
 - c. Insurer feedback

CSI scores for TACC translate to a 1–5 star rating listed on the Tesla Authorized Collision Center locator website. Tesla will refer work to TACC based upon the 1–5 star rating (highest first) and other considerations.

2.2 Warranty Rate and Procedure for Tesla Paid Work

The labor rates for all Tesla-paid work for body, paint, structural, and mechanical work is set forth in the TACC's Rate Addendum. Any charge that exceeds the rates set forth in the Rate Addendum will be considered grounds for removal from the TACC program.

2.3 Suspension of TACC Program Benefits

A TACC must comply with all TACC program requirements. If a TACC fails to do so, Tesla may suspend of one or more of its program benefits in Tesla's sole discretion.

Section 3 Facility Requirements

The proposed TACC must provide details about and photos of their facilities, as part of the online application.

3.1 Location Types

Primary Location:

- Primary locations are authorized to complete all Tesla structural body repairs and are required to actively maintain compliance to the TACC Program.

Lite Location:

- Multi Shop Organizations (MSOs) with at least one TACC primary location may apply for approval to add additional locations as Lite locations, as long as the primary location is in good standing.
- Lite locations may complete all Tesla non-structural body repairs.
- A Tesla customer must be allowed to drop their vehicle at any location belonging to the MSO.
- MSOs must move vehicles requiring replacement of restricted parts to their primary location at no inconvenience or cost to the vehicle owner.
- MSOs may repair Tesla vehicles at any of their locations so long as the following conditions are met:
 - Technicians must meet the appropriate levels of Tesla training and authorization (be in good standing) to perform any work involving restricted parts (documentation signed by tech performing restricted repairs required to be kept permanently on file and available upon Tesla's request).
 - All shop personnel (technicians, helpers, and detailers) complete the Tesla online safety courses "Electrical Fundamentals" and "Model S, X, 3, Y, Roadster HV Disablement".
 - The location's performance metrics meet or exceed Tesla requirements.
 - The location meets facility and equipment requirements for the type of work (structural or cosmetic) being performed.
 - All terms of the GTC are met and in good standing.

3.2 Exterior

- The exterior surfaces of the TACC building structure, cladding, fascia, etc. must present a well-maintained, presentable image.
- The TACC must have a securely-fenced parking area.

3.3 Signage

Tesla supplies certification plaques only after the TACC has successfully passed a full audit. Certification is good for 2 years after the TACC completed the onboarding process or from successfully passing the TACC compliance audit.

3.4 Parking and Vehicle Security

- The customer parking spaces must be clearly designated and well-lit.
- Parking and storage of damaged vehicles must be concealed from visitors and customers.
- Vehicles must be stored at the TACC in a manner that prevents further damage (e.g. water ingress, vandalism, theft, etc.).

3.5 Customer Reception

- An area must be designated for customer reception and this area must be kept clean and neat.
- The business hours of the TACC must be clearly displayed in the reception area and on the exterior of the building.
- Customer-only restrooms segregated from staff facilities must be available and accessible from the reception area.

3.6 Workshop

The workshop area must contain the following dedicated areas:

- Estimating/blueprinting/Repair Planning area
- Aluminum repair area (curtain acceptable)
- Paint mixing room
- Paint booth
- Detailing and car cleaning area

3.7 Access

TACC must provide to Insurance appraisers unrestricted access to Tesla vehicles, parts, and any Tesla published repair procedures and documentation upon request, to minimize the approval portion of the repair cycle time.

3.8 Paint Booth Specifications

The TACC must have at least one downdraft paint booth capable of bake operations. The paint booth must meet all legal requirements.

Section 4 Communication and Information Technology

4.1 Repair Tracking Compliance

TACC must provide repair status data to Tesla via tracking software of Tesla's choosing. Thorough and accurate reporting of required information and status is an absolute requirement for Tesla Collision Repair Program participation.

4.2 Internet

The TACC facility must have high-speed Internet with WiFi. Workshop staff must have access to the Tesla Collision Repair information provided via the internet on a computer with WiFi access which can be used on vehicles undergoing repair.

4.3 Computer Equipment

The TACC facility must have a laptop computer that meets the requirements listed in Tesla's service documentation available at the [Tesla Service website](#). Workshop staff must have access to the computer to reference Tesla Collision Repair procedures, Service Bulletins, and Service Manuals, and to perform Toolbox-related diagnostic repairs.

4.4 Response To Tesla's Communications

TACC must respond promptly and completely to all communications from Tesla, and in no event in more than 24 hours. If TACC requires more time to provide a complete response, then TACC must promptly respond to the extent it can at that time and provide an estimate of when Tesla will receive a complete response.

Section 5 Equipment and Consumables Specifications

5.1 Paint Systems

Refer to documentation available at the [Tesla Service website](#) for a list of paint systems that meet the warranty level required of TACC.

5.2 Approved Adhesives

Only the adhesives specified in the documentation available at the [Tesla Service website](#) may be used for the structural repair of Tesla vehicles.

5.2.1 Recommended Adhesive System for Composite Repairs

The recommended adhesive system for Roadster bonded body panels is specified documentation available at the [Tesla Service website](#).

5.3 Approved Tooling

For a current listing of required tools and equipment, refer to the TACC tooling requirements at the [Tesla Service website](#).

Section 6 Quality Program Procedures and Best Practices

In order to minimize parts orders, streamline insurer approval, eliminate unwanted discovery of hidden damage during repair, and minimize repair cycle time, All TACC are required to “Repair Plan” (blueprint) Tesla vehicles, rather than just de-trimming and disassembling as repairs progress.

TACC must do all of the following:

- Dismantle vehicle completely when vehicle enters workshop, to expose all primary and secondary accident damage, as well as anything that will break during disassembly.
 - Remove every part, nut, bolt, fastener, clip, piece of trim, glass etc. so that no parts are discovered during downstream dismantle, that could be exposed by taking all apart up front.
 - Includes cutting open layered regions (quarter panels, pillars, etc.), **if not repairable**, to expose hidden damage, so internal parts can all be ordered up front.
- Attempt to repair aluminum exterior panel and bumper cover cosmetic damage to reduce parts needed, and the associated time and complications that accompany them (wrong parts, damaged parts, parts delays, etc.). Labor is “in stock”.
- Read all repair procedures to make sure any prerequisite parts and consumables are also ordered for structural repairs.
- Maintain permanent, physical documentation signed off by a properly trained technician who performed any restricted parts replacement.
- Store parts on a parts cart. DO NOT store parts in the car.
- Perform at least 4 hours of Touch Time / Repair Work on each vehicle each calendar day, in order for the Repair Work to qualify as “diligent”. If any factor outside of TACC’s control delays Repair Work on any particular day, TACC must use Commercially Reasonable Efforts to perform at least 4 hours of Repair Work on the vehicle that day.

Insurance approval is greatly streamlined when:

- Repair attempts are already done (variability of “will it fix?” is eliminated).
- Parts needing replacement are removed and clearly visible as to why they need to be replaced.
- Tesla repair documentation has been reviewed and is available to share with insurance inspector should questions arise as to the necessity of certain operations.
- Tesla Service and Collision Repair documentation must be shared with insurance company if requested.

TACC assumes full responsibility for any defects or consequences resulting from repair workmanship.

6.1 Care of Customers Vehicles

All vehicles undergoing repairs must be protected with the following:

- Seat covers
- Steering wheel protection
- Floor mats
- Car covers
- Glass protection paper when welding or grinding

6.2 Remote Access Disable

Upon receipt of vehicle, TACC should disable remote access to prevent undesired system functions from occurring via the customer's phone app. Place a "Remote Access Disabled" Card on the Dash. Refer to documentation available at the [Tesla Service website](#) for more information.

6.3 Communications Log

Each TACC must maintain a communications log of all communication with the customer in their body shop management system. This information must be complete, and accurately date and time stamped. The documentation of customer correspondence must be shared with Tesla when requested.

6.4 Customer Communication Requirement

The TACC must update each Tesla customer every 3 days or less. Customer feedback indicating the customer had to manage their repair will be grounds for removal from the Tesla Collision Repair Program.

Section 7 Ordering Parts

TACC must place an initial parts order immediately after the customer authorizes the repair. A secondary parts order is allowed after a full (100%) dismantle (repair Plan). TACC should not place more than two parts orders for any Tesla vehicle.

TACC must order all parts (other than Tesla-Provided Parts) through Tesla's [Electronic Parts Catalog \(EPC\)](#). Enter the VIN accurately to drive options and supersession logic.

7.1 Tesla Charges

For warranty or any other work where Tesla is paying for the parts, TACC may re-bill discounted parts back to Tesla at rate that is 10% higher than the discounted price that TACC paid, thereby realizing a 10% margin on those parts.

All invoices to Tesla must be accompanied by the TACC Purchase Order (PO) cover sheet. Tesla will not pay any Tesla Charges if the final bill is not accompanied by a completely and correctly filled-out PO cover sheet attached with the final bill at time of upload.

7.2 Past Due Invoices

If TACC has not paid in full any amounts that it owes to Tesla, then in Tesla's sole discretion, Tesla may suspend one or more of TACC's program benefits or TACC's ability to order parts.

7.3 Work In Progress

TACC must update the EPC repair status tool every day and contact the customer at least once every 3 days with a repair status update.

7.4 Supplemental Damage

TACC must Repair Plan (blueprint) all Tesla vehicles in order to eliminate supplements.

Section 8 Final Quality Control

The TACC manager must visually and functionally check every line of the final bill against the finished vehicle before calling the customer. (This is a functional test, not a glance at the car in the parking lot.) During this final check, the manager should:

- Verify all trim fits symmetrically side to side, and is fastened tightly.
- Verify all functions that might be affected by any components replaced or removed and reinstalled function correctly by physically testing (door handles, windows, wipers, HVAC, key fob and proximity functions, etc.).
- Test drive if vehicle had structural repairs, suspension repairs, wheel alignment, or any operations touching parts utilized by Auto Pilot.
- Disable Service Mode when final quality control is complete.