FREQUENTLY ASKED QUESTIONS

OVERVIEW

1. **What is the Mazda Collision Network?**
   Created in 2021, the Mazda Collision Network is designed to support proper and safe repairs of Mazda vehicles and to assist in the delivery of an exceptional customer repair experience at participating collision facilities.

2. **What geographical areas does the Mazda Collision Network cover?**
   The Network is available in all 50 U.S. states. Canada is currently not included.

3. **What types of vehicle repairs are included in the program?**
   The program covers collision repairs, refinishing and other vehicle damage, such as hail damage. The program is not intended for mechanical repairs, service and maintenance.

4. **Is the program just for newer Mazda vehicles; is there a limit on the age of the vehicles that qualify for the program?**
   All Mazda vehicles repaired at Collision Network facilities are to be processed as program repairs. The expectation is that Network facilities will repair 100% of Mazda vehicles using the program standards for proper, safe repair.

5. **How can interested collision facilities (Mazda Dealers, MSOs, and Independents) learn more about the program and/or enroll?**
   Information about the Mazda Collision Network can be found on Mitchell's website. Mazda dealers can go to the Mazda Extranet to learn more.

6. **What types of collision repair facilities can participate; is the Network for Mazda dealerships only?**
   The program is designed for Mazda dealerships, Multi-Site Operators (MSOs) and Independent Collision Repair businesses. All participating facilities must meet the same standards for equipment, facility, tools and training.

7. **Can participating collision facilities market their organization as a "Mazda Collision Network facility"?**
   As long as your organization has an "Active" status in the program, you are welcome to market your participation in the Mazda Collision Network.

8. **Is there a parts program?**
   Today, part conquest is offered to collision repair facilities through OEConnection. Network facilities are encouraged to use OEConnection when procuring Genuine Mazda Parts.

9. **Can I use my Dealer Marketing COOP funds to offset program costs (Mazda Dealers only)?**
   Mazda dealers with collision facilities (in-house or offsite) can use their COOP funds to cover 100% of the program costs. This includes initial and annual enrollment fees and monthly subscription fees to Mitchell estimating software.

10. **How do I contact Mitchell, the administrator of the Network?**
    You can reach Mitchell by phone at (800) 238-9111 (Hours: M-F 8:30 a.m.-8 p.m. EST) or by email at OENetworkTeam@mitchell.com.

ENROLLMENT FOR COLLISION REPAIR FACILITIES

11. What are the requirements for participation?
The Program Requirements and Tool and Equipment List can be found on Mitchell's website.

12. Is there an I-CAR training requirement for the program?
Yes, facilities must meet I-CAR Gold Status.

13. How do I apply?
To begin the process, you will complete the online application—that can be found on Mitchell's website—and click the "**APPLY NOW**" button.

14. What do I do if I'm having problems with the enrollment site?
For help with the enrollment portal, please email OENetworkTeam@mitchell.com.

15. What does it cost to enroll?
Initial enrollment and annual re-enrollment costs for virtual verifications are $1,295 and $1,096 respectively. This is not inclusive of software expenses. For additional information, please contact Mitchell at (800) 238-9111.

16. What is the facility verification process?
The process begins with the completion and submittal of the online enrollment application.

a) Once received, your application will be reviewed to ensure that all required information, photos and documentation have been correctly submitted.
b) You will then be contacted for an initial review of your facility's tool, equipment and training readiness.
c) Once you are made aware of any tool and equipment gaps and you indicate your intention to move forward, the enrollment fee will be initiated.
d) After all program requirements are met, Mitchell's OE Network Team will work with you to schedule a shop evaluation.
e) Upon completion of the evaluation and if all items are in order, a final review will be done to determine acceptance into the program.

17. What type of facility evaluations are required for the Network?
First-time and annual evaluations will be completed virtually and are designed to ensure that your facility meets the proper tooling, equipment and training required by the Mazda Collision Network.

18. Who will conduct the evaluations?
Mitchell will conduct the first-time and annual facility verifications via a virtual evaluation.

19. What is the process if, during an evaluation, I am missing requirements?
During the evaluation, you will be informed of any missing items and will be sent a summary of the gaps. Your facility will have 90 days to close the open items. During that time, it will be placed in a "Pending" status "Pending" status is used to designate facilities that are actively working to close tool, equipment or training gaps. Once it is confirmed that those gaps are closed, organizations are moved to "Active" status.

20. What happens if I no longer fully meet program requirements?
Mitchell will monitor program compliance on a regular basis. If, at any time, a participating facility no longer meets the Network requirements, it will be removed from "Active" status and placed in a "Pending" status. However, once a facility again meets program requirements for tools, equipment or training, it will be placed back into an "Active" status.

CONSUMER EXPERIENCE

21. What is Mazda doing to help their vehicle owners choose a Collision Network facility?
Mazda promotes its Network through the MyMazda mobile app and the Mazda website (www.mazdausa.com/owners/service), both of which feature an online facility locator. In addition, customers who contact the Mazda Customer Experience Center receive answers to their Network questions before being directed to the facility locator. Participating shops that are "Active" in the Network can highlight their involvement on their websites and at their facilities using the Mazda-provided digital logo and plaque.

22. How will the Mazda Collision Network locator operate?
"Active" facilities will be included in the online locator on Mazda's website, which is also accessible from the MyMazda mobile app. Vehicle owners can use the locator to find a participating Mazda Collision Network shop in their area.

23. Is there a customer satisfaction survey?
Yes. CSI surveys are completed through email and the results drive the facility's Net Promoter Score Key Performance Indicator (KPI).

24. Is there a First Notification of Loss (FNOL) element to the Mazda Collision Network?
No, not currently. As vehicle connectivity increases, a process will be considered.

PROCESSING A REPAIR

25. What should I do if I am a Network member and need an update from Mazda on a back-ordered part?
Please have the Mazda dealer that you order parts from contact the Dealer Assistance Group (DAG), which can provide an update on parts availability. That dealer can use the DAG toll-free phone number: 877.727.MNAO (6626). The DAG hours of operation are Monday through Friday from 5 a.m. to 5 p.m. PST and Saturday from 7 a.m. to 11 a.m. PST.

26. What are the key considerations for vehicle repair and customer interactions?
The program is built around three key goals:

i. Proper and Safe Repairs – consistent with Mazda repair procedures
ii. Exceptional Customer Service – resulting in a highly satisfied vehicle owner
iii. Efficiency and Accuracy – allowing you to streamline and optimize workflows

27. How do I create the estimate and repair plan?
Estimates can be written using Mitchell, Audatex or CCC technology. To help ensure all repair plans are consistent with Mazda repair procedures, third-party estimates are uploaded to Mitchell's OEM solution through the multi-platform workflow. The company's Repair QA module then surfaces relevant vehicle information as well as

documents completion of the repair work. Consistent use of Mitchell's platform by participating Network shops provides the metrics, scorecards and analytics needed to administer the Mazda program.

28. Will I have to use other applications for repair procedures and data uploading?
No. Mitchell's cloud-based platform—which incorporates the Repair QA module and Integrated Repair Procedures—provides the necessary data capture and process steps required for program administration. Regardless of the estimating system used, repair procedures are integrated so technicians will have the information they need, when they need it. Mitchell's technology also allows facilities to document the work performed, with date and time stamps, and record technician review of repair procedures—storing this information with the completed file.

29. How do I attach photos, scans and other documentation to the file?
You can use Mitchell's communications platform, Mitchell Connect, to attach images and documents to each repair file.

SCORECARDS/KPI'S/METRICS

30. How will metrics and scorecards work in the program?
Through Mitchell's platform, a wide variety of data will be collected as repairs are processed that will feed the system of metrics and scorecards.

31. What metrics will be included in the scorecard?
Program metrics will focus on proper, safe repairs of Mazda vehicles, cycle time and customer satisfaction.

32. Will I have visibility into my facility's metrics and scores?
Facilities have access to performance data through miScore from within Mitchell Connect.

33. When do I start building my Network score?
Your Network score is tied to the jobs you submit to your scorecard within Mitchell Connect.

TOOLS, EQUIPMENT, TRAINING

The tools, equipment and training list is a dynamic document that will evolve over time as new vehicle technology is introduced. We suggest you check the website on a regular basis and watch for email announcements of changes to Network requirements.

34. What required tools, equipment and training does a Network facility need?
The list of requirements can be found on Mitchell's website.

35. What is needed to comply with the Credit Rating and Service History item on the list?
You meet this requirement if your facility has been in business for five years or more. If it has, no other action is necessary. For those in business less than five years, you are asked to verify that you have and will maintain good credit standing with your suppliers. You may provide two vendor references and a bank reference, or a D&B report or other acceptable proof of timely handling of your business payable obligations.

36. Are aluminum tools required for participation?
No. Mazda does not allow the repair of aluminum panels.

37. **Do I need to purchase all equipment listed in the Tools, Equipment and Training list or can any of it be sublet or shared between repair facilities in a multi-location business?**
    Each repair facility location must have access to all tools and equipment required, with a trained technician capable of properly using the equipment. Some items may be performed by sublet vendors and are noted as such on the requirements list.