

Collision Repair Criticality Survey - 2014		Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
<b>CONTENT STANDARD 1: Identify and utilize safety procedures and proper tools</b>						
<b>Performance Standard 1.1: Demonstrate general lab safety rules and procedures</b>						
1.1.1	Describe general shop safety rules and procedures (i.e., safety test)	0	4	16	2.80	20
1.1.2	Utilize safe procedures for handling of tools and equipment	0	4	16	2.80	20
1.1.3	Identify and use proper placement of floor jacks and jack stands	0	5	15	2.75	20
1.1.4	Identify and use proper procedures for safe vehicle lift operation	0	1	19	2.95	20
1.1.5	Utilize proper ventilation procedures for working within the lab/shop area	0	2	18	2.90	20
1.1.6	Identify marked safety areas	2	7	11	2.45	20
1.1.7	Identify the location and the types of fire extinguishers and other fire safety equipment.	1	3	16	2.75	20
1.1.8	Demonstrate knowledge of the procedures for using fire extinguishers and other fire safety equipment	1	4	15	2.70	20
1.1.9	Identify the location and use of eye wash stations	1	1	18	2.85	20
1.1.10	Identify the location of the posted evacuation routes	1	3	16	2.75	20
1.1.11	Comply with the required use of PPE during lab/shop activities	0	4	16	2.80	20
1.1.12	Identify and wear appropriate clothing for lab/shop activities	0	10	10	2.50	20
1.1.13	Secure hair and jewelry for lab/shop activities	3	5	12	2.45	20
1.1.14	Research safety aspects of supplemental restraint systems (SRS), electronic brake control systems, and hybrid vehicle high voltage circuits	1	8	11	2.50	20
1.1.15	Research safety aspects of high voltage circuits (such as high intensity discharge (HID) lamps, ignition systems, injection systems, etc.)	1	5	14	2.65	20
1.1.16	Locate and interpret safety data sheets (MSDS, SDS)	0	5	15	2.75	20
<b>Performance Standard 1.2: Identify and utilize proper tools</b>						
1.2.1	Identify tools and their usage in automotive applications	1	14	5	2.2	20
1.2.2	Identify standard and metric designation	4	13	3	1.95	20
1.2.3	Demonstrate safe handling and use of appropriate tools	1	10	9	2.4	20
1.2.4	Demonstrate proper cleaning, storage, and maintenance of tools and equipment	3	15	2	1.95	20
1.2.5	Demonstrate proper use of precision measuring tools (i.e., tram gauges, mil thickness gauge)	4	13	3	1.95	20
<b>CONTENT STANDARD 2: Investigate industry-related careers</b>						
<b>Performance Standard 2.1: Explore careers</b>						
2.1.1	Research the different career opportunities in the transportation career path	12	8	0	1.40	20
2.1.2	Investigate new and emerging vehicle technologies and trends	7	8	5	1.90	20
<b>CONTENT STANDARD 3: Demonstrate damage analysis, estimating and customer service skills</b>						
<b>Performance Standard 3.1: Identify vehicle construction and parts</b>						
3.1.1	Identify type of vehicle construction (space frame, unibody, body-over-frame)	0	13	4	2.24	17
3.1.2	Recognize the different damage characteristics of space frame, unibody, and body-over-frame vehicles	0	13	4	2.24	17
3.1.3	Identify impact energy absorbing components	0	11	6	2.35	17
3.1.4	Identify steel types; determine reparability	0	7	10	2.59	17
3.1.5	Identify aluminum/magnesium components; determine reparability	0	7	10	2.59	17
3.1.6	Identify plastic/composite components; determine reparability	0	7	10	2.59	17
3.1.7	Identify vehicle glass components and repair/replacement procedures	2	12	3	2.06	17
3.1.8	Identify add-on accessories	7	10	0	1.59	17
<b>Performance Standard 3.2: Perform damage analysis</b>						
3.2.1	Position the vehicle for inspection	6	8	3	1.82	17
3.2.2	Prepare vehicle for inspection by providing access to damaged areas	5	8	4	1.94	17
3.2.3	Analyze damage to determine appropriate methods for overall repairs	1	9	6	2.31	16

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3.2.4	Determine the direction, point(s) of impact, and extent of direct, indirect, and inertia damage	2	11	4	2.12	17
3.2.5	Gather details of the incident/accident necessary to determine the full extent of vehicle damage	7	6	4	1.82	17
3.2.6	Identify and record pre-existing damage	6	8	3	1.82	17
3.2.7	Identify and record prior repairs	6	8	3	1.82	17
3.2.8	Perform visual inspection of structural components and members	1	12	4	2.18	17
3.2.9	Identify structural damage using measuring tools and equipment	2	8	7	2.29	17
3.2.10	Perform visual inspection of non-structural components and members	0	11	6	2.35	17
3.2.11	Determine parts, components, material type(s) and procedures necessary for a proper repair	0	10	7	2.41	17
3.2.12	Identify type and condition of finish; determine if refinishing is required	1	11	5	2.24	17
3.2.13	Identify suspension, electrical, and mechanical component physical damage	2	11	4	2.12	17
3.2.14	Identify safety systems physical damage	1	7	9	2.47	17
3.2.15	Identify interior component damage	1	11	5	2.24	17
3.2.16	Identify damage to add-on accessories and modifications	4	10	3	1.94	17
3.2.17	Identify single (one time) use components	3	9	5	2.12	17
<b>Performance Standard 3.3: Demonstrate estimating procedures</b>						
3.3.1	Determine and record customer/vehicle owner information	4	11	2	1.88	17
3.3.2	Identify and record vehicle identification number (VIN) information, including nation of origin, make, model, restraint system, body type, production date, engine type, and assembly plant	1	11	5	2.24	17
3.3.3	Identify and record vehicle options, including trim level, paint code, transmission, accessories, and modifications	2	14	1	1.94	17
3.3.4	Identify safety systems; determine replacement items	1	12	4	2.18	17
3.3.5	Apply appropriate estimating and parts nomenclature (terminology)	3	10	4	2.06	17
3.3.6	Determine and apply appropriate estimating sequence	6	10	1	1.71	17
3.3.7	Utilize estimating guide procedure pages	1	14	2	2.06	17
3.3.8	Apply estimating guide footnotes and headnotes as needed	3	13	1	1.88	17
3.3.9	Estimate labor value for operations requiring judgment	2	11	4	2.12	17
3.3.10	Select appropriate labor value for each operation (structural, non-structural, mechanical, and refinish)	4	10	3	1.94	17
3.3.11	Select and price OEM parts; verify availability, compatibility, and condition	3	11	3	2.00	17
3.3.12	Select and price alternative/optional OEM parts; verify availability, compatibility and condition	4	10	3	1.94	17
3.3.13	Select and price aftermarket parts; verify availability, compatibility, and condition	4	9	4	2.00	17
3.3.14	Select and price recyclable/used parts; verify availability, compatibility and condition	4	9	4	2.00	17
3.3.15	Select and price remanufactured, rebuilt, and reconditioned parts; verify availability, compatibility and condition	4	10	3	1.94	17
3.3.16	Determine price and source of necessary sublet operations	5	10	2	1.82	17
3.3.17	Determine labor value, prices, charges, allowances, or fees for non-included operations and miscellaneous items	4	11	2	1.88	17
3.3.18	Recognize and apply overlap deductions, included operations, and additions	6	9	2	1.76	17
3.3.19	Determine additional material and charges	6	9	2	1.76	17
3.3.20	Determine refinishing material and charges	5	10	2	1.82	17
3.3.21	Apply math skills to establish charges and totals	5	7	5	2.00	17
3.3.22	Interpret computer-assisted and manually written estimates; verify the information is current	4	7	6	2.12	17

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3.3.23	Identify procedural differences between computer-assisted systems and manually written estimates	6	7	4	1.88	17
3.3.24	Identify procedures to restore corrosion protection; establish labor values, and material charges	3	10	4	2.06	17
3.3.25	Determine the cost effectiveness of the repair and determine the approximate vehicle retail, and repair value	8	5	4	1.76	17
3.3.26	Recognize the differences in estimation procedures when using different information provider systems	6	8	3	1.82	17
3.3.27	Verify accuracy of estimate compared to the actual repair and replacement operations	5	9	3	1.88	17
3.3.28	Demonstrate ability to access OEM repair information	0	11	6	2.35	17
<b>Performance Standard 3.4: Demonstrate customer relations and sales skills</b>						
3.4.1	Acknowledge and/or greet customer/client	2	9	6	2.24	17
3.4.2	Listen to customer/client; collect information and identify customers/client's concerns, needs and expectations	1	8	8	2.41	17
3.4.3	Establish cooperative attitude with customer/client	1	7	9	2.47	17
3.4.4	Identify yourself to customer/client; offer assistance	1	9	7	2.35	17
3.4.5	Resolve customer/client conflicts	5	7	5	2.00	17
3.4.6	Identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process	3	7	6	2.19	16
3.4.7	Recognize basic claims handling procedures; explain to customer/client	3	10	4	2.06	17
3.4.8	Project positive attitude and professional appearance	0	7	10	2.59	17
3.4.9	Provide and review warranty information	4	9	4	2.00	17
3.4.10	Estimate and explain duration of out-of-service time	4	8	5	2.06	17
3.4.11	Apply negotiation skills to obtain a mutual agreement	5	5	7	2.12	17
3.4.12	Interpret and explain manual or computer-assisted estimate to customer/client	4	8	5	2.06	17
<b>CONTENT STANDARD 4: Perform non-structural analysis and damage repair (body components)</b>						
<b>Performance Standard: 4.1: Demonstrate inspection and preparation techniques</b>						
4.1.1	Review damage report and analyze damage to determine appropriate methods for overall repair; develop and document a repair plan	1	9	5	2.27	15
4.1.2	Inspect, remove, label, store, and reinstall exterior trim and moldings	0	10	5	2.33	15
4.1.3	Inspect, remove, label, store, and reinstall interior trim and components	0	10	5	2.33	15
4.1.4	Inspect, remove, label, store, and reinstall body panels and components that may interfere with or be damaged during repair	0	10	5	2.33	15
4.1.5	Inspect, remove, label, store, and reinstall vehicle mechanical and electrical components that may interfere with or be damaged during repair	0	10	5	2.33	15
4.1.6	Protect panels, glass, interior parts, and other vehicles adjacent to the repair area	0	9	6	2.40	15
4.1.7	Soap and water wash entire vehicle; complete pre-repair inspection checklist	4	7	4	2.00	15
4.1.8	Prepare damaged area using water-based and solvent-based cleaners	0	11	4	2.27	15
4.1.9	Remove corrosion protection, undercoating's, sealers, and other protective coatings as necessary to perform repairs	0	10	5	2.33	15
4.1.10	Inspect, remove, and reinstall repairable plastics and other components for off-vehicle repair	1	9	5	2.27	15
4.1.11	Inspect, remove, and replace seatbelt and shoulder harness assembly and components	1	6	8	2.47	15
4.1.12	Inspect restraint system mounting areas for damage; repair as needed	1	6	8	2.47	15
4.1.13	Verify proper operation of seatbelt	1	3	10	2.64	14
<b>Performance Standard 4.2: Perform outer body panel repairs, replacements, and adjustments</b>						
4.2.1	Determine the extent of direct and indirect/hidden damage and direction of impact; develop and document a repair plan	1	7	7	2.40	15

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4.2.2	Inspect, remove, replace, and align hood, hood hinges, and hood latch	0	8	7	2.47	15
4.2.3	Inspect, remove, replace, and align deck lid, lid hinges, and lid latch	0	8	7	2.47	15
4.2.4	Inspect, remove, replace, and align doors, latches, hinges, and related hardware	0	8	7	2.47	15
4.2.5	Inspect, remove, replace and align tailgates, hatches, lift gates and sliding doors	0	8	7	2.47	15
4.2.6	Inspect, remove, replace, and align bumper bars, covers, reinforcement, guards, isolators, and mounting hardware	0	8	7	2.47	15
4.2.7	Inspect, remove, replace and align fenders, and related panels	0	7	8	2.53	15
4.2.8	Straighten contours of damaged panels to a suitable condition for body filling or metal finishing using power tools, hand tools, and weld-on pulling attachments	0	7	8	2.53	15
4.2.9	Weld damaged or torn steel body panels; repair broken welds	0	6	9	2.60	15
4.2.10	Restore corrosion protection	0	7	8	2.53	15
4.2.11	Restore sound deadeners and foam materials	0	7	8	2.53	15
4.2.12	Perform panel bonding and weld bonding	0	6	9	2.60	15
4.2.13	Diagnose and repair water leaks, dust leaks, and wind noise	2	6	6	2.29	14
4.2.14	Identify one-time use fasteners	3	6	6	2.20	15
4.2.15	Clean, inspect, and prepare reusable fasteners	5	4	6	2.07	15
<b>Performance Standard 4.3: Apply metal finishing and body filling techniques</b>						
4.3.1	Remove paint from the damaged area of a body panel	1	6	9	2.50	16
4.3.2	Locate and repair surface irregularities on a damaged body panel	0	7	9	2.56	16
4.3.3	Demonstrate hammer and dolly techniques	1	6	9	2.50	16
4.3.4	Heat shrink stretched panel areas to proper contour	0	7	9	2.56	16
4.3.5	Cold shrink stretched panel areas to proper contour	0	7	9	2.56	16
4.3.6	Prepare and apply body filler	0	6	10	2.63	16
4.3.7	Identify different types of body fillers	2	7	7	2.31	16
4.3.8	Rough sand body filler to contour; finish sand	0	7	9	2.56	16
<b>Performance Standard 4.4: Inspect moveable glass and hardware components</b>						
4.4.1	Inspect, adjust, repair or replace window regulators, run channels, glass, power mechanisms, and related controls	0	10	6	2.38	16
4.4.2	Inspect, adjust, repair, remove, reinstall or replace weather-stripping	0	10	6	2.38	16
4.4.3	Cycle electrical components as needed	2	8	6	2.25	16
<b>Performance Standard 4.5: Perform metal welding and cutting techniques</b>						
4.5.1	Identify weldable and non-weldable substrates used in vehicle construction	0	7	9	2.56	16
4.5.2	Weld and cut high-strength steel and other steels (plasma, oxy fuel)	1	7	8	2.44	16
4.5.3	Determine the correct GMAW (MIG) welder type, electrode/wire type, diameter, and gas to be used in a specific welding situation	0	8	8	2.50	16
4.5.4	Set up and adjust the GMAW (MIG) welder to "tune" for proper electrode stickout, voltage, polarity, flow rate, and wire-feed speed required for the substrate being welded	0	8	8	2.50	16
4.5.5	Store, handle, and install high-pressure gas cylinders	0	7	9	2.56	16
4.5.6	Determine work clamp (ground) location and attach	0	9	7	2.44	16
4.5.7	Use the proper angle of the gun to the joint and direction of gun travel for the type of weld being made in the flat, horizontal, vertical, and overhead positions	0	8	8	2.50	16
4.5.8	Protect adjacent panels, glass, vehicle interior, etc. from welding and cutting operations	0	8	8	2.50	16
4.5.9	Protect computers and other electronic control modules during welding procedures	1	6	9	2.50	16
4.5.10	Clean and prepare the metal to be welded, assure good metal fit-up, apply weld-through primer if recommended, clamp or tack as required	1	8	7	2.38	16

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4.5.11	Determine the joint type (butt weld with backing, lap, etc.) for weld being made	1	8	7	2.38	16
4.5.12	Determine the type of weld (continuous, stitch weld, plug, etc.) for each specific welding operation	1	8	7	2.38	16
4.5.13	Perform the following welds: continuous, plug, butt weld with and without backing, fillet, etc.	1	8	7	2.38	16
4.5.14	Perform visual and destructive tests on each weld type	3	8	5	2.13	16
4.5.15	Identify the causes of various welding defects; make necessary adjustments	1	8	7	2.38	16
4.5.16	Identify cause of contact tip burn-back and failure of wire to feed; make necessary adjustments	1	8	7	2.38	16
4.5.17	Identify different methods of attaching non-structural components squeeze type resistant spot welds (STRSW), riveting, non-structural adhesive, silicon bronze, etc.	1	8	7	2.38	16
<b>Performance Standard 4.6: Utilize plastics and adhesives</b>						
4.6.1	Identify the types of plastics; determine reparability	0	9	7	2.44	16
4.6.2	Clean and prepare the surface of plastic parts; identify the types of plastic repair procedures	1	8	7	2.38	16
<b>CONTENT STANDARD 5: Perform structural analysis and damage repair</b>						
<b>Performance Standard 5.1: Demonstrate inspection and repair techniques</b>						
5.1.1	Measure and diagnose structural damage using a tram gauge	0	9	6	2.40	15
5.1.2	Attach vehicle to anchoring devices	1	7	7	2.40	15
5.1.3	Determine the extent of the direct and indirect damage and the direction of impact; document the methods and sequence of repair	1	8	6	2.33	15
5.1.4	Analyze and identify crush/collapse zones	0	9	6	2.40	15
5.1.5	Restore mounting and anchoring locations	1	8	6	2.33	15
5.1.6	Check for water leaks, dust leaks, and wind noise	1	9	5	2.27	15
5.1.7	Perform visual inspection and measuring checks to identify steering and suspension collision damage	3	7	5	2.13	15
5.1.8	Reinstall wheels and torque lug nuts	0	7	8	2.53	15
<b>CONTENT STANDARD 6: Demonstrate painting and refinishing techniques</b>						
<b>Performance Standard 6.1: Apply safety precautions</b>						
6.1.1	Identify and take necessary precautions with hazardous operations and materials according to federal, state, and local regulations	1	2	13	2.75	16
6.1.2	Identify safety and personal health hazards according to OSHA guidelines and the "Right to Know Law"	1	3	12	2.69	16
6.1.3	Inspect spray environment and equipment to ensure compliance with federal, state and local regulations, and for safety and cleanliness hazards	1	5	10	2.56	16
6.1.4	Select and use a NIOSH approved air purifying respirator. Inspect condition and ensure fit and operation. Perform proper maintenance in accordance with OSHA Regulation 1910.134 and applicable state and local regulation	1	1	14	2.81	16
6.1.5	Select and use a NIOSH approved supplied air (Fresh Air Make-up) respirator system. Perform proper maintenance in accordance with OSHA Regulation 1910.134 and applicable state and local regulation	1	3	12	2.69	16
6.1.6	Select and use appropriate PPE	1	4	11	2.63	16
<b>Performance Standard 6.2: Utilize surface preparation techniques</b>						
6.2.1	Inspect, remove, store, and replace exterior trim and components necessary for proper surface preparation	0	9	7	2.44	16
6.2.2	Soap and water wash entire vehicle; use appropriate cleaner to remove contaminants	3	5	8	2.31	16

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6.2.3	Inspect and identify type of finish, surface condition, and film thickness; develop and document a plan for refinishing using a total product system	0	9	7	2.44	16
6.2.4	Strip paint to bare substrate (paint removal)	2	10	4	2.13	16
6.2.5	Dry or wet sand areas to be refinished	1	6	9	2.50	16
6.2.6	Featheredge areas to be refinished	0	7	9	2.56	16
6.2.7	Apply suitable metal treatment or primer in accordance with total product systems	0	8	8	2.50	16
6.2.8	Mask and protect other areas that will not be refinished	0	8	8	2.50	16
6.2.9	Mix primer, primer-surfacer or primer-sealer	0	7	8	2.53	15
6.2.10	Identify a complimentary color or shade of undercoat to improve coverage	1	7	8	2.44	16
6.2.11	Apply primer onto surface of repaired area	0	7	9	2.56	16
6.2.12	Apply two-component finishing filler to minor surface imperfections	0	7	9	2.56	16
6.2.13	Block sand area to which primer-surfacer has been applied	0	7	9	2.56	16
6.2.14	Dry sand area to which finishing filler has been applied	0	8	8	2.50	16
6.2.15	Remove dust from area to be refinished, including cracks or moldings of adjacent areas	0	7	9	2.56	16
6.2.16	Clean area to be refinished using a final cleaning solution	0	7	9	2.56	16
6.2.17	Remove, with a tack rag, any dust or lint particles from the area to be refinished	0	7	9	2.56	16
6.2.18	Apply suitable sealer to the area being refinished	1	7	8	2.44	16
6.2.19	Scuff sand to remove nibs or imperfections from a sealer	1	7	8	2.44	16
6.2.20	Apply stone chip resistant coating	2	6	8	2.38	16
6.2.21	Restore caulking and seam sealers to repaired areas	2	6	8	2.38	16
6.2.22	Prepare adjacent panels for blending	0	8	7	2.47	15
6.2.23	Identify the types of rigid, semi-rigid or flexible plastic parts to be refinished; determine the materials needed, preparation, and refinishing procedures	0	8	8	2.50	16
6.2.24	Identify metal parts to be refinished; determine the materials needed, preparation, and refinishing procedures	0	8	8	2.50	16
<b>Performance Standard 6.3: Perform spray gun and related equipment operations</b>						
6.3.1	Inspect, clean, and determine condition of spray guns and related equipment (air hoses, regulators, air lines, air source, and spray environment)	3	5	8	2.31	16
6.3.2	Select spray gun and setup (fluid needle, nozzle, and cap) for product being applied	2	6	8	2.38	16
6.3.3	Test and adjust spray gun using fluid, air and pattern control valves	1	7	8	2.44	16
6.3.4	Demonstrate an understanding of the operation of spray equipment	1	6	8	2.47	15
<b>Performance Standard 6.4: Utilize paint mixing, matching, and application techniques</b>						
6.4.1	Identify color code by manufacturer's vehicle information label	0	7	9	2.56	16
6.4.2	Shake, stir, reduce, catalyze/activate, and strain refinish materials	0	8	8	2.50	16
6.4.3	Apply finish using appropriate spray techniques (gun arc, angle, distance, travel speed, and spray pattern overlap) for the finish being applied	0	8	8	2.50	16
6.4.4	Demonstrate a let-down panel; check for color match	1	7	8	2.44	16
6.4.5	Apply single stage topcoat	1	9	6	2.31	16
6.4.6	Apply basecoat/clearcoat for panel blending and panel refinishing	1	7	8	2.44	16
6.4.7	Apply basecoat/clearcoat for overall refinishing	1	7	8	2.44	16
6.4.8	Remove nibs or imperfections from basecoat	1	7	8	2.44	16
6.4.9	Refinish rigid or semi-rigid plastic parts	1	7	8	2.44	16
6.4.10	Refinish flexible plastic parts	1	7	8	2.44	16
6.4.11	Demonstrate knowledge of multi-stage coats for panel blending and overall refinishing	1	7	8	2.44	16
6.4.12	Identify and mix paint using a formula	1	6	9	2.50	16
6.4.13	Identify poor hiding colors; determine necessary action	2	6	8	2.38	16
6.4.14	Tint color using formula to achieve a blendable match	1	6	9	2.50	16

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6.4.15	Identify alternative color formula to achieve a blendable match	1	6	9	2.50	16
6.4.16	Identify the materials equipment, and preparation differences between solvent and waterborne technologies	2	5	8	2.40	15
<b>Performance Standard 6.5: Identify paint defects--causes and cures</b>						
6.5.1	Identify blistering (raising of the paint surface, air entrapment); determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.2	Identify a dry spray appearance in the paint surface; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.3	Identify the presence of fish-eyes (crater-like openings) in the finish; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.4	Identify lifting; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.5	Identify clouding (mottling and streaking in metallic finishes); determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.6	Identify orange peel; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.7	Identify overspray; determine the cause(s) and correct the condition	0	8	8	2.50	16
6.5.8	Identify solvent popping in freshly painted surface; determine the cause(s) and correct the condition	0	8	8	2.50	16
6.5.9	Identify sags and runs in paint surface; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.10	Identify sanding marks or sandscratch swelling; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.11	Identify contour mapping/edge mapping while finish is drying; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.12	Identify color difference (off-shade); determine the cause(s) and correct the condition	1	8	7	2.38	16
6.5.13	Identify tape tracking; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.14	Identify low gloss condition; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.15	Identify poor adhesion; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.16	Identify paint cracking (shrinking, splitting, crowsfeet or line-checking, micro-checking, etc.); determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.17	Identify corrosion; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.18	Identify dirt or dust in the paint surface; determine the cause(s) and correct the condition	1	8	7	2.38	16
6.5.19	Identify water spotting; determine the cause(s) and correct the condition	1	8	7	2.38	16
6.5.20	Identify finish damage caused by bird droppings, tree sap, and other natural causes; correct the condition	1	8	7	2.38	16
6.5.21	Identify finish damage caused by airborne contaminants (acids, soot, rail dust, and other industrial-related causes); correct the condition	1	8	7	2.38	16
6.5.22	Identify die-back conditions (dulling of the paint film showing haziness); determine the cause(s) and correct the condition	1	8	7	2.38	16
6.5.23	Identify chalking (oxidation); determine the cause(s) and correct the condition	1	8	7	2.38	16
6.5.24	Identify bleed-through (staining); determine the cause(s) and correct the condition	1	8	7	2.38	16
6.5.25	Identify pin-holing; determine the cause(s) and correct the condition	0	9	7	2.44	16
6.5.26	Identify buffing-related imperfections (swirl marks, wheel burns); correct the condition	2	7	7	2.31	16
6.5.27	Identify pigment flotation (color change through film build); determine the cause(s) and correct the condition	1	8	7	2.38	16
<b>Performance Standard 6.6: Perform final detail procedures</b>						
6.6.1	Apply decals, transfers, tapes, pinstripes (painted and taped), etc.	3	10	3	2.00	16
6.6.2	Sand, buff and polish fresh or existing finish to remove defects as required	2	8	6	2.25	16
6.6.3	Clean interior, exterior, and glass	4	9	3	1.94	16

<b>Collision Repair Criticality Survey - 2014</b>		<b>Nice to Know</b>	<b>Need to Know</b>	<b>Critical to Know</b>	<b>Rating Average</b>	<b>Response Count</b>
6.6.4	Clean body openings (door jambs and edges, etc.)	5	8	3	1.88	16
6.6.5	Remove overspray	2	9	5	2.19	16
6.6.6	Perform vehicle clean-up; complete quality control using a checklist	2	9	5	2.19	16