

Remove Dents and Creases from Motor Vehicle Body Panels where Access is Difficult or Restricted

Overview

This standard is about the removal of dents and creases from motor vehicle body panels where access to enable the repair to be carried out is difficult or restricted. It is also about checking the integrity of the body panel prior to repair and the condition of the panel after the repair has been completed.

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Performance criteria

You must be able to:

1. use the appropriate personal protective equipment when carrying out Paintless Dent Removal (PDR) operations
2. protect the vehicle and its contents effectively when carrying out Paintless Dent Removal (PDR) operations
3. assess the area for repair to ensure that a repair can be effected to an acceptable standard without compromising the integrity of the vehicle
4. identify additional distortion on a panel caused by a primary impact
5. select and use the correct tools and equipment for the panel area you are going to repair
6. ensure that the tools and equipment you require are in a safe working condition
7. avoid damaging other components and units on the vehicle whilst carrying out the repair
8. store all removed components safely in the appropriate location
9. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
10. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
11. report any delays in completing your work to the relevant person(s) promptly
12. carry out your repair within the agreed timescale
13. complete work records accurately, in the format required and pass them to the relevant person(s) promptly
14. check that any areas you have used to gain access are treated for corrosion inhibition where appropriate – note the whole area needs to be returned to pre-damaged condition

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Knowledge and understanding

You need to know and understand:

1. the health, safety and legal requirements relating to the removal of damage using Paintless Dent Removal (PDR) techniques
2. your workplace procedures for the referral of problems, reporting of delays to the completion of work and completion of work records
3. how to assess the size, depth and plane of damage, and recognise any additional damage and identify the best course of action to carry out a repair to the standard required
4. how the panel material affects the complexity of the repair
5. the requirements for protecting the vehicle and contents from damage before, during and after repairing panels using Paintless Dent Removal (PDR) techniques
6. the requirements for protecting the vehicle being repaired from cross contamination including metallurgy and electrolysis
7. the importance of selecting, using and maintaining the appropriate personal protective equipment when repairing panels using Paintless Dent Removal (PDR) techniques
8. how to find, interpret and use sources of information applicable to the repairing of panels using Paintless Dent Removal (PDR) techniques
9. how to select, check and use all the tools and equipment required to repair panels using Paintless Dent Removal (PDR) techniques
10. the different types of Paintless Dent Removal (PDR) techniques and methods used for repairing panels, including how to use glue type pulling/repair kits and where their use will enable a repair to be completed when access to the panel cannot be achieved
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the correct techniques for the removal of bonding to access the damage and the approved method of reinstating the bonding where required
13. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
14. the types of quality control checks that can be used to ensure a correct repair has been achieved
15. the need for correct alignment of components and the methods used to achieve this
16. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

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Scope/range

All of the items listed below form part of this National Occupational Standard.

Scope of this standard:

1. Examples of Tools and Equipment specific to Paintless Dent Removal (PDR) are:

- Hand tools
- Lever bars
- Power tools
- Specialist Paintless Dent Removal (PDR) tooling and accessories

Range of this standard:

2. Restricted Access:

Restricted access is where access to the rear of the damage cannot be gained either directly or indirectly using normal access methods, or where the rear of the dent is enclosed or covered by another component.

3. Drilling:

For the purpose of this standard drilling to gain access to effect a repair is not acceptable.

4. Acceptable Repair:

For the purpose of this standard an acceptable repair is one that is assessed by a qualified Paintless Dent Removal (PDR) Assessor that would meet the normal expectations of a customer.

In general terms the acceptable standard would be that the panel is returned to original condition without any visible sign that a repair has been carried out.

5. Type of Damage:

For the purpose of this standard the damage may be no more than two areas of damage contained within a 100mm radius.

The types of dents that would normally have restricted access are:

- Dents covered by a crash/strengthening bar
- Dents covered by box section
- Dents covered by a cross/strengthening bracing (glued or not glued)
- A dent where the edge of the damage is close to the edge of a panel

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