

## Remove Multiple Dents and Creases from Motor Vehicle Flat Panels

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### Overview

This standard is about the removal of dents and creases from motor vehicle flat panels where the process may consist of multiple stages and combinations of repair techniques. It is also about checking the integrity of the 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. identify damage on a panel where the initial impacted area is damaged by a further or subsequent impact for example a dent within a dent
6. select and use the correct tools and equipment for the panel area you are going to repair
7. ensure that the tools and equipment you require are in a safe working condition
8. check that all relevant components operate correctly following the manufacturer's specification before and after you have completed your repairs
9. avoid damaging other components and units on the vehicle whilst carrying out the repair
10. store all removed components safely in an appropriate location
11. report any potential or additional faults you find during or prior to the course of your work to the relevant person(s) promptly
12. report any delays in completing your work to the relevant person(s) promptly
13. carry out your repair within the agreed timescale
14. complete work records accurately, in the format required and pass them to the relevant person(s) promptly

## Remove Multiple Dents and Creases from Motor Vehicle Flat Panels

**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
11. the faults that can occur when repairing panels using Paintless Dent Removal (PDR) techniques and the causes of these faults
12. the need for correct choice of tools to carry out a suitable repair and the methods used to achieve this
13. the types of quality control checks that can be used to ensure a correct repair has been achieved
14. the need for correct alignment of components and the methods used to achieve this
15. the types of quality checks that can be used to ensure correct alignment and operation of components to manufacturer's specification and their purpose

## Remove Multiple Dents and Creases from Motor Vehicle Flat Panels

**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. Flat Panels:

For the purpose of this standard a flat panel is defined as a panel area that contains no swage line, body line or defining contours. Note the panel itself may contain convex curvature as part of its overall structure. Such as, Bonnet, Doors, Roof etc.

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 its 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 four areas of damage caused by four points of impact contained within a 300mm diameter.

At this level damage can also be caused by two points of impact; i.e. Damage caused along two different planes within a 300mm diameter.

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