

March 24, 2025

The Volkswagen Certified Collision Repair Facility (CCRF) Program is excited to announce that we have partnered with PPG Industries, Inc. (PPG) and Entegral for the Network Program.

As a result of this new partnership, CCRF Auditing Services will now be conducted and managed with PPG Business Development Representatives. This partnership is a key step in improving our efficiency, accuracy, and overall experience by providing more localized representation with better understanding of the markets in which our collision network operates.

Please note that Auditing Services staff are not Paint Sales Representatives and may not discuss paint business while on Volkswagen business.

Entegral, a software platform that streamlines communication and data sharing between insurance providers and collision repair facilities to enhance the First Notice of Loss (FNOL) process. The Entegral Network Management tool will provide bi-directional communications, program resources and analytics that will be used to forge a more robust program.

These changes are aimed at improving efficiency and service, but we anticipate that it will take some time to fully implement. We appreciate your patience and understanding as we work through this process. Our Volkswagen CCRF team is committed to minimizing disruptions and ensuring a smooth transition. If you have any questions regarding your certification or restricted parts needs, please contact us at vwcollision@vw.com.

Thank you!

VW Certified Collision Repair Facility Team