COLLISION INDUSTRY CONFERENCE

Collision Estimating Committee

PRESENTED BY:

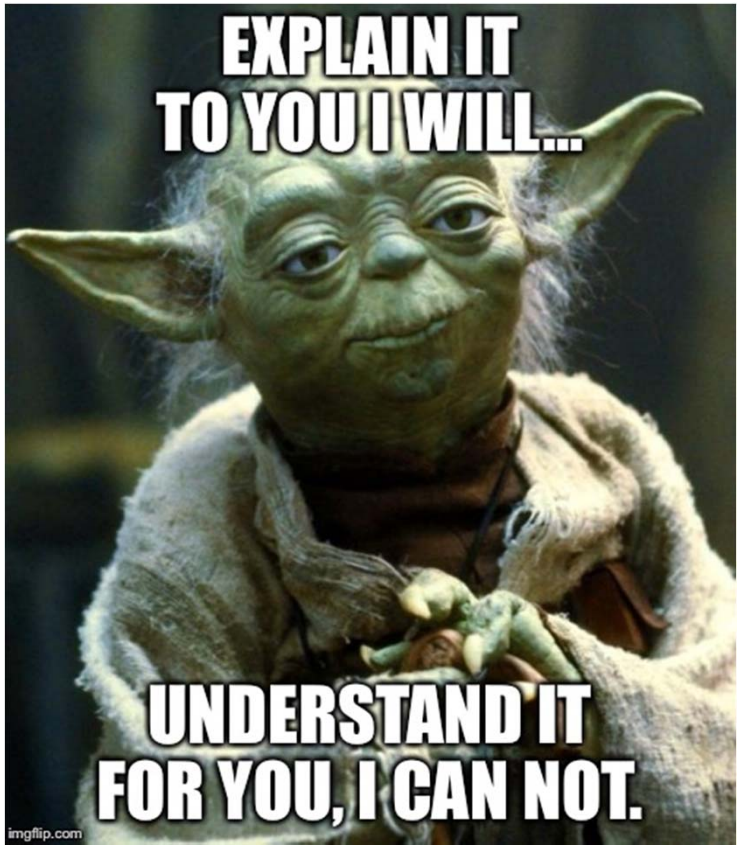
DANNY GREDINBERG - COMMITTEE CHAIR

DATABASE ENHANCEMENT GATEWAY

ROGER CADA - COMMITTEE CO-CHAIR

ACCOUNTABLE ESTIMATING

Stop Guessing and Start Researching for Safe Repair Outcomes: Part 2 Documenting and telling your story



Committee Members

Aaron Schulenburg - SCRS

Andrew Batenhorst – Pacific BMW Collision

Barry Dorn – Dorn's Body and Paint

Cody Rinaudo – Franks Accurate Body Shop

Danny Gredinberg (Committee Chairman) – Database Enhancement Gateway

Daniel Panduro – Fix Auto

Daniel Williams – MOTOR

Erin Solis – Certified Collision Group

Georgiana Goncerenco – Certified Collision Group

Ian Morton- Fix Auto

Jerry Gastineau – Mitchell

John McDonald – MOTOR

John Strong- Mitchell

Ken Ruppert – Accountable Estimating

Mike Anderson – Collision Advice

Michael Bergeron - MOTOR

Michael Bradshaw – KM Collision

Mitchell Koop – MOTOR

Rich O'Leary – Fix Auto

Robert Toles – Retired from MOTOR

Roger Cada (Co-Chair) – Accountable Estimating

Ron Reichen – Precision Body and Paint

Scott Ayers – Dorn's Body and Paint

Scott Ellegood – Accountable Estimating

Steve Bielecki - MOTOR

Steve Krieps – Collision Safety Consultants WV

Tom Hollenstain – TLH Consulting

Tracy Dombrowski – Collision Advice

Wayne Krause- Mitchell

Will Lattuff – Lattuff Brothers Autobody

Special Guest!

Mark Allen

Collision Program Manager

Audi

Michael Giarrizzo

President and CEO

DCR SYSTEMS
ACCIDENT REPAIR CENTERS

Mark Allen

- Manager Collision, Equipment & EV After Sales Service at Audi of America
- 11 Years Audi of America

“Allen leads Audi’s collision repair initiatives and has been exposed to the Audi brand for nearly 50 years in various capacities, first seeing it when his father began testing Wankel rotary-powered NSU Ro80 sedans at the Curtiss-Wright company in the early 1970s. That’s when the aerospace firm earned the U.S. patent rights to the technology. As Audi enthusiasts appreciate, NSU fully merged into Audi in 1985 and gave its “Vorsprung durch Technik” (“lead through technology”) tagline to the brand along the way.”

Source: https://www.automotiveworld.com/news-releases/audi-tech-talk-not-all-collision-repair-is-the-same/

This or That?

Michael Giarrizzo Jr

DCR SYSTEMS
ACCIDENT REPAIR CENTERS

Michael Giarrizzo Jr. is president and CEO of DCR Systems, which delivers outsourced, dealer-based, turnkey accident repair centers based on lean manufacturing principles. Through strategic partnerships and its unique and patented applications, DCR Systems streamlines workflow and creates consistency with traditional auto body repair, creating wins for all stakeholders.

Giarrizzo and partners founded DCR Systems in 2004 with a vision to create a "fundamentally better" way to do auto body repair. Prior to DCR's founding, Giarrizzo served as President of JSI Collision Centers and then COO of Sterling Collision Centers, in which he grew the company to 65 stores across 10 states and transitioned 39 stores from "traditional" thinking to true process flow environments.

Today, DCR Systems operates nine production cells across seven locations in multiple states on the East Coast. In addition to offering dealer-based accident repair centers, DCR Systems offers a licensing model that allows dealerships to adopt its world-class processes and proprietary applications, through which it currently has two licensed locations. The DCR Team has developed and implemented specialized tools, applications, and technologies to streamline the repair and claims processes, including the DCR Claims Portal, a powerful and convenient app that delivers a complete, easy-to-navigate electronic story of the repair.

Collision Estimating Committee
Mission Statement

To document and discuss estimating processes that will improve the way the collision repair industry documents damage, and accounts for the necessary required operations to make the vehicle owner whole and to restore the safety, functionality and quality of damaged vehicles in for repairs.

Collision Estimating Committee
Vision Statement

"To reach a consensus among all industry stakeholders, that in order to truly define a safe and proper repair, the information the vehicle possesses must be leveraged to its capacity, and any decision affecting the repair planning of a vehicle must be free of stakeholder bias or financial hindrance, because any intervention or deviation from this standard puts the consumer at risk."

Quick Recap: Part 1 Presentation

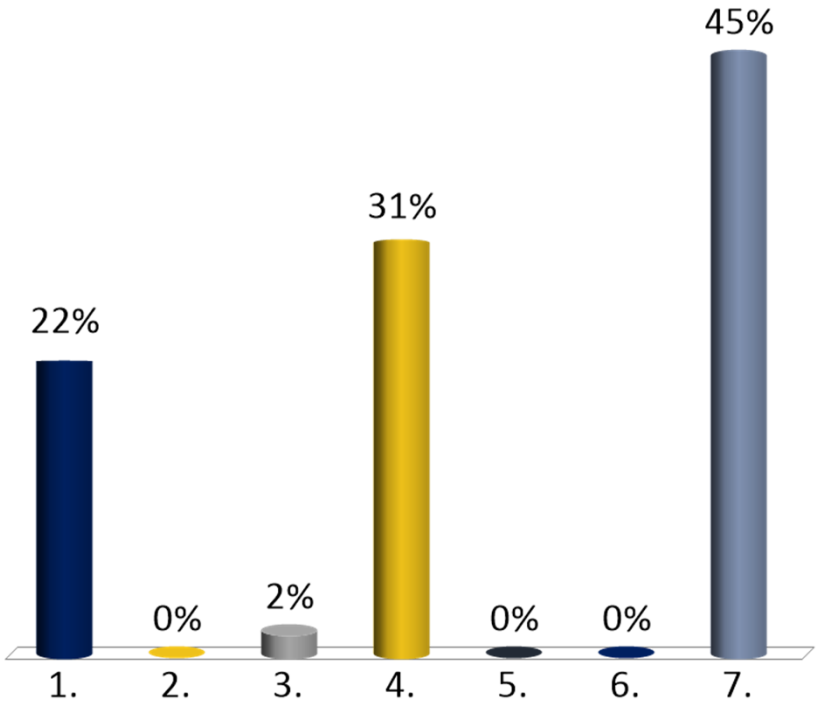
- Get it right the first time
- Estimating systems are NOT the bible
- Type of information we are researching
  - OEM Repair Instructions
  - Owners' manuals
  - Electronic Parts Catalogues
  - Procedure Pages from Estimating Guides
- Time Spent Researching
  - 4-5 Minutes to read and understand a technical document
- With OEM repair information, a safe repair outcome is possible
- As “estimate” is a GUESSTIMATE. Estimates are irrelevant.
- Needs to be done every vehicle every time.

Audience Response Question:
What is this What is this aluminum tape for?

Audience Response Question: Pick ONE

What is this aluminum tape for?

1. Blind spot radar antennae
2. Ambient Temperature Antenna
3. Garage Door Antenna
4. Electrostatic Charge Reduction
5. Tire Pressure Monitor Antenna
6. Vehicle datasheet barcode
7. All the above

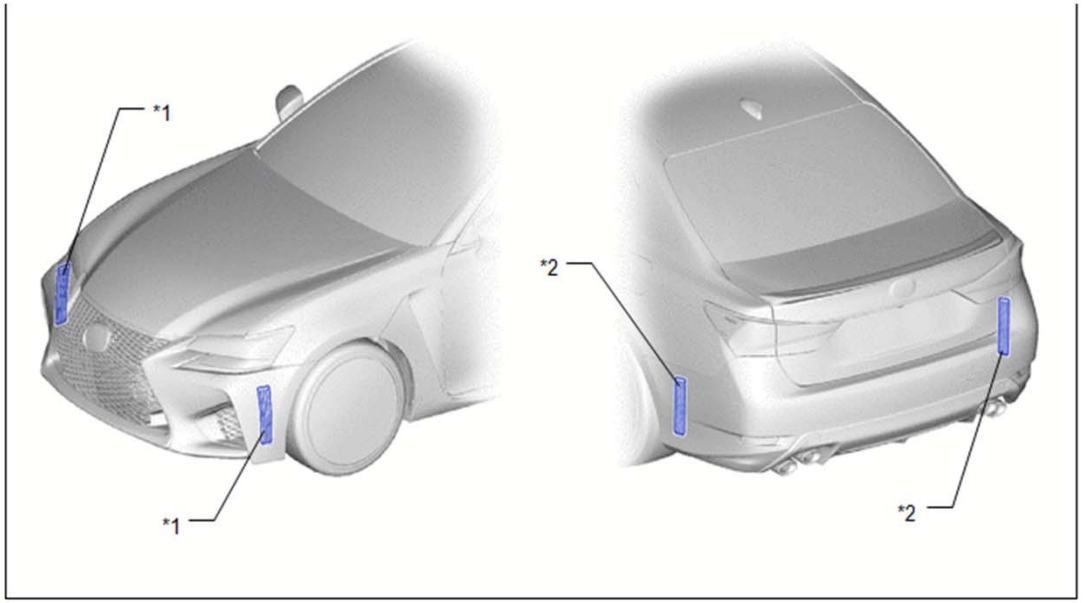


0

Audience Response Question:
What is this What is this aluminum tape for?

(i) Aluminum tape (No. 1 molding tape)

(1) Aluminum tape (No. 1 molding tape) is applied to the back surfaces of the front and rear bumper covers. As a result, the electrostatic charge of the bumper covers is reduced to produce a better electrical condition (grounding effect), stabilizing aspects of vehicle performance including driveability and fuel economy.



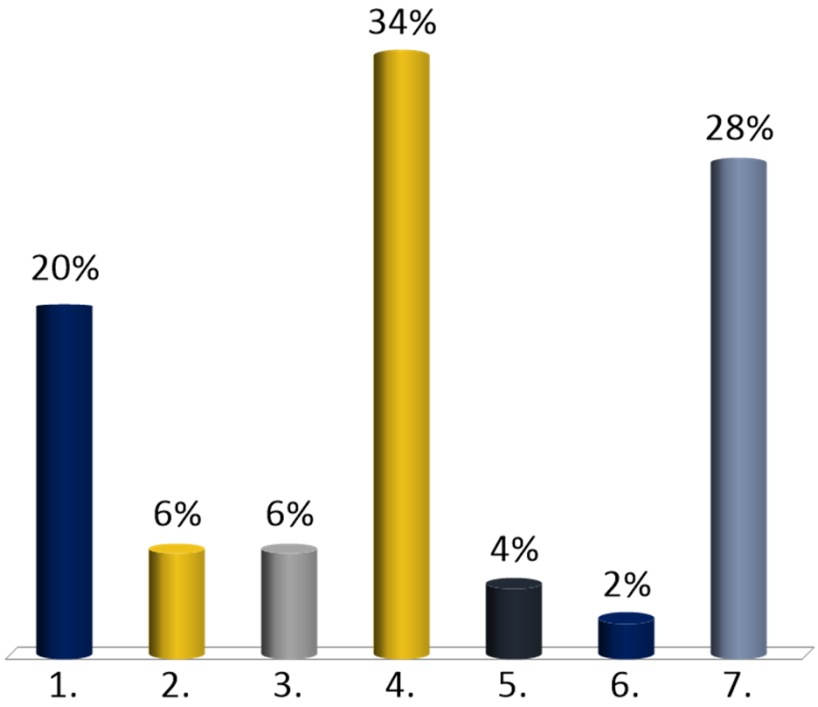
*1	Aluminum tape (No. 1 Molding Tape)	*2	Aluminum tape (No. 2 Molding Tape)

Audience Response Question: Pick ONE

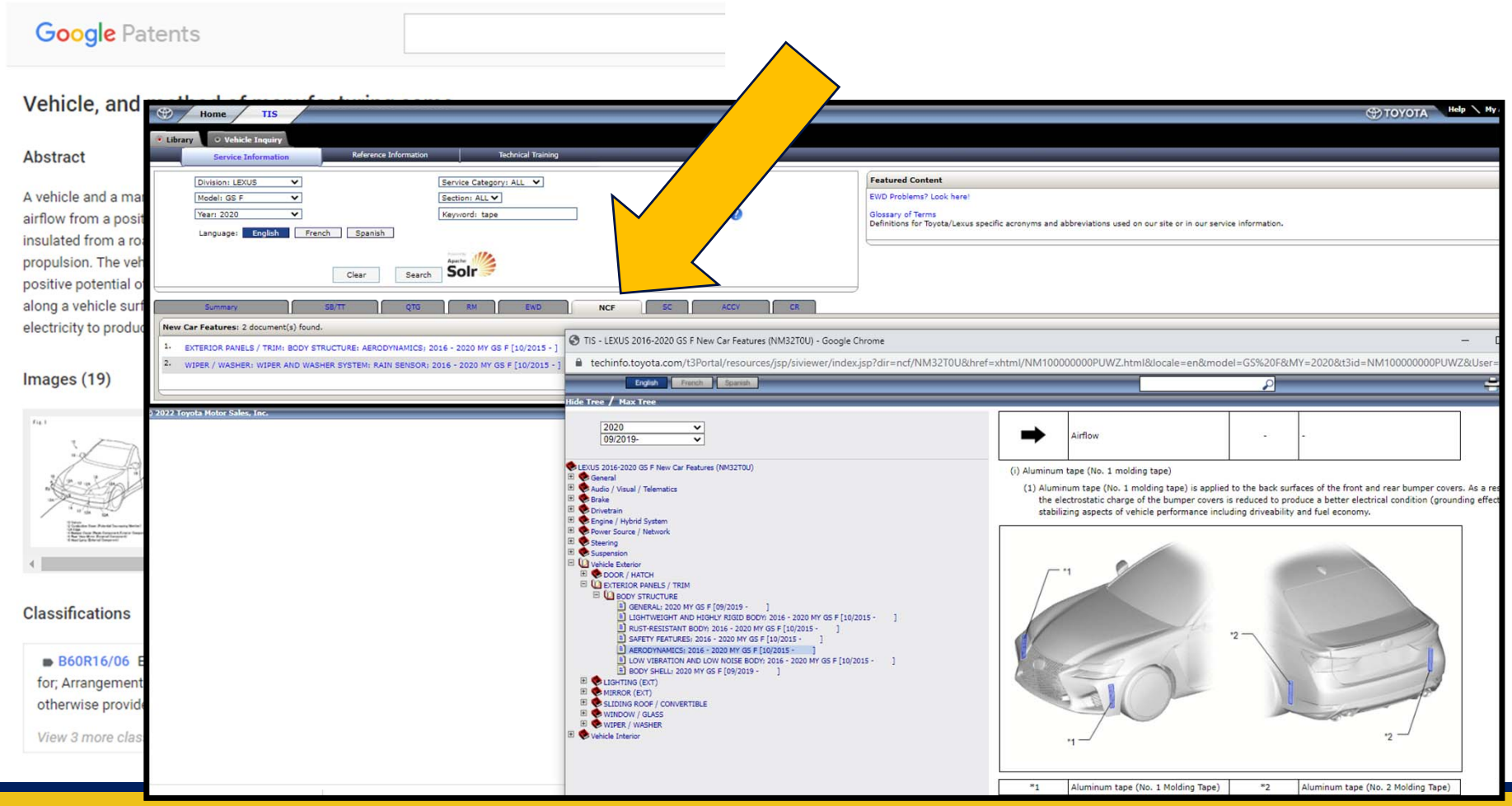
Where do you think we found this information regarding the aluminum tape

1. Rear Bumper Section
2. Paint Manual
3. Owners Manual
4. Electronics Section
5. New Car Features
6. Google
7. Diagnostics and Scanning Section

0



Where did we find this info?



Desired Outcome

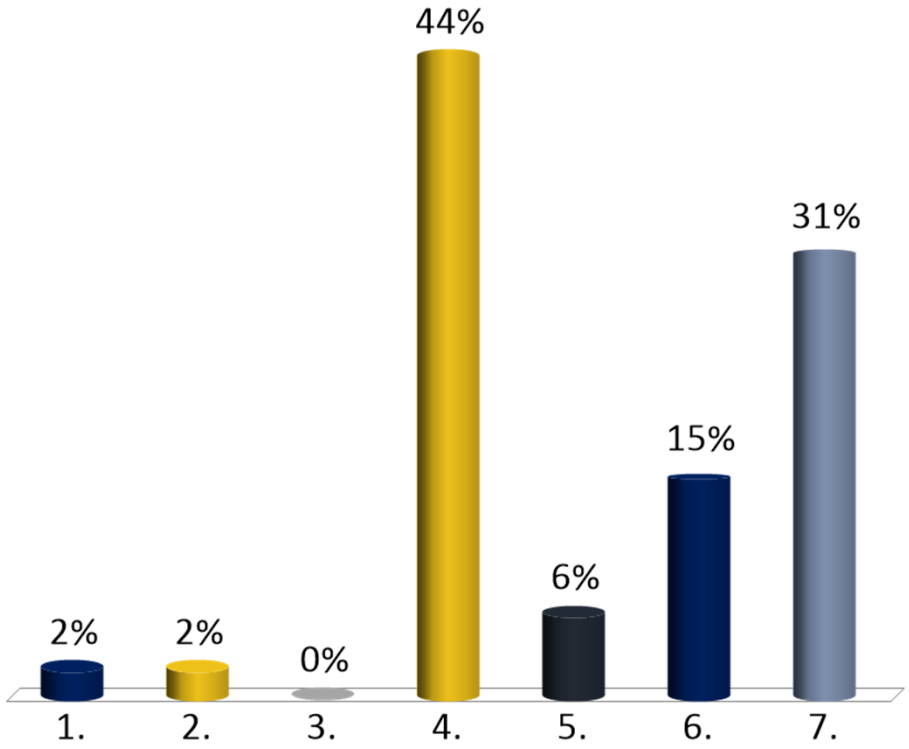
- Focus on the “Empty Chair”
  - Restoring the safety of the vehicle following OEM repair instructions
- “Share your vision, tell your story”
- Effectively supporting your repair plan with **EVIDENCE**
- Why the “estimator” needs to understand the use of equipment and repair processes
- Why the “estimator” MUST be able to interpret damage report **EVIDENCE**
- Effectively communicating your repair plan
- Preventing a catastrophic failure

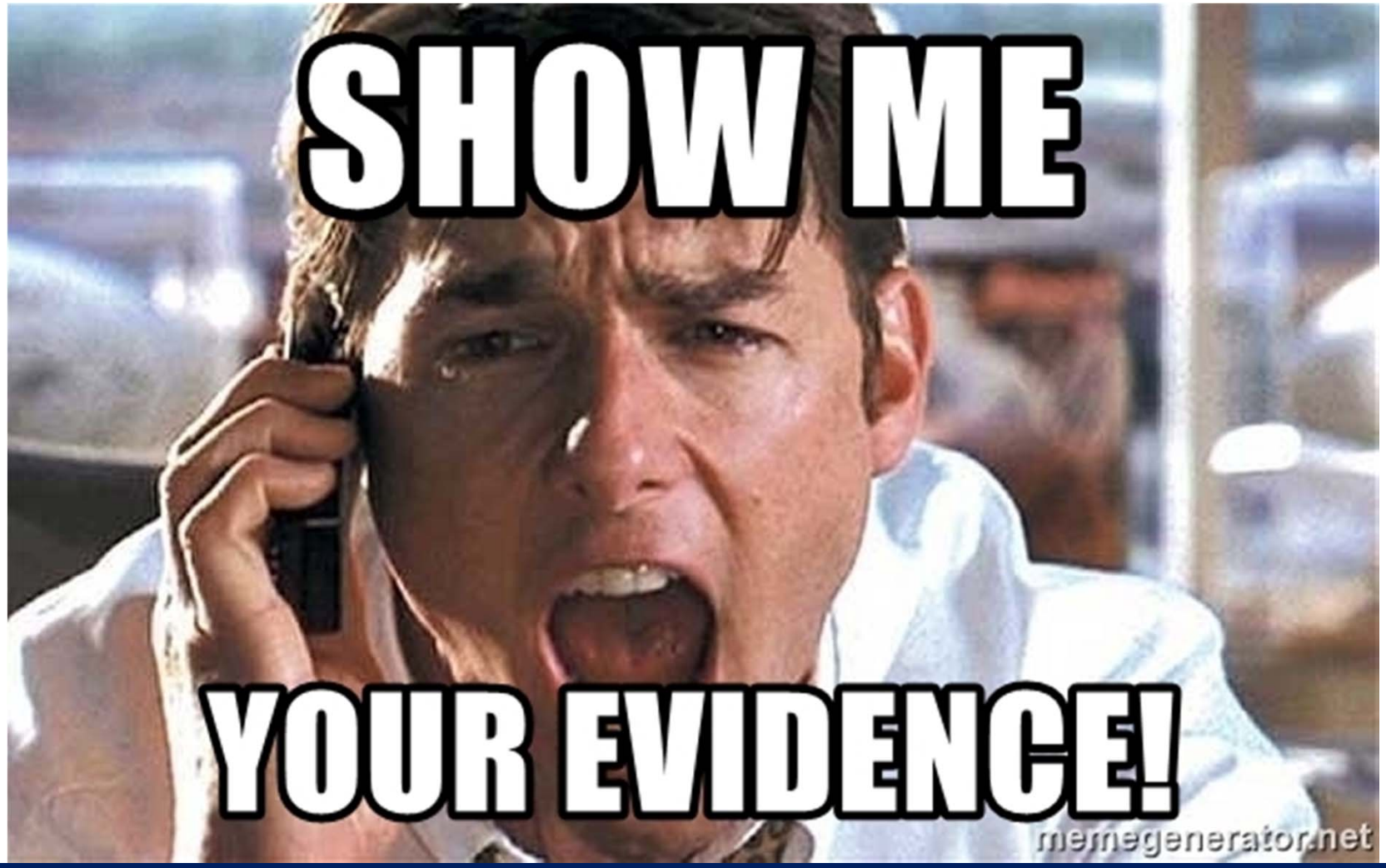
Audience Response Question: Pick ONE

Aside from the technician needing repair procedures, what are some other reasons you would need the repair information

1. Better understand what is going to be reimbursed
2. To question or deny OEM's repair procedures
3. To store this information for future repair orders
4. To ensure the repair facility is performing proper repairs
5. Ensuring bill payers reimburse for proper and safe repairs
6. To document your file and approve the repair claim
7. Transparency of the repair process with the customer and all parties

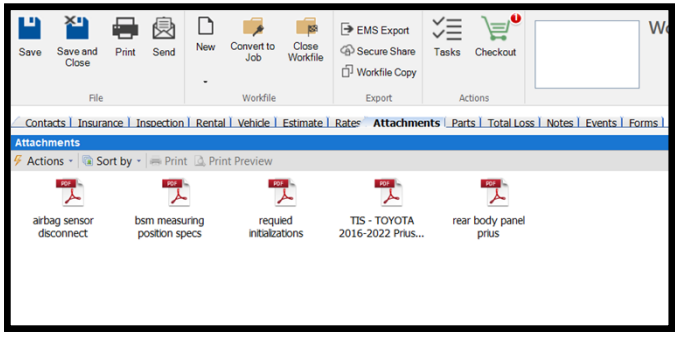
0



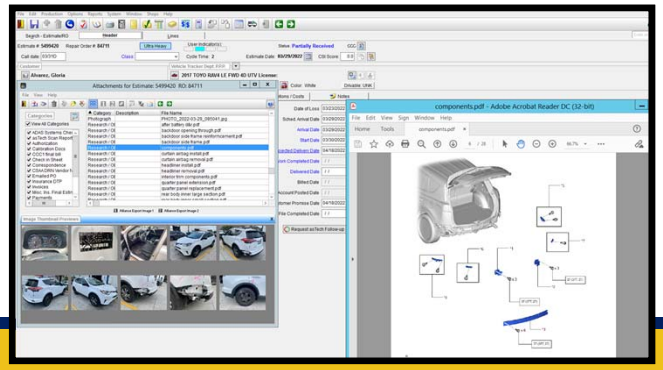

SHOW ME
YOUR EVIDENCE!
memegenerator.net

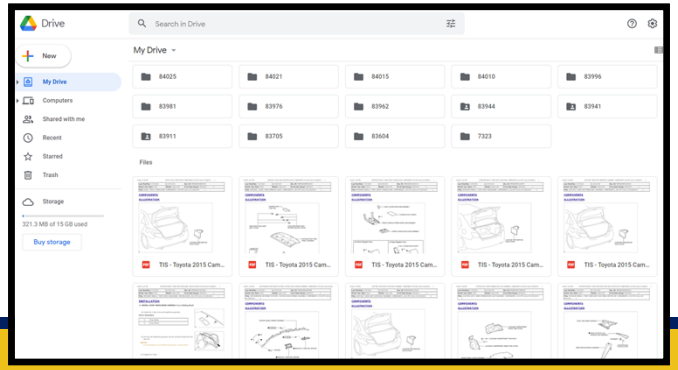
Effective ways to store your EVIDENCE

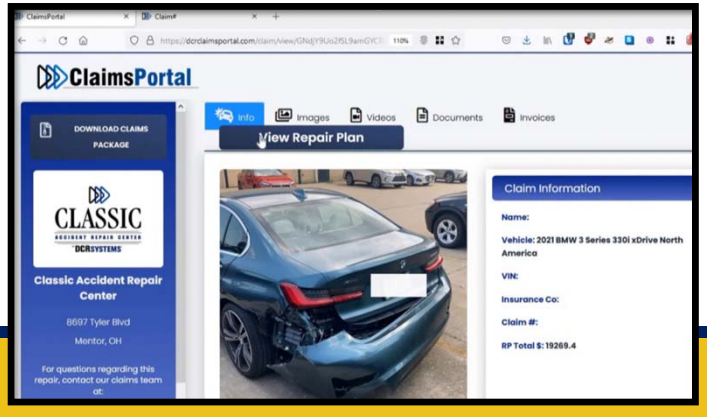
Physical File Packet → **Estimating System** → **USB Drive**



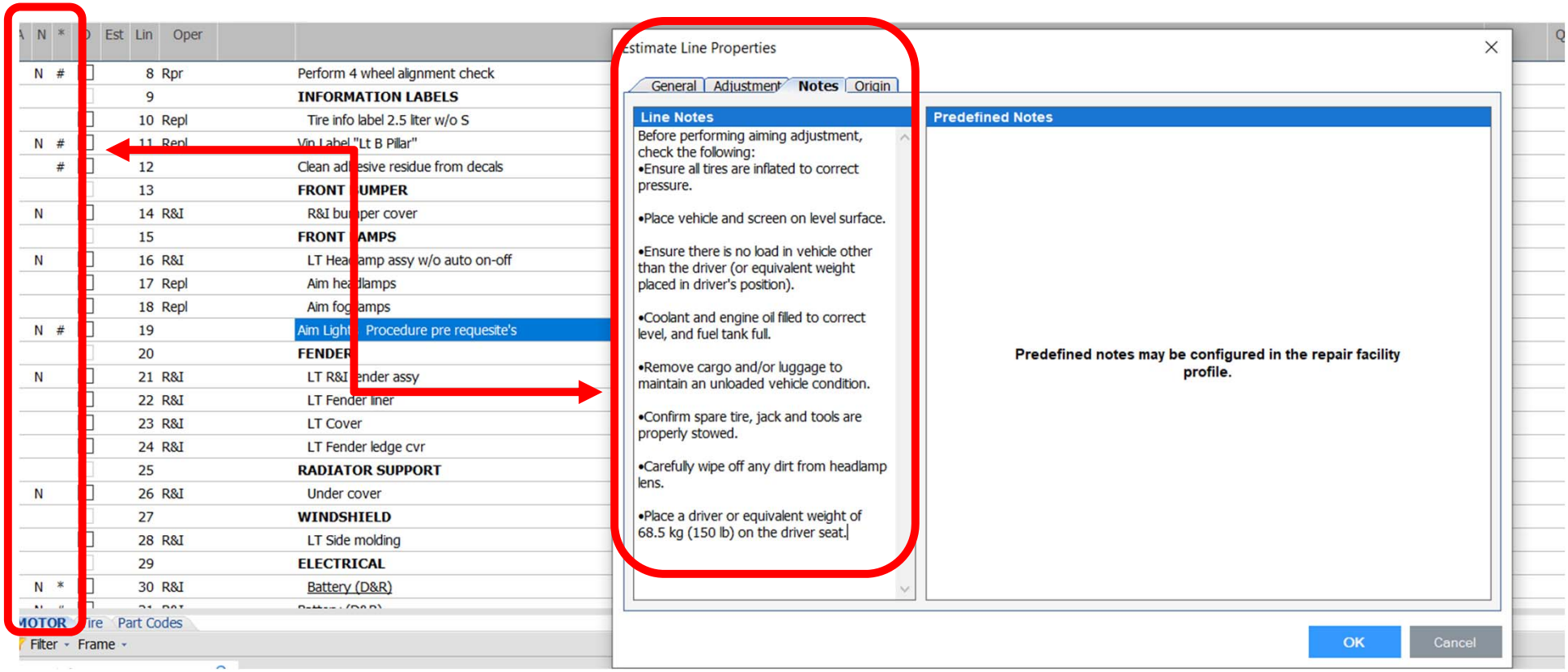
Management System → **Cloud Storage** → **Online Portal**





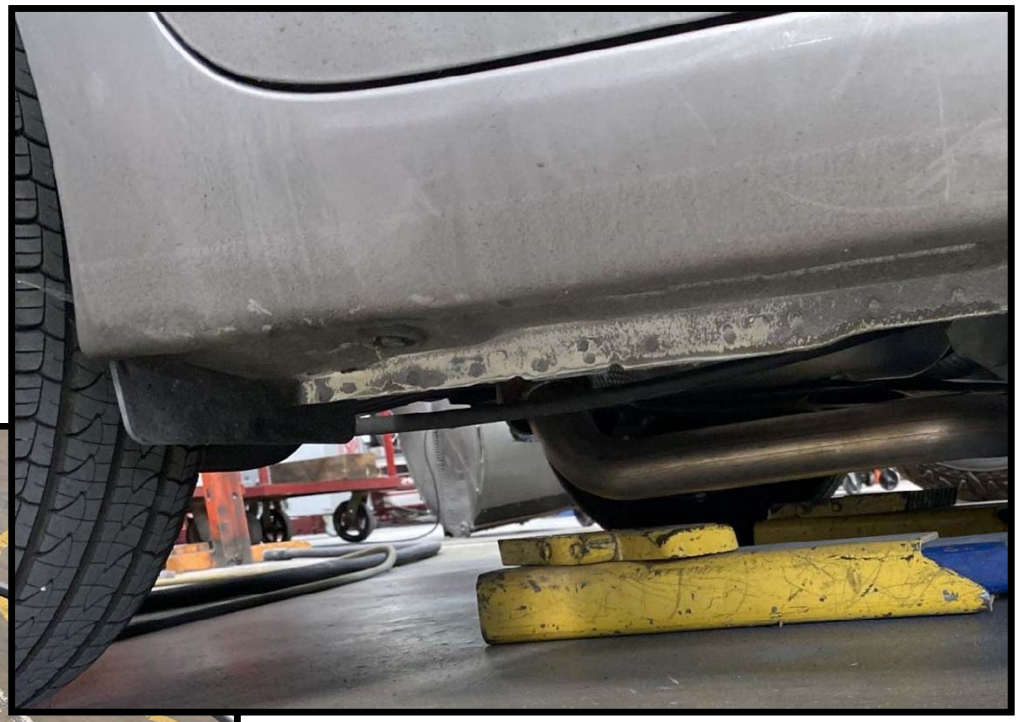


Line notes: Tell a story in your repair plan

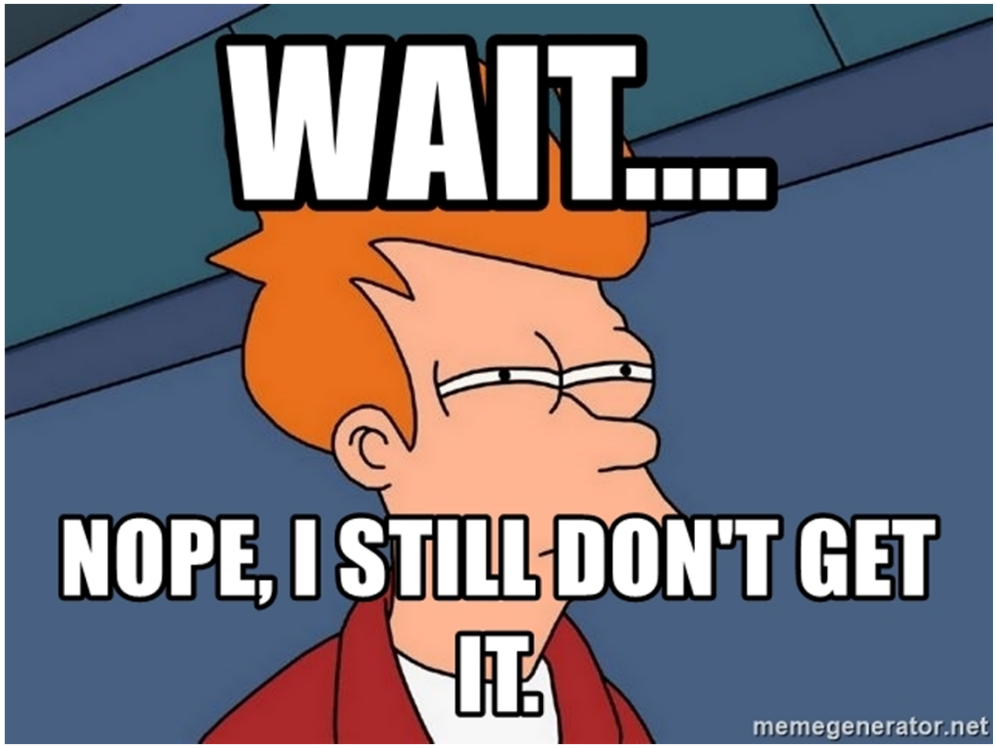


Photos support your repair plan

Photos support your repair plan



Understanding tools, reports and process



Preventing a CATASTROPIC FAILURE

Understanding the EVIDENCE

Audi A6 20

RO: 50 74 55 00

4 Suspension Strut Towe

⇒ "4.1 Hybrid Vehicle Information", page 79

⇒ "4.2 Tools", page 79

⇒ "4.3 Procedure", page 80

(Sedan and Avant)

CAUTION

It is not permitted to
the front of the Audi
may be cracks in the

3 - Fender Flange

4 - Suspension Strut Tower

5 - Front Longitudinal Member

Devices

Only the devices approved in the Workshop Equipment Catalog may be used.

Test Button Weld

- For the necessary button weld diameter, determine the panel pairing based on the manufacturer's specifications and check with test panels.
- Check all spot weld connections 100% with a chisel test.

Qualitatively acceptable spot welds do not tear into the contact surface, but rather "unbutton".

- Calculate the button weld diameter with the following formula and check on test panels before beginning repair.

Square root of T1*3,5*1,15

Note

T1 is the thinnest panel in a panel combination, for e
combination of 1.5 mm and 0.8 mm. Example calc
0.8 x 3.5 x 1.15 = 3.6 mm button weld diameter. W
small welded test strip is rolled or pulled from the se
with force perpendicular to the panel surface.

6.2

Gas-shielded plug welding is mostly used when the standard implemented resistance spots cannot be recreated, for example due to limited accessibility.

Always refer to the vehicle-specific repair manuals for this.

WARNING

It is advisable to have a rinsing bottle for the eyes handy at all times. If liquid refrigerant gets into the eyes, they should be rinsed thoroughly with water for about 15 minutes.

1.22 Child Seat Anchors, Checking After Collision

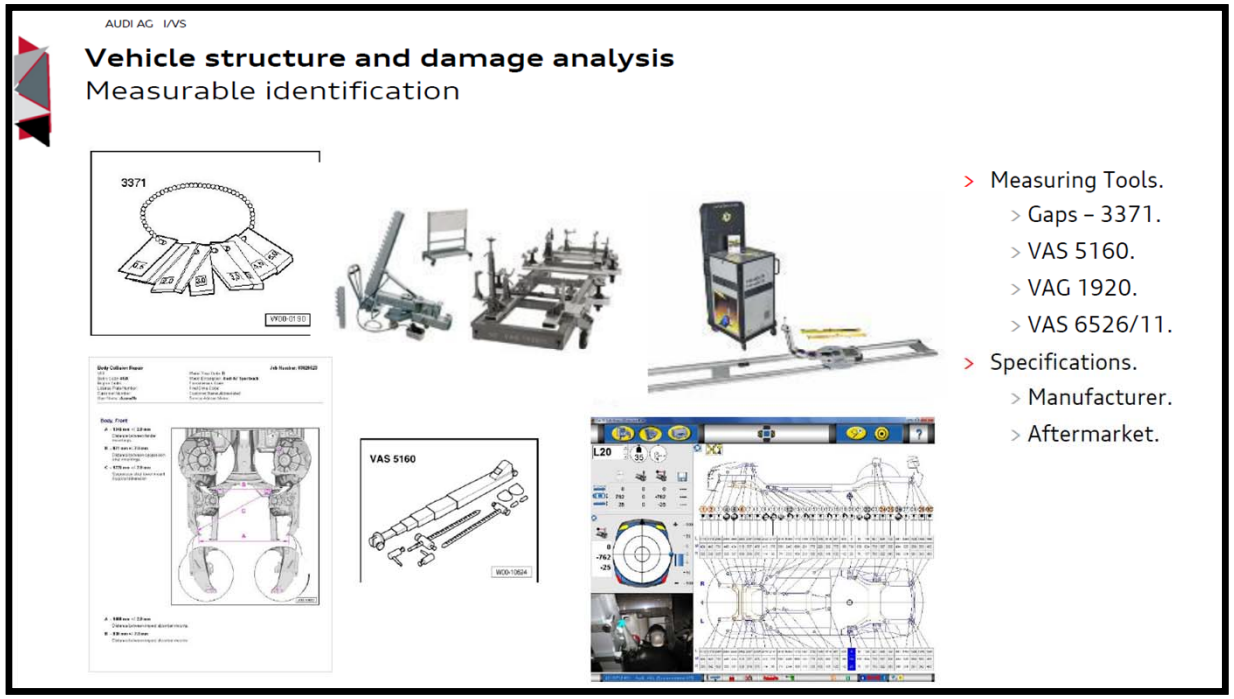
Inspection Points

- Child seat anchors must be checked for damage or deformation after a collision.
- Child seat anchors welded or bolted into the body or the seat or backrest must not be repaired or straightened.
- Child seat anchors bolted into the body, seat or backrest must be replaced if damaged or deformed.
- The bolts used to secure the child seat anchors must be replaced if the bracket is damaged.

After every accident, seat belt system must be checked systematically. If damage is determined when checking the test points, customer must be informed regarding necessity of changing belts..

Additional notes ⇒ Body Interior; Rep. Gr. 69

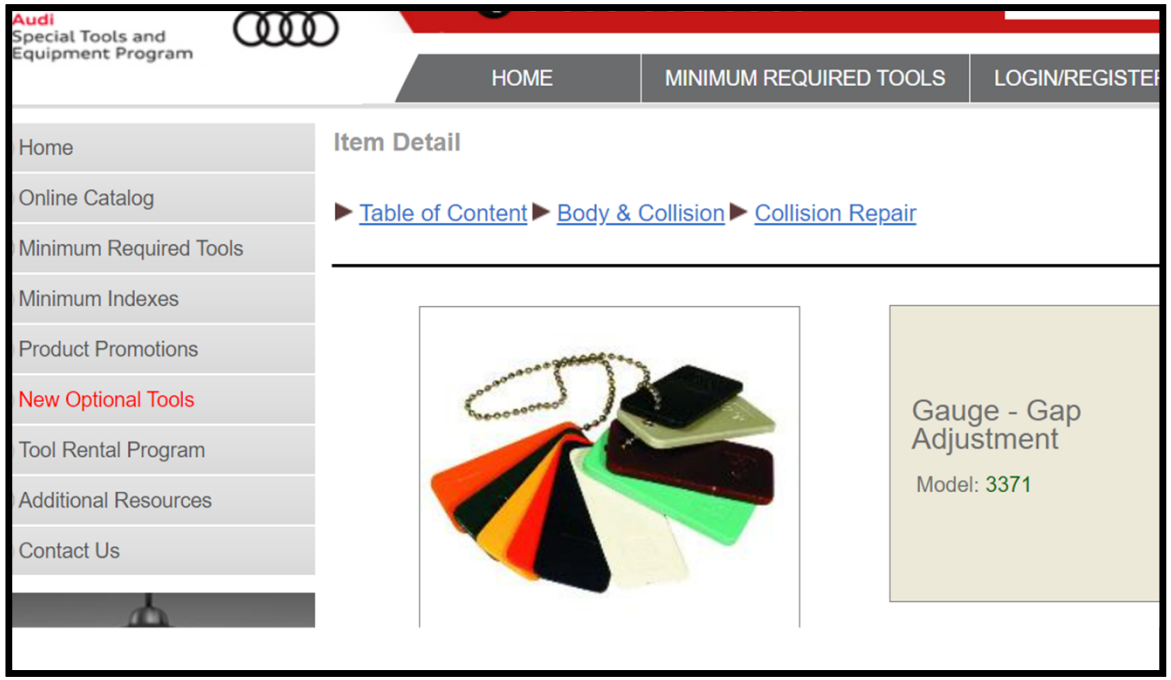
Tools to document your EVIDENCE: Structural Measurements

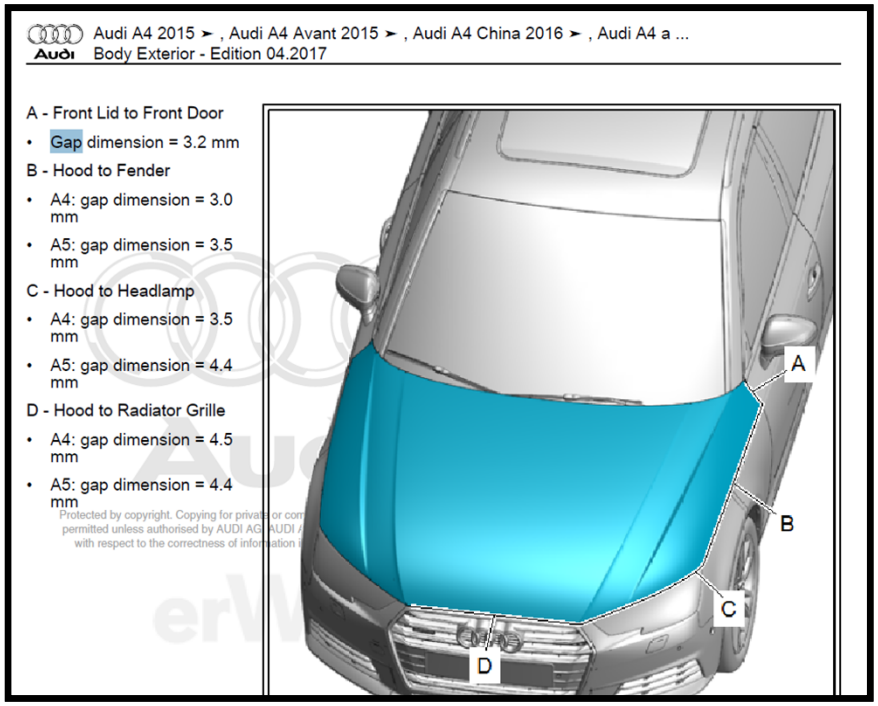


Should the “Estimator” know how the tool functions, and how to read and understand the reports?

Tools to document your EVIDENCE: Panel Gap Gauge

Check and verify panel gaps against OEM tolerances





How can the OEM help?

Supporting your story

- OEM Repair Information is publicly available
  - OEM's will stand behind their OEM repair information
- Using repair information to support the repair plan should be encouraged when necessary
  - Reach out to the OEM if they will provide access to OEM Repair instructions
  - Do not share repair instructions / credentials with outside personnel beyond the current repair.
  - Always reference most current repair information from the OEM.
  - Some OEMS may NOT allow actual printing and saving of the repair information.
- Show proof what materials the vehicle is equipped with
- Not paying attention to construction build can lead to **catastrophic failure**
- Know what you're working on or step away.
- Correct repairs will protect the vehicle owner, repairer and bill payer
- Repairers doing it right with the tools and equipment should get paid correctly
- If its NOT in the file, it NEVER Happened

Our current challenge telling the story

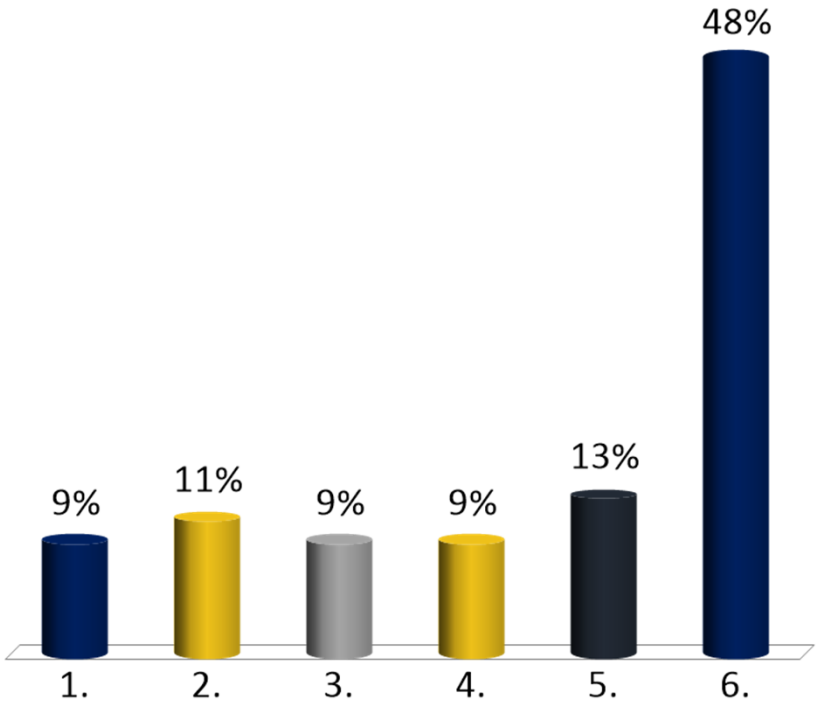
- Who gets first notification of the repair plan
  - Customer or Bill payer
- Size of attachments
- Technology Gap
  - Internet speed
  - Photography skills
  - Physical technology devices
- How to transmit the EVIDENCE package
- Finding all the repair strategies
- Don’t know how to explain it

DCR Systems Claim Portal

Audience Response Question: Pick ONE

Why do some OEM repair procedures get challenged

1. You're told it's Unnecessary
2. It's just a "suggestion"
3. Adds too much severity cost
4. It's not competitive
5. It wasn't in the file
6. Misunderstanding the literature (Recommend vs Required)
   (After an incident/collision)



0

Contact Info: Estimating Committee

DEG
DATABASE ENHANCEMENT GATEWAY

Danny Gredinberg

admin@degweb.org

www.degweb.org

(302)423-0207