



**COLLISION INDUSTRY**  
CONFERENCE

# Collision Estimating Committee

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**PRESENTED BY:**

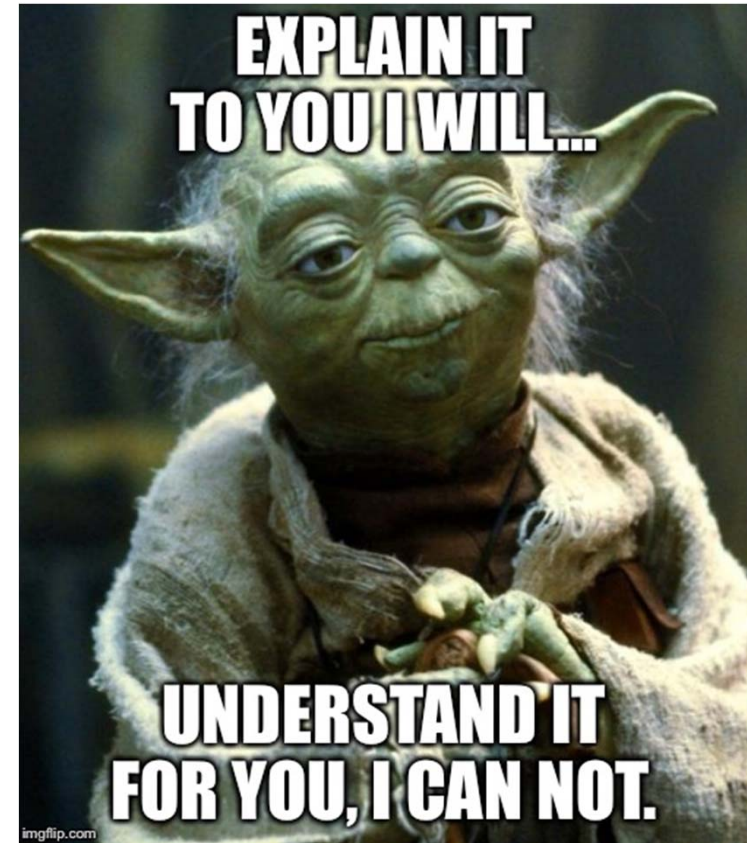
**DANNY GREDINBERG - COMMITTEE CHAIR**

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 Kriepe – 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



Michael Giarrizzo

President and CEO



# 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

*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.*



**DCR SYSTEMS**  
ACCIDENT REPAIR CENTERS



# 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.

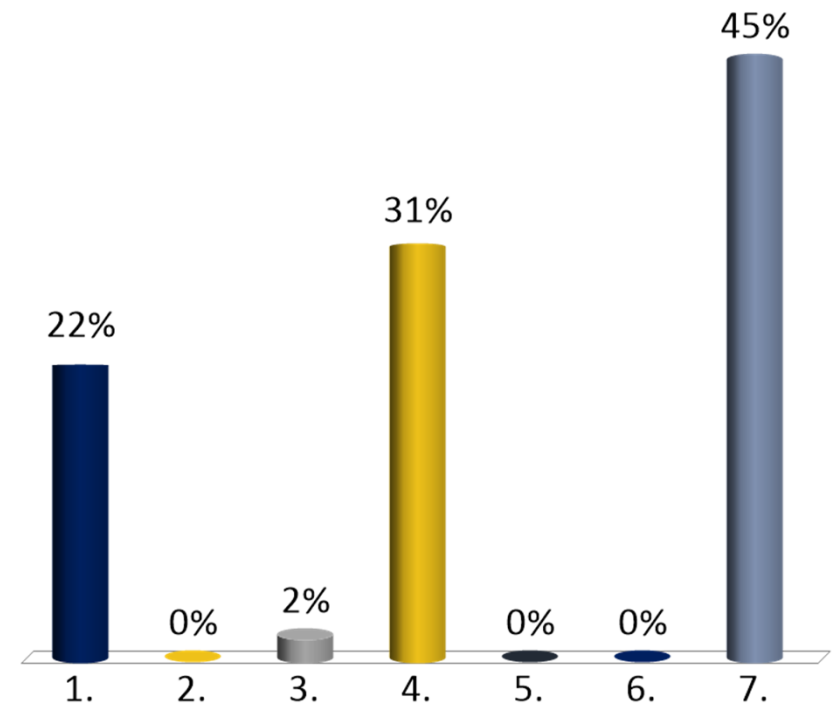
Audience Response Question:  
What is this What is this aluminum tape for?



# Audience Response Question: Pick ONE

## What is this aluminum tape for?

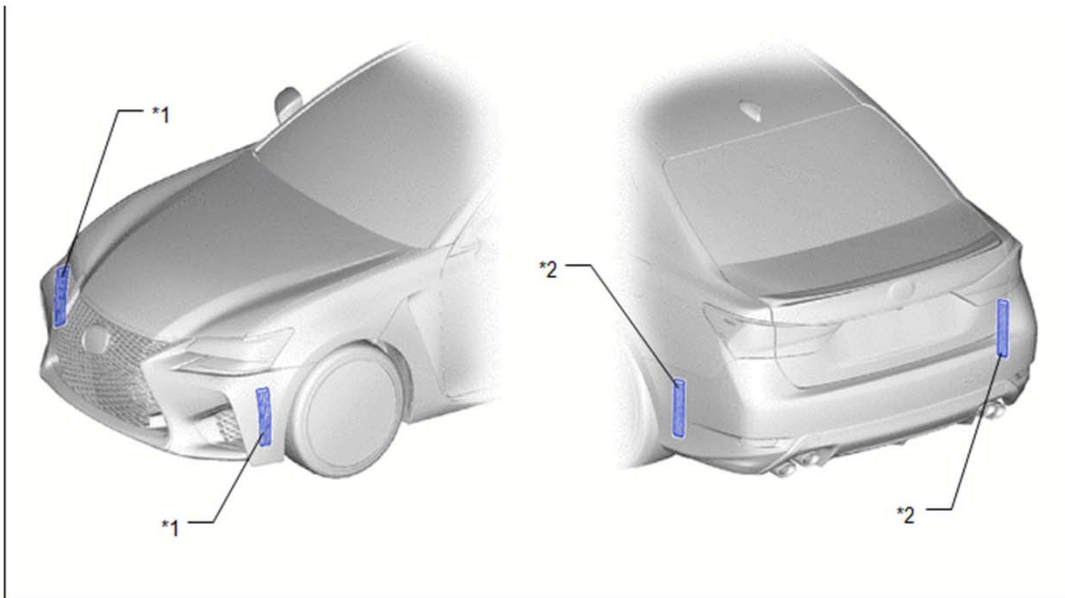
1. Blind spot radar antennae
2. Ambient Temperature Antenna
3. Garage Door Antenna
4. Electrostatic Charge Reduction
5. Tire Pressure Monitor Antenna
6. Vehicle datasheet barcode
7. All the above



# 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.



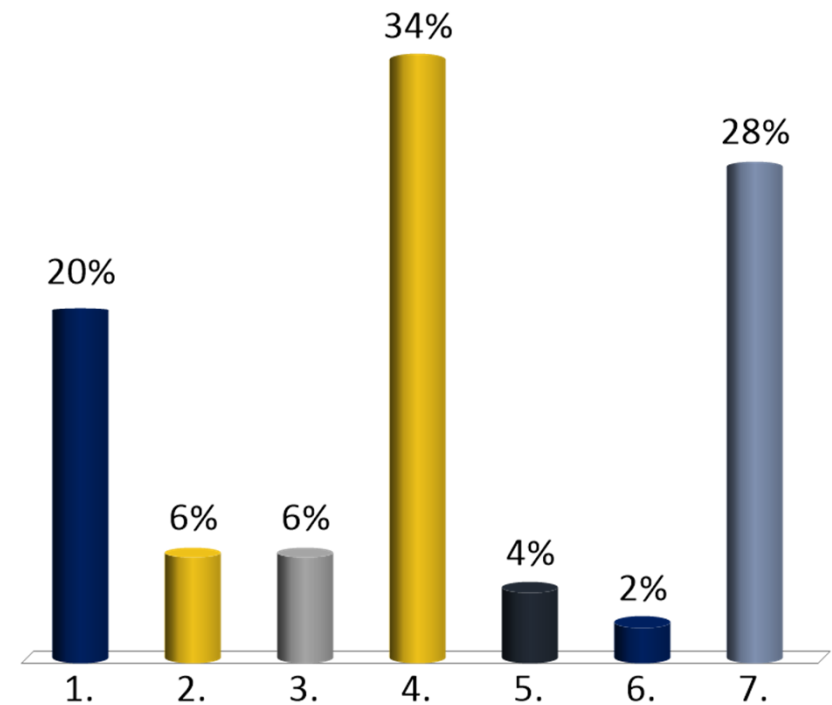
*1	Aluminum tape (No. 1 Molding Tape)	*2	Aluminum tape (No. 2 Molding Tape)
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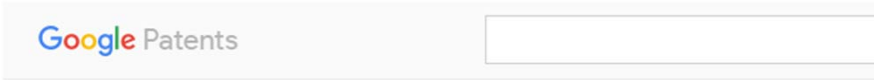
# Audience Response Question: Pick ONE

## 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



# Where did we find this info?

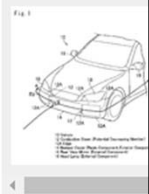


Vehicle, and

### Abstract

A vehicle and a main airflow from a position insulated from a rear propulsion. The vehicle positive potential of along a vehicle surface electricity to produce

### Images (19)



### Classifications

B60R16/06 E for, Arrangement otherwise provide View 3 more clas

The screenshot shows the Toyota Technical Information System (TIS) interface. A yellow arrow points to the search filters. The search criteria include Division: LEXUS, Model: GS F, Year: 2020, and Keyword: tape. The search results show two documents found. The selected document is titled "LEXUS 2016-2020 GS F New Car Features (NM32TOU)". The left sidebar shows a tree view of vehicle features, with "BODY STRUCTURE" expanded to show "AERODYNAMICS; 2016 - 2020 MY GS F [10/2015 - ]". The main content area displays a technical drawing of a car with callouts \*1 and \*2. Callout \*1 points to the front bumper area, and callout \*2 points to the rear bumper area. Below the drawing, there is a table with the following entries:

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

Text description: (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 drivability and fuel economy.

# 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

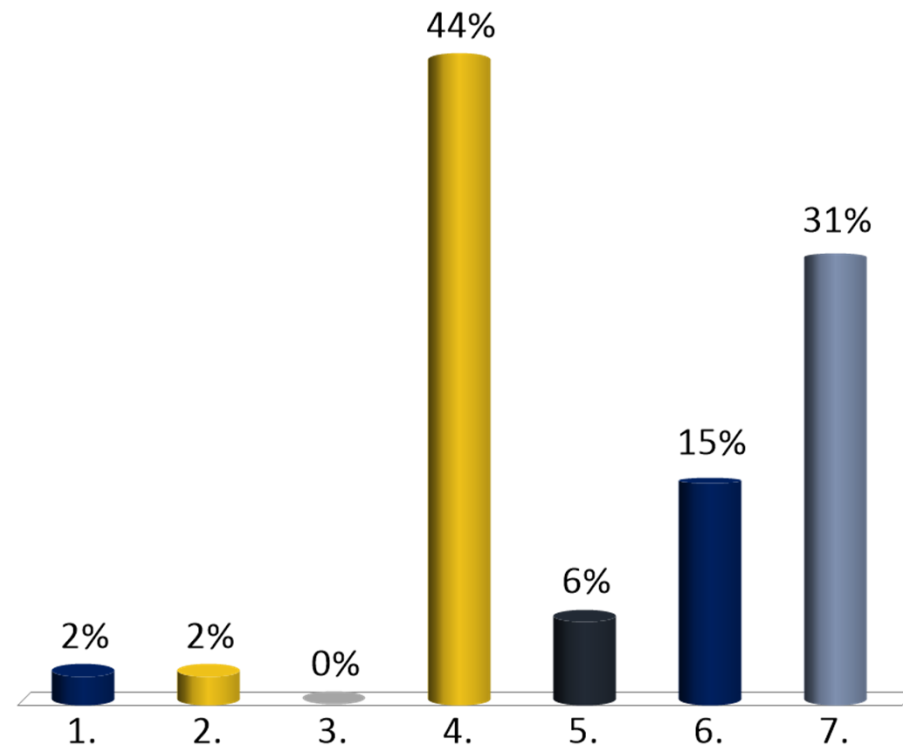


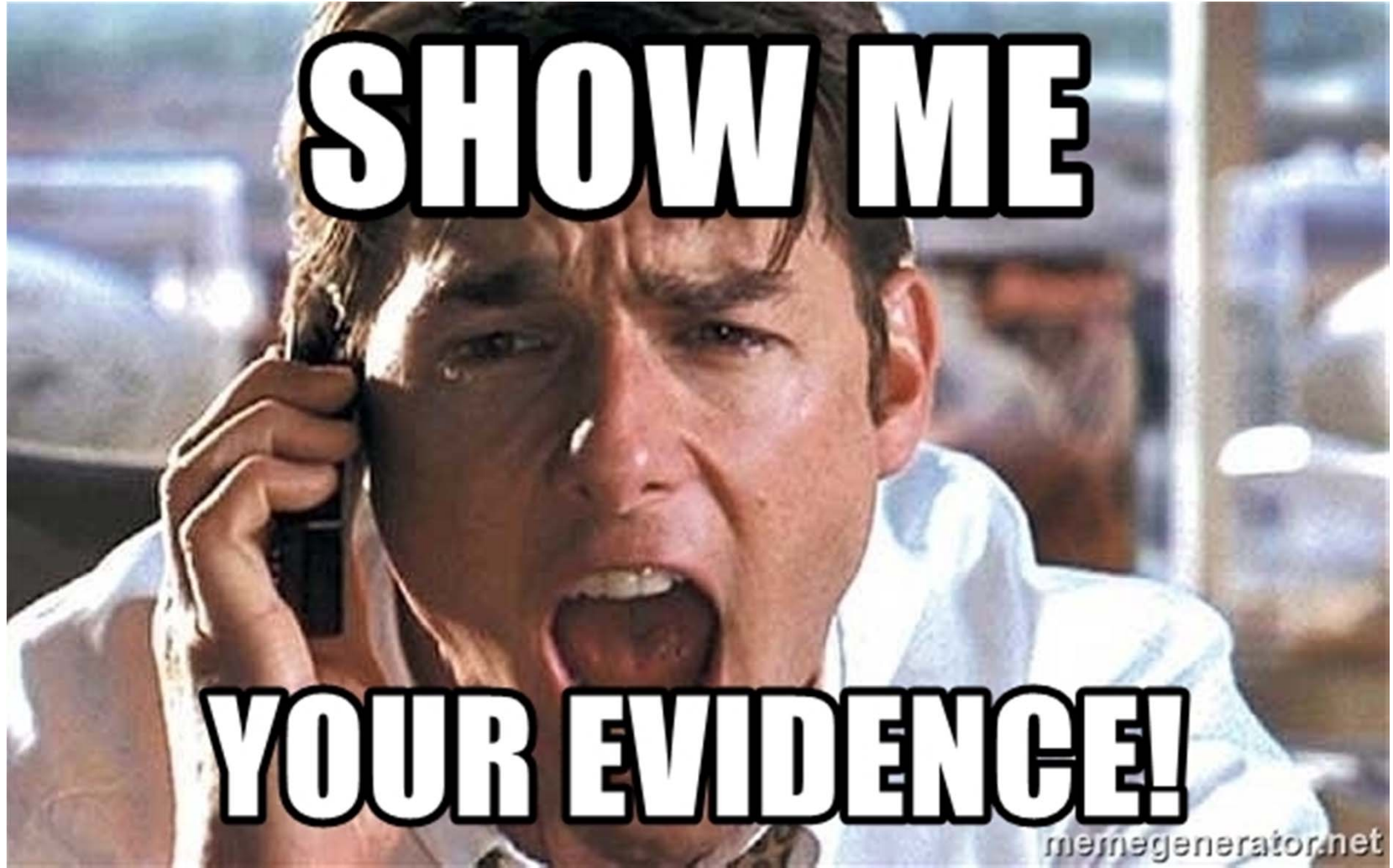


# Audience Response Question: Pick ONE

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





**SHOW ME**

**YOUR EVIDENCE!**

memegenerator.net

# Effective ways to store your EVIDENCE

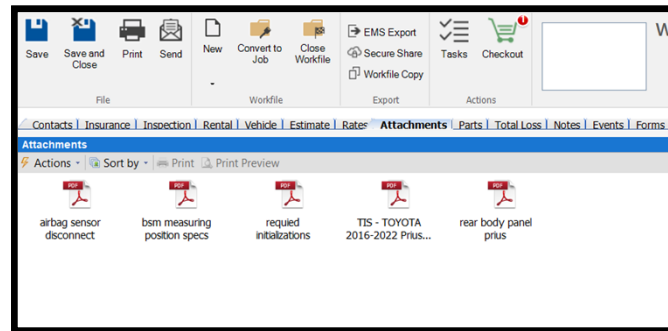
Physical File Packet



Estimating System



USB Drive



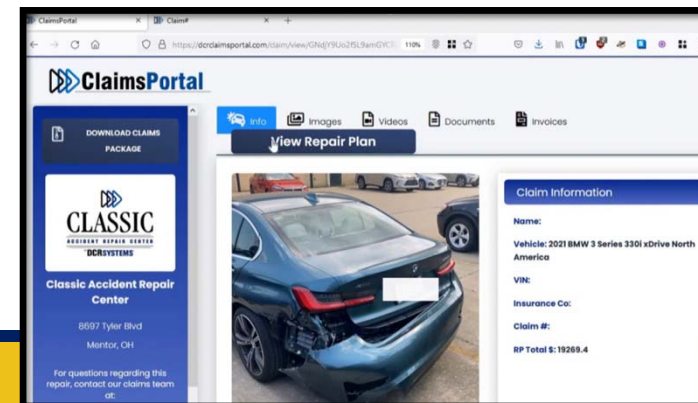
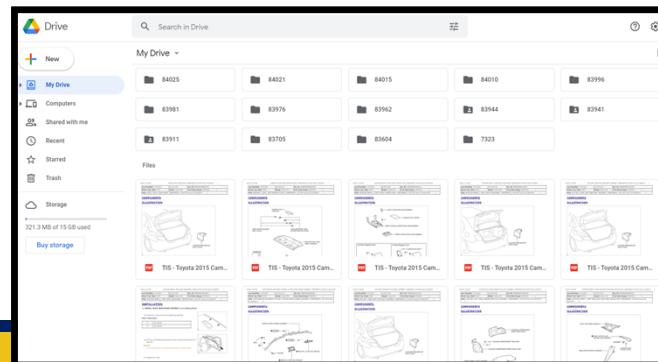
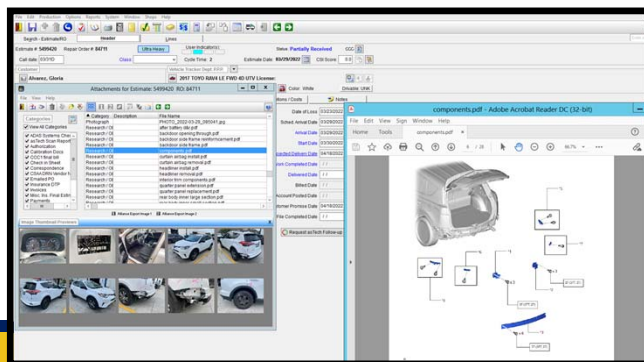
Management System



Cloud Storage



Online Portal



# Line notes: Tell a story in your repair plan

The screenshot displays a repair plan interface with a list of repair lines on the left and an 'Estimate Line Properties' dialog box on the right. The dialog box has tabs for 'General', 'Adjustment', 'Notes', and 'Origin'. The 'Notes' tab is active, showing 'Line Notes' and 'Predefined Notes' sections. A red box highlights the 'Notes' tab and the 'Line Notes' content. A red box also highlights the 'Notes' tab in the dialog box. A red arrow points from the 'Notes' tab in the dialog box to the 'Notes' tab in the main interface. Another red arrow points from the 'Notes' tab in the dialog box to the 'Notes' tab in the main interface.

Est	Lin	Oper
8	Rpr	Perform 4 wheel alignment check
9		<b>INFORMATION LABELS</b>
10	Repl	Tire info label 2.5 liter w/o S
11	Repl	Vin Label "Lt B Pillar"
12		Clean adhesive residue from decals
13		<b>FRONT BUMPER</b>
14	R&I	R&I bumper cover
15		<b>FRONT LAMPS</b>
16	R&I	LT Headlamp assy w/o auto on-off
17	Repl	Aim headlamps
18	Repl	Aim fog lamps
19		Aim Light Procedure pre requisite's
20		<b>FENDER</b>
21	R&I	LT R&I fender assy
22	R&I	LT Fender liner
23	R&I	LT Cover
24	R&I	LT Fender ledge cvr
25		<b>RADIATOR SUPPORT</b>
26	R&I	Under cover
27		<b>WINDSHIELD</b>
28	R&I	LT Side molding
29		<b>ELECTRICAL</b>
30	R&I	Battery (D&R)

**Estimate Line Properties**

General Adjustment **Notes** Origin

**Line Notes**

Before performing aiming adjustment, check the following:

- Ensure all tires are inflated to correct pressure.
- Place vehicle and screen on level surface.
- Ensure there is no load in vehicle other than the driver (or equivalent weight placed in driver's position).
- Coolant and engine oil filled to correct level, and fuel tank full.
- Remove cargo and/or luggage to maintain an unloaded vehicle condition.
- Confirm spare tire, jack and tools are properly stowed.
- Carefully wipe off any dirt from headlamp lens.
- Place a driver or equivalent weight of 68.5 kg (150 lb) on the driver seat.

**Predefined Notes**

Predefined notes may be configured in the repair facility profile.

OK Cancel

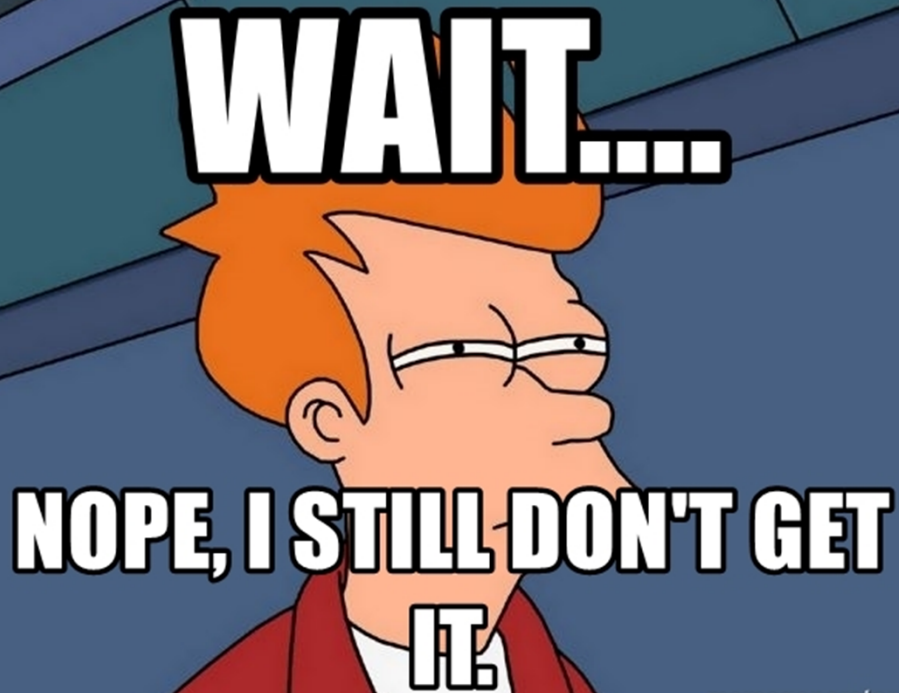
# Photos support your repair plan



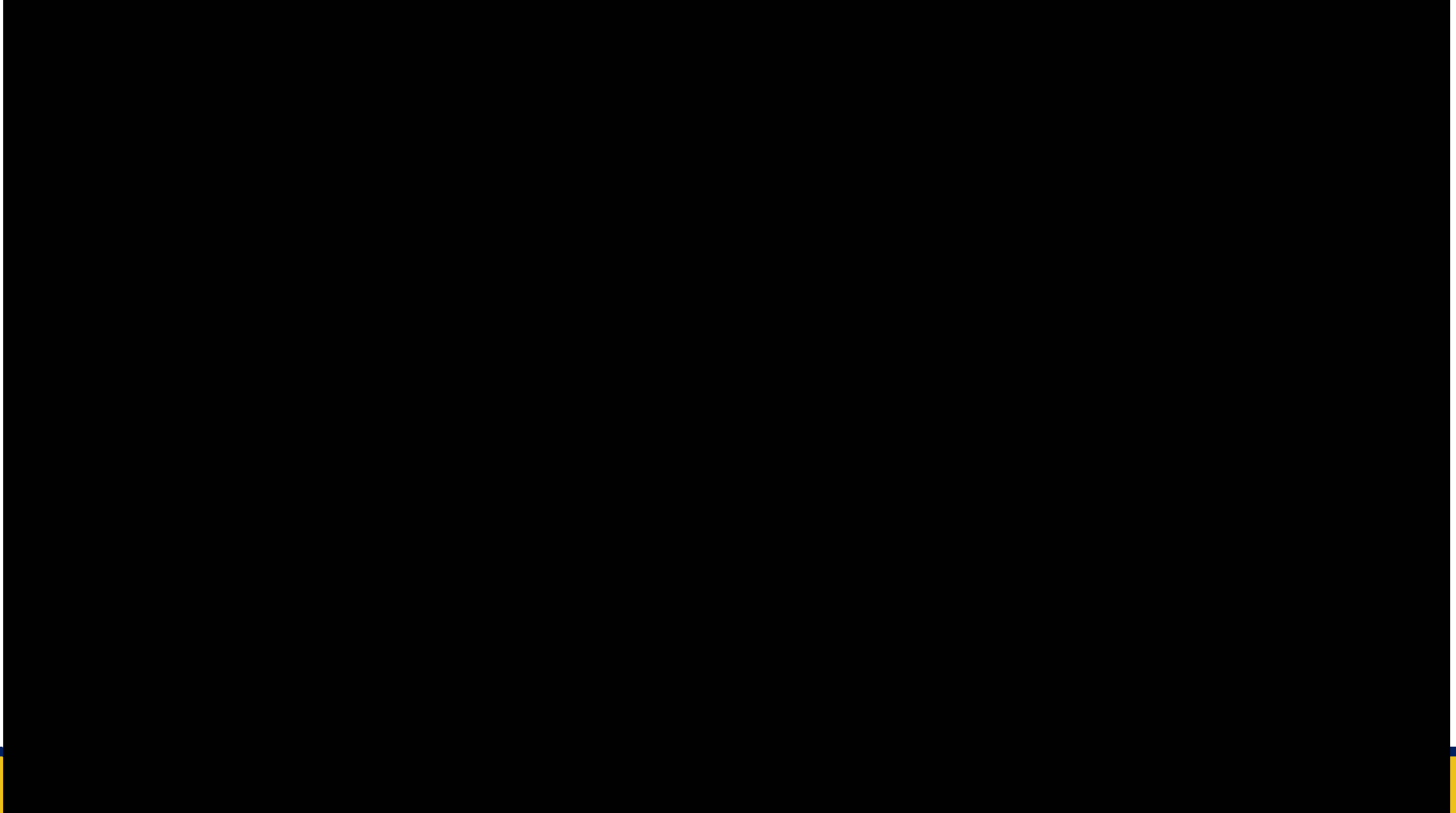
# Photos support your repair plan



# Understanding tools, reports and process



# Preventing a CATASTROPIC FAILURE





# Understanding the EVIDENCE

Audi A6 2011

RO: 50 74 55 00

## 4 Suspension Strut Tower

⇒ "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 weld the front of the Audi A6. Cracks may be visible in the front of the car.*

- 1 - Fender Flange
- 2 - Suspension Strut Tower
- 3 - Fender Flange
- 4 - Suspension Strut Tower
- 5 - Front Longitudinal Member

General Information Body Repair, Body Collision Repair - Edition 06.2017

### 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  $T1 \cdot 3,5 \cdot 1,45$

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- For the necessary button weld diameter, determine the panel pairing based on the manufacturer's specifications with test panels.
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- Calculate the button weld diameter with the following formula and check on test panels before beginning repair.

Square root of  $T1 \cdot 3,5 \cdot 1,45$

**Note**

*T1 is the thinnest panel in a panel combination, for example a combination of 1.5 mm and 0.8 mm. Example calculation:  $0.8 \times 3.5 \times 1.45 = 3.6$  mm button weld diameter. The small welded test strip is rolled or pulled from the seat 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.

General Information Body Repair, Body Collision Repair - Edition 05.2007

**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*

*customer must be informed regarding necessity of changing belts..*

*Additional notes ⇒ Body Interior; Rep. Gr. 69*

# Tools to document your EVIDENCE: Structural Measurements

AUDI AG I/V/S

## Vehicle structure and damage analysis

Measurable identification

3371

WOB 0130

WOB 1054

WOB 1054

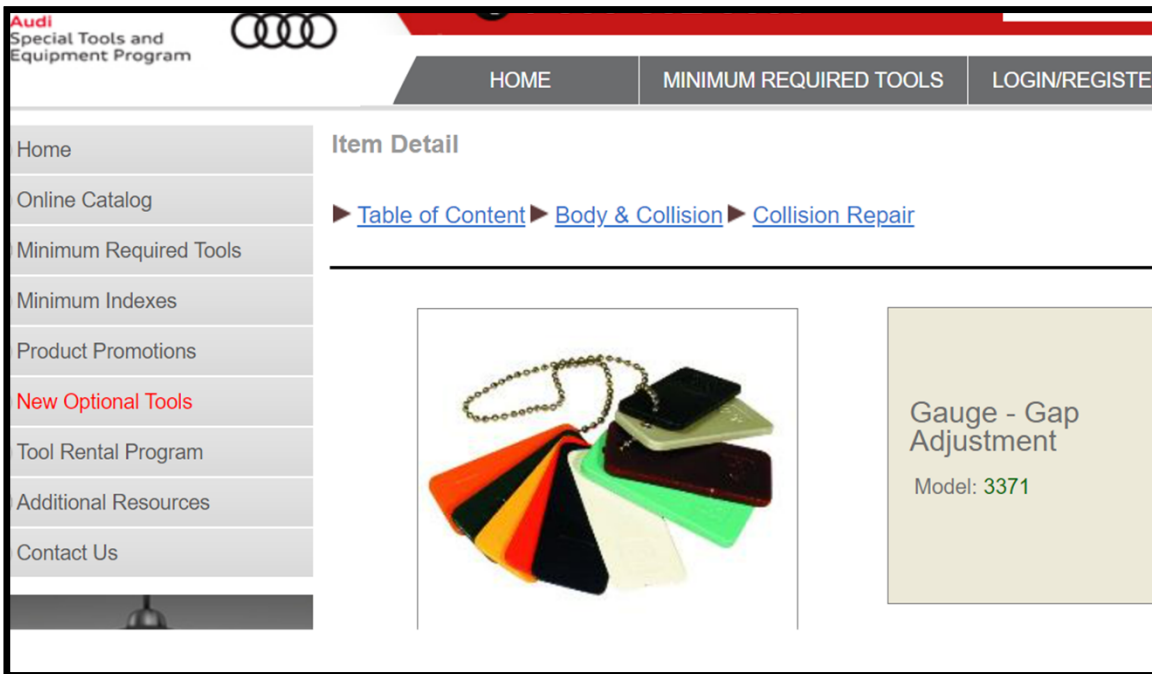
WOB 1054

- > Measuring Tools.
  - > Gaps – 3371.
  - > VAS 5160.
  - > VAG 1920.
  - > VAS 6526/11.
- > Specifications.
  - > Manufacturer.
  - > Aftermarket.

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



Audi Special Tools and Equipment Program

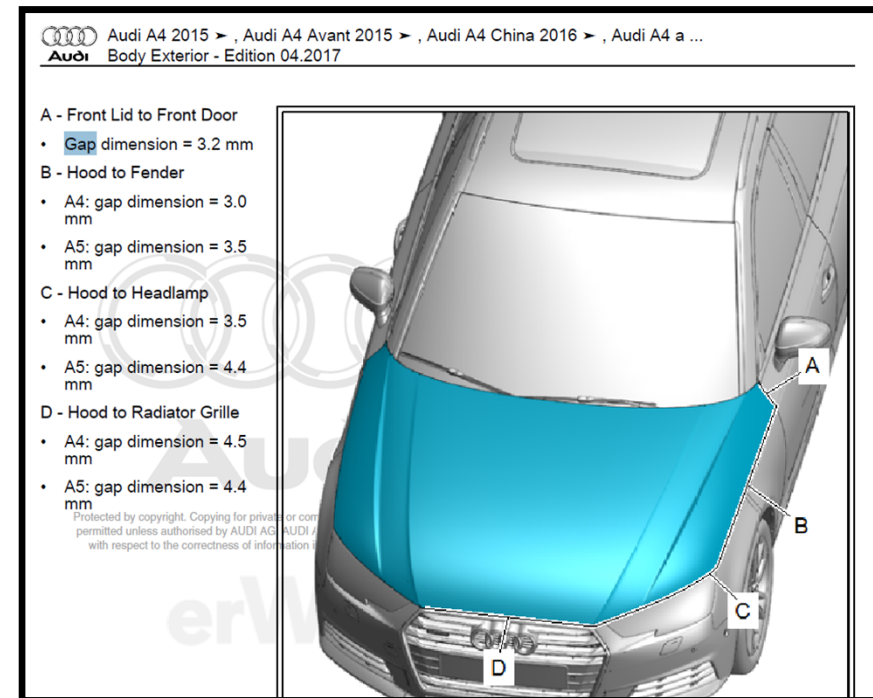
HOME MINIMUM REQUIRED TOOLS LOGIN/REGISTER

Item Detail

► [Table of Content](#) ► [Body & Collision](#) ► [Collision Repair](#)

Gauge - Gap Adjustment  
Model: 3371

The screenshot shows a web interface for Audi's special tools program. It features a navigation menu on the left with options like 'Home', 'Online Catalog', and 'New Optional Tools'. The main content area displays the 'Item Detail' for a 'Gauge - Gap Adjustment' tool, model 3371, which is shown as a set of colored gauges and a chain.



Audi A4 2015 ► , Audi A4 Avant 2015 ► , Audi A4 China 2016 ► , Audi A4 a ...  
Body Exterior - Edition 04.2017

A - Front Lid to Front Door  
• Gap dimension = 3.2 mm

B - Hood to Fender  
• A4: gap dimension = 3.0 mm  
• A5: gap dimension = 3.5 mm

C - Hood to Headlamp  
• A4: gap dimension = 3.5 mm  
• A5: gap dimension = 4.4 mm

D - Hood to Radiator Grille  
• A4: gap dimension = 4.5 mm  
• A5: gap dimension = 4.4 mm

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The screenshot shows a technical manual page for the Audi A4 Body Exterior. It includes a list of gap dimensions for various areas of the car, such as the front lid to front door, hood to fender, hood to headlamp, and hood to radiator grille. A diagram of the car's front end is shown with labels A, B, C, and D indicating the measurement points.

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



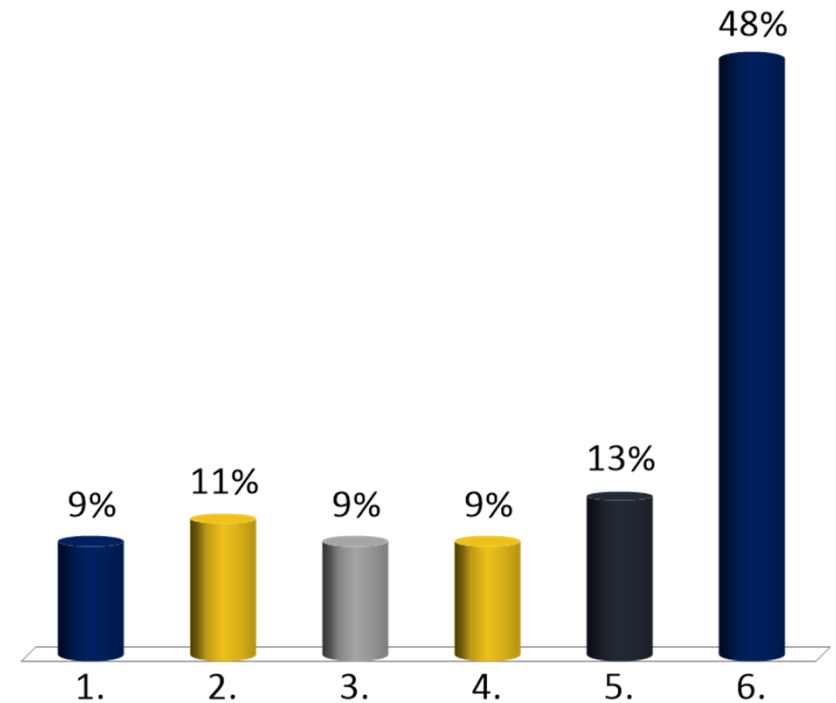
# DCR Systems Claim Portal



# 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)





# Contact Info: Estimating Committee



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