



Committee Members: Industry Relations

Co-Chairs- Jim Keller- *1 Collision* * Jonathan Chase- *Insurance Industry*

ASSOCIATIONS

Aaron Schulenberg SCRS
Julie Massaro ASA

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Darrell Amberson LaMettry's Collision
Barry Dorn Dorn's Body & Paint
Vince Claudio Gerber Collision
Amber Alley Barsotti's Collision
Elliot Ashe Safelite
Gary Wano GW & Sons
Roy Schnepfer Butler's Collision
Sam Zamir Collision Consultants
Ron Reichen Precision Body & Paint
Mike Giarizzo DCR Systems

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Chris Andreoli Progressive
David Willett Spark Underwriters
George Avery Avery Knows
Roger Wright Vector Squared
Kevin Keating Hanover
Dan Tessadri CSAA

OEM

Devin Wilcox Subaru
Benito Cid Mercedes Benz
Chris Wallace Ford

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Doug Schlueter I-CAR

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Paul Folino LKQ
Sandra Blalock ARA

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Jennifer Everett Enterprise
John Vito Hertz

TECH

Frank Terlep Auto Techcelerators
Sean Gergets Screenshot
Josh McFarlin Air Pro Diagnostics
Danny Gredinberg DEG
Pete Tagliapietra OEC





Committee Members: Estimating Committee

- ❖ Aaron Schulenburg - SCRS
- ❖ Andrew Batenhorst - Pacific BMW Collision
- ❖ Barry Dorn - Dorn's Body and Paint
- ❖ Brandon Mehdizadeh - LaMettry's
- ❖ Bud Center - I-CAR
- ❖ Cody Rinaudo - Franks Accurate Body Shop
- ❖ Connie Hutton - Erie Insurance
- ❖ Danny Gredinberg (Committee Chairman) - Database Enhancement Gateway
- ❖ Daniel Panduro - Fix Auto
- ❖ Daniel Williams - MOTOR
- ❖ David Willett - Spark Underwriters
- ❖ Erin Solis - Certified Collision Group
- ❖ Georgiana Goncerenco - Certified Collision Group
- ❖ Ian Morton- Fix Auto
- ❖ Jerry Gastineau - Mitchell
- ❖ John McDonald - MOTOR
- ❖ John Strong- Mitchell
- ❖ Josh Kent - ED CCA, TCRA, GSCRA

- ❖ Ken Ruppert - Accountable Estimating
- ❖ LeRoy Hamilton - Acuity Insurance
- ❖ Mike Anderson - Collision Advice
- ❖ Michael Bergeron - MOTOR
- ❖ Michael Bradshaw - KM Collision
- ❖ Mitchell Koop - MOTOR
- ❖ Pat Blech - OEC
- ❖ Rich O' Leary - FIX Auto
- ❖ Rob Wagner - Rob Wagner Auto Body
- ❖ Robert Toles - Retired from MOTOR
- ❖ Roger Cada (Co-Chair) - Accountable Estimating
- ❖ Ron Perretta - Professionals Auto Body
- ❖ Ron Reichen - Precision 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





Disclaimer!

The visuals shown in today's performance is for fictional purposes only.

They are not intended to set a standard or price of repair.





ACTION





What the future could look like

In the video you are about to watch, we are not endorsing or approving the repair techniques used. The video is for informational purpose only and not intended to make a position as to how repairs should be performed. Always refer to the OEM repair manual as well as consulting the refinish manufacture recommendations to complete a repair backed by a warranty.





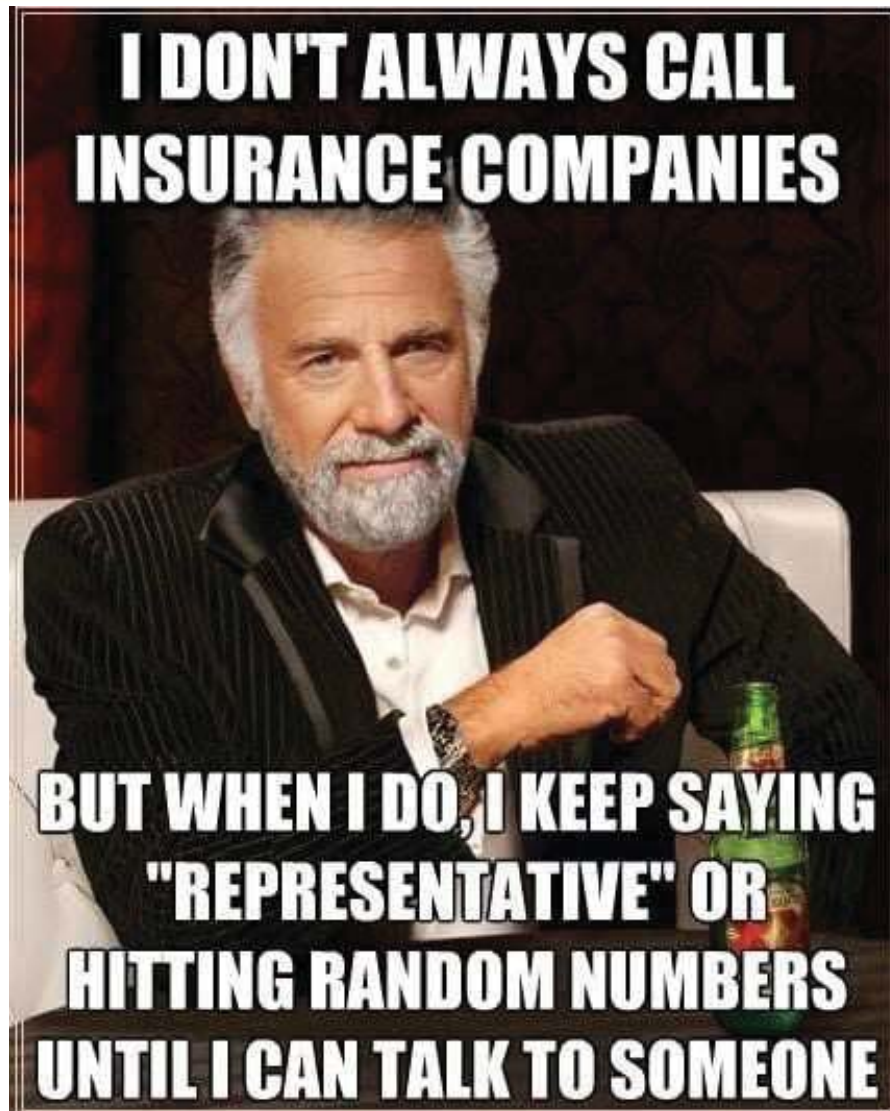
A brand of BASF – We create chemistry

Our Vision
The Body shop of the Future



The Accident!









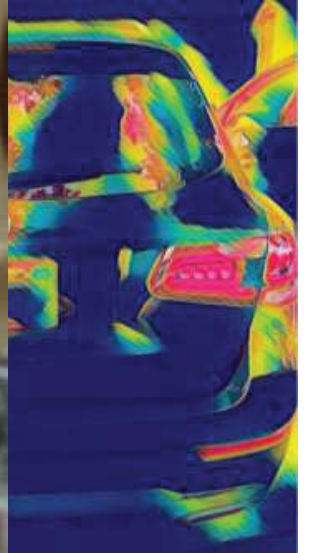
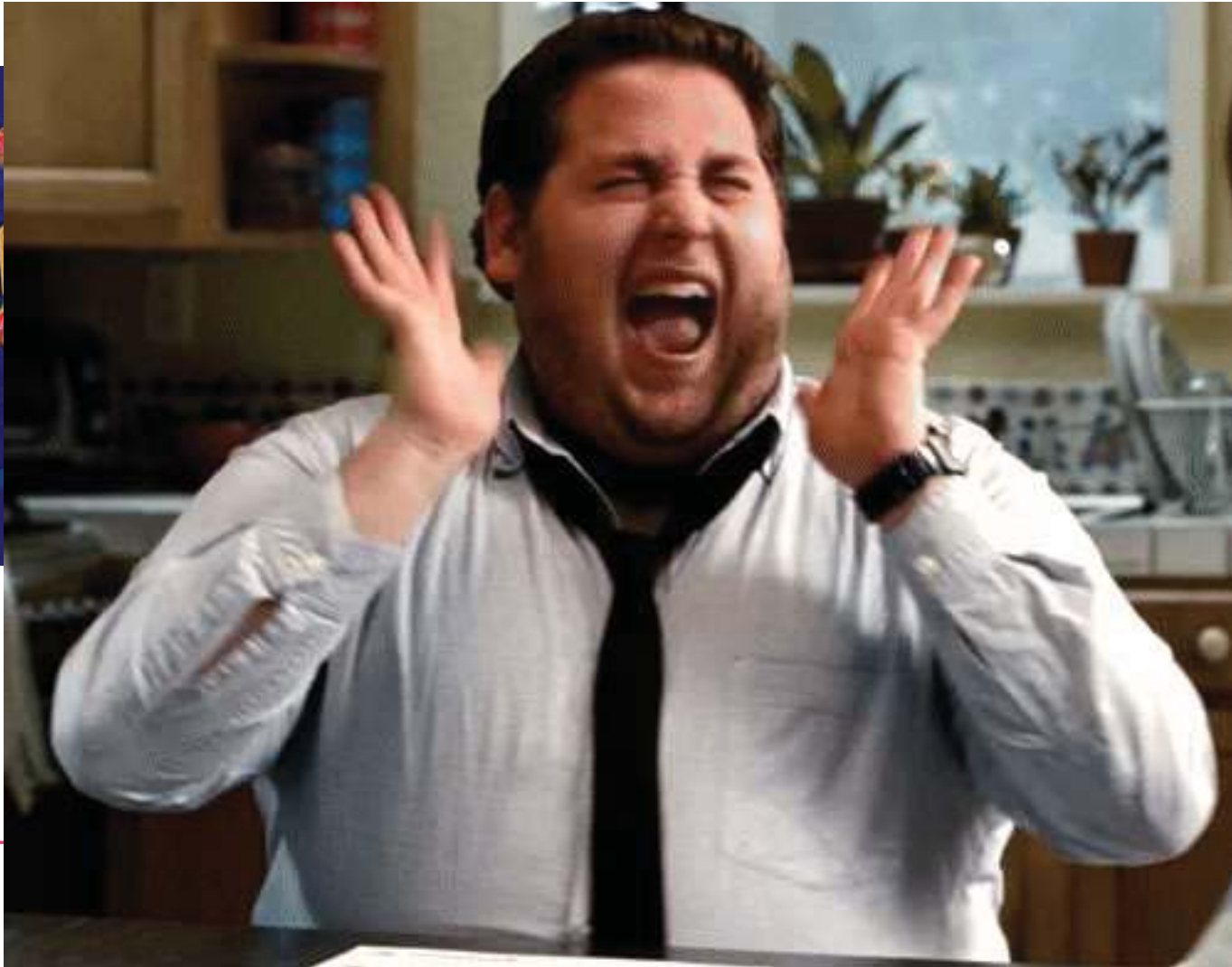
Ron's Thoughts

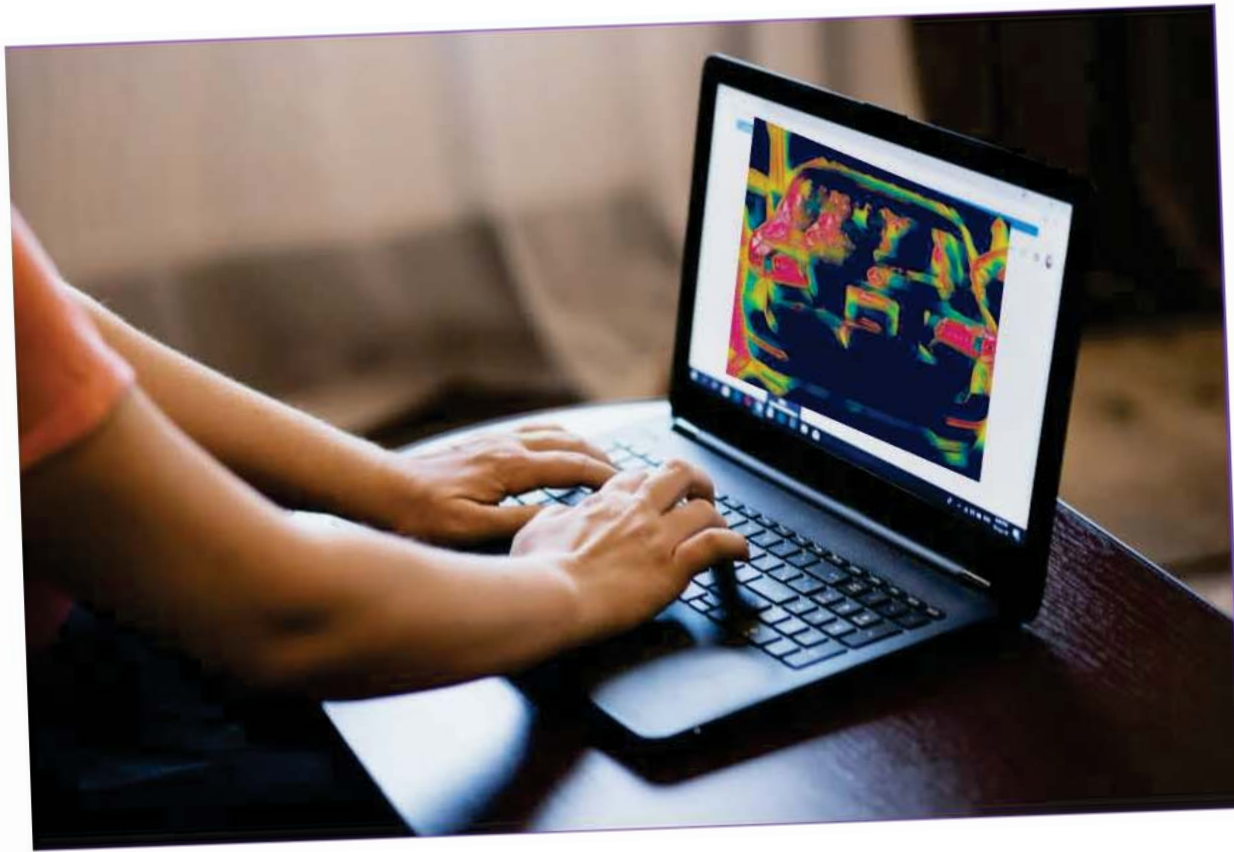


ACTION











Preliminary Estimate

Customer: King David, Pricess Erin

2021 BENZ GLC 300 4D UTV 4-2.0L Turbocharged Gasoline Gasoline Direct Injection

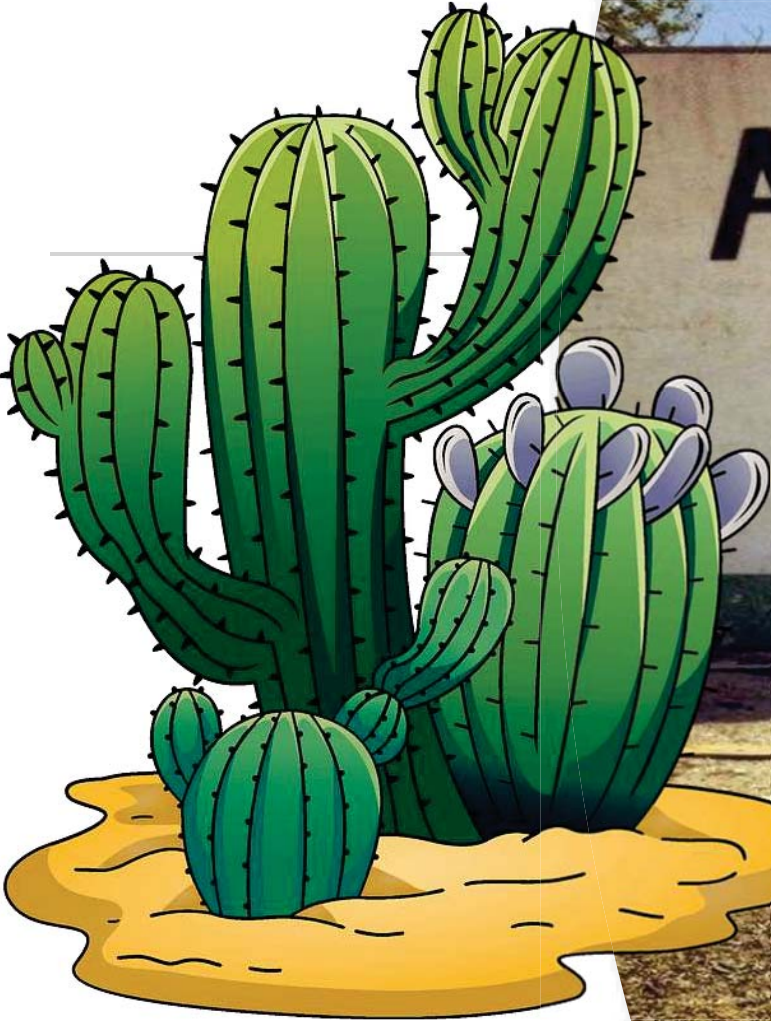
Example Only

Line	Oper	Description	Part Number	Qty	Extended Price \$	Rate	Paint
1	#	For any supplements, submit @ WWW.CICSUPPLEMENTHOTLINE. COM		1			
2	#	For Supplements call 1-800-go-CIC		1			
3	#	*** PRELIMINARY ESTIMATE ***		1			
4	REAR BUMPER						
5	*	Repl LKQ bumper assy +25%	25388014039999	1	656.25	1.6	2.4
		Note: Part Located from SIN CITY AUTO PARTS. Las Vegas, NV. Spoke with Marshall and confirmed available. Quote #777					
6		Add for Clear Coat					1.0
7	LIFT GATE						
8	*	Rpr Lift gate				3.5	2.6
9		Add for Clear Coat					1.0
10	#	Basecoat reduction		1			-1.0
11	REAR LAMPS						
12		R&I RT Tail lamp assy				0.4	
13		R&I LT Tail lamp assy				0.4	
14	#	Subl Hazardous waste disp.		1	5.00 X		
SUBTOTALS					661.25	5.9	6.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			656.25
Body Labor	5.9 hrs @	\$ 50.00 /hr	295.00
Paint Labor	6.0 hrs @	\$ 50.00 /hr	300.00
Paint Supplies	6.0 hrs @	\$ 25.00 /hr	150.00
Miscellaneous			5.00
Subtotal			1,406.25
Sales Tax	\$ 656.25 @	9.2500 %	60.70
Grand Total			1,466.95
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,466.95

AUTO-BODY







- OEM Certified Collision Center





Ron's Thoughts



ACTION



OEM Certified Collision Center



Ron's Thoughts



ACTION



LKQ Parts Received from “insurance estimate”

- Parts arrived with excessive damage
- Dented parts
- Scratched
- Broken trim





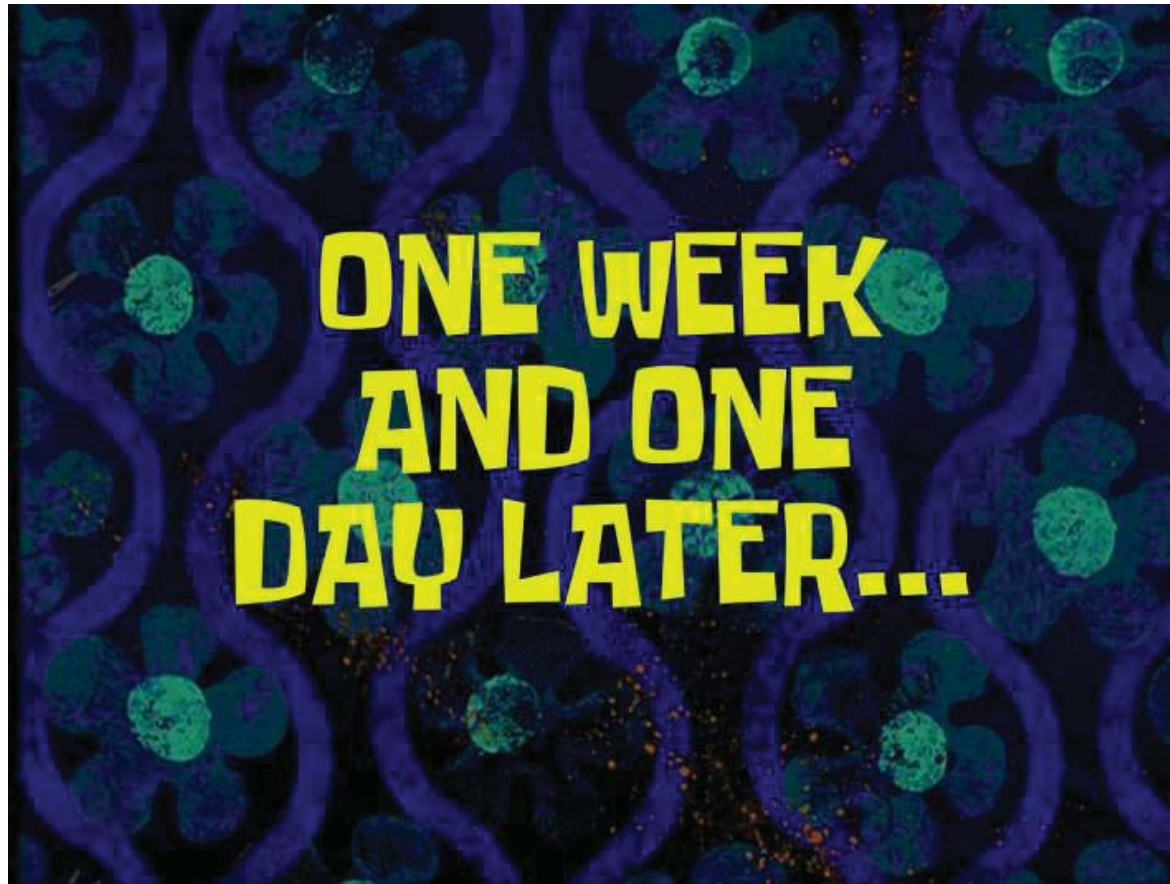
Additional Damage Discovery

- Additional damage to broken parts once the vehicle has been disassembled



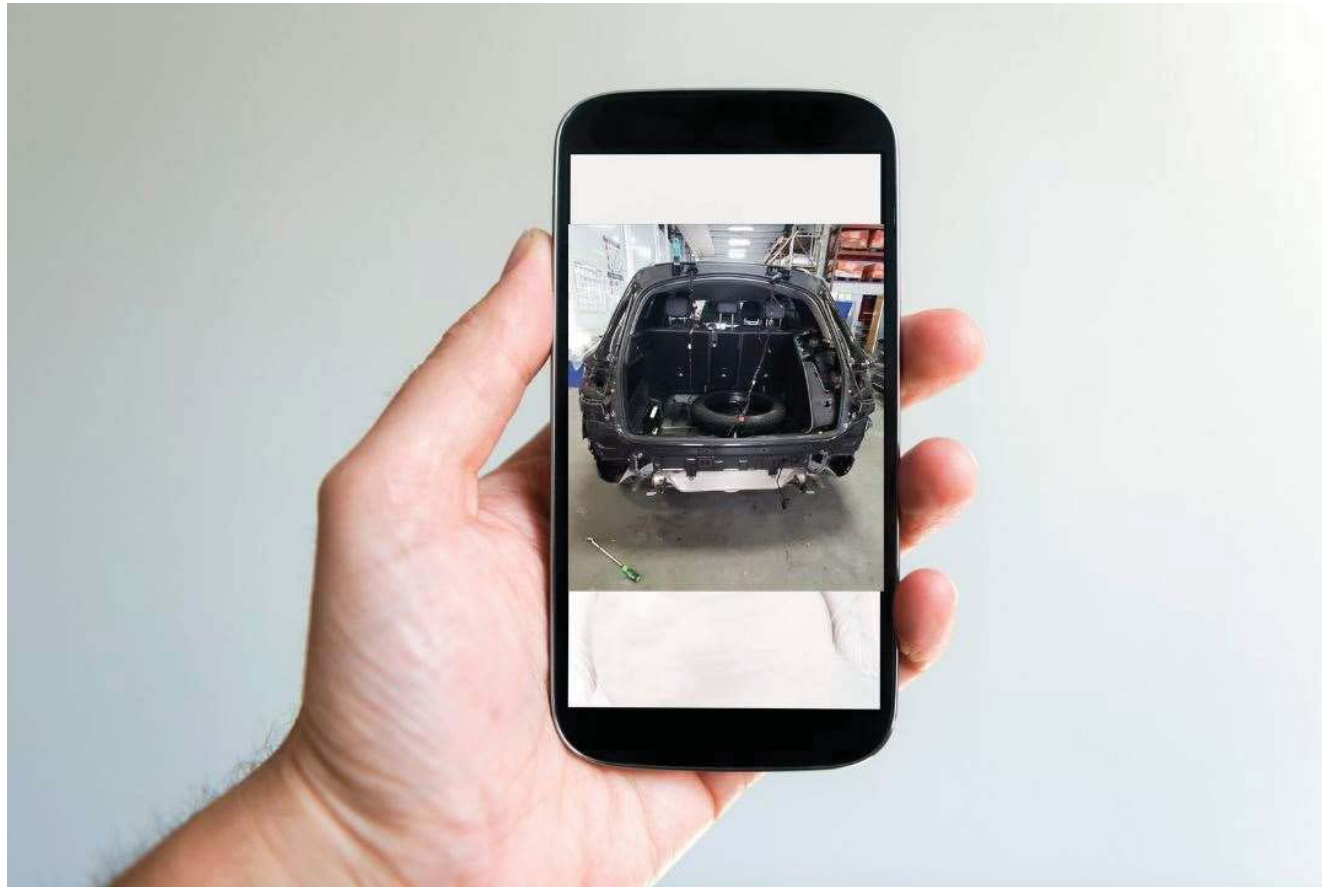


Submitting a supplement request





Giving the Virtual Inspection a shot





Dealing with the supplement process



Results sorted by DISTANCE (Click on heading to re-sort)
 Distances are in miles approximate from "80921" postal code.
 Click back to modify your previous choice.
 Most prices do not include extended warranties or shipping.
 Some parts may not be available for immediate pickup. Confirm store pickup time with dealer.

Year Part Model	Description
2021 Lidi/Gate Assembly Mercedes GLC Class GLC300	BRAND NEW OEM SHELL
2020 Lidi/Gate Assembly Mercedes GLC Class	000 SOLD W/ SURROUND VIEW CAMERA SOLD W/ LIFTGATE MOUNTED LAMPS BLACK 040U
2020 Lidi/Gate Assembly Mercedes GLC Class	253 Type (SUV and SUV coupe), SUV (VIN G, 5th digit), surround view, BLACK EXT SHELL ONLY.CHECK 1ST
2021 Lidi/Gate Assembly Mercedes GLC Class	

imageapply.car-part.com/image?seller=9870&partsourceid=9870&partGUID=165CD628-6A5A-4FCA-BBDC-20F3DC584E6A&vehicleGUID=B...
2020 Mercedes GLC Class Lid/Gate Assembly-Stock# • - No USA Shipping,
 Calgary, AB

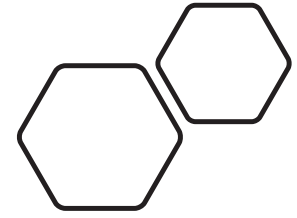


Dist mile
820
854
935
1097

Body Part Grading	A = 1 or less units of damage	B = 2 or less units of damage but more than 1
Damage Unit Types	cc = Credit Card size units	hrs = approximate Hours to Repair
Part Grade Abbreviations	AFT = New Aftermarket	OEMD = New OEM Discount
Price Abbreviations	actual = Actual price	undmg = Undamaged price (Priced as if undamaged)
		Reman = Remanufactured
		undmg = List price Represents the price that an insurance company would be expected to pay for the part.
		undmg/grade = Insurer's choice to downgrade the part based on damage not reflected in the grading algorithm
		Blank = Unknown if Actual or Undamaged price

Locating additional LKQ Parts

- Insurance adjuster locates additional supplement parts with quote numbers from supplier. The quote provided goes back to a vehicle involved in a fire.



The “Supplement” difference

Preliminary Supplement 1 with Summary

Customer: King David, Pricess Erin

Job Number:

2021 BENZ GLC 300 4D UTV 4-2.0L Turbocharged Gasoline Gasoline Direct Injection

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	1,466.95	Zalinsky Insurance
Supplement S01	5,812.50	Certified Collision Center
Job Total:	\$ 7,279.45	
INSURANCE PAY:	\$ 7,279.45	

* The price shown is for fictional purposes only. The price of repair and difference in supplement amount can vary between repairers and OEM repair requirements



Ron's Thoughts



ACTION





Pick up/ Delivery Day



Pick up/ Delivery Day





Ron's Thoughts



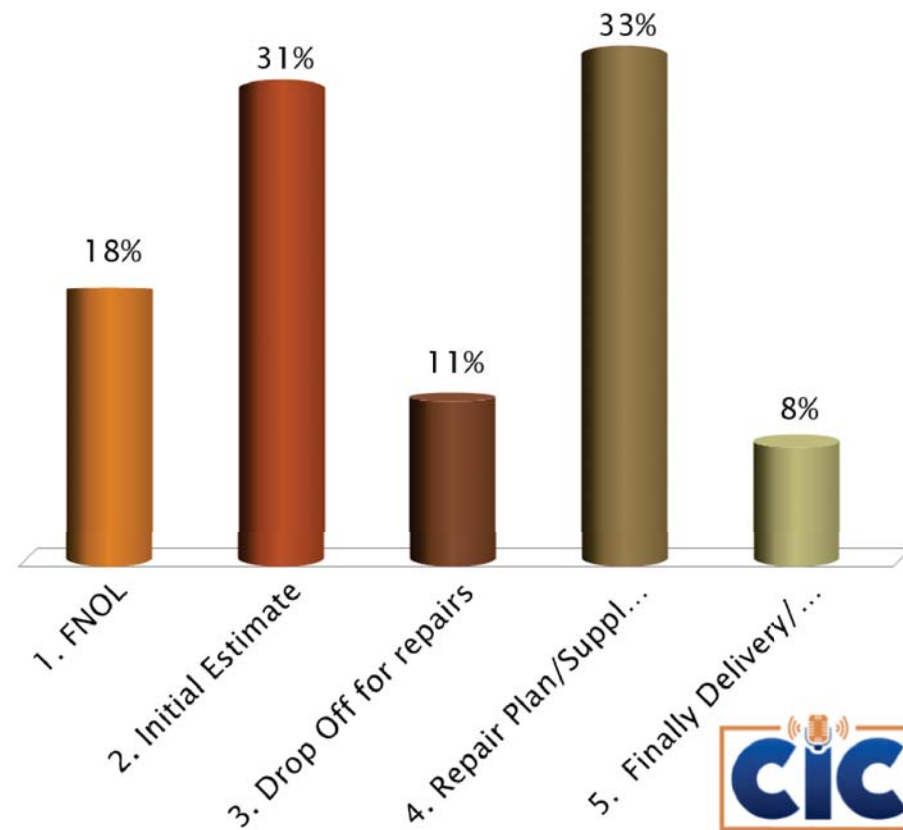
The Cast

- *Host - Jim Keller: Chair Industry Relations*
- *Host - Danny Gredinberg: Chair Estimating Committee*
 - *Script - Bud Center*
 - *Director - Sam Zamir*
 - *Moderator - Ron Reichen*
- *Consumer (Father) - David Willett*
- *Consumer (Daughter) - Erin Solis*
- *Repairer/ Shop - Andrew Batenhorst*
- *Insurer Claim Rep - Jordan Hendler*
- *Insurer Field Adjuster - Leroy Hamilton*
- *Insurer Inside Adjuster - Shaughn Kennedy*



Audience Response Question: I believe the claims process needs efficiency improvement in the following areas Choose 3 of the following:

- A. 1. FNOL
- B. 2. Initial Estimate
- C. 3. Drop Off for repairs
- D. 4. Repair Plan/Supplement
- E. 5. Finally Delivery/ Pick up





Thank You!
Any Questions?





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Be Back in 15 min!