

Collision Industry Conference

Seattle—October 16 & 17

Write-It-Right Committee

Consumer's Guide to the Collision Repair Process

**First Loss Report—Obtain claim
number—Estimate Written—
Customers needs assessed—
Approximate completion date given**

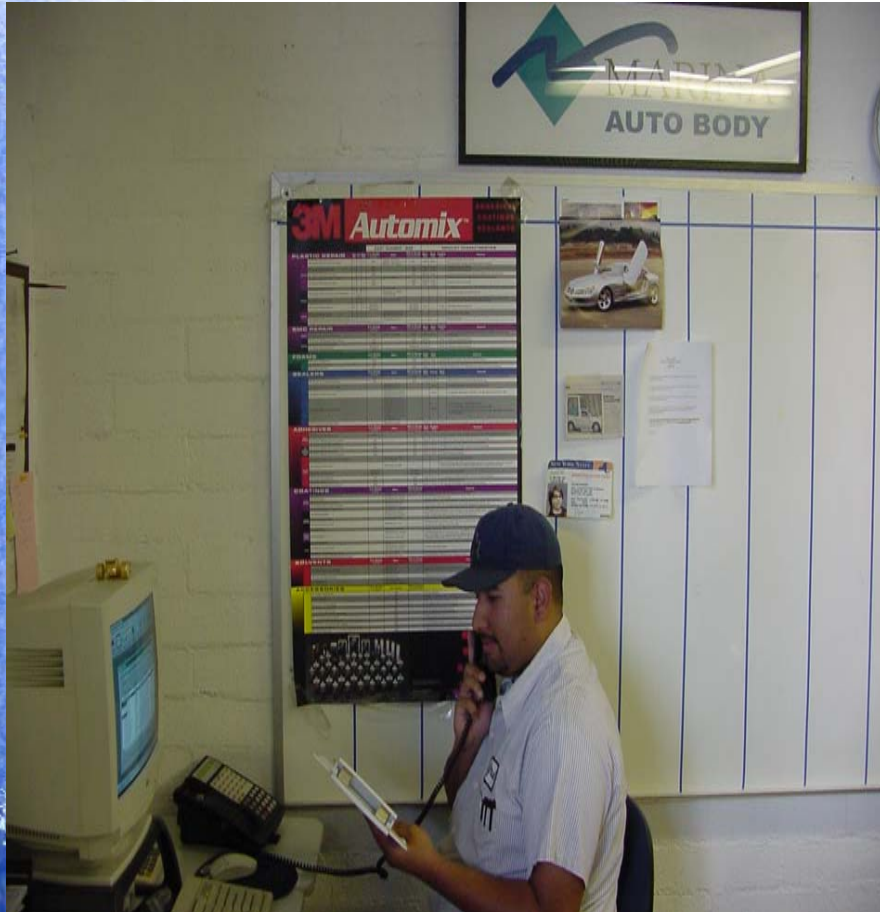


**Insurance coverage confirmed—
Payment policy discussed—Owner
signs Repair Order.**



Review estimate with insurance company (if applicable) for approval.

Parts ordered—Parts received



Vehicle repair process begins



Vehicle disassembly & re-inspection



Supplement estimate written (if necessary)—Customer and/or insurance company authorization



Revised completion date given.



Structural and/or body repairs continue



All bodywork inspected—Scheduled for paint department



Vehicle is prepped, primed, sanded sealed and masked for paint.



Vehicle Refinishing Process Begins



Reassembly—Final Inspection—Test Drive



Final Detail on Vehicle



Confirm completion date—Verify payment



Repairs completed—Vehicle's owner notified

