



# Write it Right Committee

December 3, 2003

Orlando, Florida

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- **Steve Vettel** — Pacific Collision Centers — Co Chairman
- **Mike Hall** — Mercury Insurance
- **Tom Williamson** — Marina Autobody
- **Farzam Afshar** — SCRS
- **John Bosin** — Akzo Nobel Coatings
- **Tom Holmes** — Holmes Auto Body
- **Gene Scrambray** — Coparts
- **Ray Trevethan** — Automobile Club of Southern California
- **Michael Lloyd** - Cal Casualty
- **Lou Romo** – 21<sup>st</sup> Century Insurance
- **Steve Siedner** – Siedner Collision Centers
- **Bill Lawrence** – Caliber Collision Centers
- **Herb Lieberman** – LKQ Corporation
- **Tom Fleming** – Mitchell International
- **Bob Klem** -- Paint X
- **Hamid Hojati** – Insurance Collision Centers
- **Bob Matejzel** –Robert's Consulting

# Committee Members--2003

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- **Richard Fish** – Hi Tech Collision Centers
- **Ron Guilliams** – Fix Auto
- **Ed Milmeister** – All Auto Parts
- **Julius Zadravec** – Progressive Insurance
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- **Gene Anderson** – Mitchell International
- **Gary Stephen** – Autobody Resources
- **Tom Coleman** – Caliber Collision Centers
- **Steve Krause** – Grand Prix Auto Auctions
- **Karen Schoknect** – Holmes Auto Body
- **Toby Chess** – Chairman



**Commonly  
Used  
Terms in a  
Collision  
Repair  
Estimate.**

### **OEM Parts (Original Equipment Manufacturer**

A new replacement part or accessory manufactured Produced for or by the original vehicle manufacturer.

**Aftermarket Parts/Non OEM Parts**— A new replacement part or accessory not produced for or by the original vehicle manufacturer

**Used Parts**— Part (s) previously installed on a vehicle from the same manufacturer.

**Supplement (s)**- Any change in the price or method of repair from the original damage estimate

**Color Sand & Polish**— Process of removing minor blemishes from the refinished area.



**Section**— Partial replacement of a welded or bonded part on the vehicle.

**Betterment**— Difference between the dollar value of a new part and the part being replaced (i.e. tires and batteries)

**Repair Authorization**— Written or verbal permission from the customer to repair the damaged area of the vehicle as itemized on the visible/comprehensive damage estimate.

**Tear Down Authorization**— Written or verbal permission from the customer to disassemble the damaged area for the purpose of creating a comprehensive damage estimate.

**Blend**— Application of paint / refinish into undamaged adjacent panel (s).

**Clean for Delivery**— Process of removing accident and/or repair related residue and debris.

**Paint and Materials**— Sprayable liquids and other products used in the repair and refinishing process.

**Sublet Repair**— Any repairs or service performed by other than the collision repair facility.



**PDR (Paintless Dent Repair)**— Repairing minor dents using specialized tools without refinishing.

Commonly Used Terms  
In a Collision Repair Estimate  
Guide 2004

## Commonly Used Terms in a Collision Repair Estimate



Collision Industry Conference



### **OEM (Original Equipment Manufacturer)**

A new replacement part or accessory produced for or by the original vehicle manufacturer.

### **A/M (Aftermarket )**

A new replacement part or accessory not produced for or by the original vehicle manufacturer.

### **Used/Recy/LKQ**

Parts previously installed on a vehicle from the same manufacturer.

### **Supplement**

Any change in the price or method of repair from the original damage estimate.

### **Color Sand & Polish**

Process of removing minor blemishes from the refinished area.

### **Section**

Partial replacement of a welded or bonded part on the vehicle.

### **Betterment**

Difference between the dollar value of a new part and the part being replaced. (i.e. tires and batteries)

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