



Diagnostics in Collision Repair

Emerging Technologies Sub-Committee

Presentation by
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RCC Consulting

Agenda

- Overview of Diagnostics in Collision Repair
- To Scan or Not to Scan?
- Options for Repairers Today
- Compensation
- What is needed?
- Discussion

Technology laden vehicles...

- Airbags
- Parking Assist
- Collision Avoidance
- 360° view cameras
- Electromagnetic or Ultrasonic Park Sensors



More Repairs Require Scan Tools

- Honda's recent position statement on items needing recalibration after repair

Collision Damage Area	Driver Assistive System Components Affected
Front Bumper and Grille Area	Millimeter Wave Radar Unit Front Camera (w/Multi-View Camera System)
Windshield Area	Multipurpose Camera Unit
Front Passenger's Door/Mirror Area	LaneWatch™ Camera (Honda Only) Right Side Camera (w/Multi-View Camera System)
Driver's Front Door/Mirror Area	Left Side Camera (w/Multi-View Camera System)
Rear Bumper Area	Blind Spot Information System Radar Units Rear Camera (w/Multi-View Camera System)

Scan All Vehicles?

- Many say *must* scan before & after *all* repairs
 - ◆ Verifacts
 - ◆ Collision Advice
 - ◆ DCA – with wiTech or CDS asTech
- In a busy shop this could be a full-time tech



Multiple Scans Per Repair



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You Don't Know What You Don't Know

Scan Definitions



- Inspection Scan
- Diagnostic Scan
- Completion Scan
- Follow-up Scan



In-House Work is Challenging

- To Cover Major OEM's

- ◆ \$100,000+ in tool costs
- ◆ \$30,000 annually in updates
- ◆ Extensive Training



- Aftermarket Tools

- ◆ Best cost \$5,000+
- ◆ Don't cover all needed functions – difficult to learn



- Knock-off Tools

- ◆ Cloned or copied software – no OEM support
- ◆ Functionality is kluge – training & support spotty

Current Options for Repairers

- Take the car to the dealership
 - ◆ Time consuming – delays delivery
 - ◆ Expensive both in labor and sublet costs
- Call the mobile guy with the van full of tools
 - ◆ May not be available/have the right tool & skills
- Use an aftermarket tool
 - ◆ Best tools cost over \$5k plus \$1,200 updates
 - ◆ Insurers often won't compensate these jobs
- Use Collision Diagnostic Services remotely
 - ◆ Significant cost but true OE solution “in-house”

Cost/Benefit Comparison

- Choose between compensation & cycle time

	Dealer	Mobile	CDS	In-House
Cost to Shop	\$375	\$175	\$84-175	\$50
Cost to Insurer	\$450	\$210	\$100-\$210	\$150
Cycle Time	+ 2 Days	+ 1 Day	+2 hours	+ 1 hour
Issues	Dealer not focused - not a priority. Can't handle all work.	May not be available, may not have the right tool.	Must buy dongle. Some procedures still require dealership.	Requires tools & training. Often not compensated.



Some of this is not logical....

- Insurer Balks at Paying \$175 for Mobile Tech
- Car Taken to BMW Dealer
 - ◆ \$ 375 to intake vehicle, network scan & reprogram
 - ◆ \$ 450 cost to insurer with 20% sublet markup
- Added 2 Days to Cycle Time
- Increased Severity by \$275
- Added 2 Days Rental
- CSI Hit for Shop & Insurer



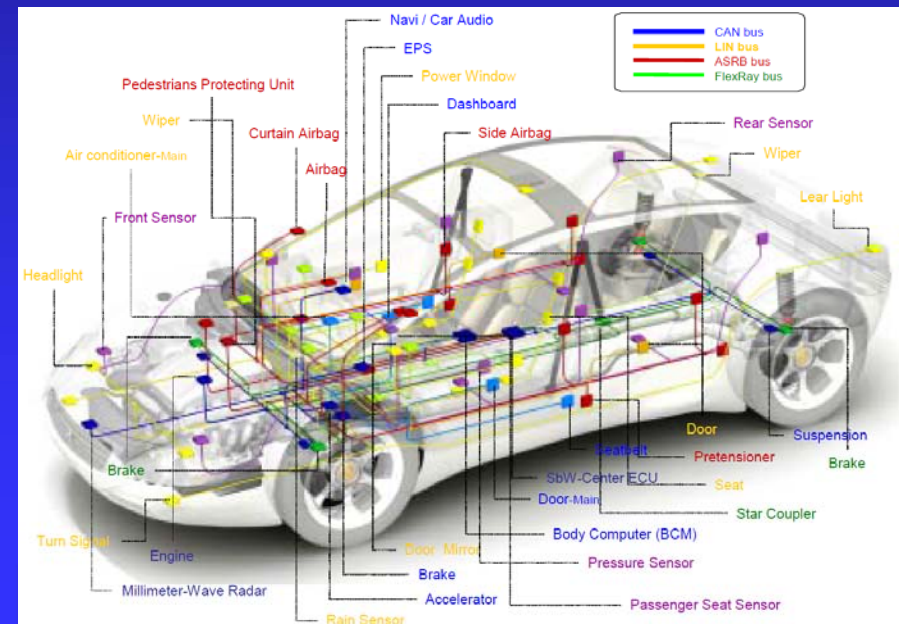
Repairer Compensation

- Insurers Compensate Outsourced Work
 - ◆ Shops submit invoice from dealership or mobile tech
 - ◆ Sublet work may get paid with 20% markup
- Shop's Own Repairs Typically Not Compensated
 - ◆ Without documentation insurers may not pay
 - ◆ Shops need to document pre-repair system scan
- Ideal – Fix Most Issues In-House, Get Paid
 - ◆ Capture pre & post-repair diagnostic reports
 - ◆ Reset & reprogram body control modules
 - ◆ Best for insurer, shop & consumer

Top Functionality Required

Safety Systems and Body Control Modules

- Read & Clear Codes
- Body Control Modules
- Back-up & Blind Spot Sensors
- Steering Angle Sensor
- Seat Weight Sensor
- Air Bags
- ABS
- TCS



What is needed?

- Standards for diagnostic repairs
 - ◆ When is scan needed?
 - ◆ What is reasonable compensation?
- Tools & systems designed for collision repairers
- Methods to document diagnostic repairs
- OEM's granting access to software and data formats to the aftermarket



Questions & Discussion



- Emerging Technologies Sub-Committee
 - ◆ Frank Terlep – eMarketing Sherpas
 - ◆ Fred Iantorno – CIECA
 - ◆ Jack Rozint – RepairCar.com
 - ◆ We need: Insurers, OEMs, Repairers, Tool