



COLLISION INDUSTRY
CONFERENCE

Collision Estimating Committee

PRESENTED BY: ROGER CADA

ACCOUNTABLE ESTIMATING, LLC

Collision Estimating Committee

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Full Impact Technologies

Robert Toles

Retired from Motor and enjoying life

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VP of Operations - Fix Auto

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Chief Financial Officer - Accountable Estimating

Rick Tuuri

Retired and enjoying life

Ron Reichen

Precision Body and Paint

Danny Gredinberg

(DEG) Database Enhancement Guide

Tom Hollenstain

TLH Consulting

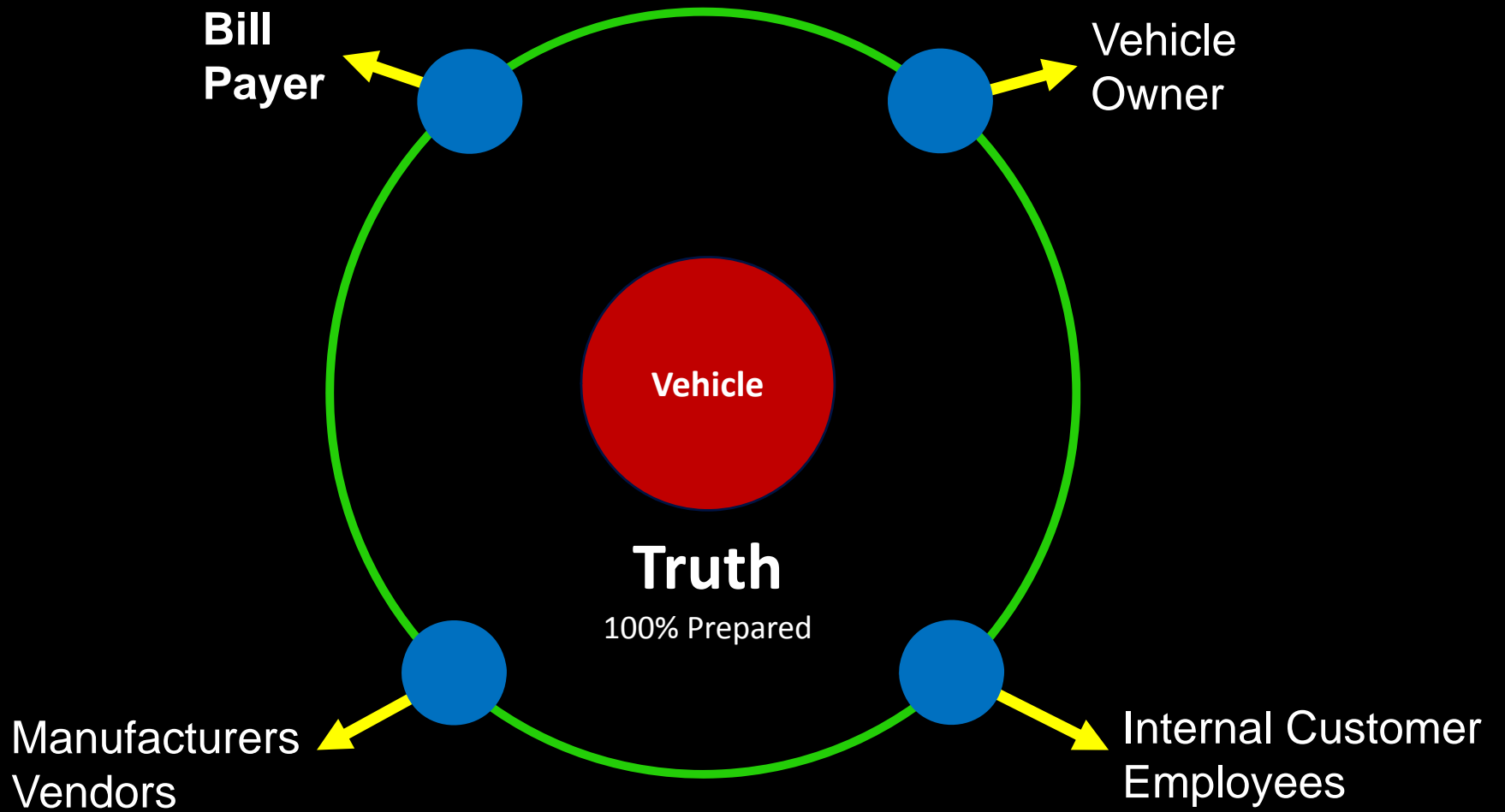
Collision Estimating Committee

Mission Statement

Work on behalf of the vehicle owner to create estimating processes and standards which will result in estimates/repair plans that ensure the repaired vehicle is restored to its designed safety, functionality, and quality. Damages must be assessed with an understanding of tested OEM repair procedures in the repair process. Accurate estimates/repair plans can only be possible by identifying and diagnosing all event data and vehicle damage to create a complete estimate/repair plan to make the vehicle owner whole.

Collision Estimating Committee Vision Statement

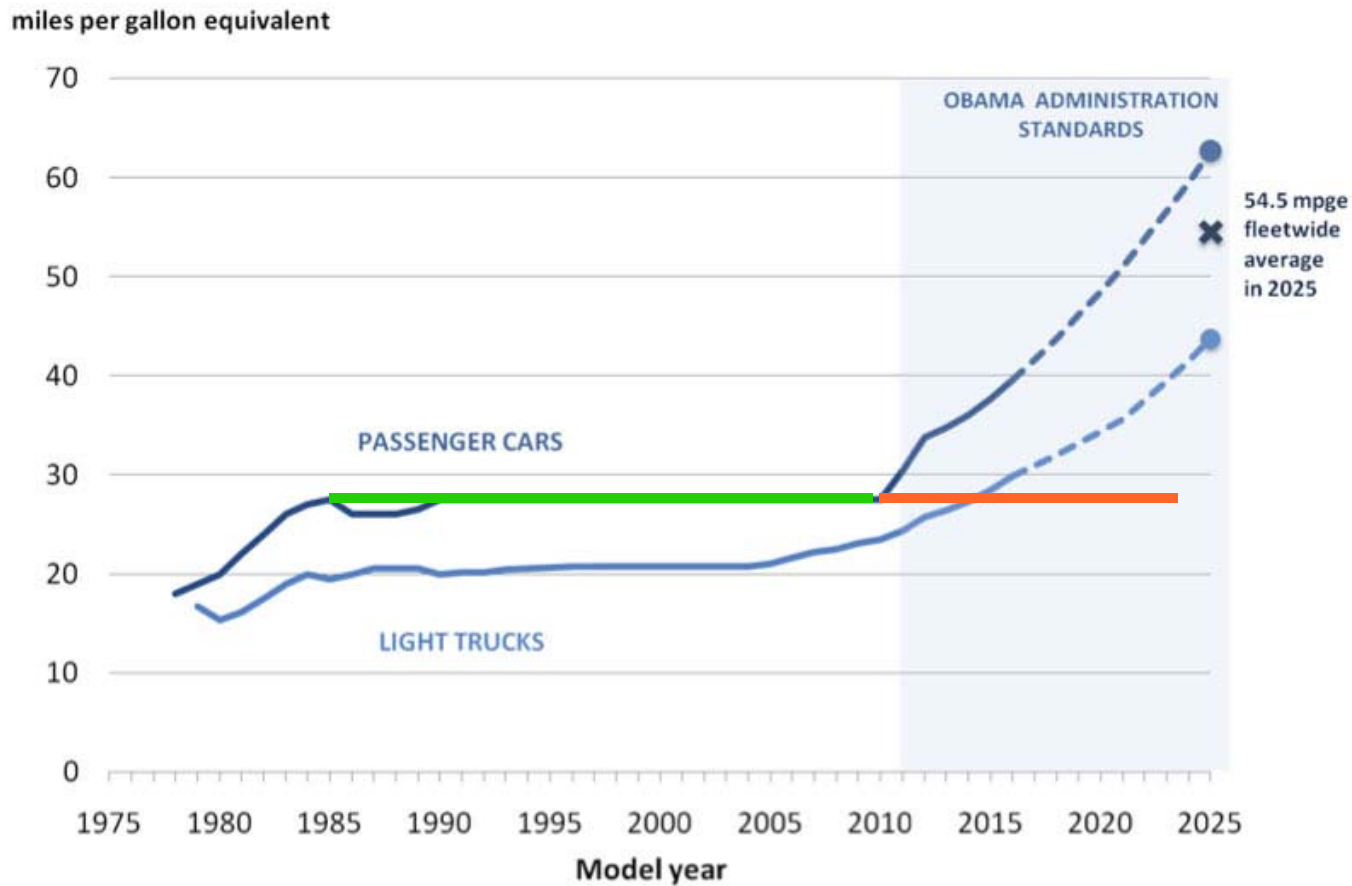
“To reach a consensus among all industry stakeholders, that in order to truly define a safe and proper repair the information the vehicle possesses must be leveraged to its capacity and any decision affecting the repair planning of a vehicle must be free of stakeholder bias or financial hindrance. Any intervention or deviation from this standard puts the consumer at risk.”



Your Estimating Skills Must Evolve with Vehicle Technology



When did all the change start taking place?



MY1978-2011 figures are NHTSA Corporate Average Fuel Economy (CAFE) standards in miles per gallon. Standards for MY2012-2025 are EPA greenhouse gas emission standards in miles per gallon equivalent, incorporating air conditioning improvements. Dashed lines denote that standards for MY2017-2025 reflect percentage increases in Notice of Intent.

Your Estimating Skills Must Evolve with Vehicle Technology

“ I believe the industry will experience more change in the next 5 years than it has in the last 50 years.”

Mary Barra, chairman and CEO of General Motors,
[made this statement in 2016:](#)

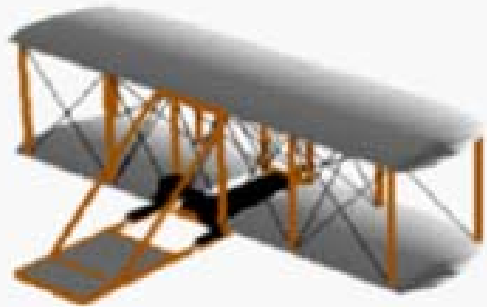
Does your Insurance policy cover the following?

- Time to diagnose the damage?
- Time to research all repair strategies?
- Time for a tech to connect the equipment, tend the battery, perform the physical diagnostics and all recalibrations?
- 4-wheel alignment/confirm the vehicle thrust line to set the systems?
- Time to test drive for the system to relearn or recalibrate and confirm?
- Fuel cost when the recalibration requires it to be topped off?

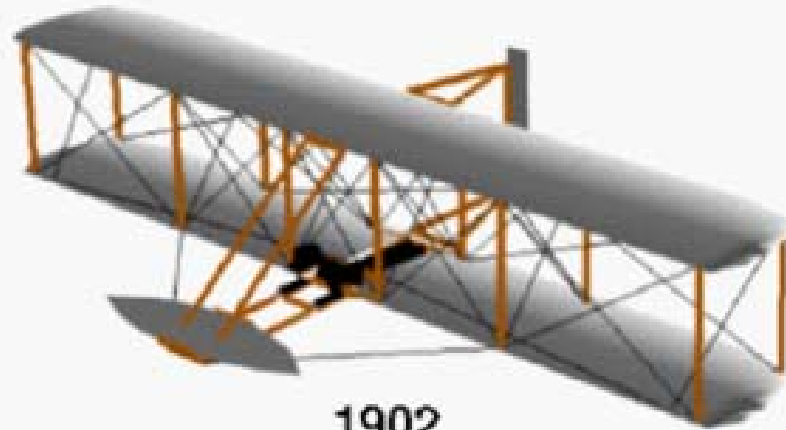
Presenting the Damages

Often estimators are instructed to only write for damages they can see and document.

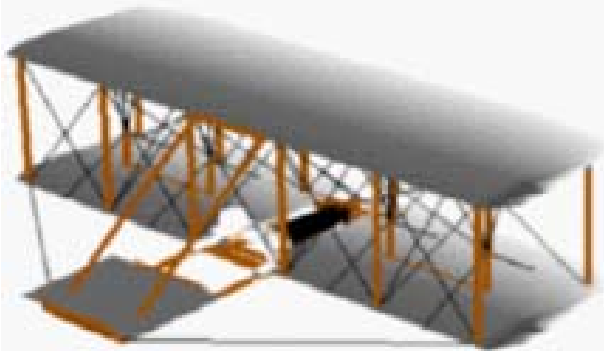
With today's vehicles moving towards more electronics, how should the industry assess and present the data and damages?



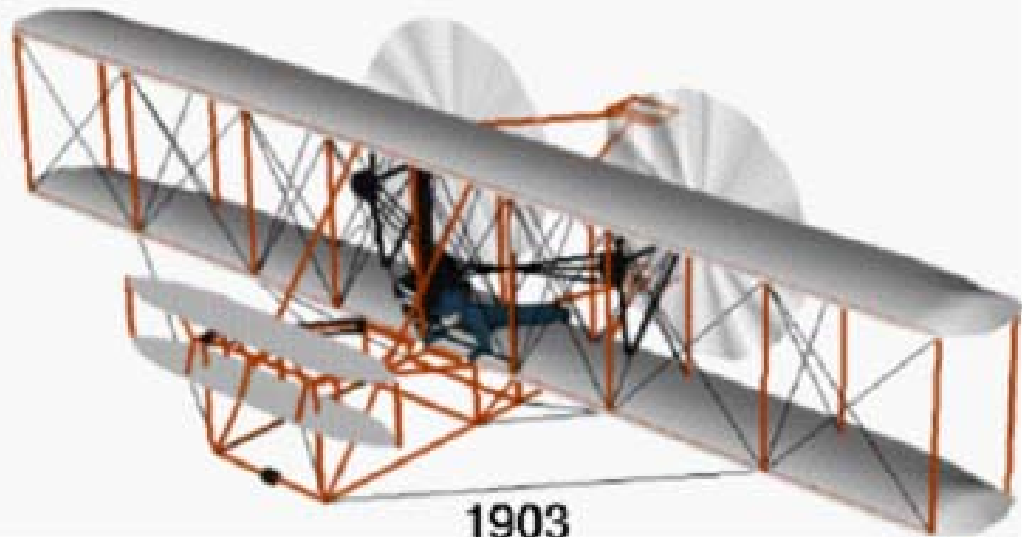
1900



1902



1901



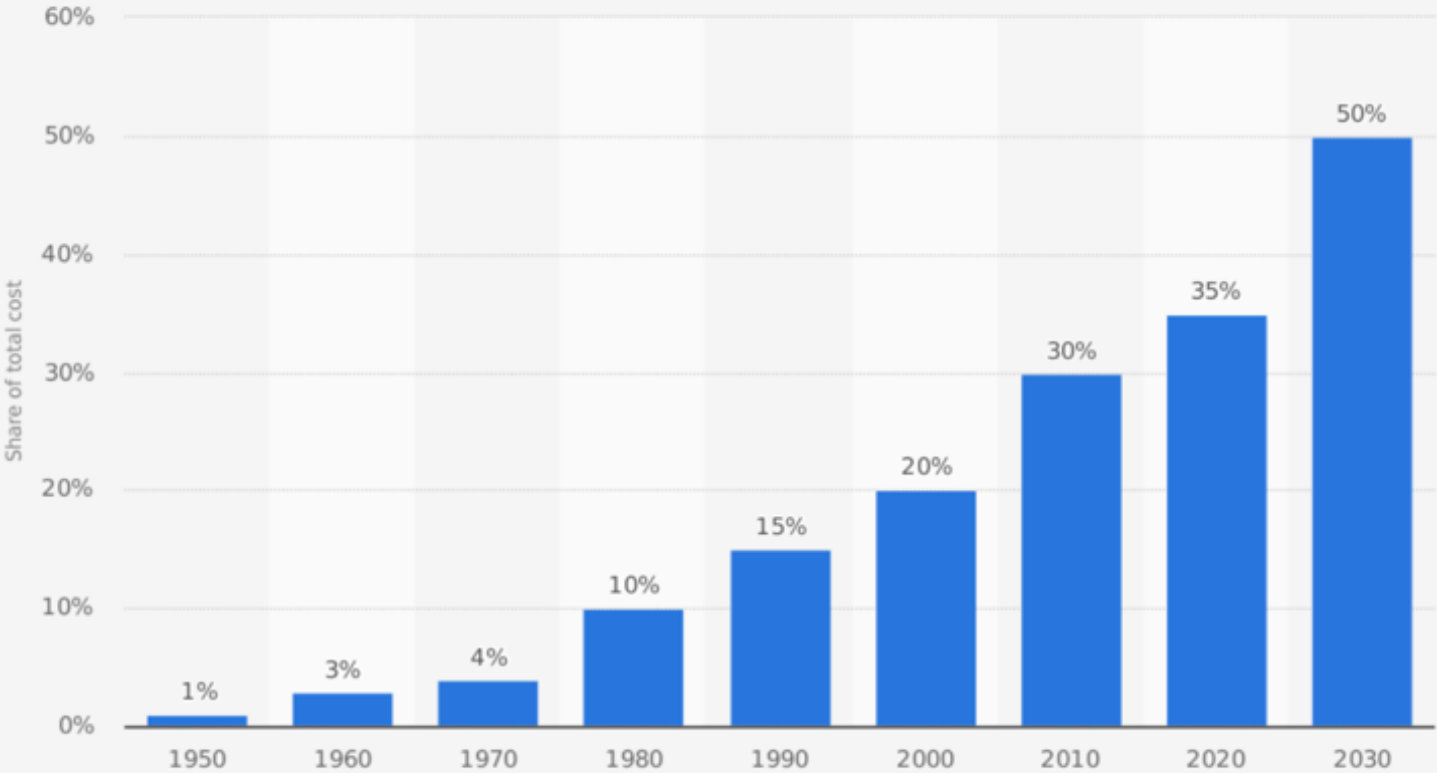
1903



Today's Vehicles



Automotive electronics cost as a percentage of total car cost worldwide from 1950 to 2030

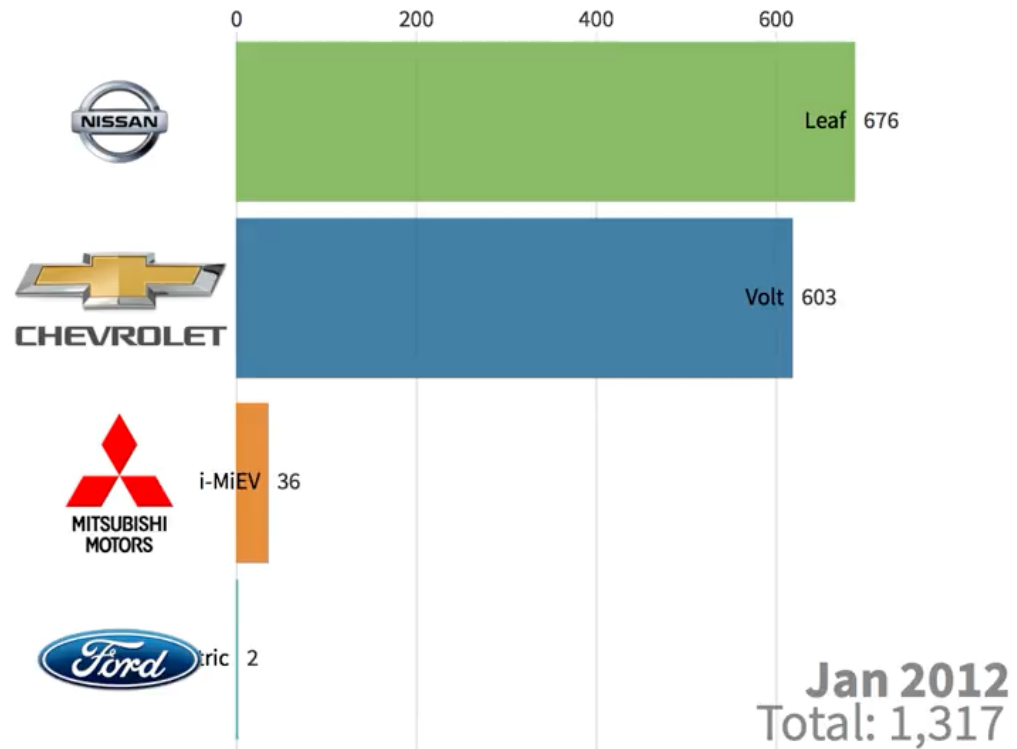


Source
PwC
© Statista 2018

Additional Information:
Worldwide

U.S. Plug In Vehicle Sales* Jan 2012 to Present

Replay



Source: [InsideEVs](https://insideevs.com/news/340091/deep-dive-insideevs-electric-car-sales-estimates-and-methodology/) • *Some values are estimates. Please visit <https://insideevs.com/news/340091/deep-dive-insideevs-electric-car-sales-estimates-and-methodology/> for details.

A Flourish bar chart race



The global connected vehicle ecosystem is expected to provide an optimal technical environment for FCA electrified vehicles and will also support the FCA Mobility Services portfolio.



Calsonickanseil

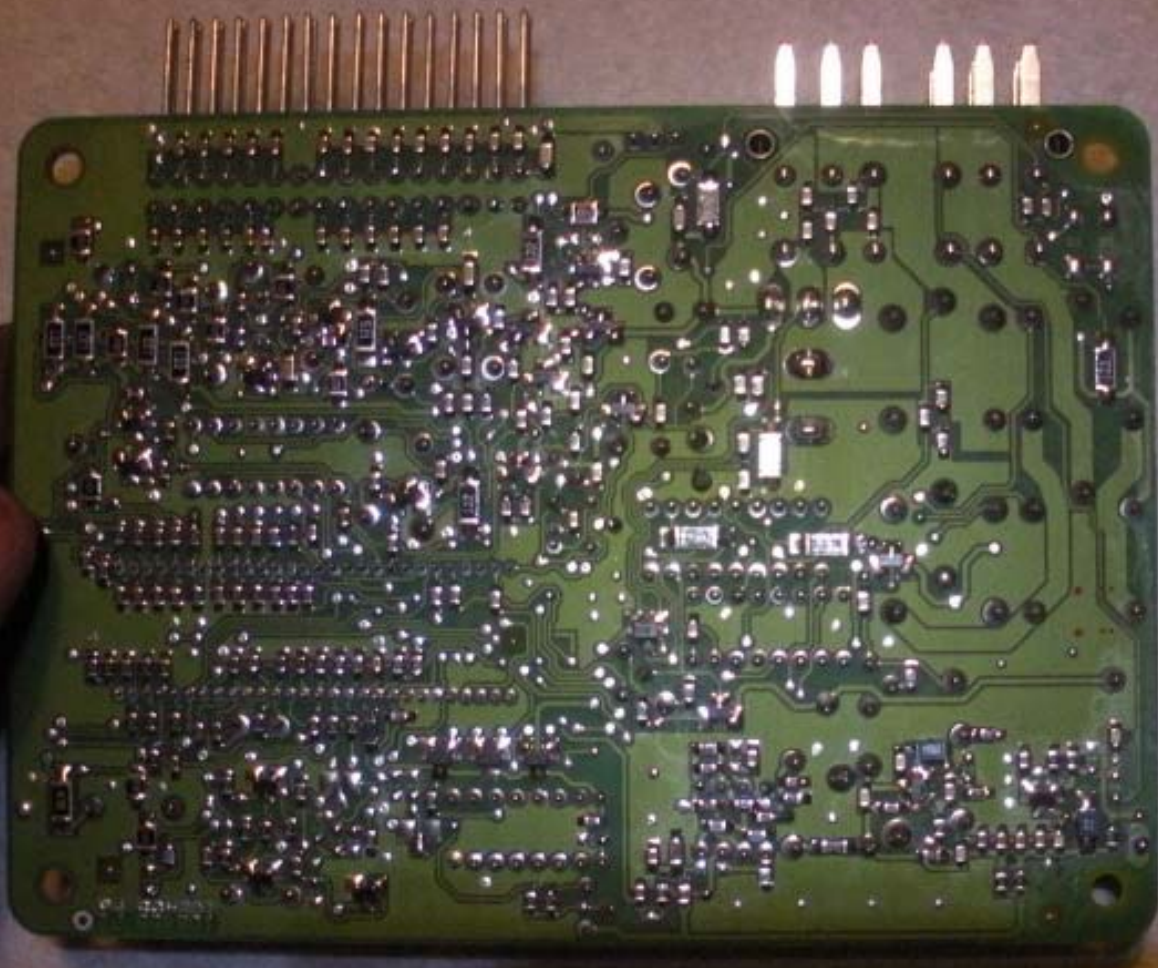
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Call to Action



Collision Repairers

Can you share any successful documentation or strategies that have accounted for the time spent diagnosing and repairing electrical components?

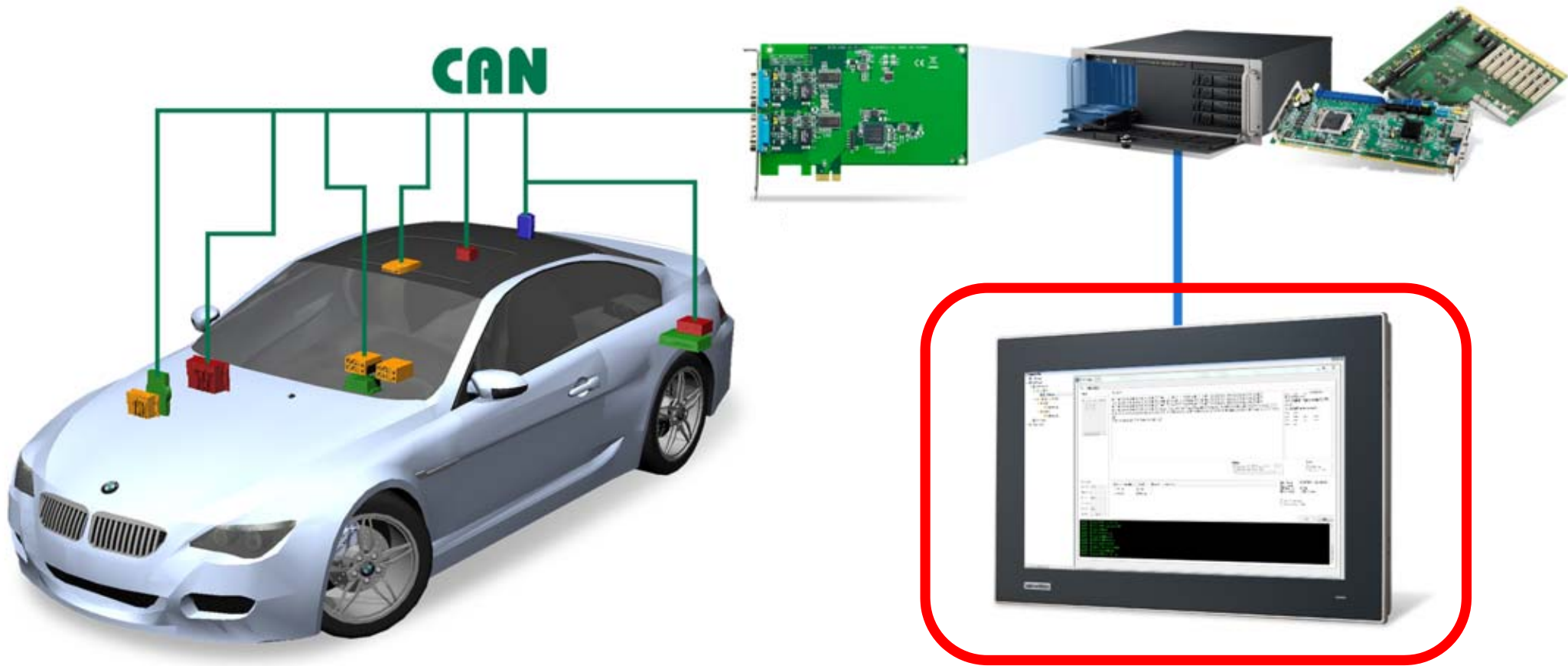
Examples could include

- Images (**what kind**)
- OE procedures
- Written notes
- Other?

Third Party Repair Equipment and Suppliers

Are there diagnostic or test procedures available that can be used to show us how to document damages that can not be easily seen?

What documents do you provide, and what do they look like?



Screen Capture ?

Vehicle Makers – OEM's

Are there diagnostic or test procedures available that can be used to show us how to document damages that can not be easily seen?

These procedures will be used to document the damages.

Vehicle Makers – OEM's

Suggestions:

- Website that will decode the full VIN for all options

Insurers

Do you agree that the vehicle should be repaired correctly?

Help us develop a standard for documentation that is required to meet the policy contract.

Examples could include

- Images (**what kind**)
- OE procedures
- Written notes
- Other?

Insurers

Presenting the Damages

Documentation or Evidence that supports the reported loss

- Supports and Justifies Payment
- Aids in Determines Liability
- Aids in Subrogation recovery
- Acts as evidence in litigation

Information Barrier

Engineer language can be different than Technician

Goal:

Create information that the most common individual (The vehicle owner) can understand.

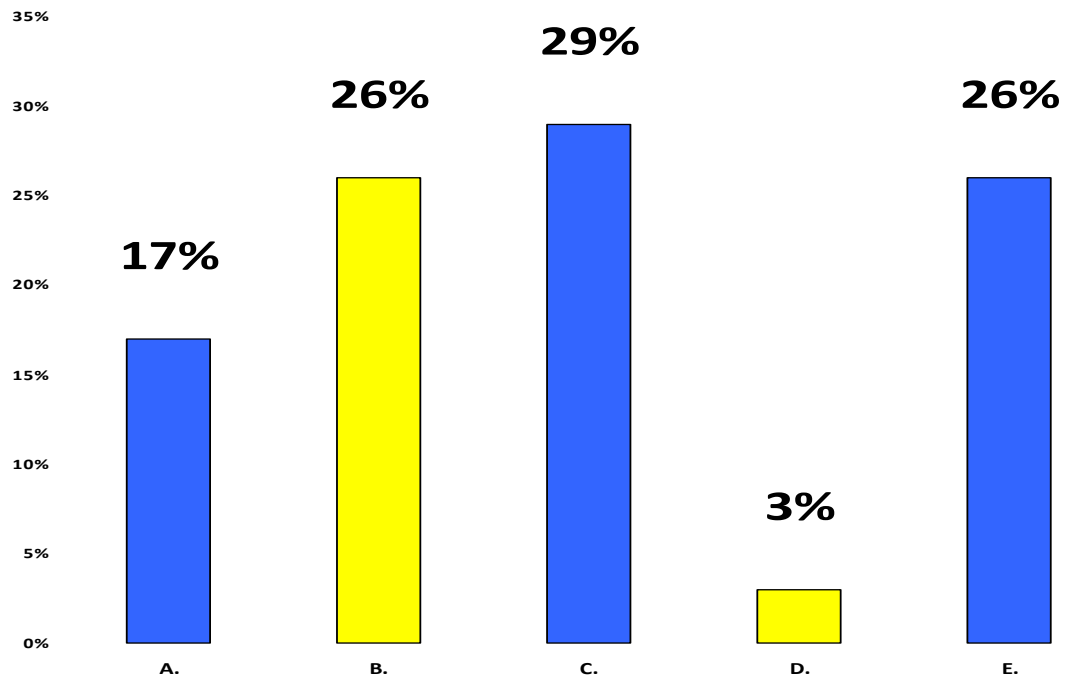




Repairer's Response Question:

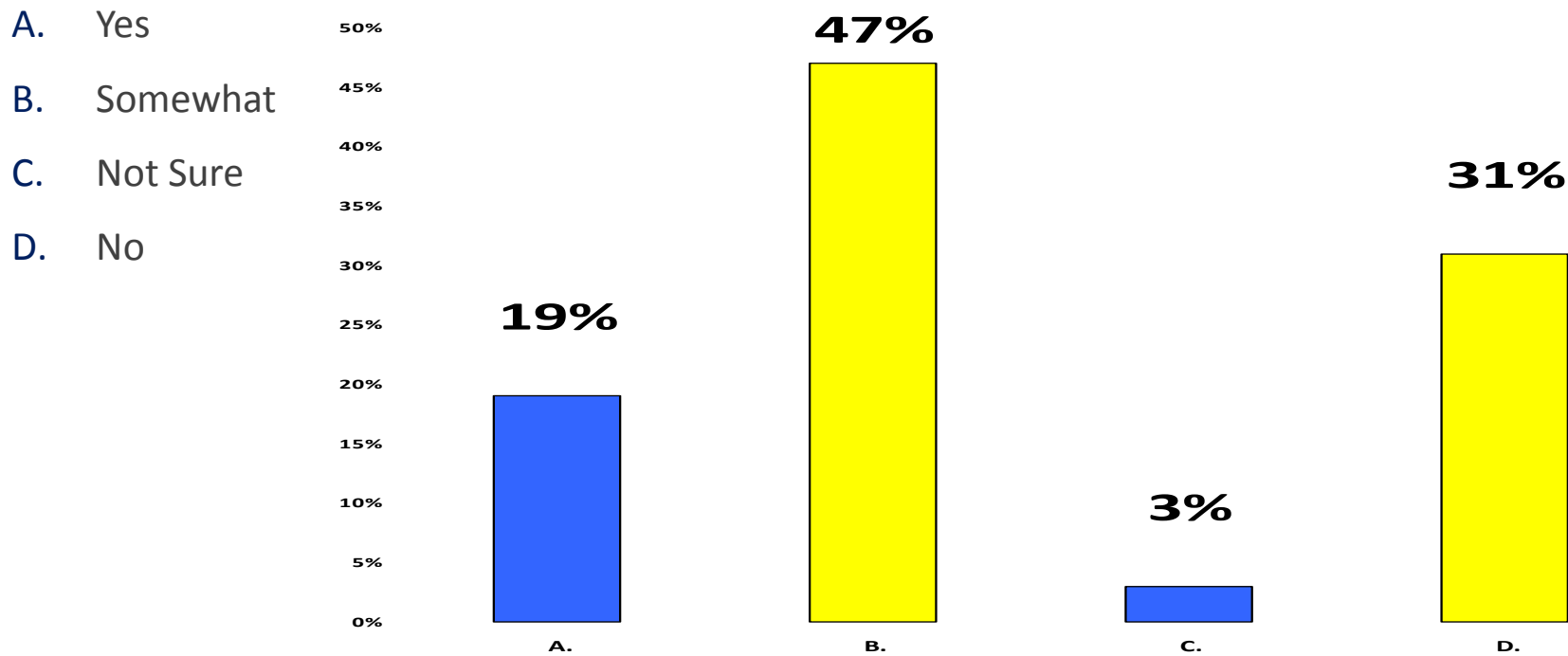
On average, how much time do you spend accessing, analyzing and applying the OE procedures per vehicle?

- A. Less than 1.0
- B. 1.0 to 2.0
- C. 2.0 to 3.0
- D. 3.0 to 4.0
- E. More than 4.0



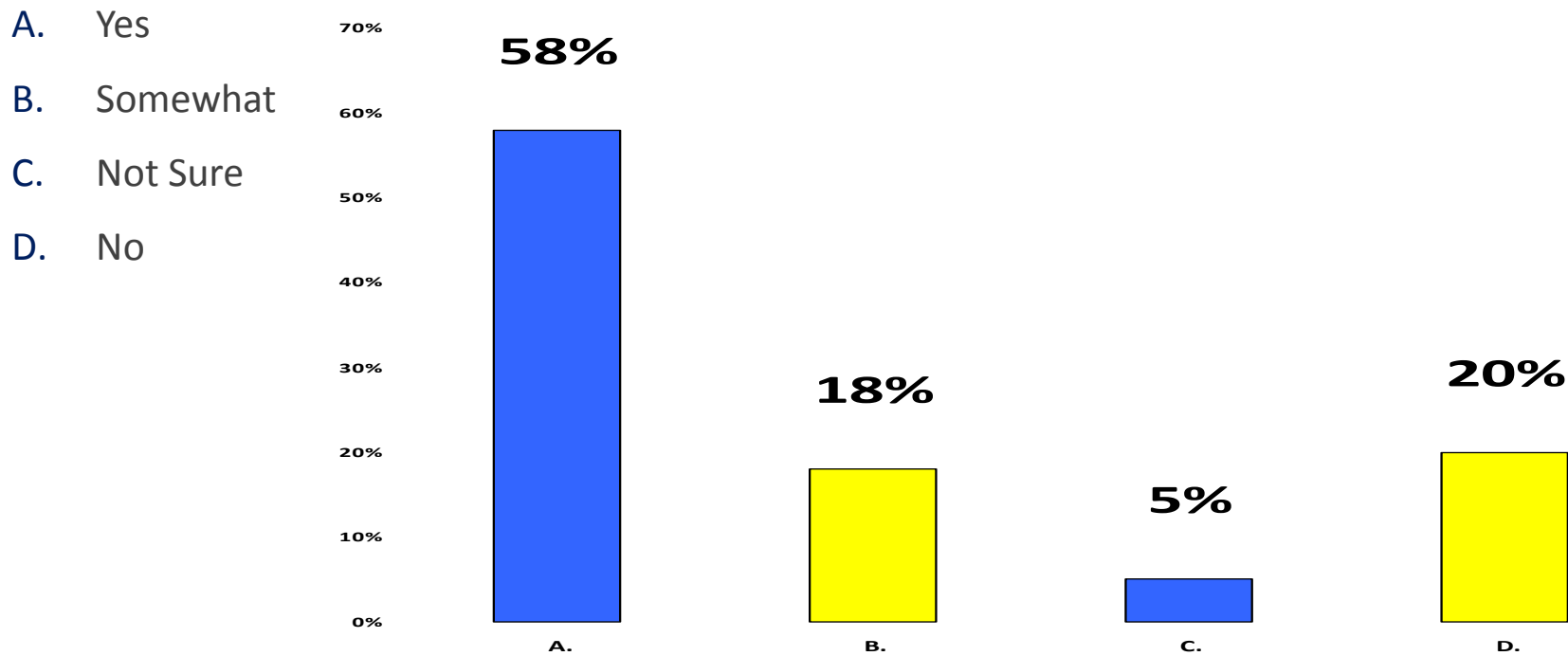
Repairer's Response Question:

Are you confident you consistently identify ALL of the necessary OE procedures?



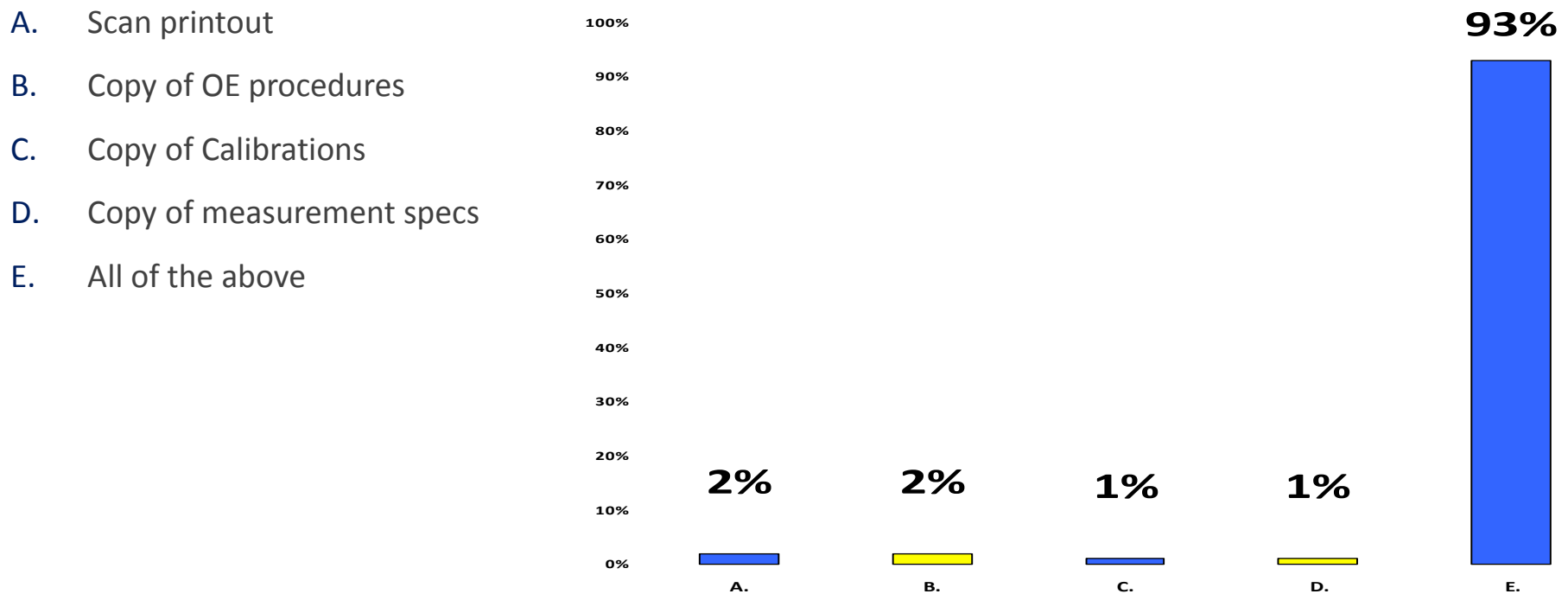
Repairer's Response Question:

Do you have sleepless nights wondering if you've identified ALL the OE repair procedures?



Audience Response Question:

What documentation is required to ensure payment of non-visual damages?



Please Submit ALL Examples to

CIC Estimating Committee “Drop Box”

www.dropbox.com/sh/sc9fg3xbhahkdms/AADBeJvrHfZn8Ja8F1bQfRUZa?dl=0

**Email me at Roger.Cada@AccountableEstimating.com
and I will forward this link to you.**