



COLLISION INDUSTRY
CONFERENCE

Estimating Committee

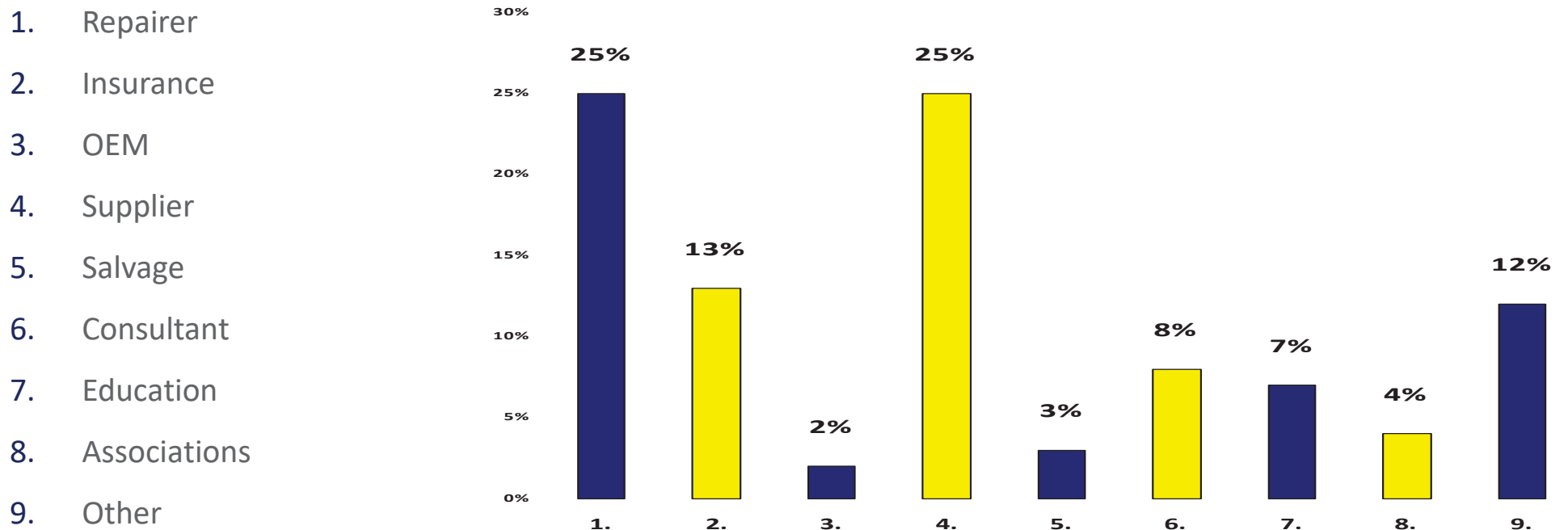
*Aligning the estimating process with current
vehicle technology and repair procedures*

PRESENTATION BY:

KEVIN EARLYWINE

Audience Response Question:

Please indicate which stakeholder group you represent:



Collision Estimating Committee

Kevin Earlywine

Full Impact Technologies

Robert Toles

Retired from Motor and enjoying life

Roger Cada

Accountable Estimating LLC

Joshua Fabros

Director, Client Services, Central Regions

Scott Ellegood

Chief Operating Officer - Accountable Estimating

Andrew Batenhorst

Body Shop Manager – Pacific BMW

Kent Ruppert

Chief Financial Officer - Accountable Estimating

Rick Tuuri

Retired and enjoying life

Ron Reichen

Precision Body and Paint

Danny Gredinberg

(DEG) Database Enhancement Gateway

Tom Hollenstain

TLH Consulting

Jerry Gastineau

Director, Labor Development and Industry Relations at Mitchell

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.”

We asked the following question at the Palm Springs 2019 CIC meeting

Do your estimators reference ALL OEM repair procedures, including DTC repair procedures, when writing the original estimate?

1. Every time	31	29.25%
2. Only if time permits	17	16.04%
3. It depends on who's paying the bill	12	11.32%
4. It depends on the year of the vehicle	21	19.81%
5. I use a third party to find all repair procedures	13	12.26%
6. Never	12	11.32%

Question?

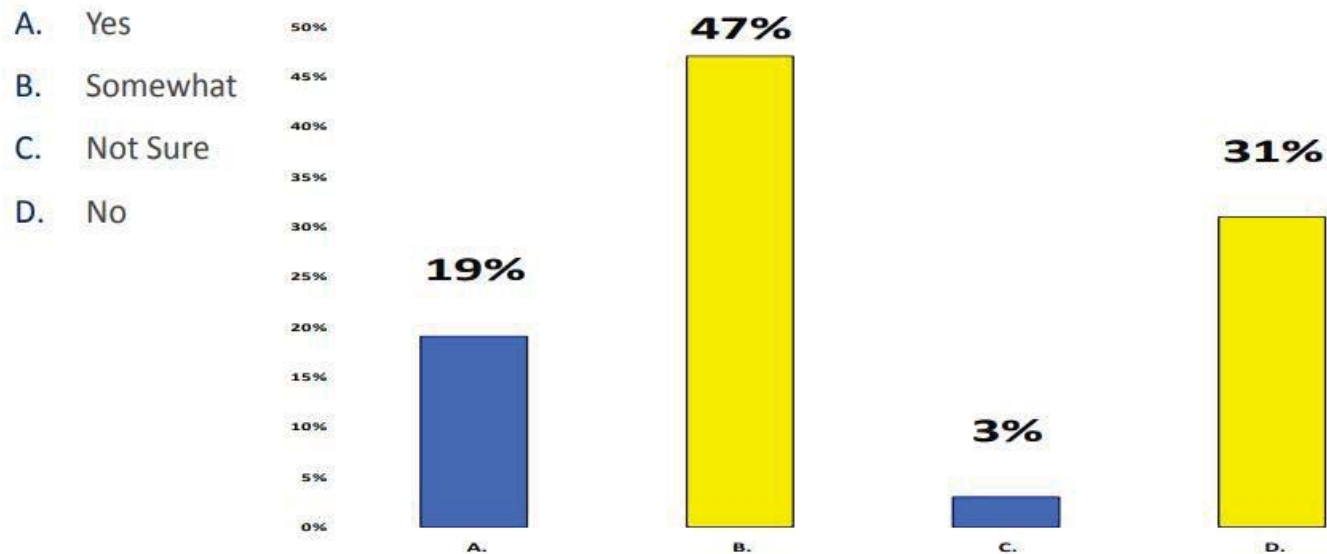
If not accessing those procedures, there is a strong possibility that the technicians are not restoring the vehicle to its designed safety, functionality, and quality.

If 29% are finding all the procedures, and 71% are not, then could this be why we have resistance from bill payers to pay the 29% as they base their payments on the majority?

Previous Survey Results

Repairer's Response Question:

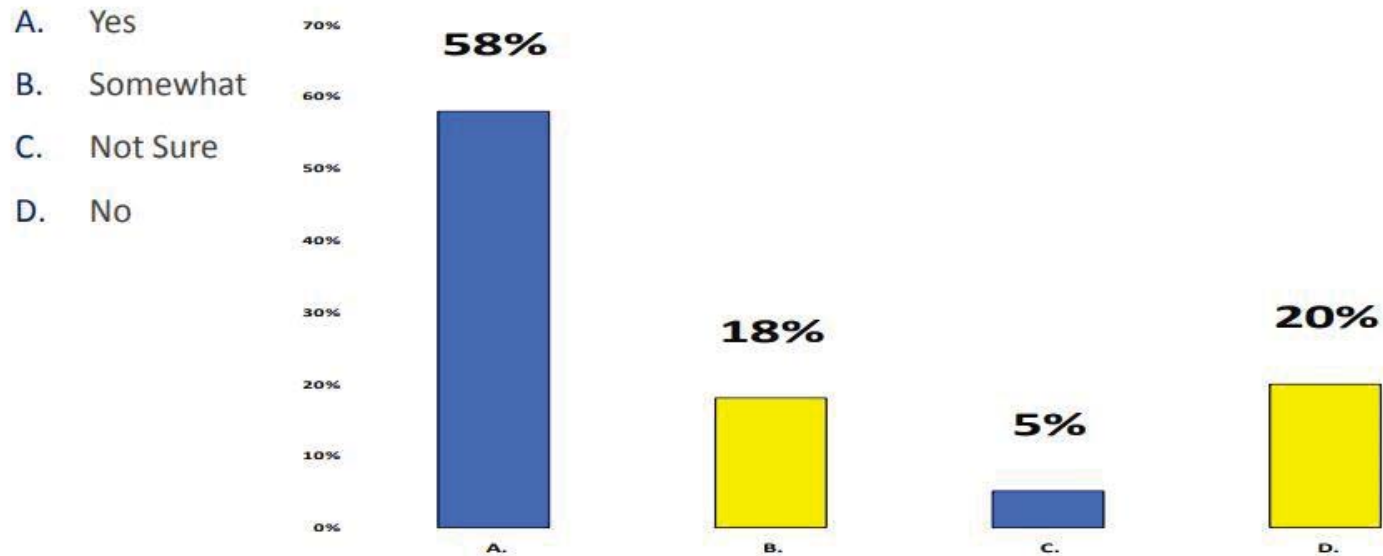
Are you confident you consistently identify ALL of the necessary OE procedures?



Previous Survey Results

Repairer's Response Question:

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



Las Vegas OEM Panel Discussion

OEM Repair Procedures

To Follow or Not to Follow. That's the Question.....

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Outcome

We need to integrate OEM procedures into the estimate

Currently

We are creating incomplete estimates
(garbage in)

And

expecting complete repairs (garbage
out)

We are assessing this...



...and expecting it to be applicable with this!



Presenting the Damages

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

We need a well-educated industry that knows how to access and write for visual and non-visual Damages.





First step

How do we align the estimating process with current vehicle technology and repair procedures?

Issues

- A majority of industry cowboys with too many opinions
- No standard, no accreditation
- No certification
- Insufficient training
- Wasted time lost to negotiating
- Accessing and implementing repair procedures too time-consuming and misunderstood



Issues

- We need to stop basing repair decisions on price and average repair cost rather than proper method
- OE standard needs to become the industry standard, no longer subjective
- You don't know what you don't know. No one has all the answers
- No accountability to the vehicle owner. If we have no accountability amongst ourselves, how can we be accountable to the vehicle owner?



How do we get there?

- Education/knowledge, validated by Industry-wide certification
- Everyone who is involved with the vehicle repair must retain the proper knowledge!
- Create standards for damage discovery and documentation
- Integration of procedures (auto-calibration, procedure popups) etc. (Information Providers)
- TRRP – Toyota Recommended Repair Procedures (Mitchell)

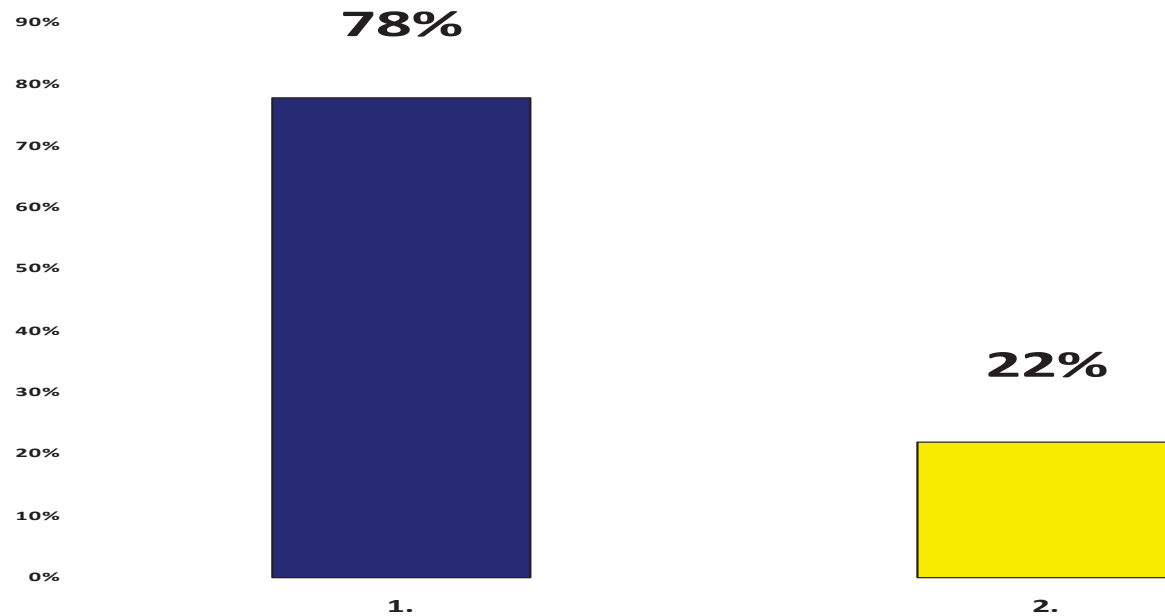
How do we get there?

- Include and educate the customer to become an advocate
- Accessibility and comprehension of OE procedures
- Learn to analyze and write for non-visual damages
- Process takes priority over cost
- It's not just about liability, it's more importantly about human life!

Audience Response Question:

Should every stakeholder who is involved with the restoration of damages from FNOL to vehicle delivery be accredited; bill payers, repair planners, technicians, 3rd parties?

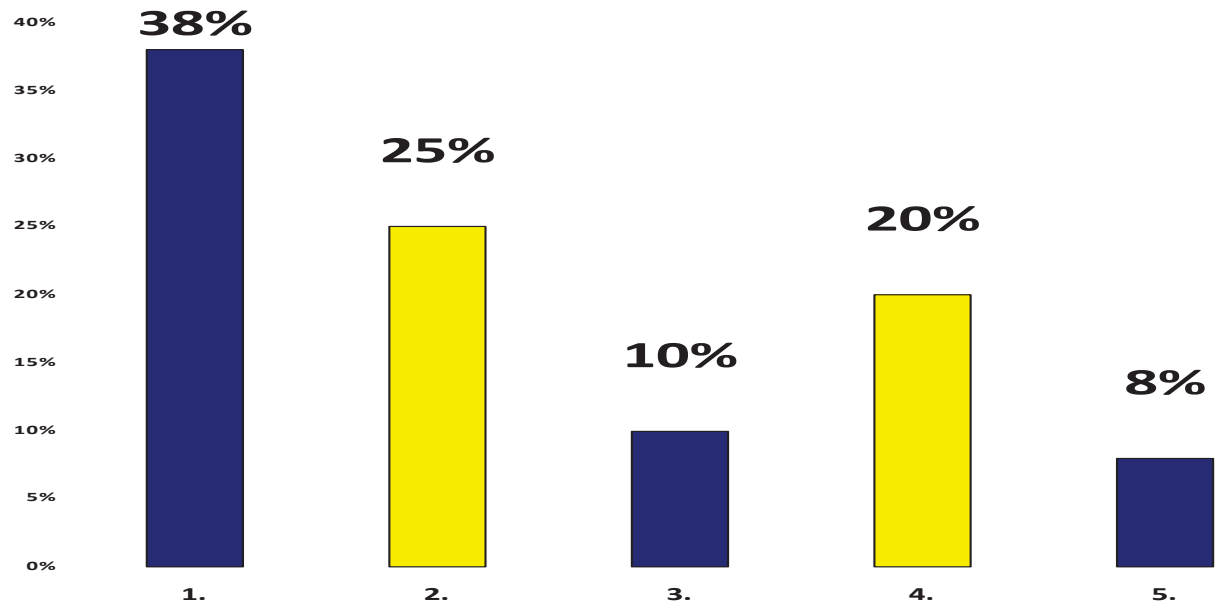
- 1. Yes
- 2. No



Audience Response Question:

What would be the most effective way for the Estimating Committee to approach industry-wide estimating/repair planning certification?

1. OEM
2. I-CAR
3. AMI
4. 3rd party organization
5. Other



What if we do nothing?



Did you watch the Seebachan interview?