Adjacent Panel Damage Negotiation Tool
# Table of Contents

Introduction .......................................................................................................................... 2

Definition ........................................................................................................................... 3

Photo Documentation .......................................................................................................... 5

Four Negotiation Questions

1. Is it required to restore the adjacent panel damage after the removal of a welded-in panel to return the vehicle back to pre-accident condition? ................................................................. 7
   - CCC/Motor ................................................................................................................. 9
   - Mitchell ..................................................................................................................... 11
   - Collision Repair and Refinishing ........................................................................... 13
   - Accounting for Seam Repairs ............................................................................... 15

2. Is the repair labor for the adjacent panel damage included in any other labor operation? ................................................................................................................................. 19
   - AudaExplore ........................................................................................................ 21
   - DEG Inquiry #585 .................................................................................................. 25
   - DEG Inquiry #1228 ............................................................................................... 27
   - CCC/MOTOR ......................................................................................................... 30
   - DEG Inquiry #4999 ............................................................................................... 33
   - DEG Inquiry #5372 ............................................................................................... 35
   - DEG Inquiry #5774 ............................................................................................... 37
   - Mitchell .................................................................................................................. 39

3. Are there pre-determined times for the repair of adjacent panel damage? .............. 43

4. If not, what is it worth? ................................................................................................. 45
**Introduction**

In response to numerous requests from valued Collision Advice customers across the US, we have created this tool to help explain, justify and substantiate time with factual documentation. The collected information and documentation are intended to help clarify whether or not specific repair processes are considered to be required repair operations and if they are included or not-included within any other labor operation. Our objective is to help our customers build a complete repair plan and to get paid for the work they do.

To do so, we utilize four negotiation questions and supporting documentation as described below:

1. **Is it required to put the vehicle back to pre-accident condition?**
   - OEM Position Statements
   - ALLDATA®, TechAdvisor and Other Similar Systems
   - Paint Manufacture Bulletins
   - Material Manufacturer Bulletins (ex. 3M, Wurth, Kent)
   - Equipment Manufacturers
   - Internet ([www.YouTube.com](http://www.YouTube.com))
   - Estimating Systems
   - Scan Tools (Ex. ASTech)
   - The Vehicle

2. **Is it included in any other labor operations?**
   - Estimating Systems
   - ASA Not-Included Charts
   - [www.Degweb.org](http://www.Degweb.org)
   - [www.Estimatescrubber.com](http://www.Estimatescrubber.com)
   - SCRS Guide to Estimating

3. **Is there a pre-determined time in the database?**
   - Estimating Systems
   - [www.Degweb.org](http://www.Degweb.org)

4. **What is it worth?**
   - Do a Time Study
   - Print an Invoice
   - OEM Warranty Times
   - Equipment Manufacture Times
   - ALLDATA®, TechAdvisor and Other Similar Systems
   - Internet
**Definition**

One of the most commonly overlooked estimating items is the repair of adjacent panels after the removal of a damaged panel. For example, once a welded-on panel is completely removed, several components may require repair in order to replace the new panel.

For example, after removing a damaged rear body panel, it may be necessary to repair the trunk floor, left and right frame rails, left and right quarter panels, prior to welding in the new rear body panel. The damage is not a result of the accident, however, the damage was unavoidable in removing the damaged rear body panel.
Photo Documentation
# Justifying Each Line on the Repair Plan

<table>
<thead>
<tr>
<th>1. Is it required?</th>
<th>2. Is it included?</th>
<th>3. Is there a predetermined time?</th>
<th>4. If not, what is it worth?</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALLDATA®, TechAdvisor, etc.</td>
<td>ASA Not-Included Charts</td>
<td><a href="http://www.DEGweb.org">www.DEGweb.org</a></td>
<td>Print an Invoice</td>
</tr>
<tr>
<td>Paint Manufacturer’s Bulletins</td>
<td><a href="http://www.DEGweb.org">www.DEGweb.org</a></td>
<td></td>
<td>OEM Warranty Times</td>
</tr>
<tr>
<td>Material Manufacturer’s Bulletins (3M, Wurth, Kent, etc.)</td>
<td><a href="http://www.estimatescrubber.com">www.estimatescrubber.com</a></td>
<td></td>
<td>Equipment Manufacturer’s Bulletins</td>
</tr>
<tr>
<td>Equipment Manufacturer’s Bulletins</td>
<td>SCRS Guide to Complete Repair Planning</td>
<td></td>
<td>ALLDATA®, TechAdvisor, etc. Times</td>
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<td>Internet</td>
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<td></td>
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<td>Scan Tools</td>
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<td>The Vehicle</td>
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</table>
Question 1.
Is it required?
Four Negotiation Questions

1. Is it required to repair the adjacent panel damage after removal of a welded-in panel to return the vehicle to pre-accident condition?

Answer: Yes, it is required based on the following documentation.

Answer Documentation:
- Major Information Providers
- Several collision repair publications

The source documentation follows.
SPECIAL NOTATION:

Suggested refinish operation times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate. Typical areas to be considered are illustrated below.

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G39
GUIDE TO ESTIMATING

WELD ZONE/ADJACENT PANEL

SPECIAL NOTATION:
Suggested refinishing operations times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate. Typical areas to be considered are illustrated below.

DE-NIB & POLISH

SPECIAL NOTATION:
Refinished panels may or may not require a varying amount of de-nibbing, a process used to remove small particles in final finish surface. The clear coat contains ultraviolet screeners and reducing the clear coat thickness (mil) may result in early paint failure. Follow vehicle manufacturer’s recommendation when performing this type of repair. Calculations should be based upon the base refinishing time outer surface only and should not include additions for clear coat, underside, inside or edges. In the event that this type of operation will be performed, MOTOR suggests the following formula be considered:

Each panel requiring de-nibbing (refinish or blend)
HOOD, ROOF, TRUNK LID, SPOILER
First panel add up to 20% of full base refinishing time, each additional panel add up to 15%.
FENDER, DOOR, QUARTER PANEL, BUMPER COVER
First panel add up to 10% of full base refinishing time, each additional panel add up to 5%.

INCLUDED:
• Panel outer surface only
• Paint nib removal as required (spot only)
• Spot polish only

DOES NOT INCLUDE:
• Acid rain damage
• Full panel polish
• Overspray removal
• Removal of residual material from recessed edges and jams if required
• Scratch damage
• Wash, clean, wax or detail entire vehicle prior to delivery if required
• Wet sand full panel

WET/DRY SAND, RUB-OUT & BUFF

SPECIAL NOTATION:
Refinished panels may or may not require a varying amount of wet sanding, compound rub-out or buffing operations in order to match original finish texture. The clear coat contains ultraviolet screeners and reducing the clear coat thickness (mil) may result in early paint failure. Follow manufacturer’s recommendations when performing this type of repair. Calculations should be based upon the outer surface only and should not include additions for clear coat, underside, inside or edges. Base refinishing time does not include deduction for refinishing overlap. In the event that this type of operation will be performed, MOTOR suggests the following formula be considered:

Each panel requiring wet sand, rub-out and/or buff (refinish or blend)
• Add 30% of full base refinishing time

INCLUDED:
• Panel outer surface only
• Wet sand full panel as required
• Compound, buff and/or polish as required

DOES NOT INCLUDE:
• Acid rain damage
• Overspray removal
• Removal of residual material from recessed edges and jams if required
• Wash, clean, wax or detail entire vehicle prior to delivery if required

UNPRIMED FLEXIBLE COMPONENT PREPARATION

• 25% of the component’s base refinishing time
• Maximum time allocation: 1.0 hours

INCLUDED:
• Removal of mold-release agents as outlined by manufacturer
• Masking (if required)
• Application of adhesion promoter

DOES NOT INCLUDE:
• Correction of pre-existent surface imperfections
• Material Costs

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G39
The actual time taken by individual repair facilities to replace collision damaged parts can be expected to vary due to severity of collision, vehicle condition, equipment used, etc.

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09.
Estimating Information

Guide Layout Sequence

Identify the Vehicle

Models are often combined in one service because there is enough similarity between them that a separate service for each is not necessary. Record all model identification information on the damage report. Paint code locations are found in the front of the Guide and/or the beginning of each service. This will save time in searching for refinish codes or touchup paint.

Use the Layout as a Guide

An alphabetized Section Index can be found at the beginning of each service. Arranged from front to rear and from outside the vehicle inward are about 30 sections for each service (example grille, quarter panel, luggage lid). Most have illustrations in which the components are identified and described, and part numbers, part prices, and labor times are shown. The descriptions are carefully arranged to depict the most frequent kinds of collision damage.

Work Through the First Section

From the outside inward, note each part that is damaged and its attachments. For each part, list the part number, the price and the labor time.

Work Through Each Section

Use the sequence in the book as a guide and a reminder, and observe the notes that apply to specific situations. For the first few damage reports it is well worth reading through the Procedure Explanations to become thoroughly familiar with the approach used, and to know which parts and operations are included and which are not.

Complete the Damage Report

Add up all the labor times and calculate the total. Add up total part prices and material costs. Total, and you have a complete and accurate damage report.

Definitions

Bolted Parts and Assemblies

Refers to items bolted to inner structures, radiator supports, cowl and dash, etc., that may need to be removed for access. Due to the variety of these items and vehicles, time to remove and install or replace them is not included. Refer to the specific Procedure Explanation for examples of these items.

Disconnect & Connect

Disconnect a part or assembly by unbolting and/or unplugging, and set it aside without physically removing it from the vehicle to gain access or removal of an adjacent part. The disconnected part or assembly is then reconnected during the assembly process.

High Strength Steels

Complete HSS information is not available from the vehicle manufacturers. When information is available, the components will be called out by the appropriate acronym (HSS/UHSS, etc.) in the text after the name of the part identified. See Abbreviations in Reference Information for a list of acronyms and their definitions.

New Undamaged Part

Refers to a replacement part from the vehicle manufacturer without exterior or interior trim or attached parts.

Overhaul (OH)

Remove an assembly, disassemble, clean and visually inspect it, replace needed parts, reassemble and reinstall on the vehicle making any necessary adjustments. Items which can only be changed by using the overhaul operation are shown by placing “ICH” (included in Overhaul) in the column. There are other items which are included in the overhaul operation that may be replaced individually. These will have a time assigned for a stand-alone operation. For verification, refer to the Procedure Explanation for the operation being performed.

Overlap

If adjoining parts are being replaced (example: quarter and rear body panels), there is an overlap in that both individual operations include common welded surfaces or parts attached to both panels. A deduction must, therefore, be made from the total of the individual operations to compensate for the two or more repeated operations in each sub-task. Similarly, if a part has already been removed, it makes access to other parts easier.

Remove and Install (R&I)

Remove a part or assembly, set it aside and reinstall it later. The time shown includes the alignment that can be done by shifting the part or assembly.

Remove and Replace (R&R)

Remove a part or assembly identified as included within the Procedure Explanation and replace the part or assembly with a new one. The time shown includes the alignment that can be done by shifting the part or assembly.

Underhood Dimensions

Engine compartment views are shown as if you are above the vehicle looking down. A centerline is provided for measuring atu widths. The illustration is an exact view of the engine compartment showing all bolts, holes, supports and other structural components. Measurements can be duplicated with tape measure or with trim bar pointers set at equal lengths. Dimensions are given, whether symmetrical or non-symmetrical. All round holes are measured to center. Oval holes are usually measured to the front or rear center. Measurements are shown in millimeters. These dimensions are for estimating purposes only. See Vehicle Dimension topic in the Mitchell Information Center.

Order by Application

Many parts vary in usage according to differences in colors, materials, engines, transmissions, VIN, year and other factors. Where there are occasional variations regarding the part price, a representative part number at times is selected and the phrase “Order By Application” is footnoted to the part’s description. Consult the dealer parts department for exact price and/or part number information.

Labor General Information

IMPORTANT REMINDER: Labor related notes in the text portion override the Procedure Explanation pages.

Aluminum

The labor times shown for aluminum panel R&R represent replacement according to the manufacturer’s recommended procedures and guidelines. Within the published labor times Mitchell has also taken into consideration these commonly asked about items: Remove and Replace: Rivets, Drill and de-burr rivet holes, EMC screws, Flow drill screws. Body pretreatment: Paint coat treatment, Application of bonding adhesives. Welding (if applicable): Welding equipment set-up, "Run-on" or "Cold start" times.

NOTE: In addition, aluminum panel replacement follows the guidelines outlined in specific applicable panel P-Pages, e.g. Aluminum Quarter Panel replacement follows Procedure 20. Quarter Panel R&R.

IMPORTANT REMINDER: The cost of aluminum panel replacement materials is not included in panel replacement R&R times. (example: Rivets, Panel

Labor Times

THE LABOR TIMES SHOWN IN THE GUIDE ARE IN HOURS AND TENTHS OF AN HOUR (0 MINUTES) AND ARE FOR REPLACEMENT WITH NEW, UNDAMAGED PARTS FROM THE VEHICLE MANUFACTURER ON A NEW, UNDAMAGED VEHICLE. Any additional time needed for collision damage access, alignment pulls, non-original equipment or used parts should be agreed upon by all parties. Times for some operations are applicable after necessary bolted, attached or related parts have been removed. Exceptional circumstances, including all the sub-operations or extra operations, are indicated as notes throughout the text or are identified in the Procedure Explanations. The actual time taken by individual repair facilities to replace collision damaged parts can be expected to vary due to severity of collision, vehicle condition, equipment used, etc.

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09.

Page 2
Chapter 16  Structural Parts Replacement

Replacement Options

One can categorically identify three different options or methods used for the replacement of all structural panels. The following methods are used industry-wide to affect these repairs:

- Replace the part or portion of it at factory seams using the original manufacturer's parts or those manufactured by aftermarket suppliers. This is commonly referred to as performing a factory seam replacement.
- Section with new or recycled parts. In this method, only a section of the part is replaced with either OEM parts or by using a recycled part.
- Replace an entire assembly or a section with recycled parts. A section of the vehicle which includes an area larger than the damaged part alone is installed.

Depending on the area of the vehicle where the damage is located, the location and the amount of damage sustained on the part or assembly and the structure's shape will determine the method used to replace the part. Another factor that will enter into the decision is the type of joint design that must be used to join the replacement part to the vehicle.

When deciding on the procedure to be used, the single most important consideration is restoring the vehicle to its pre-collision condition. Nearly all of the post 2005 model vehicles, and some earlier models, utilize one or another form of the ultra high strength steel for the structural and reinforcement members in and around the passenger compartment. Because this form of steel cannot withstand any flexing or bending either during the collision or the repair process, it must be replaced. This means the structural parts are straightened to restore the openings that may have been affected and to relieve the stress in the surrounding structure. Then, the part is removed and replaced. This frequently requires that a minimally damaged exterior panel be removed to gain access to the damaged structural part, which must be replaced, thus limiting the method used by the repairer.

FACTORY SEAM REPLACEMENT

Replacing the part at the factory seams invariably becomes more involved than any other replacement method. When this method is used, all the spot welds must be drilled out so the part can be completely separated from the rest of the body. This frequently requires the complete— or at least partial—removal of overlapping braces and reinforcements from adjacent body parts. See Figure 16-20. Because these same parts are often reinstalled, the technician must be careful not to damage the mating surfaces during the removal so as to minimize the effort required when reinstalling it. Accessibility to the spot welds is often

Source: Copyright 2011, Collision Repair and Refinishing: A Foundation Course for Technicians, Alfred Thomas, Michael Jund, Page 467.
very difficult to achieve, and drilling them out without damaging adjacent areas sometimes becomes a real challenge. Fitting the new panel and the overlapping braces into place is equally difficult; therefore, a sectional replacement may become more desirable since the replacement parts can be separated from the donor vehicle and installed as an entire assembly. This, again, can only be done if the manufacturer allows the use of recycled parts.

SECTIONAL REPLACEMENT

A sectional or partial replacement is often more desirable since it leaves the vehicle as crashworthy in a subsequent collision as it was originally. When performing a sectional replacement, provided it is performed in an allowable area, only a part of the structural member is replaced. It is commonly used on front and rear rail replacements and other areas where the crash worthiness can readily be restored. It usually involves cutting and installing a section of a replacement panel at locations other than at factory-welded seams, thereby disturbing fewer of the OEM welds. The corrosion protection remains intact in this method as well. This also requires less disassembly and removal of the interior and exterior upholstery and trim in the repair area. The placement of the seam or the area where the part is sectioned must be placed at strategic locations using specific procedural guidelines. These guidelines are established and made available to the industry to ensure that technically correct and structurally sound repairs are consistently performed by the repair shops. They are available from a variety of different sources, some of which require a service fee while others are available at no charge to the user. The following are the most accessible by the shop at little or no cost to them:

- Manufacturer’s Body Repair Service Manual
- I-CAR Advantage@ I-car.com
- Uniform Procedures for Collision Repair (UPCR)@ I-car.com
- www.oem1stop.com

If there is any doubt or uncertainty about the correct location or method of removal of the old part or installation of the replacement part, the technician should consult one or all of the aforementioned sources. It should be noted once again that it is important to follow the manufacturer’s guidelines with regard to cut locations and the placement of welding seams when replacing structural parts.

Sectional Replacement Using Recycled Parts

Replacing the damaged parts with a recycled part or section is a very common practice in the auto collision repair industry—so much so that the automobile repair industry is recognized as the world’s single-largest recycling organization. Using recycled parts offers numerous advantages to the repair technician. One of the most significant advantages is when the recycled section is removed from the parts vehicle, it is cut large enough to include most of the surrounding attaching surfaces. This allows the technician to choose whether to replace only the damaged part or to replace a larger section at a location away from the damaged area, making it easier for alignment, fitting, and permanent installation. When properly executed, this procedure can be accomplished without compromising the vehicle’s structural integrity. Another significant advantage of this method is that the corrosion protection in some of the critical areas is not affected because this reduces the invasiveness of the factory spot welds. When the structural part must be replaced separately, the excess materials that are attached to the recycled part must be removed by first drilling all the spot welds and separating the parts with a chisel. As is always the case when using the air chisel to separate panels that are spot welded together, care must be used to not tear or damage the mating surfaces.

One of the chief disadvantages of using recycled parts is the difficulty in gaining access to drill out the spot welds from the correct side. Drilling the spot welds from the wrong side can result in possibly ruining the replacement part or having to weld each of the drilled holes shut before it can be secured to the adjoining parts. If the part is a high-strength steel item, the heat generated by welding the holes shut, and in turn welding it to the mating surface, may weaken it to a point where it is rendered unsafe to use.

Welding or securing a structural part at the factory seam usually involves placing a series of plug welds at the same precise locations as the manufacturer. If both sides are accessible to allow the use of the STRSW welder arm, it may also be used. When MIG plug welding is used, the holes for the welds must be pieced into the replacement panel prior to installing it. The required corrosion protection steps must be taken accordingly on both surfaces regardless of which welding option is utilized. Because the replacement part is shaped to match the surface to which it is attached, installing it involves securing clamping or holding it in place with screws or blind rivets while the welding operation is performed. The technician should be advised to resist the temptation of placing more welds than were used by the manufacturer. This would alter the design of the structural part and reengineer it. As stated previously, the use of recycled parts is ultimately determined by the manufacturer’s requirements.

WELDING REQUIREMENTS

One must be careful to not reengineer or alter any of the structural characteristics in the repair area by either overwelding or underwelding the part being installed. When using plug welds to install the replacement part, it is critical that the structural part be welded into place using the same number of welds employed by the manufacturer and to place them in the same precise location as they were on the original part. Some manufacturers recommend that when using the STRSW process, the number of welds should be
Accounting for seam repairs on panels

By admin
Created 06/01/2009 - 00:00
Submitted by admin on Mon, 06/01/2009 - 00:00

Burrow seams panels weld joints feather prime and block

Quarter panel replacement on a 2008 four-door sedan has labor of 16.5 on the estimate. There will be a welded seam at the roof panel, rocker panel and rear body panel. Welding operations are part of the 16.5 labor. Each of those seams may be finished differently. How does your estimating system handle those? What is included? What do you need to add?

Consider these three areas or steps in the process: repair of the welded joint, feather, prime and block of the area, and refinish of both panels. The roof panel seam is completely exposed. It must be invisible and refinished to the same level, color and texture as the undamaged panels. The rocker panel seam is partially exposed. It still must look good and be refinished properly even if partially covered by trim and a closed door. The rear body panel seam will be hidden so metal finishing and painting will not be seen.

For repair of welded joints, Audatex states, "Replace labor does not include additional labor to repair the replaced panel and or adjacent panels which may become distorted, burned or damaged by welding, drilling, grinding and straightening." Replacement procedures for a quarter panel include body fill labor, block sand, application of guide coat and dual action sand.

MOTORS (CCC) procedures says, "Grind, fill & smooth welded seams (up to 150 grit sandpaper)" are included operations. Mitchell's procedure pages explain, "The labor times for welded panels include grinding, filling and final sanding with up to 150 grit sandpaper to match the original panel contour."

All estimating systems include repair work to smooth out normal weld joints. Audatex does not include repair of damage due to the welding process but includes all operations needed to repair the welded seams up to a level for refinishing.

MOTORS specifically does not include "welded seam surface finishing finer than 150 grit sandpaper." This leaves a gap between the end of repair and the start of refinishing. That gap is commonly called feather, prime and block. This operation brings a repaired surface (typically 150 grit according to a CIC statement) to a new panel surface level. This is where pre-stored refinish labor times begin.

For welded panels, Mitchell states, "Labor times do not include the feather, prime and block refinish operation." For exposed seams, both MOTORS and Mitchell procedure pages

Source: Copyright 2009, SearchAutoParts.com, Accounting for seam repairs on panels, Alfred Thomas, Michael Jund, Page 468.
Negotiation Question #1 – Summary

It has been established and proved thru the source documentation it is required to repair the adjacent panel damage in order to return the vehicle to pre-accident condition.

The best way to prove that it is required is with actual photos of the vehicle itself.
Question 2.
Is it included?
2. Is the repair labor for the adjacent panel damage included in any other labor operation?

Answer: No. The following items are included as justification:

Answer Documentation:
1. All of the Information Providers have statements saying adjacent panel damage is not included in any other operation.
   – AudaExplore
   – CCC/MOTOR
   – Mitchell
   – DEG Inquires

The original source documents from the leading Information Providers follow.
AudaExplore

Labor Exclusions

- Alignment of parts adjacent to parts being replaced.


AudaExplore

OP - Operation Codes

I - Repair/Align Labor
This is judgment labor supplied by the estimate preparer.


AudaExplore

Labor Exclusions

- Replace labor does not include additional labor to repair the replaced panel and or adjacent panels which may become distorted, burned or damaged by welding, drilling, grinding and straightening.

Section 4-2 Labor Exclusions

Labor Exclusions

Because each vehicle’s collision damage is unique, labor to perform some of the following operations may vary. In other cases, the operation is performed less than 80% of the time and may or may not be required due to the collision damage. To address these situations, Audatex provides:

- ‘Standard Manual Entries’ that are entered by the estimate preparer (for a complete listing, see Section 5-1).
- ‘Additional Labor’ operations which are Audatex pre-stored labor for many of these operations.

When the operation has a ‘Standard Manual Entry’ or an ‘Additional Labor’ operation available, a note will appear next to the appropriate exclusion.

- Additional labor for removal of parts that have been impeded by crash damage (access labor). (Standard Manual Entry M62 is available).
- Alignment of front or rear suspension (‘Additional Labor’).
- **Alignment of parts adjacent to parts being replaced.**
- Application of lubricant or similar material.
- Bleeding of brake, cooling, or hydraulic systems (‘Additional Labor’ for brake bleeding).

**Body Materials are not included in Audatex labor values.**

- Complete R&I of brake line, transmission line, or fuel line.
- Cutting and splicing of lamp wiring.
- Detailing.
- Disabling and enabling of Hybrid Vehicle components (i.e. high voltage systems, battery packs, and power cables).
- Diagnosis and testing of electronic components or systems (e.g., airbags).
- Disassembly of recycled parts and assemblies.
- Disconnect and reconnect of un-deployed airbag.
- Disconnect / reconnect computer modules for welding purposes.
- **Drain, refill and/or top off engine oil.**

*Any printed copy of this document may not contain the most current information. For the latest version, please refer to the Database Reference Manual accessed through the Help Menu in the current release of Audatex Estimating, PenPro or ShopLink. The current version of the Database Reference Manual may also be found at [www.tenleys.audatex.com](http://www.tenleys.audatex.com).*

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Section 2-2 An Explanation of the Audatex Estimate

5 The Body of the Estimate - continued

OP – Operation Codes

details the part supplier and PXN part classification information such as OEM reconditioned and CAPA certified aftermarket.

ET/TE – Partial Replacement with OEM Part
The partial replacement of damaged parts using portions of a new part. Operation code “ET” reflects labor for removal of a partial section and replacement with an OEM part. This code is used for:

▪ sheet metal and structural component cut and splice operations.
▪ replacement of mouldings, stripes, overlays, and other parts that are supplied in kit form.

Operation “TE” which supplies the OEM part number and price must be used with “ET.”

IT – Partial Repair
This is judgment labor supplied by the estimate preparer for repairs to the unreplaced portion of a partially replaced panel.

I – Repair/Align Labor
This is judgment labor supplied by the estimate preparer.

SB – Sublet
Labor dollars and/or hours entered by the estimate preparer for tasks that are typically handled by a sublet repairer. Exception: The system automatically supplies R&I time for the radiator, air conditioning condenser, and fuel tank.

P – Visual Inspection
This code tells the repairer to inspect a part or system for possible damage or required service. Price or labor amount is supplied by the estimate preparer.

L – Refinish
Part descriptions and labor to refinish parts. Paint material cost is calculated automatically based on total net refinish labor multiplied by paint and material rate (Rate Code 5) as supplied by the estimate preparer. Audatex refinish labor is for new and undamaged parts (for more detailed information, see Refinish sections).

*Any printed copy of this document may not contain the most current information. For the latest version, please refer to the Database Reference Manual accessed through the Help Menu in the current release of Audatex Estimating, ProShop, or Shoplink. The current version of the Database Reference Manual may also be found at www.training.audatex.co.*

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Section 4-2 Labor Exclusions

Note: R&I labor for moldings and ornamentation can be obtained by selecting R&I or by selecting replacement of the part and overriding the pre-stored part price to zero.

- Refrigerant recovery (‘Additional Labor’).
- Removal of debris, grease, corrosion, protective coatings, or other materials impeding replacement, R&I, or refinishing of parts.
- Removal of moulding(s), decal(s), tape, or overlay adhesive.
- Removal of part number labels.
- Removal of protective coatings from replacement parts.
- Repair, fitting, or modification of new replacement parts (unless part is being sectioned).
- Repair, fitting, trimming, or modification of recycled parts.
- Replace labor does not include additional labor to repair the replaced panel and or adjacent panels which may become distorted, burned or damaged by welding, drilling, grinding and straightening.
- Reset of electronic components (e.g., airbags, computers, modules, clock, radio, tire pressure monitors, adaptive cruise control, etc.). (Standard Manual Entry M67 is available).
- Restoration of corrosion-protective coatings (e.g., galvanizing, zinc coatings, E-coat ‘equivalent,’ and other like materials). (Standard Manual Entry M14 is available). For more detailed information, see Refinish section.
- Setup of a vehicle on a frame machine, dedicated bench, or other measuring / straightening devices. Pulling time is not included (Standard Manual Entry M31 is available).
- Steam cleaning of or rust removal from fuel tanks.
- Test drive to relearn system.
- Transfer of attached items from original parts to recycled parts.
- Wheel balancing (Standard Manual Entries M22 through M25 are available).

*Any printed copy of this document may not contain the most current information. For the latest version, please refer to the Database Reference Manual accessed through the Help Menu in the current release of AudaExplore Estimating,彭Pro or Shoplink. The current version of the Database Reference Manual may also be found at www.chemistry-audax.com.*

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DEG Inquiry #585

Edge Refinish

Issue Summary // I’m requesting clarification on the repair and refinish of the adjacent panels. An insurer submitted an RFR on refinish/edge operations on the rear body. Audatex came back with "refinish allowance includes time for the inside portion of the panel that requires refinish. This is listed in the refinish breakout as edge for 0.5 hours." RFR#1230030 This does not address the issue of the damage to the adjacent panels resulting from the removal and installation of the panel. What does the 0.5 edge include, mask trunk area, prep, second color set-up (different from exterior), gun cleaning, is the 0.5 a stand alone operation, etc. Please list ALL "INCLUDED" AND "NOT INCLUDED" refinish operations and the area it applies to.

Suggested Action // Please provide a CLEAR procedure list

IP Explanation

The 0.5 allowance includes the prep and refinish of the panel. Masking the interior is a non included operation per the Database Reference Manual. If a second color set-up is needed it would need to be added separately. The damage to adjacent panels would also need to be addressed with separate entries.

### DEG DATABASE INQUIRY

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#### Inquiry Description

**Edge Refinish**

IssueSummary://I'm requesting clarification on the repair and refinish of the adjacent panels. An insurer submitted an RPR on refinish/edge operations on the rear body. Audatex came back with "refinish allowance includes time for the inside portion of the panel that requires refinish. This is listed in the refinish breakout as edge for 0.5 hours." RPR-12300320 This does not address the issue of the damage to the adjacent panels resulting from the removal and installation of the panel. What does the 0.5 edge include, mask trunk area, prep, second color set-up (different from exterior), gun cleaning, is the 0.5 a stand alone operation, etc. Please list ALL "INCLUDED" AND "NOT INCLUDED" refinish operations and the area it applies to.

**Suggested Action**://Please provide a CLEAR procedure list

#### Resolution Description

**IP Explanation**

The 0.5 allowance includes the prep and refinish of the panel. Masking the interior is a non included operation per the Database Reference Manual. If a second color set-up is needed it would need to be added separately. The damage to adjacent panels would also need to be addressed with separate entries.

DEG Inquiry #1228

Adjacent Panel Damage

Area vehicle/floor and rails and adjacent damage
issue summary//as a former appraiser who used adp i am somewhat familiar with the p
pages and those operations that need to be added and addressed in a repair. I constantly
refer to the p pages that i have on my computer even though i am not a subscriber to
audatex. In this situation it is a major hit on a new car with 21 miles. The body panel, the
floor and the left rail needed replacement. Contrary to the p pages the insurer refuses to
allow for adjacent panel damage which is occuring as a result of the replacement parts. E.g.
the wheel houses are being drilled through and clearly need to be filled and repaired and
prepTed for paint on "both sides" no allowance for repair or paint time inside and out. The
time to repair the mid section floor pan is omitted and not considered. The right rail to
accomidate the floor replacement as well as the wheel house and other inner panels is also
omitted. I have approximately 30 photos in addition to those provided. The insurer\'s position
is that the repair time is included in the replacement time and they only owe the refinish
time. Clearly refinish time is omitted for the underside of the floor as well as the opposite
side of the wheelhouses and the other adjacent panels. Climbing inside of a trunk
compartment to sand and prep panels that need repair and paint is not the ideal senario for
any tech, either a bodyman or a painter.

Number welds//200 plus
suggested action//please clarify if the additional repair and refinish necessary to fix adjacent
panel and inner panel weld damage is included in the standard refinish times and/or
replacement times.

IP Explanation

We have reviewed the inquiry on the 2009 VW Jetta and I have attached a copy of the
clarification for the Welded Seam Area which will be added to the Audatex Database
Reference Manual\'s next update. As an example in this case the rear floor R&R, our time
(replace/refinish), includes time to detach and weld at the siderails, inner qtr\'s, and other
necessary panels. This can be found in the DBRM section 4-3 Replacement & Recycled
Operations. Also in this case the underside of the floor for refinish is not included, making
this operation a manual entry.

Welded Seamed Area
Thank you for your inquiry on the Audatex definition of "immediate seam area". While there
are many different types of welded seams, and they vary depending on the manufacturer,
Audatex findings show that, with proper use of modern technology when replacing a panel,
damage to an adjacent panel would not usually extend more than six (6) inches past either
side of the immediate welded seam area. Per the Audatex Database Reference Manual,
Section 4-3 Replacement & Recycled Operations, the labor to return this immediate seamed
area is included in the Audatex labor allowances. The Audatex Database Reference
Manual, Section 4-2 Labor Exclusions states that "Replace labor does not include additional labor to repair the replaced panel and/or adjacent panels which may become distorted, burned or damaged by welding, drilling, grinding and straightening." Therefore, any damage to the adjacent panel past this defined area would not be included in the Audatex labor allowance.

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<th>Inquiry Description</th>
<th>Resolution Description</th>
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<tbody>
<tr>
<td>Adjacent Panel Damage</td>
<td>We have reviewed the inquiry on the 2009 VW Jetta and I have attached a copy of the clarification for the Welded Seam Area which will be added to the Audaxx Database Reference Manual’s next update. As an example in this case the rear floor R&amp;R, cort time (replace/repair), includes time to detach and weld at the details, inner panels and other necessary panels. This can be found in the DBBM section 4-3 Replacement &amp; Recycled Operations. Also in this case the underside of the floor or refinish is not included, making this operation a manual entry.</td>
</tr>
<tr>
<td>Issue Summary/AS A FORMER APPRAISER WHO USED ADP I AM SOMewhat Familiar with the Pages and Those Operations That Need to Be Added and Addressed in a Repair, I Constantly Refer to the Pages That I Have on my Computer Even Though I Am Not a Subscriber to Audaxx. In this Situation It is a Major Hit On A New Car with 21 Miles. The Body Panel, the Floor and the Left Rail Need Replacement. Contrary to the Pages, the Insurer Refused to Allow for Adjacent Panel Damage Which is Occurring as a Result of the Replacement Parts. E.g., the Wheel Houses Are Being Drilled Through and Clearly Need to Be Filled and Repaired and Replaced for Paint on “Both Sides” No Allowance for Repair or Paint Time Inside and Out. The Time to Repair the Mid Section Floor Pan Is Omitted and Not Considered. The Right Rail to Accommodate the Floor Replacement as Well as the Wheel House and Other Inner Panels Is Also Omitted.</td>
<td></td>
</tr>
</tbody>
</table>

Operation times listed are based on new undamaged parts installed on new undamaged vehicles as Individual operations. Time has not been considered for alignment pulls, damage-related access time, damaged, used, remanufactured or aftermarket parts. Some operation times are applicable after bolted, attached or related parts have been removed. Refer to specific footnotes attached to operation time listing.

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G10

**WELD ZONE/ADJACENT PANEL**

SPECIAL NOTATION:

Suggested refinish operation times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate. Typical areas to be considered are illustrated below.

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G39
GUIDE TO ESTIMATING

LABOR TIME LISTINGS

All operation times are listed in hours and tenths of an hour. A time listed as 3.5 indicates three and one half hours.

LABOR TIME PREMISE

The times reported in this publication are to be used as a GUIDE ONLY. Reported times include normal align procedure to insure proper fit of the individual new part being replaced. Reported times include tube/padded OEM caulking and seam sealer removal/application on welded replacement panels. Sprayable seam sealer equipment requires preparation and adjustment before application and is NOT INCLUDED IN LABOR TIME.

Times do not apply to vehicles with equipment other than that supplied by the vehicle manufacturer as standard or regular production options. If other equipment is used, the time may be adjusted to compensate for the variables. Removal and replacement of exchanged or used parts is not considered. If additional aligning or repair must be made, such factors should be considered when developing the estimate. Items not listed under the INCLUDED DOES NOT INCLUDE heading for any given procedure have not been considered in the estimated work time development for that procedure, unless specified by a footnote. All included/not included items for labor procedures listed between pages G10 and G13 are for component H62 and H64 procedures unless otherwise indicated in operation heading.

Operation times listed are based on new undamaged parts installed on new undamaged vehicles. As individual operations, time has not been considered for alignment pulls, damage-related access time, damaged, used, remanufactured or aftermarket parts. Some operation times are applicable after bolted, attached or related parts have been removed. Refer to specific footnotes attached to operation time listing.

LABOR TIME DOES NOT INCLUDE:

SPECIAL NOTATION:

- The items listed below apply to all labor procedures.
- A/C System, Evacuate and Recharge
- Aftermarket & OEM accessories
- Alignment, check or straightening related parts
- Alignment check of front or rear suspension/steering
- Anticorrosion material restoration/application
- Battery O&I/recharge
- Brackets & braces transfer
- Broken glass removal or clean up
- Brakes, bleed and adjust
- Cauts (non-OEM), sound insulate or paint inner areas
- Clean up or detailing of vehicle prior to delivery
- Computer control module O&I/retax
- Conversion Van (special components, equipment and trim)
- Cutting, pulling or pushing collision damaged parts for access
- Damaged or defective replacement parts
- Drain & refill fuel tank
- Drilling, modification or fabrication of mounting holes
- Fabricate templates, reinforcing inserts, sleeves or flanges
- Filling, plugging and finishing of unsealed holes in new parts
- Information label installation
- Material costs
- Pinch weld clamp damage repair
- Refinishing

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G10
WELD ZONE/ADJACENT PANEL

SPECIAL NOTATION:
Suggested refinishing operations that do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate. Typical areas to be considered are illustrated below.

DE-NIB & POLISH

SPECIAL NOTATION:
Refrinished panels may or may not require a varying amount of de-nibbing, a process used to remove small particles in final finish surface. The clear coat contains ultraviolet screeners and reducing the clear coat thickness (mils) may result in early paint failure. Follow vehicle manufacturer’s recommend-ations when performing this type of repair. Calculations should be based upon the base refinishing time outer surface only and should not include additions for clear coat, underside, inside or edges. In the event that this type of operation will be performed, MOTOR suggests the following formula be considered:

Each panel requiring de-nibbing (refinish or blend)
HOOD, ROOF, TRUNK LID, SPOILER
First panel add up to 20% of full base refinishing time, each additional panel add up to 10%.
FENDER, DOOR, QUARTER PANEL, BUMPER COVER
First panel add up to 10% of full base refinishing time, each additional panel add up to 5%.

INCLUDED:
• Panel outer surface only
• Paint nib removal as required (spot only)
• Spot polish only

DOES NOT INCLUDE:
• Acid rain damage
• Full panel polish
• Overspray removal
• Removal of residual material from recessed edges and jams if required
• Scratch damage
• Wash, clean, wax or detail entire vehicle prior to delivery if required
• Wet sand full panel

WET/DRY SAND, RUB-OUT & BUFF

SPECIAL NOTATION:
Refrinished panels may or may not require a varying amount of wet sanding, compound rub-out or buffing operations in order to match original finish texture. The clear coat contains ultraviolet screeners and reducing the clear coat thickness (mils) may result in early paint failure. Follow manufacturer’s recommendations when performing this type of repair. Calculations should be based upon the outer surface only and should not include additions for clear coat, underside, inside or edges. Base refinishing time does not include deduction for refinish overlap. In the event that this type of operation will be performed, MOTOR suggests the following formula be considered:

Each panel requiring wet sand, rub-out and/or buff (refinish or blend)
= Add 30% of full base refinishing time

INCLUDED:
• Panel outer surface only
• Wet sand full panel as required
• Compound, buff and/or polish as required

DOES NOT INCLUDE:
• Acid rain damage
• Overspray removal
• Removal of residual material from recessed edges and jams if required
• Wash, clean, wax or detail entire vehicle prior to delivery if required

UNPRIMED FLEXIBLE COMPONENT PREPARATION

• 25% of the component’s base refinishing time
• Maximum time allocation: 1.0 hours

INCLUDED:
• Removal of mold-release agents as outlined by manufacturer
• Masking (if required)
• Application of adhesion promoter

DOES NOT INCLUDE:
• Correction of pre-existent surface imperfections
• Material Costs

Footnotes found in a chapter contain vehicle-specific information. The context of footnotes is in addition to, and takes precedence over, information in the Guide to Estimating pages for the operation indicated.
DEG Inquiry #4999

Weld Damage

Section4_Area Vehicle - Rear body and floor
Section4_Part Name Rear body panel
Section4_Part Number ag125440320a
Section4_Issue Summary
Is the burn damage to the adjacent panel part of the operation, rear floor, quarter panels, and tail lamp pockets, all gave drill and burn damage from mig welding
Section4_Number Welds - @50
Section4_Type Materials - Sheet metal
Section4_Procedure Steps
Repair and refinish rear floor pan, refinish bottom side of floor pan, repair and refinish left and right quarter panels mig weld damage, refinish inside of rear quarter panels both sides, repair and refinish tail lamp pockets left and right mig weld burn damage, repair and refinish inside of rear tail lamp pockets
Section4_Technician Skill - high
Section4_Actual Time - 2.5
Section4_Suggested Action - Would like to see a item list of operations on the estimate weather they may be included or not

DEG Response

Please review DEG inquiry number 4684
Estimated Release Date: Closed
Proposed Resolution: MOTOR stated:
Damage to adjacent panels from welding is not included in MOTOR labor times. According to the Guide To Estimating, “Suggested refinish operation times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate.”

No changes required.

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<td>CCC</td>
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<td>2015 Ford Focus</td>
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#### Inquiry Description

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<td>Rear Body and floor</td>
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<td>PartName</td>
<td>Rear body panel</td>
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<td>PartNumber</td>
<td>041254003206</td>
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<td>IssueSummary</td>
<td>Damage to adjacent panels on the rear area panel of the operation, rear floor, quarter panels, and tail lamp pockets. All damage includes drill and burn damage from MIG welding.</td>
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<td>NumberID</td>
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<td>TypeMaterials</td>
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<td>ProcedureSteps</td>
<td>Repair and refinish rear floor pan, refinish both side of floor pan, repair and refinish both rear quarter panels, and refinish both tail lamp pockets left and right. MIG weld all damage, repair and refinish inside of both rear quarter panels, repair and refinish both tail lamp pockets left and right.</td>
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<tr>
<td>TechnicianSkill</td>
<td>High</td>
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<td>ActualTime</td>
<td>2.5</td>
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<tr>
<td>SuggestedAction</td>
<td>Would like a list of operations on the estimate worksheet they may be included or not</td>
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#### DEG Response

- Please review DEG Inquiry number 4849
- Estimated Release Date: Closed
- Proposed Resolution:

  Motor stated: Damage to adjacent panels from welding is not included in MOTOR labor times. According to the Guide To Estimating, suggested refresh operation times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician. Therefore, it is impractical to anticipate in this publication. MOTOR recommends that these factors be considered before finalizing any repair cost estimate.

  No changes required.
DEG Inquiry #5372

Radiator Support

Section4_Area Vehicle - RADIATOR SUPPORT/APRON ASSEMBLIES
Section4_Part Name - APRON ASSY.
Section4_Part Number - 60600TA5A00ZZ, 60700TA5A00ZZ, 60400TA5A00ZZ

Section4_Issue Summary
When replacing a complete Radiator support, LT and RT upper rail/apron assemblies have
to be separated and bent back to insert new rad support. CCC states nothing about time to
separate and repair as being included with rad support. Also, no overlap is deducted if both
parts are replaced at the same time. Labor to separate and then repair apron after support is
installed requires 2.0 hours labor per side.

Section4_Number Welds - 7 per side, 14 total
Section4_Type Materials - High Strength Steel

Section4_Procedure Steps
1. Separate inner apron panel from FT panel and extension panel to remove old Rad
   support.
2. Bend back or remove FT panel and extension panel to install/slide in new rad support.
3. Repair or reinstall FT panel and extension panel, repair panels from removal/set-back.

Section4_Technician Skill - B Tech
Section4_Actual Time - 13.7 hours

Section4_Suggested Action
Full support labor time is 9.7. I believe time should be changed to 13.7 or a notation stating
damage caused to aprons is not included with installation of new support.

No Change

Estimated Release Date: Closed

Proposed Resolution: MOTOR stated: After review, we have determined the estimated work
time of 9.7 hours applied to the Radiator Support is appropriate. The labor footnote applied
to the Radiator Support states, “LABOR: Time includes R&I/R&R radiator, condenser, R&I
shroud assembly, battery, recovery tank, reservoir, horns, support rod, resonator, temp
sensor, air inlet tube, air inlet covers, P/S cooler, lock assembly, D&R hood release cable
and front wiring as necessary.” Additionally, damage to adjacent panels is not included.
According to the “Guide To Estimating, Labor Time Premise,” page G10 states, “cutting,
pulling or pushing collision damaged parts for access” is not included and would need to be
considered at the time the estimate is written. For a complete list of included/not included
items, please refer to the Guide To Estimating. No changes required.

Source: “DEGWEB.ORG ~ Print Database Inquiry.” DEGWEB.ORG ~ Print Database
## DEG DATABASE INQUIRY

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<td>2011 HONDA ACCORD</td>
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### Inquiry Description

- **Radiator Support**
  - Section4_AreaVehicle: RADIATOR SUPPORT/APRON ASSEMBLIES
  - Section4_PartiName: APRON ASSY.
  - Section4_PartNumber: 605007A5A002Z, 607007A5A002Z, 604007A5A002Z
  - Section4_IssueSummary: When replacing a complete Radiator support, LT and RT upper rail/apron assemblies have to be separated and bent back to insert new rad support. CCC states nothing about time to separate and repair as being included with rad support. Also, no overlap is dedicated if both parts are included at.

### Resolution Description

- **No Change**
  - Estimated Release Date: Closed
  - Proposed Resolution: MOTOR stated.
  - After review, we have determined the estimated work time of 9.7 hours applied to the Radiator Support is appropriate. The labor footnote applied to the Radiator Support states, "LABOR: Time includes R & R radiator, condenser, R & R shroud assembly, battery, recovery tank, reservoir, humps, support rad, resonator, temp sensor, air inlet tube, air inlet covers, R & S cooler, lock assembly, D & R hood release cable and front wiring as necessary." Additionally, damage to adjacent panels is not included.
  - According to the "Guide To Estimating Labor Time Premise," page 519 states, "cutting, pulling or pushing collision damaged parts for access" is not included and would need to be considered at the time the estimate is written. For a complete list of included not included items, please refer to the Guide To Estimating.

No changes required.

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DEG Inquiry #5774

Weld Damage

Section4_Area Vehicle
1/4, frt door skin, sliding door skin rh side

Section4_Issue Summary
Insurance company claims no repair or ref time for interior spot welds/burns

Section6_Area Vehicle
same as above

Section6_Issue Summary
same as above

DEG Response

Please review DEG inquiry number 4684
Estimated Release Date: Closed
Proposed Resolution: MOTOR stated:
Damage to adjacent panels from welding is not included in MOTOR labor times. According to the Guide To Estimating, “Suggested refinish operation times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate.”

No changes required.

DEG Inquiry #5774

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<td>CCC</td>
<td>Welded Panel Operations - Refinish Operations</td>
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**Inquiry Description**

Weld Damage

- Section 4.0 AreaVehicle
- 1/4, frt door skin, sliding door skin r h side
- Section 4.0 IssueSummary
- Insurance company claims no repair or ref time for interior spot welds/burns
- Section 6.0 AreaVehicle
- same as above
- Section 6.0 IssueSummary
- same as above

**Resolution Description**

**DEG Response**

Please review DEG inquiry number 4684

Estimated Release Date: Closed

Proposed Resolution: MOTOR stated:
Damage to adjacent panels from welding is not included in MOTOR labor times. According to the Guide To Estimating, “Suggested refinish operation times do not include additional time for repair of damage to adjacent panels resulting from normal cutting, welding and grinding procedures. The amount of damage can vary considerably depending upon process and technique used by the servicing technician and, therefore, is impractical to anticipate in this publication. MOTOR recommends these factors be considered before finalizing any repair cost estimate.”

No changes required.

Repair or Align - Parts or adjacent to parts being replaced.

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09. Page 4
Estimating Information

Fabrication
Fabrication of reinforcements or inserts (new component not cut or manufactured from existing or new part, but from raw stock).

Free Up Parts
Time necessary to free up parts frozen by rust or corrosion.

Measure and Identify
Structural damage by comparing vehicle underbody, underhood, and upper-body reference points to accepted, OEM-based dimension specification to identify damage to unibody vehicles.

Plug and Finish Holes
Time to plug and finish unneeded holes on parts being installed.

Repair or Align
Parts or adjacent to parts being replaced.

Rework Parts
To fit a particular year or model (example: cutting holes for lamps, modifying a radiator support).

Tar and Grease
Removal of these or any other materials that would interfere with operation.

Transfer Time
For welded, riveted or bonded brackets, braces or reinforcements from old part to new part.

Unibody Structural Components
Unibody structural components are parts which support the weight of the vehicle and absorb the energy of the impact as well as road shock. These components are designated with the letter "A" in the text. The components are the radiator support, front and rear unirails, apron and wheelhouse (strut type) assemblies, rocker panel assemblies and suspension crossmembers. Body pillars, while not primary load-bearing structures, also require special treatment and are considered structural components.

Fig. 1: Component Identification & Illustration—Courtesy of TECH-COR, Inc.
Negotiation Question #2 – Summary

It has been established and proved thru the source documentation that additional labor operations is not included to repair the adjacent panel damage.
Question 3.
Are there pre-determined times?
3. Are there pre-determined times for the repair of adjacent panel damage?

Answer: No, the Information Providers have not provided a time in the databases for adjacent panel damage.
Question 4.
What is it worth?
4. If not, what is refinishing adjacent panel damage worth?

Answer: The Repair Planner will have to use judgment times on these items since no database times are given by the Information Providers.

The following items are included as justification:

- Conduct your own time study:
  - Create a time study form
  - Create a video of the time study

- Remember, when determining labor times it should be based on “How long it takes the average technician to gather up their tools, equipment and supplies and perform the task in a safe manner and return their tools, equipment and supplies back to their storage location.”