# Table of Contents

Introduction .......................................................................................................................... 2
Definition ............................................................................................................................... 4

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

Four Negotiation Questions

1. Is it required to clean or pre-wash the vehicle prior to repairs to return the vehicle back to pre-accident condition? .................................................................................. 10
   - Axalta Coating Systems’ eLearning Module on the Pre-Wash Process ............. 11
   - Axalta Coating Systems’ Quality Standard Poster for Pre-Wash Process ....... 12
   - Axalta Coating Systems’ Work Standard Poster for Pre-Wash Process ........ 13
   - Cromax Technical Data Sheet ............................................................................. 14
   - UPCR .................................................................................................................... 15
   - Auto Body Repair Technology........................................................................... 17

2. Is cleaning or pre-washing the vehicle prior to repairs included in any other labor operations? .................................................................................................................. 20
   - Mitchell ................................................................................................................. 21
   - DEG Database Inquiry - #6948 .......................................................................... 23
   - DEG Database Inquiry - #8108 .......................................................................... 25

3. Is there a pre-determined time for cleaning or pre-washing the vehicle prior to repairs? .................................................................................................................. 28

4. If not, what is it worth? ................................................................................................. 30

Additional Thoughts........................................................................................................... 32
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)
   - 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
   - www.Estimatesscrubber.com
   - SCRS Guide to Estimating

3. Is there a pre-determined time in the database?
   - Estimating Systems
   - 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

When a vehicle arrives at the shop during the winter or even during the summer, it may be necessary to remove bird droppings, neutralize acid rain, or wash the exterior of the vehicle to remove snow, salt, grime, etc. in order to correctly identify repairs and see the damage to the vehicle.

If the vehicle needs to be cleaned or pre-washed prior to working on the vehicle is that an included operation?
Photo Documentation
Photo Documentation
Photo Documentation
# Justifying Each Line on the Repair Plan

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

1. Is it required to clean or pre-wash the vehicle prior to repairs in order to return the vehicle to pre-accident condition?

Answer: Yes, it is required to clean or pre-wash the vehicle prior to repairs in order to return the vehicle back to pre-accident condition.

- Axalta Coating Systems’ Pre-wash SOP Training Module
- Axalta Coating Systems’ Pre-wash Quality Standards
- Axalta Coating Systems’ Pre-wash Work Standards
- Cromax Technical Data Sheet
- UPCR
- Paint manufacturers documentation

The source documentation follows.
Axalta Coating Systems’ Pre-wash SOP Training Module

According to Axalta Coating Systems’ training, pre-washing the vehicle prior to repairs is required to return the vehicle back to pre-accident condition.

- [http://www.brainshark.com/axalta/prewash_process](http://www.brainshark.com/axalta/prewash_process)
### Pre-Wash Process Quality Standards

<table>
<thead>
<tr>
<th>Customer Requirement</th>
<th>Good Show</th>
<th>Poor Show</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean the vehicle interior ONLY if doors will NOT be opened during the repair process, wash floor mats and let dry</td>
<td>Interior cleaned ONLY if doors will NOT be opened during the repair process</td>
<td>Interior cleaned for all vehicles necessitating re-cleaning during detail</td>
</tr>
<tr>
<td>Vacuum the vehicle and install temporary floor mats</td>
<td>Vehicle is vacuumed</td>
<td>Interior not cleaned necessitating additional work during detail</td>
</tr>
<tr>
<td>Clean windows not being removed</td>
<td>Windows cleaned</td>
<td>Windows not cleaned before beginning repair process</td>
</tr>
<tr>
<td>Remove dirt build-up and brake dust from the wheels and wheel wells</td>
<td>Wheels and wheel wells cleaned</td>
<td>Wheels and wheel wells not cleaned</td>
</tr>
<tr>
<td>Remove bugs from the bumper, grille or hood prior to the repair process</td>
<td>Bugs removed from the bumper, grille and hood</td>
<td>Bugs not removed from the bumper, grille or hood prior to the repair process</td>
</tr>
<tr>
<td>Clean the vehicle exterior</td>
<td>Vehicle exterior cleaned</td>
<td>Dirty vehicle ready for repairs to begin</td>
</tr>
</tbody>
</table>

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Source: Copyright Axalta Coating Systems, LLC. Version 11.03.14
Axalta Coating Systems

Pre-Wash Process Work Standards

Transition – In
- Vehicle is checked in
- Quality standards from the Check-in Process have been met

Work Standard – Pre-wash

Transition – Out
- Interior pre-detailed
- All road grime removed
- All water soluble & solvent-based debris removed
- On-vehicle notes written

Step 1. Move Vehicle To Wash Bay & Inspect – Position damage area near drain

Step 2. Clean Glass – Use ammonia-based cleaner & lint-free towels

Step 3. Clean Interior Panels – Use non-caustic cleaner & work from top to bottom

Step 4. Clean Floor Mats – Place on alligator clips, allow time to dry

Step 5. Vacuum Carpeting – Do not use air hose to blow out glass or dirt; install temporary floor mats

Step 6. Clean Engine Compartment, Wheels & Wheel Wells

Step 7. Clean the Exterior – Use car wash soap & approved mitt, wash from top to bottom

Step 8. Dry the Exterior & Solvent Wash – Use an appropriate wax & grease cleaner

Step 9. Update On-vehicle Notes – Draw "X" on window in standard format; circle paint chips & unrelated prior damage

Step 10. SS Work Area

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TECHNICAL DATA SHEET

CROMAX® PRO BASECOAT
WATERBORNE BASECOAT

SURFACE PREPARATION

1. **Clean surface with water and soap. Rinse and dry.**
2. Degrease with a correct preparatory cleaner. Wipe dry with a clean cloth.
3. Repair according to damage.
4. Sand surface:
   a. mechanical P400 - P500;
   b. wet P1000 - P1200.
5. Remove all traces of sanding dust, blowing oil-free compressed air.
6. Degrease with a correct final cleaner/degreaser. Wipe dry with a clean cloth.
7. Tack rag.

FOR COLOURS CONTAINING WB1735

1. Clean surface with water and soap. Rinse and dry.
2. Degrease with a correct preparatory cleaner. Wipe dry with a clean cloth.
3. Repair according to damage and finish with a 2K Surfacier.
5. Remove all traces of sanding dust, blowing oil-free compressed air.
6. Degrease with a correct final cleaner/degreaser. Wipe dry with a clean cloth.
7. Tack rag.
8. Apply a VOC compliant clear on the entire panel
10. Remove all traces of sanding dust, blowing oil-free compressed air.
11. Degrease with a correct final cleaner/degreaser. Wipe dry with a clean cloth.
12. Tack rag.

BASECOAT APPLICATION

Standard: Apply one “closed” coat of Cromax® Pro Basecoat with 70 % overlap, followed by a control coat increasing gun distance to the panel.

Poor hiders: Apply two “closed” coats of Cromax® Pro Basecoat with 70 % overlap, followed by a control coat increasing gun distance to the panel.

CLEARCOAT APPLICATION

Only use clears 3750S, 3760S, 3800S, CC6400 or CC6600. When the basecoat is completely flat, apply a clearcoat. Maximum time before clearcoating is 3 days.

Source: Copyright Axalta Coating Systems, LLC. Version 1.03.14
9. Repair Procedure

Spot repairs are difficult to make on plastic parts. It is usually necessary to refinish an entire panel or refinish to a well-defined break line.

9.1 Identification Of Plastic

To identify the type of plastic:

- Look for an ISO code molded on the part.
- Use information from the vehicle maker.
- Perform a sanding or flexibility test.

9.2 Surface Cleaning

To clean the repair area before sanding:

1. Wash the repair area with a pH-neutral soap and water. Rinse and wipe dry.
2. Clean the repair area with a low-VOC plastic cleaner. Some product makers may recommend using a wax and grease remover to remove heavy amounts of silicone dressings from the surface before using the plastic cleaner.

Source: Copyright 1999 Inter-Industry Conference on Auto Collision Repair.
9. Repair Procedure

9.1 Surface Cleaning
To clean the repair area before sanding:

- 1. Wash the repair area with a pH-neutral soap and water. Rinse and wipe dry.
- 2. Clean the repair area with the proper wax and grease remover, as recommended by the paint maker.

9.2 Surface Preparation
To prepare the repair area:

- 1. Remove or lift exterior trim, hardware, stripes, decals, etc. from the repair area, as necessary to obtain proper adhesion and prevent bridging.
- 2. Protect any areas that should not be sanded.
- 3. Choose a sanding method and grit for the surface. Follow the paint and abrasive product makers’ recommendations.
- 4. Sand the surface, keeping the repair area as small as possible.
- 5. Change to progressively finer grits to remove any sandscars.
- 6. Perform a solvent test to identify sensitive substrates. See 9.3.

9.3 Solvent Test
To perform a solvent test:

- 1. Wet a cloth with a strong, slow solvent.
- 2. Hold the cloth on a featheredged area for 30–60 seconds. On a new part, hold the cloth on a primed area.
- 3. Check the cloth for material transfer.
- 4. Check the substrate layers for softness.

Source: Copyright 1999 Inter-Industry Conference on Auto Collision Repair.
Accidently opens a car door into the side of another car, making a small paint chip.

Major body damage must usually be corrected by replacing, repairing, and straightening large body parts before refinishing. Parts might have to be cut off and new ones welded into place. Though severe, repairing the damage is less than the cost of vehicle replacement or less than the value of the vehicle.

A collision can also be severe enough to cause a total loss, in which repairs would be more expensive than buying another car. In this case, the insurance company does not pay for repairs but instead gives the driver enough money to purchase another similar year, make, and model vehicle.

Remember that nearly any damaged automobile can be restored to a safe, driveable condition if the vehicle owner or insurance company is willing to pay for the repair. It is this cost that is the major consideration (Figure 1-6).

The estimate is usually given to the customer, who submits it to the insurance company. The insurance adjuster reviews the estimates and determines which one best reflects how the vehicle should be repaired. The adjuster may inspect the wrecked car to determine that the repairs will be done in a cost-effective fashion. The insurance company usually writes a check to the owner of the damaged vehicle to cover the cost of the repair, minus any deductible (amount the owner agrees to copay on the insurance policy).

1.2 BODY SHOP REPAIRS

Once the owner and the insurance company approve the repairs, the vehicle is turned over to the shop supervisor. The shop supervisor, sometimes with the help of a technician, will then review the estimate to determine how to do the repair.

Repair instructions are summarized on a printed repair order (RO), and the repairs are carried out according to these instructions. Once the RO is received in the shop, body shop repair procedures follow a general sequence. The basic repair sequence for a vehicle that has major frame/body damage is as follows:

1. Clean vehicle before moving it into repair area.
2. Study the RO and vehicle damage to determine repair procedure.
3. Remove badly damaged bolt-on parts.
4. Measure damage.
5. Straighten frame/unibody damage on frame rack.
6. Replace badly damaged welded-on parts.
7. Straighten minor body damage.
8. Apply body filler and coarse-sand repair area.
9. Apply a primer-filler around body filled area.
10. Fine-sand repair area and all parts to be refinished.
11. Mask areas not to be painted.
12. Clean surfaces to be painted.
13. Refinish (prime, seal, paint) damaged body parts.
14. Detail vehicle (unmask, clean, and polish) as needed.

Wash-Up Area

When a car is brought into the shop, the first step is usually wash-up. Wash-up involves a thorough cleaning of the vehicle with soap and water. This is followed by
Figure 1–7 Before starting repairs, body shops usually wash the vehicle thoroughly to remove road dirt. Keeping the shop clean is important to refinish quality because it keeps paint contaminants out of the shop work areas.

wiping the body down with wax and grease remover. These steps will remove mud, dirt, wax, and water-soluble contaminants (unwanted substances). These substances must be cleaned off before starting bodywork because they could contaminate the paint and cause paint problems later. The car or truck should be completely dry before being moved to the repair area. Look at Figure 1–7.

Metalworking Areas

The metalworking areas are shop locations where damaged parts are removed, repaired, and installed. Such damage can result from either a collision or part deterioration. The metalworking area is where the shop performs most of the collision repair tasks. Because of all of the grinding, sanding, and welding, this area tends to become dusty and dirty quickly.

Before starting work in this area, the body technician must first study and diagnose the damage that has occurred. Body technicians use the information on the RO to determine what repairs are needed. The technician may need to consult with the estimator before proceeding. It is then up to the technician to decide how to accomplish the repairs outlined on the estimate and RO.

Once the damage and repair methods are analyzed, the repairs must be completed in a systematic manner. For example, if a panel is creased, torn, or caved in, it can be straightened using hammers, hydraulic jacks, and other body shop tools. If the panel is badly crushed and folded, it must be replaced. If the unibody or frame is damaged, it must be straightened or parts replaced according to factory recommendations.

A stall is a work area for one vehicle, often marked off with painted lines on the floor. Also termed a box, each stall is large enough so that the technician has room to work all the way around the vehicle.

Often, one of the first steps completed in the metalworking area is part removal. Badly damaged bolt-on parts must be removed to gain access to hidden damage. This might involve unfastening the bumper, grille, or fenders, for example Figure 1–8.

Vehicle Measurement

Vehicle measurement helps determine the extent and direction of major damage. If the vehicle has been in a serious accident, vehicle measurement is often done to find out whether the frame/ unbbody has been forced out of alignment. Specialized measuring tools are used to measure across specific reference points on the vehicle to find out whether body damage exists.

Measurement systems are specialized tools and equipment that allow the technician to check for frame

Question 2.
Is it included?
2. Is cleaning the vehicle prior to repairs included in any other labor operations?

Answer: No, cleaning the vehicle prior to repairs is not included in any other labor operation.

Answer Documentation:

There are several DEG Database Task Force inquiries that say cleaning the vehicle prior to repairs is not included in any other labor operation.

- DEG Database Inquiry - #6948
- DEG Database Inquiry - #8108

The original source documents follow.
Included Operations

- Detergent wash

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09. Page 17
Procedure Explanation

Included Operations

- Clean equipment
- Additional panel(s) and/or other refinish area(s): Deduct overlap (if applicable): add 3 per refinish hour (30%)

Included Operations

- Mask panel
- Scuff panel
- Apply material

Blend Adjacent Panels

With some colors, it may be necessary to blend color into adjacent panels to obtain an acceptable color match.

A blend labor time formula is provided should it be necessary to perform this operation. The performance of this operation is NOT INCLUDED in the Mitchell finish labor time.

The blend times are for existing undamaged adjacent surfaces. The blend labor time includes the application of clear coat to the entire panel on which color is blended. On some panels, the clear may be stopped at natural body lines or be blended into acceptable design configuration areas.

Single Stage / Two Stage Colors

Blend adjacent panel(s): Add 5 per refinish hour (50%) for each panel(s)/refinish area(s) blended.

Included Operations

- Detergent/solvent wash
- Wet sand, scuff (ScotchBrite or rubout) compound panel and clean for preparation
- Mask existing adjacent panels to 30°
- Apply bonding material - if required
- Apply color
- Clean and tack surface
- Apply clear material

Not Included Operations

- Repair existing surface imperfections
- Remove and install or mask attached components, trim, stripes or decals on blended panel/areas
- Finish, sand, and buff

NOTE: Blend labor time does not apply to two-tone refinish or custom non-OEM refinish. No overlap deduction applies to blended panel(s)/refinish area(s).

NOTE: When calculating the estimate, the amount allocated to the clear coat line will total 30% of the exterior refinish time for the panel being blended.

Example: A panel refinish time is 2.5 hr. When blended, the refinish time for that panel will be displayed as 1.6 (5 per refinish hour). Once calculated, the refinish blend line will be displayed as .8 and .2 (20%) will be allocated to the clear coat line.

Three Stage Colors

Blend adjacent panel(s): Add 7 per refinish hour (70%) for each panel(s)/refinish area(s) blended.

Included Operations

- Detergent/solvent wash
- Wet sand, scuff (ScotchBrite or rubout) compound panel and clean for preparation
- Mask existing adjacent panels to 30°
- Apply bonding material - if required
- Apply color
- Clean and tack surface
- Apply pearl/mica toner
- Clean and tack surface
- Apply clear material

Not Included Operations

- Repair existing surface imperfections
- Clean and tack surface
- Apply clear material

Three Stage Refinish

First major panel: Add 3 per refinish hour (50%)

Included Operations

- Mask panel
- Scuff panel
- Mix material
- Apply material

Clean Coat / Two Stage Refinish

First major panel or soft bumper/fascia cover: Add 4 per refinish hour (40%), then add 4 per refinish hour for jamb, jamb and interior, edge panel, and/or underbody (when necessary).

Included Operations

- Mix material
- Clean and tack surface
- Apply material
- Clean equipment

NOTE: Some OEMs now utilize a matte clear coat on non-exterior colors applied to underbody, edges, and/or jams.

Additional panel(s) and/or other refinish area(s): Deduct overlap (if applicable): add .2 per refinish hour (20%), then add .2 per refinish hour for jamb, jamb and interior, edge panel, and/or underbody (when necessary).

Included Operations

- Clean and tack surface
- Apply material

NOTE: For NEW, UNDAMAGED PARTS, a total of no more than 2.5 hours should be necessary to perform the four Clear Coat, Refinish Included Operations listed above. This calculation DOES NOT APPLY to bumper covers, ground effects, special package equipment, interior edges, jams, entryways, underbody and additional time that may be required for repaired and/or used panels. It DOES NOT APPLY to complete vehicle refinish. It is not intended to determine the quantity or cost of materials required for the application of clear.

Three Stage Refinish

First major panel or soft bumper/fascia cover: Add .7 per refinish hour (17%), after time has been added for jamb, jamb and interior, edge panel, and/or underbody (when necessary).

Included Operations

- Mix pearl/mica toner
- Apply toner to test panel
- Mix clear
- Clean and tack surface
- Apply clear to test panel
- Repeat application to surface being refinished
- Clean equipment

Additional panel(s) and/or other refinish area(s): Deduct overlap (if applicable): add .4 per refinish hour (40%), after time has been added for jamb, jamb and interior, edge panel, and/or underbody (when necessary).

Included Operations

- Apply pearl/mica toner
- Clean and tack surface
- Apply clear

NOTE: With three stage paints, it may be necessary to blend into larger areas of adjacent panels or complete sides of vehicles, otherwise known as zone painting.

NOTE: Some OEMs now utilize a matte clear coat on non-exterior colors applied to underbody, edges, and/or jams.

Two Tone Refinish

First major panel: Add .5 per refinish hour (50%)

Included Operations

- Mask panel
- Scuff panel
- Mix material
- Apply material

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10.09. Page 17
DEG Database Inquiry - #6948

Wash Before Repair

Section 7_IssueSummary
Looking for data and documentation on cleaning a vehicle prior to repairs. Trying to justify a cleaning after tear down and before actual repairs are performed. We are cleaning just about every vehicle and would like to justify the time on an estimate. Not trying to get paid for a detail that we do at the end of the job as a customer courtesy just the .5 hr we spend cleaning it for paint and repair.

Section 7_Procedure Steps
Clean and wash inside and out. Soap water repair and blend panels.

Section 7_Actual Time
.5 hr

Section 7_Suggested Action
Just looking for info or documents justifying time spent.

IP Explanation
Estimated Release Date: Closed
Proposed Resolution: MOTOR stated:
After review, we have determined that “cleaning of a vehicle” prior to the start of the repair is not included with any labor operation. Cleaning the vehicle prior to the start of the repair process is a business decision that is best left to the repair facility.

No changes required.

### DEG Database Inquiry - #6948

<table>
<thead>
<tr>
<th>Track_#</th>
<th>Estimating Platform</th>
<th>Inquiry Category</th>
<th>Year Make Model</th>
<th>Resolution Status</th>
<th>Origination Date</th>
<th>Submission Date</th>
<th>Resolution Date</th>
<th>Total Time to Resolve</th>
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<tbody>
<tr>
<td>6948</td>
<td>CCC</td>
<td>- All Other</td>
<td>2014 Chevrolet Silverado</td>
<td>Resolved</td>
<td>5/6/2014 6:15:15 PM</td>
<td>5/9/2014 10:54:00 AM</td>
<td>5/12/2014 4:50:00 AM</td>
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</table>

#### Inquiry Description
- **Wash Before Repair**
  - **Section7_IssueSummary**
    - Looking for data and documentation on cleaning a vehicle prior to repairs. Trying to justify a cleaning after tear down and before actual repairs are performed. We are cleaning just about every vehicle and would like to justify the time on an estimate. Not trying to get paid for a detail that we do at the end of a job as a customer courtesy just the .5 hr we spend cleaning it for paint and repair.
  - **Section7_ProcedureSteps**
    - Clean and wash inside and out. Soap wash repair and blend panels.
  - **Section7_ActualTime**
    - .5 hr
  - **Section7_SuggestedAction**
    - Just looking for info or documents justifying time spent.

#### Resolution Description
- **IP Explanation**
  - Estimated Release Date: Closed
  - Proposed Resolution: MOTOR stated:
    - After review, we have determined that “cleaning of a vehicle” prior to the start of the repair is not included with any labor operation. Cleaning the vehicle prior to the start of the repair process is a business decision that is best left up to the repair facility.
    - No changes required.
Clean Vehicle
AreaVehicle
The exterior of the vehicle

Section 3_Issue Summary
When a vehicle arrives at the shop during the winter or even during the summer, it may be necessary to remove bird droppings, neutralize acid rain, or wash the exterior of the vehicle to remove snow salt, or grime as well as numerous other things. The question is this...if the vehicle needs to be cleaned pre washed prior to working on the vehicle is that an included operation?

In addition, when the vehicle is completed, the windows may need cleaning due to fingerprints from transferring or installing glass, the vehicle may need to be cleaned to remove any sanding residue, the vehicle exterior may need to be cleaned due to an eraser wheel being used to remove old adhesive, leaving particles all over the vehicle, there are a variety of reasons for having to clean a vehicle after repairs...is this included in any other labor operation?

Section 3_Suggested Action
Please state in the p pages for clarity as to if this is or is not included – both cleaning the vehicle prior to repairs and cleaning the vehicle after repairs for delivery.

IP Explanation
The RFR process is for questions relating to specific estimate and the elements therein.
The information is listed in the Database Reference Manual.
Inquiry 8108 is addressed in the labor exclusions section of the manual “Removal of debris, grease, corrosion, protective coatings, or other materials impeding replacement, R&I, or refinishing of parts.” Section 4-2 Labor Exclusions, page 56.
Inquiry 8110 “Clean for Delivery” is a standard manual entry and is listed in Section 5-1, Standard Manual Entries. The explanation of the M-Code-Manual Entry can be found in Section 2-2 An Explanation of an Audatex Estimate, page 16.

### DEG DATABASE INQUIRY

- **Track_#**: 8108  
- **Estimating Platform**: Audatex  
- **Inquiry Category**: - Procedure Page Issue - All Other  
- **Year Make Model**: 2012 GMC YUKON  
- **Resolution Status**: Resolved  
- **Origination Date**: 6/9/2015 8:26:43 AM  
- **Submission Date**: 6/10/2015 11:04:00 AM  
- **Resolution Date**: 6/15/2015 4:17:00 PM  
- **Total Time to Resolve**: 03 Days

### Inquiry Description

**Clean Vehicle**

- **Area/vehicle**
  - the exterior of the vehicle
- **Summary**
  - When a vehicle arrives at the shop during the winter or even during the summer, it may be necessary to remove bird droppings, neutralize acid rain, or wash the exterior of the vehicle to remove snow salt, or grime. As well as numerous other things. The question is this... if the vehicle needs to be cleaned pre washed prior to working on the vehicle is that an included operation? In addition, when the vehicle is completed, the windows may need cleaning due to finger prints from transferring or installing glass. The vehicle may need to be cleaned to remove any sanding residue, the vehicle exterior may need to be cleaned due to an eraser wheel being used to remove old adhesive, leaving particles all over the vehicle, there are a variety of reasons for having to clean a vehicle after repairs... is this included in any other labor operation.

- **Action**
  - please state in the pages for clarity as to if this is or is not included. Both cleaning the vehicle prior to repairs and cleaning the vehicle after repairs for delivery.

### Resolution Description

**IP Explanation**

The RFR process is for questions relating to specific estimate and the elements therein.

The information is listed in the Database Reference Manual.

Inquiry 8108 is addressed in the labor exclusions section of the manual "Removal of debris, grease, corrosion, protective coatings, or other materials impeding replacement, R&I, or refinishing of parts." Section 4-2 Labor Exclusions, page 98

Inquiry 8110 "Clean for Delivery" is a standard manual entry and is listed in Section 5-1 Standard Manual Entries. The explanation of the M-Coder Manual Entry can be found in Section 2-2 An Explanation of an Audatex Estimate, page 16.

Question 3.
Is there a pre-determined time?
3. Is there a pre-determined time for cleaning the vehicle prior to repairs?

**Answer:** None of the Information Providers provide times to clean the vehicle prior to repairs. However, if there is not a time, it does not mean that it is included. If there is not a time you may need to do a manual entry.
Question 4.
What is it worth?
4. If not, what is it worth?

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

Answer Documentation:

The following items can be used as justification:

- Submit an inquiry to DEG (www.DEGweb.org) to prove it is not included only.
- Conduct your own time study:
  - Create a time study form
  - Create a video of the time study
Additional Thoughts
Additional Thoughts

- Cleaning the vehicle prior to repairs is different than the removal of tar, grease and petroleum-based products.
- The removal of tar, grease and petroleum-based products is also not-included by the Information Providers.
- Cleaning the vehicle for delivery is also a not-included operation.
- TIP: If you save the P-pages as a PDF and search for terms in the document by going to Edit, then Find or by hitting Ctrl+F