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**Introduction**

In response to numerous requests from valued Collision Advice customers across the US, we have created this tool to help explain, justify and negotiate time for repair operations. 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 repair procedures. 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
**Definition**

Once the extent of damage is determined, then begin to itemize all the operations necessary to properly repair the damage. In order to determine the required operations, it is necessary to understand the repair process steps.

Structural repairs generally occur in the following order:

1. R&I all necessary components to gain access and to properly measure and anchor
2. Position vehicle on the frame rack
3. Anchor the vehicle per OEM requirements
4. Set up measuring to aide in realignment, repair and replacement of components
5. Protect vehicle from further damage during structural repairs
6. Set up pulls. Many times multiple pulls are required.
7. Perform pulling operations, stress relieve, square and align major components in preparation for replacement of components, as needed.
8. Replace components by following OEM requirements and properly positioning components using measuring and frame equipment.
9. Test fit all attaching components before welding.
10. Dress welds
11. Restore coatings and corrosion protection.
12. Refinish structural repair areas prior to partial re-assembly.
13. Remove measuring equipment.
14. Remove anchoring devices
15. Re-install all removed items
16. Remove the vehicle from the frame rack

In order to correctly repair the structural components of a vehicle, the vehicle first must be set up and measured on the frame machine per the OEM requirements and equipment supplier’s requirements. Generally, this includes two separate activities - anchoring the vehicle and measuring the vehicle. Frequently components must be removed to properly anchor and gain access to reference points and control points of the underbody.
Photo Documentation
Photo Documentation
Photo Documentation
Photo Documentation
Photo Documentation
Question 1.
Is it required?
Four Negotiation Questions

1. Is it required to set up and measure in order to return the vehicle back to pre-accident condition?

Answer: Yes, it may be required to set up and measure in order to return the vehicle back to pre-accident condition.

Answer Documentation:

- Audi
- Body Shop Business
- Chief User’s Manual
- Videos

The supporting documents follow.
Does Your Shop Measure Up?

Techs working to beat the clock often skip the measuring process. But if you add a separate line to your estimate for the setup of the measuring system in addition to the setup of the vehicle on the frame machine, some of your techs might be more willing to knock the dust off the old measuring system once and awhile.

Paul Bailey

Is it as obvious to you as it is to me that too many techs aren't using measuring systems these days? I see cars with previous collision damage that still have structural damage after the repair. Some trucks even have two bad tires at the front right and rear left or vice versa. Obviously, these vehicles weren't returned to factory specs.

But why are so many techs skipping this part of the repair process? One reason is the lack of proper communication throughout the collision industry. Fifteen years ago, most shops got double the setup time they get now. This leaves many of us wondering why so few shop owners have stood up to insurance companies over the years. Your retailer doesn't have to sell you for the same price as every other shop in town, so why do so many shop owners settle for the same standard price on this procedure (as well as many others)?

As we all know, many shops simply will not perform some procedures if they can get by without them and get the car out the door faster. This is especially true if the procedure has minimal noticeable effect on safety, appearance or vehicle function. If a car with front bumper and grille damage has just a 3 mm side sway in the front structure, why fool around with the measuring system when you can get it a quick tug, check it with the frame gauge and be done? This is the philosophy in most body shops these days (and the rationalization of shortcuts certainly doesn't stop with the measuring system).

The measuring system, however, helps techs to accurately return vehicles to the correct OEM specification. The best argument I have heard for the use of the measuring system comes from Mark, a Pennsylvania tech, who says: "The time spent measuring to determine damage is saved in the repair process. Anybody who doesn't measure before repairing is not repairing!"

Still, the question remains. How can the collision industry or the insurance industry expect techs to perform all procedures - including measuring - and do top dollar repairs on every vehicle when there are so many procedures that pay close to minimum wage after all time spent is considered? How?

By charging for the procedures - and by making sure techs perform them.
Body Shop Business

Many techs I consulted about this issue say setup and measure is lumped into one procedure and includes the setup of the vehicle in the frame machine’s holding system. Very few shops charge additional diagnostic time or access time to remove panels or shields on the underside of the vehicle. Upper body measurements are also included in the setup and measure time.

For 1.5-2.5 labor hours, depending on where you live, techs are expected to drive, push, pull or drag a vehicle onto the bench, set up in the holding system, set up the measuring system, with the upper body measuring equipment and determine the extent of the damage to the vehicle. This usually takes every bit of two hours, depending on the equipment, and you haven’t started making pull outs.

Any measurements taken during the repair process are included, and if some portion of the measuring system has to be moved or removed to avoid damage while pulling and repairing of the structure takes place, this is also included in the measuring time. Of course, then you have to reinstall the removed equipment to re-measure. And don’t forget that everything has to be taken back apart and put away and the vehicle has to be removed from the holding system when you’re finished. Also keep in mind that among the frame equipment manufacturers whose equipment I’ve used, not all of them have certified that their hardware be tightened by hand and not with an impact wrench. With 16 bolts on the unibody pinch weld clamps alone, this single procedure called “setup and measure” turns out to be a lot of work when done properly. Many techs just impact the bolts because it’s not their equipment anyway, and then they leave the measuring system in the corner to collect dust and measure everything with a trim gauge (if that).

Techs Take Shortcuts to Beat the Clock

There are a lot of techs who don’t thoroughly measure vehicles. And whether or not cars are measured doesn’t necessarily depend on which shop you’re in. As a shop owner, you might think every car is measured, but if you’re not watching your crew closely, some vehicles are probably slipping through without getting the measuring system. On an internet discussion board, Paul Demetry, a Florida tech, explained: “It appears to depend on the tech. Some people who work with newer setup a measuring system. Others set up the measuring system about 50 percent of the time (usually after a request from the boss). If I put a vehicle on the rack, I always set up a measuring system.”

But Paul isn’t your common Joe.

Let’s look at this from another angle. How many techs do you think would actually start using the measuring system on every bench job if I paid more to do so? Some. But even if the setup and measure time were tripled, some techs would still keep beating the clock with the quick tug and trim method. And do you think shop owners are making money and customers aren’t complaining, no one seems to care whether techs measured the car or not.

Bodymen aren’t stupid. If the sheet says “Setup – Measure . . . 2.0 hrs” a lot of techs will “set up” the car on the frame machine, “measure” it with a trim gauge and then smile when they say, “I did what the paperwork says.” I also see a lot of sheets that are written, “Pull and Square Unibody – includes setup . . . 6.0 hrs.” Am I supposed to measure this car at all? I apologize for any toes I step on here, but a stupidly written sheet is an invitation to a sloppy repair. What exactly do you do when you “pull and square”?

Should techs do what they know needs to be done? I don’t know. I think that really depends on the situation. Different people have different ideas about what needs to be done sometimes. For instance, I have a job with minor damage to the front, and the front frame rails are sloped 5 mm. It isn’t much, but it’s more than the generally recommended 3 mm maximum tolerance. There are a lot of vehicles that can be assembled, the wheels can be aligned and the customer can drive around for years never knowing that the front frame rails are slightly awry. A lot of techs won’t even put a car like this on the frame machine. Granted, it’s not right, but it happens even in shops with the best reputations.

Now suppose the vehicle comes to me with the 5 mm away in the front end. I check the paper work to find, “Pull and Square Unibody – incl. setup . . . 3.0 hrs.” Now I know what needs to be done. The car needs to be locked into the pinch welded clamps, the measuring system needs to be setup (including the upper body measuring equipment), and the frame rails need to be located to within 3 mm of the OEM recommended specifications.

But what if I do this? Instead of driving the car onto a frame machine, I keep the car in my work stall. I put a clamp on the front of the pinch weld on the side of the vehicle to which the front rail is sloped. I put another clamp at the back of the other pinch weld. With the clamps clamped to the floor, I put a . . .
Videos

Car-O-Liner Quick 42 Setup Jacks

https://www.youtube.com/watch?v=aypzvu9Eb3g

Question 2.
Is it included?
2. Is setting up and measuring included in any other labor operation?

**Answer:** No, setting up and measuring is not included with any other labor operation.

**Answer Documentation:**
- AudaExplore
- CCC / MOTOR

There is also a DEG Database Task Force Inquiry that says that set up and measure is not included with any other labor operation.
- DEG Database Inquiry #5571
- DEG Database Inquiry #6608
- DEG Database Inquiry #643

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

Section 4-2 Labor Exclusions

- 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).

Section 4-2 Labor Exclusions

Note: R&I labor for mouldings 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 M57 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, PenPro or ShopForce. The current version of the Database Reference Manual may also be found at www.estimate-audexplore.com.*

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LABOR TIME DOES NOT INCLUDE SPECIAL NOTATION
The items listed below apply to all labor procedures.

- Structural damage diagnosis and vehicle set up time.

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

LABOR TIME LISTINGS

All operations 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 aligner 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 G33 are for component R&I and R&I 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, D/R/Recharge
  - Brackets & braces transfer
  - Broken glass removal or clean up
  - Brakes, bleed and adjust
  - Caulk (non-OEM), sound insulates or part inner areas
  - Clean up or detailing of vehicle prior to delivery
  - Computer control module D/R/Relearn
  - 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 unmarked holes in new parts
  - Information label installation
  - Material costs
  - Pinch weld clamp damage repair
  - Refinishing

Front Bumper Assembly - R&I All Types

INCLUDED:
- Align to vehicle
- Face bar/bumper cover assembly R&I

DOES NOT INCLUDE:
- Air bag sensor
- Battery
- Emblems & nameplates
- Energy absorber, all types
- Lamp aiming
- Lamps (when not mounted in bumper)
- Molding & impact strip
- Strips, tape, decals or overlays
- Valance panel/spoiler (when not mounted to bumper)

Front Bumper - R&I Face Bar Type

INCLUDED:
- Align to vehicle
- Emblem & nameplate
- Face bar R&I
- Guard
- Guard cushions
- Lamps (when mounted to bumper)
- Molding & impact strip

DOES NOT INCLUDE:
- Air bag sensor
- Battery
- Distance sensor
- Energy absorber, if mounted to frame rail (all types)
- Lamp aiming
- Lamps (optional equipment, or not mounted to bumper)
- License plate/bracket
- Strips, tape, decals or overlays
- Valance panel/spoiler (when not mounted to bumper)

Footnotes found in a chapter contain vehicle-specific information. The content of footnotes is in addition to, and taken precedence over, information in the Guide to Estimating pages for the operation indicated.
CCC/MOTOR

FENDER – FRONT RAILS

DOES NOT INCLUDE:

- Set up on frame machine & diagnosis

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G15
**GUIDE TO ESTIMATING**

**FENDER – INNER PANEL**  
(Welded Apron & Rails) - Continued  
- Electrical wiring  
- Energy absorber  
- Engine  
- Front suspension assembly  
- Hood hinges & support cylinder  
- Horns  
- Outer sheet metal  
- Pulling or straightening time  
- Reservoir  
- Set up on frame machine & diagnosis  
- Steering components  
- Suspension/wheel alignment  
- Washer/Coolant reservoir  
- Welded brackets & braces transfer  

**FENDER – FRONT RAILS**  
INCLUDED:  
- Adhesive application if required (all types)  
- Carpet & insulation turn back  
- Caulk/sealer  
- Cowl trim  
- Cutting & welding as necessary  

DOES NOT INCLUDE:  
- Adjacent panels  
- Battery  
- Body-on-frame parts  
- Bumper assembly  
- Carpet, insulation or seat  
- Decals/Labels  
- Electrical wiring  
- Energy absorber  
- Engine  
- Exhaust system  
- Front suspension  
- Pulling or straightening time  
- Set up on frame machine & diagnosis  
- Suspension/wheel alignment  
- Welded bracket & braces transfer  

**ENGINE/TRANSAXLE ASSEMBLY R&I**  
CONVENTIONAL FRAME VEHICLES  
INCLUDED:  
- Air cleaner  
- Air conditioning  
- Blower motor  
- Coolant  
- Drain & replace oil and fluids  
- Evacuate & recharge A/C system  
- Front suspension  
- Hoses  
- Replace (incl. labor)  
- Replace (replacement)  
- Road test vehicle  
- Road test vehicle replacement  

DOES NOT INCLUDE:  
- A/C condenser  
- Drain & replace oil and fluids  
- Evacuate & recharge A/C system  
- Front suspension  
- Hoses  
- Replace (incl. labor)  
- Replace (replacement)  
- Road test vehicle  
- Road test vehicle replacement  

**UNITIZED FRAME VEHICLES**  
INCLUDED:  
- Air cleaner  
- Radiator  
- Rear seat back and seat  
- Splash shields (if necessary)  

DOES NOT INCLUDE:  
- A/C condenser  
- Drain & replace oil and fluids  
- Evacuate & recharge A/C system  
- Front suspension  
- Hoses  
- Replace (incl. labor)  
- Replace (replacement)  
- Road test vehicle  
- Road test vehicle replacement  

**ROAD WHEEL – R&R**  
SPECIAL NOTATION:  
When required, an additional 0.3 hrs. may be necessary to remove a spare tire from its storage location and install it on the hub to later remove the spare tire from hub and return it to the original storage location.  

INCLUDED:  
- Raise & support vehicle  
- Remove & reinstall wheel/tire assembly  
- Transfer tire  
- Lower vehicle  
- TPMS sensor, if attached to valve stem  
- Valve stem  

DOES NOT INCLUDE:  
- Balancing  
- Cost of valve stems or weights  
- Lock type lug nuts  
- Lock type wheel covers  
- Scan tool clear/reset  
- Tire disposal fee  

**BLEED BRAKE HYDRAULIC SYSTEM**  
SPECIAL NOTATION:  
Bleed Brake System operation times are based upon other suspension and/or brake work already being performed and the Bleed Brake System Operation performed in conjunction with those other operations.  

INCLUDED:  
- Bleed brakes system  
- Add fluid to master cylinder reservoir  

DOES NOT INCLUDE:  
- Brakes adjust  
- Cost of brake fluid

---

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G15
DEG Database Inquiry - #5571

Inquiry Description

Unibody Set Up

Section7_IssueSummary
State Farm has allowed 2 hrs set up for unibody repairs. Exactly what steps are covered in this 2 hrs. We have to measure out control points, check alignment specs, check struts, check toe, diagnose all measurements, etc. Please define what is included in set up and if diagnostic is included in set up.

Resolution Description

IP Explanation
This is a manual entry and the shop would have to ask State Farm what is included in the time

DEG Database Inquiry - #5571

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**Inquiry Description**

- **Unibody Set Up**
  - Section 7 Issue Summary
  - State Farm has allowed 2 hrs set up for unibody repairs.
  - Exactly what steps are covered in this 2 hrs. We have to measure out control points, check alignment specs, check struts, check toe, diagnosis all measurements, etc. Please define what is included in set up and if diagnostic is included in set up.

**Resolution Description**

- **IP Explanation**
  - This is a manual entry and the shop would have to ask State Farm what is included in the time.

Inquiry Description

Setup and Measure

Section 7_Issue Summary
FRAME RACK SET UP & MEASURE! WHAT IS THE ACTUAL DEFINITION AND INCLUDED PROCEDURE AND LABOR TIME. ALL INSURANCE COMPANIES STATE THAT SET UP & MEASURE INCLUDES, DRIVE CAR ON BENCH, SET UP CLAMPS, FIND CENTER LINE OF VEHICLE AND THEN THE REQUIRED DIAGNOSIS OF DAMAGE AND CONTINUED MEASURING DURING PULLS.

Section 7_Actual Time 2.5

Section 7_Suggested Action
IN MY OPINION SETUP & MEASURE IS TO PUT CAR ON BENCH, SETUP ON PINCHWELD CLAMPS ONLY, AND CALABRATE MEASURING SYSTEM TO FIND CENTERLINE OF VEHICLE INCLUDING ALL OEM POINTS. LABOR FOR DIAGNOSING FRAME UPPERBODY AND UNDERBODY ALONG WITH MEASURING DURING AND AFTER PULLS IS NOT INCLUDED IN "SETUP & MEASURE"

Resolution Description

IP Explanation

Estimated Release Date: Closed
Proposed Resolution: MOTOR stated: There is no industry standard estimated work time to be used as "set-up" for Frame Straightening Equipment, as there are many types used in the field. An example of this could be a "Dedicated Bench System" versus a "Laser Target Type System." The difference in set-up time can vary significantly due to Rocker Moldings or other types of trim that may need to be removed to access mounting points or measuring points. MOTOR cannot determine the type of Frame Measuring Equipment a particular shop is using; therefore, an on-the-spot evaluation is the best way of determining an estimated work time.

No changes required

DEG Database Inquiry - #6608

DEG DATABASE INQUIRY

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**Inquiry Description**

**Section 7: Issue Summary**

FRAME RACK SET UP & MEASURE:
WHAT IS THE ACTUAL DEFINITION AND INCLUDED PROCEDURE AND LABOR TIME. ALL INSURANCE COMPANIES STATE THAT SET UP & MEASURE INCLUDES DRIVING CAR ON BENCH, SET UP CLAMPS, FIND CENTER LINE OF VEHICLE AND THEN THE REQUIRED DIAGNOSIS OF DAMAGE AND CONTINUED MEASURING DURING PULLS.

**Section 7: Actual Time**

2.5

**Section 7: Suggested Action**

IN MY OPINION SET UP & MEASURE IS TO PUT CAR ON BENCH, SET UP ON PINCH WELD CLAMPS ONLY, AND CALIBRATE MEASURING SYSTEM TO FIND CENTERLINE OF VEHICLE INCLUDING ALL OEM POINTS, LABOR FOR DIAGNOSING FRAME UPPEROODY AND UPPEROODY ALONG WITH MEASURING DURING AND AFTER PULLS IS NOT INCLUDED IN "SET UP & MEASURE"

**Resolution Description**

**IP Explanation**

Estimated Release Date: Closed
Proposed Resolution: MOTOR stated:
There is no industry standard estimated work time to be used as "set-up" for Frame Straightening Equipment, as there are many types used in the field. An example of this could be a "Dedicated Bench System" versus a "Laser Target Type System." The difference in set-up time can vary significantly due to Rocker Moldings or other types of trim that may need to be removed to access mounting points or measuring points. MOTOR cannot determine the type of Frame Measuring Equipment a particular shop is using; therefore, an on-the-spot evaluation is the best way of determining an estimated work time.

No changes required.

DEG Database Inquiry - #643

Inquiry Description
Set Up And Measure

Issue Summary//Can you please explain what is included in a Frame Rack Set Up and Measurement. Insurance company states that when setting up a electronics measuring system, that within what they have determined as a standard 2.0 set up and measure that it includes R&I of exhaust, lower front shields, rocker mldgs.

Suggested Action//A statement from Mitchell International on what they state that is included in a 2.0 set up and measurement.

Resolution Description
IP Explanation
CUSTOMER CONTACTED 8/20/08

MITCHELL DOES NOT OFFER LABOR TIMES FOR SET UP AND ANY TIME ALLOWED WOULD NEED TO BE ESTIMATED ON SITE. MITCHELL DOES OFFER A DEFINITION THAT INCLUDES ITEMS THAT ARE NORMALLY INCLUDED IN SET UP, HOWEVER, THIS IS NOT TO SAY THAT OTHER ITEMS OR OPERATIONS MAY NEED TO BE PERFORMED AND ACCOUNTED FOR.

### DEG DATABASE INQUIRY

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#### Inquiry Description

**Issue Summary:**
Can you please explain what is included in a Frame Rack Set Up and Measurement? Insurance company states that when setting up a electronics measuring system, that within what they have determined as a standard 2.0 set up and measure that it includes R&I of exhaust, lower front shields, rocker mids.

**Suggested Action:**
A statement from Mitchell International on what they state that is included in a 2.0 set up and measurement.

#### Resolution Description

**IP Explanation:**
CUSTOMER CONTACTED 6/20/08
MITCHELL DOES NOT OFFER LABOR TIMES FOR SET UP AND ANY TIME ALLOWED WOULD NEED TO BE ESTIMATED ON SITE. MITCHELL DOES OFFER A DEFINITION THAT INCLUDES ITEMS THAT ARE NORMALLY INCLUDED IN SET UP. HOWEVER, THIS IS NOT TO SAY THAT OTHER ITEMS OR OPERATIONS MAY NEED TO BE PERFORMED AND ACCOUNTED FOR.

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Question 3. Are there pre-determined times?
3. Is there a pre-determined time for setting up and measuring?

Answer: None of the Information Providers provide times for setting up and measuring. 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, then what is setting up and measuring 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:**

- Conduct Your Own Time Study:
  - Create a Time Study Form
  - Video of Time Study
Additional Thoughts

- 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.