Underside / Inner Structure Color Negotiation Tool
Table of Contents

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

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

Four Negotiation Questions

1. Is it required to refinish the top and bottom or inner and outer of a repaired panel or a welded-in replacement panel? .................................................. 10
   AudiaExplore .................................................. 11
   CCC/MOTOR .................................................. 15
   Mitchell .......................................................... 19

2. Is refinishing the inner structure with a different color than the main vehicle body included in any other repair operations? .................................................. 24
   AudiaExplore .................................................. 25
   CCC/MOTOR .................................................. 27
   Mitchell .......................................................... 29

3. Are there pre-determined times for refinishing the top and bottom or inner and outer sides of panels? .................................................. 32
   Preliminary Estimate Example .......................... 33
   DEG Inquiry #5320 .......................................... 34
   DEG Inquiry #7970 .......................................... 36

4. If not, what is it worth? ............................................. 40
   Additional Thoughts ............................................. 42
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.Estimatescrubber.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
Definition

When you are replacing a hood, the estimating systems give you the option to add refinish time for the underside. When you are replacing a fender, the estimating systems will give you the option to edge the fender. If you are replacing a door, the estimating systems will give you the option to edge the door. However, when replacing structural components, the estimating systems do not give you the option to add time to refinish the underside or inside of the component.

When repairing or replacing structural components, it is important to ask if it is necessary to refinish the top and bottom or the inner and outer. If so, then add a manual entry to the damage analysis.

For example, let’s quickly look at DEG Database Inquiry 1787.

<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>
</tr>
</thead>
</table>

**Inquiry Description**

- **Trunk Floor Refinish**
  - **Issue Summary:** The current database pays 1.2 hrs to paint rear floor, does this include the top of the floor and the bottom of the floor or just one side, both sides will need to be painted.
  - **Suggested Action:** Raise time to allow enough time to paint both sides of the floor.

**Resolution Description**

- **IP Explanation:**
  - This is covered in the FAQ section question 11 of the 2008-2009 Database Reference Manual.
  - **Question:** 11 When you replace a floor pan with Audatex, does the paint labor allowance include both sides of the pan or just the part inside the trunk.
  - **Answer:** Audatex provides time for the interior surface, and not the underside of the floor pan. This would also apply to pickup bed floors.
Photo Documentation

Left Front Upper Rail

Hood Paint Underside of Hummer
Photo Documentation

Masking Inner Structure

Masking Inner Structure
Question 1.
Is it required?
Four Negotiation Questions

1. Is it required to refinish the top and bottom or inner and outer of a repaired panel or a welded-in replacement panel?

Answer: Yes, it may be required to refinish the top and bottom or inner and outer of panels since paint times are for 1 side and 1 side only.

Answer Documentation:

The major Information Providers say that an inner structure color may or may not be necessary to return the vehicle to pre-accident condition in their Estimating Guides or Database Reference Manuals.

- AudaExplore
- CCC/MOTOR
- Mitchell

The original source documents from the Information Providers follow.
AudaExplore

Audaexx refinish times are for single panels unless otherwise noted.

Section 4-5 Refinish Operations

Refinish Operations

Audatex refinish labor generally includes time to perform all operations necessary to accomplish refinish for new and damaged OEM or equivalent panels. Audatex refinish labor begins at 220 -400 grit (dry) or 300-600 grit (wet) as this is the starting point for refinish of a new, undamaged panel. Audatex refinish times are for single panels unless otherwise noted.

Two-stage

Included Operations:
- Move car
- Review estimate/work order
- Get paint code
- Order paint
- Get paint
- Gather materials, equipment and tools
- Clean equipment and materials
- De-wax and degrease
- Prepare to sand
- Dual action sand
- Hand wet sand
- Mix, apply, and flash primer (for adhesion and sealing)
- Application of guide coat
- Block sand
- Water wash and clean panel with solvent
- Blow dry clean panels
- Prepare to spray
- Clean booth
- Booth operations
- Protect exterior of vehicle from overspray utilizing all acceptable methods of bagging, masking, masking up to 36 inches surrounding the panel and masking of glass within a panel. This includes using backtaping and/or foam tape to close out the gap between panels. If backtaping and/or foam tape does not adequately prevent overspray from entering the jamb areas, any additional masking to protect the interior and jambs is a not included operation (labor only) See Not included “masking” operation
- Basic corrosion protection provided by primer/color and paint application
- Mix and apply flash, additives
- Tack wipe
- Mix color, spray test panel, compare to vehicle
- Initial tint, spray test panel, let down, compare to vehicle (included in refinish time, not setup)
- Apply flash, color, inspect job and paint
- Clean gun, color
- Add flex additive (when required, labor only)
- Tack wipe (between color and clear when required)
- Apply flash clear coat
- Mix clear coat
- Clear: Clean gun

*Welded panel operations
**Included in setup

NOT Included:
- Body work
- Spot putty
- Panel stripping (see Panel Stripping section, page 151)
- Additional preparation or cleaning of new, unprimed panels (i.e., bumper covers)
- Removal of release agents from raw, unprimed plastic components (i.e., bumper covers)
- Moulding R&I
- Stripe R&I
- Parts R&I
- Painting of stripes
- Adhesive removal
- Masking of interior surfaces/entryways, engine compartment and trunk openings. Interior masking may be performed when necessary to ensure prevention of overspray damage that may not be prevented by adjacent panel perimeter masking (including backtaping or application of foam tape).
- Interior masking may be considered when exterior panels (doors, hoods, etc.) are removed and refinished See included “protect interior” operation
- Mask mouldings
- Spray additional test panel
- Blending into adjacent panels (see Blending, page 148)
- Color Sand and Buff (see page 149)
- Chipguard application (see page 147)
- Gravel guard (see Chipguard, page 147)
- Additional time for two-tone (see page 147)
- Additional time for three-stage (see page 145-146)
- Custom finishes
- Tint primer or clear coat
- Application of e-coat equivalent
- Application of “high build” primer
- Undercoating
- Metal preparation and corrosion protection beyond those listed in included Operations (i.e. cavity wax)
- Final wash
- Hazardous waste removal
- Any special coatings applied to luggage compartment
- Second or third bagging or masking of vehicle
- Paint and materials

*Any 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, PeriPro or Shopline. The current version of the Database Reference Manual may also be found at www.framingaudatex.co*

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**AudaExplore**

**Edges / Jambs / Undersides**

Some parts require refinishing undersides or other interior surface edges. Edging is performed prior to surface refinish as a preparation step to refinishing the entire surface of the job at the same time. Edging is generally done with the parts off the vehicle prior to installation.

Audatex’s study shows significantly less refinish labor per area for edges, jambs, or undersides than for the surface refinishing. To receive the labor for edges, jambs or undersides, the panel must be replaced and refinish must be selected for that panel. When a repair is being performed, labor for edges, jambs, or undersides needs to be a separate consideration.

Section 4-4 Refinish Guidelines

Order-By-Color Parts

Audatex provides refinish labor for parts supplied painted by the manufacturer. This labor allowance is provided for when the part is repaired.

Second Color Setup

Second Color Setup .4 (not two-tone) may be necessary for underhood colors, mouldings and trim where a second color is used. This is a manual entry that may be used when required.

Second Clear Setup

Second Clear Setup .4 may be necessary in certain circumstances to match the OEM finish (e.g. underhood, aprons, and rails needing “matte” clears). This is a manual entry that may be used when required.

Edges / Jambs / Undersides

Some parts require refinishing undersides or other interior surface edges. Edging is performed prior to surface refinish as a preparation step to refinishing the entire surface of the job at the same time. Edging is generally done with the parts off the vehicle prior to installation.

Audatex’s study shows significantly less refinish labor per area for edges, jambs, or undersides than for the surface refinishing. To receive the labor for edges, jambs, or undersides, the panel must be replaced and refinish must be selected for that panel. When a repair is being performed, labor for edges, jambs, or undersides needs to be a separate consideration.

Rework

In 15% of our studies, Audatex observed the need to redo either the entire refinish job, or a portion of it. The need for this rework can be attributed to a variety of circumstances ranging from technician error to environmental conditions. Audatex’s refinish does not provide additional allowances for rework.

Not Subject to Color Match

Some parts do not always require color match:
- black bumpers and covers
- black radiator support components
- ladder frame components
- black door handles
- black mirrors

*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. PerPro or ShopLink. The current version of the Database Reference Manual may also be found at www.audatex.com.*

Refinish times listed under the “Refinishing Notes” heading for quarter panels or other major welded panels "exterior surface only" operations do not include time for refinishing recessed edges, gutters and pockets.

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G34
GUIDE TO ESTIMATING

REFINISH TIME LISTINGS

All refinsh times are listed in hours and tenths of an hour. A time in parentheses adjacent to the part name, such as (0:3.5) indicates three and one half hours. Replacement operation time does not include time necessary to refinish the component.

Operation time for the application of painted-on stripes are not contained in this publication. The time necessary to perform this type of operation should be estimated after an on-the-spot evaluation of required procedure.

REFINISH TIME PREMISE

Published refinsh times are for one color applied to new undamaged replacement components, without exterior trim, interior trim or other attached components and applied in one continuous process. For damaged panel(s), published refinsh times may be applied after the damaged panel has been returned to a NEW UNDAMAGED condition.

Refinsh times do not include time which may be required to match color tints or defective finish textures on interior or exterior surfaces. Nor do they include time which may be required to correct finish imperfections caused by improper weather conditions, application, or environmental contamination such as dust, dirt, grease, etc. MOTOR advises all parties consider these factors beforehand to determine mutually acceptable provisions in the event such conditions exist or occur.

ANTI-THEFT LABELS (DOT)

Replacement part labels are coded with the letter “R” to show that it is a replacement part. R Dot labels should not be removed from the part. Use caution when refinshing, rustproofing or undercoating replacement components to avoid damaging the label.

BUMPER COVERS AND OTHER FLEXIBLE COMPONENTS

Refinsh times listed on the parts detail lines for these components are based on the items being refinshed prior to installation. Refinsh time listed on the parts detail line for an OEM bumper cover that has both body color and unpainted grained portion allows for the refinshing of the body color only. Masking the grained, textured, or non-body color portions in preparation for body color application is an included operation. It includes exterior surface and edges refinshed during one continuous process. If a separate edging procedure is utilized then the appropriate time should be estimated after an on-the-spot evaluation. Refinsh times do not include removal of mold release agent from new unpainted molded components. Parts received from the OEM manufacturer without primer and some non-OEM parts with or without primer should be tested for the presence of release agents that would cause paint adhesion problems and treated accordingly. For unpainted bumper preparation time, see “Add It Required” operation(s). Preparation time for all other unpainted components should be estimated after an on-the-spot evaluation. For unpainted component preparation time, see Unpainted Flexible Component Preparation on page G59.

DOOR OUTER REPAIR PANELS

Refinsh times listed on the parts detail line for new repair panels (i.e., door outer repair panel, tailgate and liftgate repair panels) include panel lip and immediate area. It does not include time for refinshing the entire door frame edge or interior side. Where possible, MOTOR will publish time for those areas under a “Refinshing Notes” heading within that group.

DOOR SHELLS, LIFTGATES AND TAILGATES

Refinsh times listed on the parts detail line for these new components include exterior surface, edges and interior sides, unless otherwise noted in text.

REFINISH TIME PREMISE - Continued

DOOR SHELLS, LIFTGATES AND TAILGATES - Continued

Refinsh times listed under the “Refinshing Notes” heading for “door outer panel only” operations do not include time for refinshing the door frame edge or interior side. Where possible, MOTOR will publish time for those areas under a “Refinshing Notes” heading within that group.

FENDERS, TRUNK LIDS AND OTHER MAJOR BOLTED PANELS

Refinsh times listed on the parts detail line for these new panels do not include time for refinshing the edge or underside. Where possible, MOTOR will publish time for those areas under a “Refinshing Notes” heading within that group.

QUARTER PANELS AND OTHER MAJOR WELDED PANELS

Refinsh times listed on the parts detail line for these new panels include exterior side, recessed edges, gutters and pockets. Where possible, MOTOR will publish time for these areas under a “Refinshing Notes” heading within that group.

NEW UNDAMAGED PANEL

A component manufactured to the same exacting standards as the parts installed on new vehicles when the car was built. Exterior body panels are supplied with a smooth painted surface (≈ cost).

UNDERSIDE COLORS

Refinsh times presented in this guide are developed under the premise that the underside and jamb color is the same as the exterior body color. Some vehicle manufacturers use a different color for the engine compartment, trunk compartment and/or jamb. An additional paint mix is required if the underside and/or jamb color is a different color than the exterior body color. Clear coat (gloss or matte) will be required for base color coat applications. This should be considered when developing the estimate.

PRIME & BLOCK

Prime & Block (High build primer/tiefer) is a required procedure that restores a repaired panel surface, including the joint areas of replaced welded panels, from 150-grit finish to NEW UNDAMAGED condition. It is MOTOR’s position that prime and block is a process best reserved for the judgment of an estimator/appraiser following a thorough on-the-spot evaluation of the specific vehicle and damage in question.

REPAIRED PANEL REFINISHING

MOTOR suggests using component(s) base refinsh time for this type of procedure after the damaged panel is repaired to a new undamaged condition. Repaired surface preparation requires an on-the-spot evaluation for additional procedural steps such as featheredge and/or prime and block not required for new undamaged panels.

PARTIAL PANEL REFINISHING

This is NOT a BLEND-WITHIN procedure; partial panel refinishing operation is to refinsh a body panel with damage that is contained within a defined border or underneath body cladding after the panel has been repaired to that of a NEW UNDAMAGED PANEL. It is MOTOR’s position that partial panel refinshing is a process best reserved for the judgment of an estimator/appraiser following a thorough on-the-spot evaluation of the specific vehicle and refinsh requirements in question. Refer to G.T.E. “BASIC COLOR COAT APPLICATION.”
CCCMOTOR

UNDERSIDE COLORS

Refinish times presented in this guide are developed under the premise that the underside and jamb color is the same as the exterior body color. Some vehicle manufacturers use a different color for the engine compartment, trunk compartment and/or jambs. An additional paint mix is required if the underside and/or jamb color is a different color than the exterior body color. Clear coat (gloss or matte) will be required for base color coat applications. This should be considered when developing the estimate.

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G34
GUIDE TO ESTIMATING

REFINISH TIME LISTINGS

All refinishing times are listed in hours and tenths of an hour. A time in parentheses adjacent to the part name, such as (23.5) indicates three and one half hours. Replacement operation time does not include time necessary to refinish the component.

Operation times for the application of painted-on stripes are not covered in this publication. The time necessary to perform this type of operation should be estimated after an on-the-spot evaluation of required procedure.

REFINISH TIME PREMISE

Published refinishing times are for one color applied to new undamaged replacement components, without exterior trim, interior trim or trim or other attached components and applied in one continuous process. For damaged panels, published refinishing times may be applied after the damaged panel has been returned to a NEW UNDAMAGED condition.

Refinishing times do not include time which may be required to match color tints or defective finish textures on interior or exterior surfaces. Nor do they include time which may be required to correct finish imperfections caused by improper weather conditions, application, or environmental contamination such as dust, dirt, grease, etc. MOTOR advises all parties consider these factors beforehand to determine mutually acceptable provisions in the event such conditions exist or occur.

ANTI-THEFT LABELS (R DOT)

Replacement part labels are coded with the letter "R" to show that it is a replacement part. R Dot labels should not be removed from the part. Use caution when refinishing, rustproofing or undercoating replacement components to avoid damaging the label.

BUMPER COVERS AND OTHER FLEXIBLE COMPONENTS

Refinishing times listed on the parts detail line for these components are based on the items being refinishing prior to installation. Refinishing times listed on the parts detail line for an OEM bumper cover that has both body color and unpainted grained portion allows for the refinish of the body color only. Masking the textured, or non-body color portions in preparation for body color application is an included operation. It includes exterior surface and edges refinishing during one continuous process. If a separate edging procedure is utilized then the appropriate time should be estimated after an on-the-spot evaluation. Refinishing times do not include removal of mold release agent from new unpainted molded components. Parts received from the OEM manufacturer without primer and some non-OEM parts with or without primer should be tested for the presence of release agents that would cause paint adhesion problems and treated accordingly. For unpainted bumper preparation time, see “Add It Required” operation(s). Preparation time for all other unpainted components should be estimated after an on-the-spot evaluation. For unpainted component preparation time, see Unpainted Flexible Component Preparation on page 539.

DOOR OUTER REPAIR PANELS

Refinishing times listed on the parts detail line for new repair panels (i.e. door outer repair panel, taillight and liftgate repair panels) include panel lip and immediate area. It does not include time for refinishing the entire door frame edge or interior side. Where possible, MOTOR will publish time for those areas under a “Refinishing Notes” heading within that group.

DOOR SHELLS, LIFTGATES AND TAILGATES

Refinishing times listed on the parts detail line for these new components include exterior surface, edges and interior sides, unless otherwise noted in text.
NOTE: Refinish times are for outside surfaces only unless stated otherwise in text (example: add for underside, add to edge)

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09. Page 16
Procedure 28—Refinish Procedure

Refinish General Information

Complete Refinish

Refinish times in this Guide pertain to NEW, UNDAMAGED PARTS and are not intended for calculating complete vehicle refinish—single- or multi-stage. An estimate of this nature would suggest all new panels have been fitted to the vehicle.

Lifetime Refinish Warranty/Clear Coat

The major paint manufacturers listed below have provided the following information. Major refinish paint manufacturers recommend that when performing refinish warranty repairs on an OEM multi-stage or basecoat/clearcoat finish, you must extend the application of clear to the nearest panel edge or breakpoint to qualify for lifetime warranty. AKZO — DuPont — Sherwin Williams — BASF — PPG

Repaired/Used Panels

Labor times related to repaired and/or used panels—example: Remove and install or masking of glass, outside handles or exterior trim, feather prime & block, masking for primer surferacer application—are not included in refinish time. The steps required for refinishing a repaired and/or used panel may vary from those required for a new panel depending on the condition of the repaired and/or used panel.

Feather, Prime & Block

Is the Not-included refinish operation that completes bodywork repair from 150 grit smoothness to the condition of a new undamaged panel, and the point at which refinish labor begins. The labor and materials associated with feather, prime and block may vary depending upon the size of the repair area, and should be evaluated when determining the work to be performed. See Welded Panels under Estimating information.

SPOT REPAIR/BLEND ADJACENT PANEL

Spot Repair

Spot repair is defined as applying color to the repaired area of a damaged panel to obtain full coverage of undercoats, and blending that color into the original panel finish so that no transition can be detected. The goal is to keep the actual repair as small as possible to avoid having newly applied color directly next to an undamaged adjacent panel. Clear coat is then applied to the entire panel. This refinish process minimizes color mismatch.

Blend for Color Match

Blending is defined as applying color, without necessity to cover undercoats, to less than full surface area of an adjacent undamaged panel. Paint manufacturers recommend blending adjacent panels when a panel is replaced, or repaired and color applied to the full surface area, or to the area that borders the adjacent undamaged panel(s). Clear coat is then applied to the entire blended panel.

Major Panels

Major panels are those listed: FRONT HEADER, FENDER, HOOD, COWL, TOP, DOORS, ROCKER, ROOF, PICKUP CAB CORNER, PICKUP CAB BACK, QUARTER, PICKUP BED FRONT, PICKUP BED SIDE, VAN SIDE, VAN REAR CORNER, ENGINE LID, LUGGAGE LID, LIFT GATE, REAR RATE, TAIL GATE, REAR BODY

Overlap

Deduct 4 hour from refinish time for each ADJACENT MAJOR PANEL and deduct 2 hour from time for each NON-ADJACENT MAJOR PANEL. There is no overlap deduction taken for the first major panel.

Adjacent major panel example: Right front fender 2.5 hours (full time) and right front door 2.5 hours minus .4 hour overlap for a total of 4.9 hours.

Non-adjacent major panel example: Right front fender 2.5 hours (full time) and left front fender 2.5 hours minus .2 hour overlap for a total of 4.8 hours.

No overlap deductions for valance panel, pillars, door jambs, underside of hood, underside of luggae lid or underside of gate; inner panels, filler panels, soft bumper covers or bottom finish panels.

NOTE: Refinish times are for outside surfaces only unless stated otherwise in text (example: add for underside, add to edge).

Included Operations

- Solvent wash
- Buff panel and clean
- Mask adjacent panels up to 36 inches or substitute with cover vehicle (bag) complete
- Prime or seal as required
- Final sanding and clean
- Mix materials
- Adjust spray equipment
- Apply color
- Clean equipment

Not Included Operations

- Blending into adjacent panel and/or panels, or nearest breakpoint
- Color match or tinting
- Applying anti-corrosion rust resistant materials
- Additional application of soft (chips) primers or anti-chip undercoats
- Finish sand and buff
- Subsequent vehicle bagging when required additional 2 hour for each application and removal
- Mask interior to prevent overspray damage
- Removal of protective coatings
- Removal of release agent from OEM raw plastic components (example: non-primered bumper covers) See formula under Raw Substrate Prep
- Feather, Prime & Block paint damage to adjacent panel and/or panels joined by welding due to burn damage (see Feather, Prime & Block definition under Refinish General Information)
- Gravel guard refinish: add .5 hour for the first major panel and .3 hour for each additional panel.

NOTE: The included operation of mask adjacent panels is inclusive of any necessary back tape masking to prevent overspray.

IMPORTANT REMINDER: Refinish times are for NEW, UNDAMAGED PARTS without exterior or interior trim or attached components. Refnish times may vary depending on individual procedures, products and/or weather conditions.

A small percentage of colors are identified by the paint manufacturers as highly transparent. These colors may require additional application coats to achieve visual hiding. In instances where four or more color coats are necessary to achieve adequate hiding, some adjustment in refinish times may be appropriate.

IMPORTANT REMINDER: The cost of paint and materials is not included in refinish time.

NOTE: Gravel Guard application and appropriate refinish may be necessary beyond the actual replacement area to achieve a "texture" match.

It may be necessary to tint or otherwise modify non-exterior colors applied to undersides, edges and jambs for which there is no paint color formula to achieve a color match. When necessary, reference "color match or tinting" listed above in Not included Operations.

Raw Substrate Prep

Allow 2 per refinish hour (20%) for plastic components that come from the manufacturer/supplier in a raw/un-primed state.

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09. Page 16
Mitchell

Overlap

- Some OEMs now utilize a matte clear or non-exterior colors applied to undersides, edges, and/or jambs.

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

- Clean equipment
- Additional panel(s) and/or other refinishing area(s): Deduct overlap (if applicable); add 0.3 per refinishing hour (30%)

Included Operations

- Mix equipment
- Clean and tack surface
- Apply material

NOTE: For NEW, UNDAMAGED PARTS, a total no more than 2.5 hours should be necessary to perform the four Clear Coat Refinish Operations listed above. This calculation DOES NOT APPLY to bumper covers, ground effects, special package equipment, interior edges, jamb, entry ways, undersides and additional time that may be required for repaired and/or replaced parts. 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 0.7 per refinishing hour (70%), after time has been added for jamb, jamb and interior, edge panel, and/or undersides (when necessary).

Included Operations

- Mix equipment
- Apply painter 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 refinishing area(s): Deduct overlap (if applicable); add 4 per refinishing hour (40%), after time has been added for jamb, jamb and interior, edge panel, and/or undersides (when necessary).

Included Operations

- Apply primer/system
- 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 undersides, edges, and/or jams.

Two Tone Refinish

First major panel: Add 0.5 per refinishing hour (50%)

Included Operations

- Mask panel
- Scribe panel
- Mix material
- Apply material

- Clean equipment

- Additional panel(s) and/or other refinishing area(s): Deduct overlap (if applicable); add 0.3 per refinishing hour (30%)

Included Operations

- Mix equipment
- Clean and tack surface
- Apply material

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

Blend Adjacent Panel(s)

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 refinishing 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): Allow 0.5 per refinishing hour (50%) for each panel(s)/refinishing 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 36°
- 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/area
- Finish, sand, and buff

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

NOTE: When calculated, the estimate will allocate 20% from the total blend time to the clear coat line item. The total sum of the blend line and the amount allocated to the clear coat line will total 50% of the exterior refinishing time for the panel being blended.

Example: A panel refinishing time is 2.0 hrs. When blended, the refinishing time for that panel will be displayed as 1.8 (1.5 per refinishing hour). Once calculated, the refinishing blend line will be displayed as 0.8 and 0.2 (20%) will be allocated to the clear coat line.

Three Stage Colors

Blend adjacent panel(s): Allow 0.7 per refinishing hour (70%) for each panel(s)/refinishing 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 36°
- Apply bonding material - if required
- Apply color
- Clean and tack surface
- Apply primer/system
- Clean and tack surface
- Apply clear material

Not Included Operations

- Repair existing surface imperfections

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Rev. 10-09. Page 17
Question 2. Is it included?
2. Is refinishing the inner structure included in any other repair operations?

Answer: No, it is not included.

Since paint times are for 1 side and 1 side only, consideration must be given as to whether the top and bottom (i.e. trunk floor, package tray, etc.) or inner and outer (i.e. rocker panel, rear body panel, etc.) must be refinished.

Answer Documentation:

The Information Providers say that refinish times are for one side only.

- **AudaExplore** – “Audatex refinish labor generally includes time to perform all operations necessary to accomplish refinish for new and undamaged OEM or equivalent panels. Audatex refinish labor begins at 320 – 400 grit (dry) or 500 – 600 grit (wet) as this is the starting point for refinish of a new, undamaged panel. Audatex refinish times are for single panels unless otherwise noted.”


- **CCC/MOTOR** – “Refinish times listed on the parts detail line for these new panels include exterior side, recessed edges, gutters and pockets, unless otherwise noted in text.

  Refinish times listed under the “Refinishing Notes” heading for quarter panels or other welded panels “exterior surface only” operations do not include time for refinishing recessed edges, gutters and pockets. Where possible, MOTOR will publish time for these areas under the “Refinishing Notes” heading within that group.”

  Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G34

- **Mitchell** – “NOTE: Refinish times are for outside surfaces only unless stated otherwise in text (example: add for underside, add to edge).”


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

**Edges / Jambs / Undersides**

Audaex refinish labor generally includes time to perform all operations necessary to accomplish refinish for new and undamaged OEM or equivalent panels. Audaex refinish labor begins at 320 – 400 grit (dry) or 500 – 600 grit (wet) as this is the starting point for refinish of a new, undamaged panel. **Audaex refinish times are for single panels unless otherwise noted.**

Section 4-5 Refinish Operations

Underside / Inner Structure Color Negotiation Tool

AudaRefinish labor generally includes time to perform all operations necessary to accomplish refinish for new and undamaged OEM or equivalent panels. AudaRefinish labor begins at 320 - 400 grit (dry) or 500 - 600 grit (wet) as this is the starting point for refinish of a new, undamaged panel. AudaRefinish times are for single panels unless otherwise noted.

Two-stage

Included Operations:
- Move car
- Review estimate/work order
- Get paint code
- Order paint
- Get paint
- Gather materials, equipment and tools**
- Clean equipment and materials
- De-wax and degrease
- Prepare to sand
- Dual action sand*
- Hand/wet sand
- Mix, apply, and flash primer (for adhesion and sealing)
- Application of guide coat*
- Block sand*
- Water wash and clean panel with solvent
- Blow dry clean panels
- Prepare to spray
- Clean booth
- Booth operations
- Protect exterior of vehicle from overspray utilizing all acceptable methods of bagging, masking, masking up to 36 inches surrounding the panel and masking of glass within a panel. This includes using backtaping and/or foam tape to close the gap between panels. If backtaping and/or foam tape does not adequately prevent overspray from entering the jambs areas, any additional masking to protect the interior and jambs is a not included operation (labor only) See Not Included "masking" operation
  - Basic corrosion protection provided by primer/sealer and paint application
  - Mix and apply flash; additives
  - Tack wipe
  - Mix color, spray test panel, compare to vehicle
  - Initial tint, spray test panel, let down, compare to vehicle (included in refinish time, not setup)
  - Apply flash; color
  - Inspect, job and paint
  - Clean gun; color
  - Add flex additive** (when required; labor only)
  - Tack wipe (between color and clear when required)
  - Apply flash clear coat
  - Mix clear coat**
  - Clean; Clean gun**

*Welded panel operations
**Included in setup

NOT Included:
- Body work
- Spot putty
- Panel stripping (see Panel Stripping section, page 151)
- Additional preparation or cleaning of new, unprimed panels (i.e., bumper covers)
- Removal of release agents from raw, unprimed plastic components (i.e., bumper covers)
- Moulding R/I
- Stripe R/I
- Parts R/I
- Painting of stripes
- Adhesive removal
- Masking of interior surfaces/entryways, engine compartment and trunk openings. Interior masking may be performed when necessary to ensure prevention of overspray damage that may not be prevented by adjacent panel perimeter masking (including backtaping or application of foam tape). Interior masking may be considered when exterior panels (doors, hoods, etc.) are removed and refinished See Included "protect interior" operation
- Mask mouldings
- Spray additional test panel
- Blending into adjacent panels (see Blending, page 148)
- Color Sand and Buff (see page 149)
- Chipguard application (see page 147)
- Gravel guard (see Chipguard, page 147)
- Additional time for two-tone (see page 147)
- Additional time for three-stage (see page 145-146)
- Custom finishes
- Tint primer or clear coat
- Application of e-coat equivalent
- Application of "high build" primer
- Undercoating
- Metal preparation and corrosion protection beyond those listed in included Operations (i.e. cavity wax)
- Final Wash
- Hazardous waste removal
- Any special coatings applied to luggage compartment
- Second or third bagging or masking of vehicle
- Paint and materials

*Any printed copy of this document may not contain the most current information. For the latest version, please refer to the Database Reference Manual accessible through the Help Menu in the current release of AudaRefinish Estimating, ProPlan or ShopTalk. The current version of the Database Reference Manual may also be found at www.traing.audatex.us.

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SPECIAL NOTATION:

Refinish times listed on the parts detail line for these new panels include exterior side, recessed edges, gutters and pockets, unless otherwise noted in text.

Refinish times listed under the “Refinishing Notes” heading for quarter panels or other welded panels “exterior surface only” operations do not include time for refinishing recessed edges, gutters and pockets. Where possible, MOTOR will publish time for these areas under the “Refinishing Notes” heading within that group.

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G34
GUIDE TO ESTIMATING

REFINISH TIME LISTINGS

All refinishing times are listed in hours and tenths of an hour. A time in parentheses adjacent to the part name, such as (p3.5), indicates three and one half hours. Replacement operation time does not include time necessary to refinish the component. Operation times for the application of painted-on stripes are not covered in this publication. The time necessary to perform this type of work should be estimated after an on-the-spot evaluation of required procedure.

REFINISH TIME PREMISE

Published refinishing times are for one color applied to new undamaged replacement components, without exterior trim, interior trim or other attached components, and evaluated under continuous process. For damaged panels, published refinishing times may be applied after the damaged panel has been returned to a NEW UNDAMAGED condition.

Refinishing times do not include time which may be required to match color tints or definitive finish textures on interior or exterior surfaces. Nor do they include time which may be required to correct finish imperfections caused by improper weather conditions, application, or environmental contamination such as dust, dirt, grease, etc. MOTOR advises all parties consider these factors beforehand to determine mutually acceptable provisions in the event such conditions exist or occur.

ANTI-THEFT LABELS (R DOT)

Replacement part labels are coded with the letter “R” to show that it is a replacement part. R Dot labels should not be removed from the part. Use caution when refinishing, rustproofing or undercoating replacement components to avoid damaging the label.

BUMPER COVERS AND OTHER FLEXIBLE COMPONENTS

Refinishing times listed on the parts detail line for these components are based on the items being refinished prior to installation. Refinishing time listed on the parts detail line for the O.E.M. bumper cover that has both body color and unpainted unpainted grained portion allows for the refinish of the body color only. Masking the grained, textured, or non-body color portions in preparation for body color application is included in the operation time. It includes exterior surface and edges refinished during one continuous process. If a separate edge procedure is utilized than the appropriate time should be estimated after an on-the-spot evaluation. Refinishing times do not include removal of mold release agent from new unpainted molded components. Parts received from the OEM manufacturer, primer or primer free and non-OEM parts with or without primer should be tested for the presence of release agents that would cause paint adhesion problems and treated accordingly. For unpainted bumper preparation time, see “Add if Required” operation(s). Preparation time for all other unpainted components should be estimated after an on-the-spot evaluation. For unpainted component preparation time, see Unprimed Flexible Component Preparation on page G39.

DOOR OUTER REPAIR PANELS

Refinishing times listed on the parts detail line for new repair panels (i.e., door outer repair panel, tailgate and liftgate repair panels) include panel lip and immediate area. It does not include time for refinishing the entire door frame edge or interior side. Where possible, MOTOR will publish time for those areas under a "Refinishing Notes" heading within that group.

DOOR SHELLS, LIFTGATES AND TAILGATES

Refinishing times listed on the parts detail line for these new components include body surface, edges and interior sides, unless otherwise noted in text.

DOOR SHELLS, LIFTGATES AND TAILGATES - Continued

DOOR SHELLS, LIFTGATES AND TAILGATES - Continued

Refinishing times listed under the “Refinishing Notes” heading for “door outer panel only” operations do not include time for refinishing the door frame edge or interior side. Where possible, MOTOR will publish time for those areas under a “Refinishing Notes” heading within that group.

FENDERS, HOODS, TRUNK LIDS AND OTHER MAJOR BOLTED PANELS

Refinishing times listed on the parts detail line for these new panels do not include time for refinishing the edge or undersides. Where possible, MOTOR will publish time for those areas under a “Refinishing Notes” heading within that group.

NEW UNDAMAGED PANEL

A component manufactured to the same exacting standards as the parts installed on new vehicles when the car was built. Exterior body panels are supplied with a smooth painted surface (e-coat).

UNDERCOAT COLORS

Refinishing times presented in this guide are developed under the premise that the underside and jamb color is the same as the exterior body color. Some vehicle manufacturers use a different color for the engine compartment, trunk compartment and/or jamb. An additional paint mix is required if the underside and/or jamb color is a different color than the exterior body color. Clear coat gloss or matte will be required for base color coat applications. This should be considered when developing the estimate.

PRIME & BLOCK

Prime & block (high build/primer-ﬁller) is a required procedure that restores a repaired panel surface, including the jointed areas of replaced welded panels, from 150-grit finish to NEW UNDAMAGED condition. It is MOTOR’s position that prime and block is a process best reserved for the judgment of an estimator/appraiser following a thorough-on-the-spot evaluation of the specific vehicle and damage in question.

REPAIRED PANEL REFINISHING

MOTOR suggests using component(s) base refinish time for this type of procedure after the damaged panel is repaired to new undamaged condition. Repaired surface preparation requires an on-the-spot evaluation for additional procedural steps such as featheredge and/or prime and block not required for new undamaged panels.

PARTIAL PANEL REFINISHING

This is NOT a BLEND-WITHIN procedure; partial panel refinishing is NOT a BLEND operation. MOTOR defines partial panel refinishing as refinishing a body panel with damage that is contained within a defined border or underneath body trimming after the panel has been repaired to that of a “NEW UNDAMAGED PANEL.” It is MOTOR’s position that partial panel refinishing is a process best reserved for the judgment of an estimator/appraiser following a thorough-on-the-spot evaluation of the specific vehicle and refinish requirements in question. Refer to G.T.E. “BASIC COLOR COAT APPLICATION.”

Source: CCC/Motor Guide to Estimating, Rev. 9-14, Page G34
Mitchell

NOTE: Refinish times are for outside surfaces only unless stated otherwise in text (example: add for underside, add to edge).

Procedure Explanation

**Bumper Assembly O/H**

**Included Operations**
- Remove and install assembly
- Disassemble and replace damaged parts
- Replace or transfer parts attached except those listed in Not Included Section
- Remove and install or replace: License plate bracket
- Install and adjust
- Adjust alignment to vehicle

**Not Included Operations**
- Refinish bumper
- Remove and replace impact absorbers or mounting arms
- Remove and install or replace optional accessories (example: trailer hitch, trailer connector)
- Remove and install adhesive exterior trim; add to clean and retape
- Replace new adhesive exterior trim; deduct one-half of R&R time
- Install strips, decals, transfers or overlays

**Procedure 28—Refinish Procedure**

**Refinish General Information**

Complete Refinish

Refinish times in this Guide pertain to NEW, UNDAMAGED PARTS and are not intended for calculating complete vehicle refinish—single- or multi-stage. An estimate of this nature would suggest all new panels have been fitted to the vehicle.

Lifetime Refinish Warranty/Clear Coat

The major paint manufacturers listed below have provided the following information:

Major refinish paint manufacturers recommend that when performing refinish warranty repairs on an OEM multi-stage or basecoat/clearcoat finish, you must extend the application of clear to the nearest panel edge or breakpoint to qualify for lifetime warranty. **AKZO — DuPont — Sherwin Williams — BASF — PPG**

**Repaired/Used Panels**

Labor times related to repaired and/or used panels—example: Remove and install or masking of glass, outside handles or exterior trim, feather prime & block, masking for primer surfacer application—are not included in refinish time. The steps required for refinishing a repaired and/or used panel may vary from those required for a new panel depending on the condition of the repaired and/or used panel.

Feather, Prime & Block

Is the Not Included refinish operation that completes bodywork repair from 150 grit smoothness to the condition of a new undamaged panel, and the point at which refinish labor time begins. The labor and materials associated with feather, prime and block may vary depending upon the size of the repair area, and should be evaluated when determining the work to be performed. See Welded Panels under Estimating Information.

**SPOT REPAIR/BLEND ADJACENT PANEL**

Spot Repair

Spot repair is defined as applying color to the repaired area of a damaged panel to obtain full coverage of undercoats, and blending that color into the original panel finish so that no transition can be detected. The goal is to keep the actual repair as small as possible to avoid having newly applied color directly next to an undamaged adjacent panel(s). Clear coat is then applied to the entire panel. This finish process minimizes color mismatch.

Blend for Color Match

Blending is defined as applying color without necessary to cover undercoats, to less than the full surface area of an adjacent undamaged panel. Paint manufacturers recommend blending adjacent panels when a panel is replaced, repaired, and color applied to the full surface areas, or to the area that borders the adjacent undamaged panel(s). Clear coat is then applied to the entire blended panel.

**Major Panels**

Major panels are those listed: FRONT HEADER, FENDER, HOOD, COWL, TOP, DOOR, ROCKER, ROOF, PICKUP CAB CORNER, PICKUP CAB BACK, QUARTER, PICKUP BED FRONT, PICKUP BED SIDE, VAN SIDE, VAN REAR CORNER, ENGINE LID, LUGGAGE LID, LIFT GATE, REAR RATE, TAIL GATE, REAR BODY

Overlap

Deduct 4 hours from refinish time for each ADJACENT MAJOR PANEL and deduct 2 hours from time for each NON-ADJACENT MAJOR PANEL. There is no overlap deduction taken for the first major panel.

Adjacent major panel example: Right front fender, 2.5 hours (full time) and right front door, 2.5 hours minus 2 hour overlap for a total of 4.0 hours.

Non-adjacent major panel example: Right front fender, 2.5 hours (full time) and left front fender, 2.5 hours minus 2 hour overlap for a total of 4.6 hours.

No overlap deductions for valence panel, pillars, door jambs, undersides of hood, undersides of luggage lid or undersides of gate, inner panels, filler panels, etc.

**NOTE:** Refinish times are for outside surfaces only unless stated otherwise in text (example: add for underside, add to edge).

**Included Operations**
- Solvent wash
- Buff panel and clean
- Mask adjacent panels up to 36 inches or substitute with cover vehicle (base) complete
- Prime or seal as required
- Final sanding and clean
- Mix materials
- Adjust spray equipment
- Apply color
- Clean equipment

**Not Included Operations**
- Blending into adjacent panel and/or panels, or nearest breaking point
- Color match or tinting
- Applying anti-corrosion rust resistant materials
- Additional application of soft chip primers or anti-chip undercoats
- Finish sand and buff
- Subsequent vehicle bagging when required: add 2 hour for each application & removal
- Mask interior to prevent overspray damage
- Removal of protective coatings
- Removal of release agent from OEM raw plastic components (example: non-primed bumper covers) see formula under Raw Substrate Prep
- Feather, Prime & Block paint damage to adjacent panel and/or panels joined by welding due to burn damage (see Feather, Prime & Block definition under Refinish General Information)
- Gravel guard refinish: add 0.5 hour for the first major panel and 0.3 hour for each additional panel.

**NOTE:** The included operation of mask adjacent panels is inclusive of any necessary back tape masking to prevent overspray.

**IMPORTANT REMINDER:** Refinish times are for new, undamaged parts without exterior or interior trim or attached components. Refinish times may vary depending on individual procedures, paint and/or weather conditions.

A small percentage of colors are identified by the paint manufacturers as highly transparent. These colors may require additional application coats to achieve visual hiding. In instances where four or more color coats are necessary to achieve adequate hiding, some adjustment in refinish times may be appropriate.

**IMPORTANT REMINDER:** The cost of paint and material is not included in refinish time.

**NOTE:** Gravel Guard application and appropriate refinish may be necessary beyond the actual replacement area to achieve a “feature” match.

It may be necessary to loft or otherwise modify non-exterior colors applied to undersides, edges and/or jambs for which there is no paint color formula to achieve a color match. When necessary, reference “color match or tinting” listed above in Not Included Operations.

**Raw Substrate Prep**

Allow 2 per refinish hour (20%) for plastic components that come from the manufacturer/supplier in a raw/unprimed state.
Question 3.
Are there pre-determined times?
3. Are there pre-determined times for refinishing the underside or inner structure?

Answer: In some instances, the Information Providers may provide a refinish time for the inner or outer or top and bottom of a panel.

- Where possible, CCC/MOTOR will publish time for these areas under the “Refinishing Notes” heading within that group.

However, in most cases, there will not be a time. Therefore, a judgment time is required.
## Preliminary Estimate

**Customer: BOB, JOHN**

Vehicle: 2011 FORD FUSION SEL 4D SED 6-3.0L-FI BLUE

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IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.
DEG Inquiry #5320

Inquiry Description
Wheelhouse
Section 6_Area Vehicle
LEFT OUTER WHEELHOUSE

Section 6_Issue Summary
I SELECTED TO REPAIR THE LEFT OUTER WHEELHOUSE FOR 5.0 LABOR, THE
ESTIMATING SYSTEM DID NOT ALLOW ANY REFINISH TIME AT ALL ON THIS ITEM, IT
REQUIRES REFINISHING

Section 6_Special
REFINISH LABOR AND MATERIALS

Section 6_Suggested Action
ADD A REFINISH TIME FOR THIS VEHICLE COMPONENT, SUGGESTED TIME, 1.3

Resolution Description
Estimated UM Release Date: 02/01/2013
Estimated DVD Release Date: 02-2013
MOTOR Publication Fix Date: 04-2013

Proposed Resolution: MOTOR stated:
After review, an estimated refinish time of 0.8 hours has been applied to the Outer
Wheelhouse.

Source: "DEGWEB.ORG ~ Print Database Inquiry." DEGWEB.ORG ~ Print Database Inquiry. N.p.,
DEG Inquiry #5320

DEG DATABASE INQUIRY

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**Inquiry Description**

**Wheelhouse**

Sections_AreaVehicle
- LEFT OUTER WHEELHOUSE

Sections_IssueSummary
- I SELECTED TO REPAIR THE LEFT OUTER WHEELHOUSE FOR 5.0 LABOR, THE ESTIMATING SYSTEM DID NOT ALLOW ANY REFINISH TIME AT ALL ON THIS ITEM, IT REQUIRES REFINISHING.

Sections_Special
- REFINISH LABOR AND MATERIALS

Sections_SuggestedAction
- ADD A REFINISH TIME FOR THIS VEHICLE COMPONENT, SUGGESTED TIME 1.8

**Resolution Description**

Estimated Fix February 2013

- Estimated UM Release Date: 02/01/2013
- Estimated DVD Release Date: 02-2013
- MOTOR Publication Fix Date: 04-2013

Proposed Resolution: MOTOR stated: After review, an estimated refinish time of 0.8 hours has been applied to the Outer Wheelhouse.

DEG Inquiry #7970

Inquiry Description
Refinish Apron Underside
Area Vehicle
LT Apron panel

Section 6_Issue Summary
Does the 1.3 hours for refinish include complete refinish time, or does it only include the top and not the bottom or Inner and outer?

Section 6_Estimated Surface
Unknown

Resolution Description
Estimated UM Release Date: 05/14/2015
Estimated DVD Release Date: 06-2015
MOTOR Publication Fix Date: 07-2015

Proposed Resolution: MOTOR stated:
After review the estimated refinish time applied to the Apron Assembly has been updated to 1.6 from 1.3 hours.

Refinish time is to refinish the Apron Assembly complete.

### DEG Database Inquiry

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**Inquiry Description**

- **Refinish Apron Underside**
  - AreaVehicle
  - LT Apron panel

  **Section6_IssueSummary**
  - Does the 1.3 hours for refinish include complete refinish time, or does it only include the top and not the bottom or inner and outer.

  **Section6_EstimatedSurface**
  - unknown

**Resolution Description**

- **Estimated Fix May 2015**
  - Estimated UM Release Date: 05/14/2015
  - Estimated DVD Release Date: 06-2015
  - MOTOR Publication Flx Date: 07-2015

  **Proposed Resolution: MOTOR stated:**
  - After review the estimated refinish time applied to the Apron Assembly has been updated to 1.6 hours from 1.3 hours.
  - Refinish time is to refinish the Apron Assembly complete.

---

Question 4. What is it worth?
4. If not, what is it 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 can be used as justification:

- Submit an inquiry to DEG (www.DEGweb.org) to prove it is not included only.
- Use a similar vehicle as a comparison since the estimating databases calculate paint times based off of square footage.
- Conduct your own time study:
  - Create a time study form
  - Create a video of the time study
Additional Thoughts
Additional Thoughts

- Paint times are based on square footage.
- 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.