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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)
   - 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

Why you may need to clean the vehicle prior to delivery:

There are several reasons why you may need to clean the vehicle prior to delivery. You may need to:

- Remove any sanding residue left from the repair
- Clean and remove compound from the jambs and openings after repair
- Remove handprints and dust from the vehicle following repairs

The Estimating Providers say that the vehicle should be returned to pre-accident condition and therefore any dust, dirt and debris caused from the repair process needs to be removed and should be charged for on the estimate.

However, sometimes collision repair centers clean and detail the vehicle to return the vehicle in “as good as” or “better” condition than the vehicle was prior to the accident. This is a business decision and a value-added service to the customer and should not be reimbursed.
Photo Documentation
Photo Documentation
Photo Documentation
Photo Documentation

[Image of a person cleaning a car with a hose]

[Image of a person cleaning the engine of a car]

Clean Vehicle Prior to Delivery Negotiation Tool
Version 3.0, January 4, 2016
Photo Documentation
Photo Documentation
Photo Documentation

[Images of two individuals cleaning a car with hoses and soapsuds]
Photo Documentation
Photo Documentation
Question 1.
Is it required?
Four Negotiation Questions

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

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

Answer Documentation:

- 3M
- Axalta Coating Systems
- Pacific Produk
According to 3M, there are specific steps required during the vehicle clean-up process prior to delivery:

- Process Chart Traditional
- Lean 3M Includes Testing - [http://solutions.3m.com/wps/portal/3M/en_US/AAD/Partner_Support/Learning_Center/Learn_3M](http://solutions.3m.com/wps/portal/3M/en_US/AAD/Partner_Support/Learning_Center/Learn_3M)
- You Tube Video Only - [https://www.youtube.com/watch?v=nHhoqoPPgCY](https://www.youtube.com/watch?v=nHhoqoPPgCY)
# Vehicle Clean-up Process Chart Traditional

![Vehicle Clean-up Process Chart Traditional](image)

Axalta Coating Systems

According to Axalta Coating Systems’ training, detailing the vehicle for delivery is required to return the vehicle back to pre-accident condition.


Axalta also provides Quality Standards and Work Standards for the detail process.
## Axalta Coating Systems
### Detail Process Quality Standards

<table>
<thead>
<tr>
<th>Customer Requirement</th>
<th>Good Show</th>
<th>Poor Show</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review repairs to ensure completeness</td>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
<tr>
<td>Clean and vacuum the interior of the vehicle and the floor mats</td>
<td><img src="image3.png" alt="Image" /></td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
<tr>
<td>Clean all glass</td>
<td><img src="image5.png" alt="Image" /></td>
<td><img src="image6.png" alt="Image" /></td>
</tr>
<tr>
<td>Glaze the exterior of the vehicle to emphasize the shine</td>
<td><img src="image7.png" alt="Image" /></td>
<td><img src="image8.png" alt="Image" /></td>
</tr>
<tr>
<td>Clean and dry under the hood and vehicle exterior</td>
<td><img src="image9.png" alt="Image" /></td>
<td><img src="image10.png" alt="Image" /></td>
</tr>
<tr>
<td>Ensure tires are clean and free of grime</td>
<td><img src="image11.png" alt="Image" /></td>
<td><img src="image12.png" alt="Image" /></td>
</tr>
<tr>
<td>Park the vehicle in the appropriate area and store keys in the office</td>
<td><img src="image13.png" alt="Image" /></td>
<td><img src="image14.png" alt="Image" /></td>
</tr>
<tr>
<td>Place the file in the “Pending QA” area</td>
<td><img src="image15.png" alt="Image" /></td>
<td><img src="image16.png" alt="Image" /></td>
</tr>
</tbody>
</table>

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Source: Axalta Coating Systems, LLC. Version 11.03.14
Axalta Coating Systems
Detail Process Work Standards

Step 1. Schedule Detail Jobs — Attend release meeting to sequence jobs & prioritize customer pay work

Step 2. Relocate Vehicle & Read Work Order — Familiarize yourself with damage to position the vehicle so repair area is broad, free of lighting & drainage. Look for weld marks to determine if further buffing is required.

Step 3. Note Special Customer Requests or Paid Detail Items — Pay close attention to items on RO where you are being paid extra to repair or clean.

Step 4. Clean Interior & Exterior Glass — Clean interior glass first. Be sure to apply cleaner to towel & not directly to glass; remove dinner or door glass washes using razor blade; use wax & grease remover to remove on vehicle notes.

Step 5. Clean Interior Panels — Turn vehicle on & start fan to blow remaining dust from vents; clean interior panels top to bottom.

Step 6. Clean Floor Mats — Hang on wall using alligator clips; power wash using appropriate shampoo; allow to dry before reattaching.

Step 7. Vacuum Carpeting — Do not use air blower; adjust seats to vacuum entire carpet; close windows.

Step 8. Clean Overspray & Compound in Jamb

Step 9. Clean the Under Hood Area — Pressure wash the edge area only; do not spray engine or electrical boxes directly; rinse cleaning solution from area & allow to dry.

Step 10. Clean the Trunk Area — Verify if extra parts are needed; clean area near spare tire; if repairs have been completed nearby.

Step 11. Install Missing Moldings & Stripes — Use tape as a guide to find in placement.

Step 12. Clean Wheels & Tires — Test wheel cleaner on back of wheel; spray cleaner on brush; clean surface & rinse immediately; do not clean in direct sunlight; apply dressing to rim & clean tire.

Step 13. Wash the Vehicle Exterior — Wash in shaded area, wet vehicle first; use soft water & two boxes; wash from top down; overlap each stroke; rinse quickly.

Step 14. Dry With Air & Chamale — Campen clean chamale; QC looking for air dry marks.

Step 15. Apply Glaze — Apply glaze to lint-free towel & rub areas with sandblast white, wall 15 seconds & use a new rag to remove chalking in a circular motion; do not wax for 90 days.

Step 16. Final Touches — Wipe with clean lint-free towels; perform touch up as agreed.

Step 17. Rotate Rims — Start using new mitt to wash exterior panels, transition mitt to grille & rocker areas & then use mitt for wheels.

Step 18. SS Work Area

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Source: Axalta Coating Systems, LLC. Version 11.03.14
Pacific Produx

Pacific Produx, maker of Diamond Professional Detailing Products, has short training videos on its website www.pacificprodux.com. The videos illustrate correct detailing procedures using Diamond Professional Products. The videos outline the car-washing process from start-to-finish, including:

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

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

Answer Documentation:
The Information Providers state that cleaning the vehicle prior to delivery is not included in any other labor operation.

- AudaExplore
- DEG Inquiry #8108
- CCC/MOTOR
- Mitchell

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

Section 4-5 Refinish Operations

Two-Stage

**NOT Included:**

- Final Wash

Section 4-5 Refinish Operations

Refinish Operations

Audautex refinish labor generally includes time to perform all operations necessary to accomplish refinish for new and undamaged OEM or equivalent panels. Audautex 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. Audautex 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 jamb 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
  - Adjust 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)
- Molding R&I
- Strip 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 accessed through the Help Menu in the current release of Audautex Estimating, PenPro or Shoplink. The current version of the Database Reference Manual may also be found at www.estimate.auda.com."

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DEG INQUIRY #8108

Inquiry Description
Clean Vehicle
Area Vehicle
the exterior of the vehicle

Section3_IssueSummary
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.

Section3_SuggestedAction
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.

Resolution Description
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.

### Clean Vehicle

**The exterior of the vehicle**

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.
Labor Time Premise

LABOR TIME DOES NOT INCLUDE:

SPECIAL NOTATION:
The items listed below apply to all labor procedures.

- Clean up or detailing of vehicle prior to delivery

GUIDE TO ESTIMATING

LABOR TIME LISTINGS

All labor 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 normalalign 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.

Time do not apply to vehicles with equipment other than that supplied by the vehicle manufacturer as standard or regular production options. If other equipment is used, the time may be adjusted to compensate for the variables. Removal and replacement of exchanged or used parts is not considered. If additional aligning or repair must be made, such factors should be considered when developing the estimate. Items not listed under the INCLUDED/DOES NOT INCLUDE heading for any given procedure have not been considered in the estimated work time development for that procedure, unless specified by a footnote. All included/not included items for labor procedures listed between pages G10 and G35 are for component R & R and R & R 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 LISTINGS.

LABOR TIME DOES NOT INCLUDE:

- Computer control module D & R/Install
- 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 unneeded holes in new parts
- Information label installation
- Material costs
- Pinch weld clamp damage repair
- Refinishing
- Clean up or detailing of vehicle prior to delivery
- 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/Charge
- Brackets & braces transfer
- Broken glass removal or clean up
- Brakes, bleed and adjust
- Fuel lines, fuel fitting and hose installation
- Valve stem caps, wheel nuts, trim and related parts
- Reset electronic memory functions after battery disconnect
- Road test vehicle
- Rusted, frozen, broken or corrosion damaged components or fasteners
- Scan tool clear/reset electronic module
- Scan tool diagnostics
- Steering Angle Sensor recalibration
- Straighten or align used, reconditioned or non-OEM parts
- Structural damage diagnosis and vehicle set up time
- Structural foam repair or application
- Test panel/spray caulk
- Undecorating, tar or grease removal
- Unprized bumpers, removal of mold-release agents
- Waste disposal fees (all types)
- Weld through primer
- Welded seam surface finishing finer than 150 grit sandpaper
- Wheel or hub cap locks R & R
- Sheet metal, repair, install new bond or part

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

Mitchell

ADDITIONS TO LABOR TIMES

Detail
Clean vehicle to pre-accident condition.

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Page 3
Estimating Information

Labor Categories
The labor times shown in the Guide fall into various categories (for example, body, frame, mechanical) as determined by the repair facility’s operating procedures. As a guide, components for which R&I or R&R is commonly considered to be a mechanical operation when performed in a collision repair environment are designated with the letter “m” in the text. These designations are only a guide. They are not necessarily all inclusive, nor do they suggest the application of a labor rate.

Welded Panels
Replacement labor times for new panels that are joined by welding include the necessary use of inserts and accepted sectioning guidelines developed by OEMs, I-CAR, and TECH-COR. The labor times for welded panels include grinding, filing and final sanding with up to 150 grit sandpaper to match the original panel contour. Labor times do not include the Feather, Prime and Block refinishing operation. See Procedure 28 in Procedure Explanation section for information on Feather, Prime and Block.

Adhesive Panel Bonding
Replacement labor times for panel bonding include all necessary weld applications identified by adhesive material manufacturers and OEM guidelines. Users should reference best practices procedures from bonding material manufacturers and/or OEM guidelines before selecting this replacement method option.

Shop Material
The labor times shown in the Guide do not take into account the cost of any materials, or the cost of hazardous materials recycling or disposal.

Disable and Enable Air Bag System
The labor times shown in the Guide represent the procedures necessary to disable and enable the air bag system in order to replace air bag system components and/or to perform repairs not related to the air bag system, e.g., welding. This procedure includes visually monitoring the air bag warning light to verify proper system functionality. The allowance does not include troubleshooting of the system if proper system functionality is not present.

Diagnose Air Bag System
The labor times shown in the Guide for diagnose air bag systems include system disable and enable, removal and installation of air bag module(s) (where required), installation of appropriate systems, and retrieving and clearing of trouble codes. Time for specific troubleshooting of Diagnostic Trouble Codes (DTC) is not included.

Glass Labor Times
The labor times shown in the Guide for glass listed with the NAGS part numbers are Mitchell times, not times from NAGS. Glass labor times are for remove and replace (R&R), i.e., removal of the existing glass and its replacement with new glass. Some glass labor times are also shown for removal and the later installation (R&I) of the same glass.

Stripes, Decals and Overlays
The labor times shown in the Guide for these items refer to installation only.

TECH-COR Repair Information
The labor times shown in the Guide for TECH-COR repair procedures are supplied by Mitchell. TECH-COR does not endorse, sanction or otherwise approve such times. TECH-COR publications are copyrighted material. However, reproduction of TECH-COR bulletins is permitted as long as the bulletin is reproduced in its entirety, including source attribution. TECH-COR bulletins may be obtained by contacting TECH-COR, Inc., Technical Communications Dept., 100 East Paletine Road, Wheeling, IL 60090; Phone: 847-957-2341.

Base Model Vehicle
Vehicle with the minimum level of equipment available from the manufacturer.

Types of Vehicles
The types of vehicles covered are regular production models only.

Comprehensive Labor Time
While completeness is strive for in each Guide, there will be instances, however, in which labor time has not been established for an operation at the time of publication. If an item requires replacement and can be replaced as an individual item but shows no time, a time should be agreed upon among all parties and recorded on the damage report. It also should not be inferred that a component with no established Mitchell labor time has been included in another component’s replacement allowance.

Procedure Reference
Throughout each vehicle “service” there is Procedure Explanation reference notes located immediately following the main section headings. Example: BUMPER/FRONT PANEL is followed by, “Use Procedure Explanations 1, 3 and 28 with the following text.” This indicates that the text portion and the Procedure Explanations for Front Bumper, Front Panel and Refinish should be used in conjunction with one another when writing a damage report. LABOR RELATED NOTES IN THE TEXT PORTION OVERRIDE THE PROCEDURE EXPLANATION PAGES.

Procedures
The Procedure Explanations on the following pages outline the operations which are or are not included in the labor time listed in each vehicle “service.” You are encouraged to become familiar with these procedure pages to be sure you have a thorough understanding of the Mitchell approach to collision estimating.

The left Included Operations column means that the labor time shown in the Mitchell Collision Estimating Guide text includes that particular operation or operations.

The right Not Included Operations column means that the labor time in the text does not include that particular operation or operations. Performance of one or more of these operations may or may not be necessary as determined by the individual job requirements. If an add-on time has been established for any of these operations it will be shown in the text. If a time has not been established or if the add-on time is dependent on conditions that vary due to collision damage (example, access time, free up parts), the additional time should be recorded on the damage report. Labor times relating to the repair of a damaged panel or the use of used parts would come under this category.

Additions to Labor Times
Due to the wide range of collision damage and vehicle conditions, labor times for the following operations are not included in the Guide.

Access Time
Remove extensively damaged parts by cutting, pushing, pulling, etc.

Anti-Corrosion Rust Resistant Material
Remove and/or apply weldable zinc primers, wax, petroleum based coatings, undercoating or any type of added conditioning.

Broken Glass Clean Up
Clean vehicle of all broken glass.

Detail
Clean vehicle to pre-accident condition.

Drain & Refill
Fuel (see fuel tank)

Electronic Components
- Time to remove and install as necessary; includes wiring and/or wiring harness and computer module
- Time to reset memory code function (example: seat position, radio presets) when battery has been disconnected to perform repairs
- Time to complete computer relearn procedures for proper operation of vehicle systems (example: power sunroof, power windows) when battery has been disconnected to perform repairs

Source: Portions Copyright 2012, Mitchell International, Inc. – Mitchell P-Pages, Page 3
Question 3. Is there a pre-determined time?
3. If not, is there a pre-determined time for cleaning the vehicle prior to delivery?

Answer: None of the Information Providers provide times to clean the vehicle prior to delivery. 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)
- Conduct your own time study:
  - Create a time study form
  - Create a video of the time study
Additional Thoughts

- Cleaning the vehicle prior to delivery 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.
- Keep in mind that .1 = 6 minutes
- When determining labor times, remember it should be based on “How long it takes the average technician to gather up their tools, equipment, and supplies and perform the task in a safe manner and return their tools, equipment and supplies back to their storage location.”
- 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