

Automotive Service Association®



## Reference Chart of “Not-Included” Operations When Installing a Recyclable Part

Because the amount of labor time necessary for certain operations cannot be fully standardized, collision estimating databases do not have pre-existing labor estimates for some operations. As a result, when preparing estimates, users of computerized estimating programs will need to manually input certain operations. The lists contained in this document are designed to help users make sure they consider all of the possible operations when they write estimates.

Please note that labor to replace a damaged assembly with a recyclable assembly may require additional Remove and Replace (R&R) operations on both. For example, remove original component from damaged part, remove similar component from the recyclable part, and reinstall original component on recyclable part (R&R&R).

**This guide is meant as a quick summary of general “Not-Included” operations, for the benefit of ASA members.  
Refer to each information provider’s Procedures Pages for specifics.**

*Provided as a member benefit from the Automotive Service Association.  
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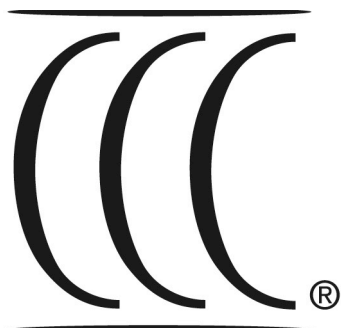
**This guide is endorsed by the information providers below.  
For the latest information, visit the providers' Web sites.**



***Audatex, a Solera Company***  
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**INFORMATION  
SERVICES INC.**

***CCC Information Services, Inc.***  
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[www.cccis.com](http://www.cccis.com)



***Mitchell International***  
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***CEG Procedure Pages***  
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[www.motor.com](http://www.motor.com)

***Guide To Estimating Procedure Pages***  
[www.motor.com/page.asp?page\\_ID=176](http://www.motor.com/page.asp?page_ID=176)

***Customer Service Contact***  
[www.motor.com/customer\\_service.asp](http://www.motor.com/customer_service.asp)

## **Standards and procedures when working with a recyclable part:**

1. Part or component should meet minimum standards established by ARA “Gold Seal Program.”
2. Establish that part or component meets vehicle requirements.
3. Inspect and verify component integrity.
4. Make adjustment for part deficiency.
5. Record part to inventory when appropriate.
6. Determine how extensive required cleaning will be (degrease, adhesive removal, stripe removal, etc.).
7. Disassemble all attached parts.
8. Make adjustment for necessary measurement and cutting of welded assembly components and for attached part removal and installation. Estimate/assess time for prep and cut to fit.
9. Repair all metal damage:
  - (a) Restore corrosion protection.
  - (b) Repair or remove paint substrate.
10. Machine sand and level existing substrate to prepare for primer surfacer.
11. Final sand and block to restore to original equipment (OE) equivalent.

Recyclable parts should correspond to delivery conditions of replacement parts specified by the vehicle manufacturer.



## ARA's Gold Seal Quality Standards

1. Gold Seal Certified Automotive Recyclers recognize the collision repair industry is our primary customer. Collision repair facilities and their customers, the owners of the vehicles being repaired, are the lifeblood of our business.
2. Gold Seal Certified Automotive Recyclers will uphold the highest standards of professional conduct in the Automotive Recycling industry.
3. Gold Seal Certified Automotive Recyclers will employ knowledgeable salespeople and maintain an ongoing Certified Automotive Recyclers' endorsed training program for all of our employees to ensure the highest level of customer satisfaction.
4. Gold Seal Certified Automotive Recyclers will maintain a professional program to monitor customer satisfaction through an independent research firm.
5. Gold Seal Certified Automotive Recyclers guarantee that all parts will be described to customers with the year, make and model of the vehicle from which they are removed.
6. Gold Seal Certified Automotive Recyclers guarantee that descriptions, including options, damage, whether parts are original or aftermarket, and paint condition will be as accurate as possible to avoid customer surprises.
7. Gold Seal Certified Automotive Recyclers will not repair damage without the knowledge of the customer.
8. Gold Seal Certified Automotive Recyclers guarantee that any adjustments agreed upon between Gold Seal Certified Automotive Recyclers and repairers will be made immediately upon delivery and inspection.
9. Gold Seal Certified Automotive Recyclers guarantee that items returned for credit will be accepted for a period of at least 30 days after delivery.
10. Gold Seal Certified Automotive Recyclers will make every effort to achieve promised delivery times. Any delays will be reported to customers immediately.
11. Gold Seal Certified Automotive Recyclers will advise estimators at the time of a quote or order, if parts must be made available through another recycler.
12. Gold Seal Certified Automotive Recyclers will quote prices that include delivery costs.
13. Gold Seal Certified Automotive Recyclers will put in writing all warranties, including those for mechanical and electrical parts. At a minimum, sheet metal parts will have a limited warranty against rust and corrosion for a year from the date of purchase.
14. Open accounts are offered to all customers who meet credit standards. Gold Seal Certified Automotive Recyclers will strive to make credit decisions as soon as possible after submission of a credit application.
15. Gold Seal Certified Automotive Recyclers will cooperate with repairs to obtain insurance supplements due to part availability and cost constraints.
16. Gold Seal Certified Automotive Recyclers will work with repairers in every way to maximize the number of repairable vehicles and minimize the number of repairable vehicles that become total losses.
17. Gold Seal Certified Automotive Recyclers will provide accurate vehicle identification numbers for all major component parts as defined by Federal law.
18. Continued designation as a Gold Seal Certified Automotive Recycler is dependent on adhering to the principles set out in this code of professionalism.

# R&I and R&R

## **Audatex Remove & Install (R&I)**

“An operation or group of operations that are required to remove and install the part or assembly. Audatex time:

- includes normal adjustment and alignment for correct fit.
- does not include any duplicated effort.

The installation is for the originally attached part.”

## **Audatex Remove and Replace (R&R)**

“An operation or a group of operations that are required to remove the damaged part and replace with a new OEM or new alternative part. Audatex time:

- includes normal adjustment and alignment for correct fit.
- does not include any duplicated effort.

Replace includes any operations over and above the R&I operations.”

## **MOTOR R&I (Remove and Reinstall)**

“Item is removed, set aside and later reinstalled and aligned for proper fit (does not include suspension/wheel alignment). Generally used to gain access to another part.

If an R&I time is not available, published R&R times can be used when the steps required to R&R a component are the same procedure steps required to R&I a component. Example; bolt or clip on moldings, ornamentation, mirrors, trim, door handles, locks, cylinders, latches and many single piece components.”

## **MOTOR R&R (Remove and Replace)**

“Remove damaged part and replace with salvage replacement component/assembly, and align. Does not include Suspension/Wheel alignment or removal and installation of components attached to replacement part, such as moldings, emblems, nameplates, weatherstrips, etc.”

## **Mitchell R&I (Remove and Install)**

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

## **Mitchell R&R (Remove and Replace)**

“Remove a damaged part or assembly identified as included within the Procedure Explanation and replace it with an undamaged salvaged part or assembly. Replacement includes the alignment that can be done by shifting the part or assembly and sealing the welded or bolted-on seams where necessary.”

## Replacement Procedures

<b>BUMPER ASSEMBLIES</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Bumper assembly R&I	Incl.	Incl.	Incl.
Bumper overhaul			
Grill R&I	Incl. (if mtd. in Bumper)	Incl. (if req.)	
Standard lamps R&I		Incl. (if req.)	
Aim front lamps			
Valance panel R&I		Incl. (if req.)	
Impact absorbers R&R			Incl.
Air bag sensor R&I			
Air intake parts R&I (when not mounted in bumper)			
Battery R&I			
Optional auxiliary lamps R&I			
Optional trailer connector R&I			
Moulding/emblem/nameplate R&I			
License plate or bracket R&I			
Non-standard equipment R&R			
Optional trailer hitch or brush guard R&I			
Fit, repair or modify replacement parts			
Repair damaged reinforcement *			
Correct surface imperfections			
Removal of stripe tape, decals or moulding adhesives			
Removal moulding adhesive			
Drill or fill time			
Free rusted or damaged bolts			
Identify single-use clips/fasteners for reorder			
Replace rusted or damaged bolts			
Repair/plug unneeded holes			
Refinish bumper assembly or components			
Clean, prep and degrease			
Remove excess paint to achieve proper mil thickness			
Replace texture or gravel guard			
Sealing or priming because of repair			
Refinish different color highlights or backlights			
Removal of undercoating/rustproofing			

\*Many reinforcements are U.H.S.S. (ultra high-strength steel) or H.S.S. (high-strength steel) and are not to be repaired per O.E.M. recommendations and I-CAR training (safety component of vehicle).

<b>FENDER ASSEMBLIES</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Fender assembly R&I	Incl.	Incl.	Incl.
Bumper assembly R&I		Incl. (if req.)	
Header panel R&I			
Grille R&I		Incl. (if req.)	
Bumper or fender filler loosen or disconnect		Incl. (if req.)	
Cowl top panel (bolted)		Incl. (if req.)	
Headlamp components R&I		Incl. (if req.)	
Cornering lamp R&I	Incl.		
Side marker lamp R&I	Incl.	Incl. (if req.)	
Splash shields/skirt R&I	Incl.	Incl. (if req.)	
Rocker panel moulding R&I		Incl. (if req.)	
Spoiler/flares R&I		Incl. (if req.)	
Hood/hinge R&I			
Battery/tray R&I			
Header panel R&I			
Road wheel R&I			
Drill or fill time			
Fit, repair or modify replacement parts			
Repair/plug unneeded holes			
Correct surface imperfections			
Aim front lamps			
Moulding/emblem/nameplate R&I			
Antenna R&I			
Mud guard R&I			
Accessory items			
Mirror R&I			
Identify single-use clips/fasteners for reorder			
Clean, prep and degrease			
Refinish component or assembly			
Removal of undercoating/rustproofing			
Corrosion protection			
Refinish different color highlights or backlights			
Sealing or priming because of repair			
Stripes, decals or overlays			
Remove excess paint to achieve proper mil thickness			
Replace texture or gravel guard			
Wheel flare retainers R&R or R&I			
Clean and retape mouldings			

<b>FRONT SHEET METAL ASSEMBLIES</b>	<b>CCC</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Assembly as a unit R&I	Incl.	Incl.	Incl.
Bumper assembly R&I	Incl.	Incl. (if req.)	Incl.
Impact absorbers or brackets R&I			Incl.
Bumper overhaul			
Front panel assembly R&I	Incl.	Incl. (if req.)	Incl.
Hood assembly R&I	Incl.	Incl.	Incl.
Cowl vent panel R&I		Incl. (if req.)	
Grille assembly R&I	Incl.	Incl. (if req.)	Incl.
Headlamps assemblies R&I	Incl.		Incl.
Front lamps R&I	Incl.		
Aim front lamps			
Radiator (frame vehicles) R&I		Incl.	Incl.
Radiator support (bolted-on) R&I	Incl.	D&R Incl.	Incl.
Fenders R&I	Incl.	Incl.	Incl.
Fender inner skirts/splash shields R&I	Incl.	D&R Incl.	
Antenna R&I	Incl.		
Moulding, emblems, nameplates R&I			
Rocker moulding R&I			
Hood release cable R&I			
Hood latch R&I (on support)			
Vacuum canisters and hoses R&I			
Washer reservoir R&I			
Radiator overflow reservoir R&I			
Battery/tray R&I			
AC condenser R&I		Incl. (if req.)	
AC receiver/dehydrator R&I			
Recover, recycle and recharge AC refrigerant			
Fan shroud R&I	Incl.		
Hoses R&I			
Cruise control parts R&I			
ABS parts R&I			
Wiring R&I			
SRS parts R&I			
Bolted-on parts R&I			
Welded parts or brackets R&I			
Wheels R&I			
Suspension parts R&I			
Wheel alignment			



<b>FRONT SHEET METAL (continued)</b>	<b>CCC</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Bleed brakes			
Aftermarket components R&I			
Aftermarket alarm systems R&I			
Aftermarket wiring R&I			
Non-standard equipment R&I			
Drill or fill time			
Repair rusted, frozen or corrosion damaged parts			
Fit, repair or modify replacement parts			
Disassemble, reassemble for cleanup and profit			
Repair/plug unneeded holes			
Confirm compatibility of electrical components			
Labels			
Removal of stripe tape, decals or moulding adhesives			
Identify single-use clips/fasteners for reorder			
Recover, recycle and replace coolant	Incl.		
Pressure check radiator for leaks			
Check AC condenser for damage			
Drain, replace oil and fluids			
Refinish components or assembly			
Remove excess paint to achieve proper mil thickness			
Clean, prep and degrease			
Refinish different color highlights or backlights			
Replace texture or gravel guard			
Corrosion protection			
Removal of undercoating/rustproofing			
Clean and retape mouldings			
Additional alignment due to damage			

<b>DOOR ASSEMBLIES</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Door assembly R&I	Incl.	Incl.	Incl.
Interior trim panel R&I	Incl.	Incl.	Incl.
Keyless pad entry R&I		Incl.	
Outer door handle R&R		Incl.	
Mirror R&I		Incl.	
Weatherstrip on door R&I		Incl.	
Outer belt moulding R&I		Incl.	
Lock cylinder R&I	Incl.	Incl.	Incl.
Lock R&I			
Inside door handle R&I	Incl.		
Hinge R&I			
Latch R&I			
Door internal linkage R&I			
Window glass/regulator/channel R&I			
Inner belt weatherstrip R&I			
Vapor barrier R&I			Incl.
Door striker R&I			
Door check R&I			
Moulding/emblem/nameplate R&I			
Wiring harness R&I			
Restraint system R&I			
Door mounted speaker R&I			
Sound deadening material R&I			
Non-standard equipment R&I			
Transfer attached parts		Trim panel/Lock cylinder	
Repair rusted, frozen or corrosion damaged parts			
Repair/plug unneeded holes			
Confirm correct electric mirror plugs			
Information label install			
Lock cylinder recode			
Fit, repair or modify replacement parts			
Drill or fill time			
Additional door alignment because of prior condition			
Remove aftermarket glass tinting			
Clean glass			
Check tint color of glass			
Removal of stripe tape, decals or moulding adhesives			
Identify single-use clips/fasteners for reorder			

<b>DOOR ASSEMBLIES (continued)</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Trim R&I for refinishing			
Vapor barrier for refinishing			
Hinge R&I for refinishing			
Latch R&I for refinishing			
Handles R&I for refinishing		Outer only	
Correct surface imperfections			
Refinish component or assembly			
Mirror refinish			
Refinish different color highlights			
Seam sealing		Incl. (if req.)	
Sealing or priming because of repair			
Clean, prep and degrease			
Remove excess paint to achieve proper mil thickness			
Replace texture or gravel guard			
Removal of undercoating/rustproofing			
Corrosion protection			
Hinge cleaning			
Air bag system components R&R		Incl.	
Clean and retape mouldings			
Additional alignment due to unibody/frame damage			

<b>QUARTER PANEL</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Rear bumper R&I	Incl.	Incl. (if req.)	Incl.
Rear bumper fillers R&I	Incl.	Incl. (if req.)	Incl.
Back glass R&I	Incl.	Incl.	Incl.
Back glass reveal mouldings R&I	Incl.		Incl.
Back glass adhesive kit		Incl. (labor only)	
Tailgate R&I		Incl. (if req.)	
Deck lid R&I		Incl. (if req.)	
Deck lid hinges R&I		Incl.	
Deck lid or tailgate hydraulic rod R&I		Incl. (if req.)	
Quarter glass R&I	Incl.	Stationary or flipout	Incl.
Roll-down quarter glass	Incl.		Incl.
Tail lamps R&I	Incl.	Incl. (if req.)	Incl.
Convertible top R&I	D&R	Incl. (if req.)	Loosen
Rear seat R&I	Incl.	Incl.	Incl.
Quarter trim panels R&I	Incl.	Incl.	Incl.
Interior mouldings R&I	Incl.		
Luggage compartment trim R&I	Incl.		Incl.
Rear body trim R&I	Incl.	Incl. (if req.)	
Sill plate R&I	Incl.	Incl.	Incl.
Body weatherstrip R&I	Incl.	Pullback	
Door striker R&I	Incl.	Incl.	Incl.
Package tray trim R&I	Incl.	Incl.	Incl.
Water/dust barrier R&I			Incl.
Plastic wheelhouse liner R&I			Incl.
Rocker panel moulding R&I		Incl. (if req.)	
Moulding/emblem/nameplate R&I			
Mud guard R&I			
Rear wheel R&I		Incl.	
Fuel door R&I	Incl.		
Fuel filler neck			
Fuel tank R&I			
Spoiler and flare R&I		Incl.	
Wheel flare retainers R&R or R&I			
Antenna assembly R&I			
Adhesive application	Incl. (if req.)		
Carpet/insulation	Turn back	Rollback	Pull back
Headliner		Loosen, if req.	Pull back cloth
Vinyl roof		Peelback	

<b>QUARTER PANEL (continued)</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Raise and support vehicle		Incl.	
Airbag		Incl. (if req.)	
Airbag sensor		Incl. (if req.)	
Muffler/exhaust system			
Rear suspension or axle			
Sunroof drain			
Inner quarter panel	Incl.	Incl.	Incl.
Seat belt anchor		Incl.	
Disconnect/connect battery		Incl.	
Wiring harness R&I			
Disconnect wiring harness		Incl.	
Detach and weld at roof, rocker, rear body, and floor pan	Incl.	Incl.	Incl.
Fabrication of inserts		Incl. (if req.)	
Reasonable adjustment and alignment		Incl.	
Application of weld-through primer		Incl.	
Block sand		Incl.	
Application of guide coat		Incl.	
Dual action sand		Incl.	
Body fill labor	Incl.	Incl.	
Caulking/seam sealing	Incl.	Incl.	Incl.
Drill or fill time			
Fit, repair or modify replacement parts			
Repair/plug unneeded holes			
Cover to protect interior		Incl.	
Correct surface imperfections			
Body insulation (foam, pads)			
Accessory items			
Identify single-use clips/fasteners for reorder			
Clean, prep and degrease			
Refinish component or assembly			
Removal of undercoating/rustproofing			
Corrosion protection			
Refinish different color highlights or backlights			
Sealing or priming because of repair			
Stripes, decals or overlays			
Remove excess paint to achieve proper mil thickness			
Replace texture or gravel guard			
Clean and retape mouldings			

<b>TRUNK LID OR HATCH ASSEMBLIES</b>	<b>CCC/MOTOR</b>	<b>AUDATEX</b>	<b>Mitchell</b>
Trunk lid or hatch assembly R&I	Incl.	Incl.	Incl.
Weatherstrip on assembly R&I		Incl.	
Handle R&I		Incl. (Hatch)	
Interior trim panel R&I	Incl.	Incl.	Incl.
Finish panel R&I	Incl.		
Lock cylinder R&I	Incl.	Incl. (if req.)	Incl.
Lock recode			
Latch/striker/cable R&I			
Hinge, torsion rod, spring or support shock R&I			
Tail lamp (standard on hatch assembly) R&I	Incl.		
License plate/bracket R&I			
Window washer/wiper R&I			
Glass, hardware, seals or mouldings R&I			
Luggage rack, spoiler, or louvers R&I			
Spare tire carrier R&I		Incl. (if req.)	
Water/dust barrier R&I			Incl.
Moulding/emblem/nameplate R&I			
Luggage compartment lamp R&I			
Wiring R&I			
Drill new holes or fill unneeded holes			
Repair rusted, frozen or corrosion damaged parts			
Correct surface imperfections			
Fit, repair or modify replacement parts			
Transfer attached parts		Lock cylinder/trim	
Removal of stripe tape, decals or moulding adhesives			
Information labels			
Identify single-use clips/fasteners for reorder			
Seam sealing		Incl. (if req.)	
Remove excess paint to achieve proper mil thickness			
Clean, prep and degrease			
Removal of undercoating/rustproofing			
Corrosion protection			
Sound deadening material R&I			
Replace texture or gravel guard			
Sealing or priming because of repair			
Refinish different color highlights or backlights			
Clean & retape mouldings			
Add'l alignment due to unibody/frame damage			

