Partial Refinish of Repaired Panels

Presentation by the Estimating Committee

November 2006

Committee Members

Chad Sulkala - Acme Body and Paint

George Avery - State Farm Insurance

Gene Hamilton - Sports & Imports Collision

Toby Chess - I-CAR / Kent

March Taylor - Auto Body Hawaii

David McCreight - Collision Resources, INC.

Joe Skurka - BASF

Committee Members

Herb Lieberman - LKQ Corporation

Aaron Schulenburg - Bill Denny's - CARSTAR

John Junk - SCA Appraisal

Tim Waldren - Paramount Auto Body

Dave March - Fountain Valley Body Works

Nick Kostakis - Angelo's Auto Body

Committee Members

Bob Smith - Storm Appraisal

Robert Toles - Motor Information Systems

Mark Woirol - TECH-COR

Mike Anderson - Wagonwork Collision Center

Carl Samuels - Manheim Auto Auctions

Scott Jenkins - Audatex

Richard Mundinger - Hanover Insurance Group

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Stacy Bartnik - CARSTAR

Bruce Yungkans - CCC Information Services INC.

Gary Wano - GW & Son Auto Body

David Knapp - Akzo-Nobel Coatings

Barry Dorn - Dorn's Body & Paint

Tom Moreland - Akzo-Nobel Coatings

Topics for 2006

April
Feather, Prime & Block

August
Supplement Reduction

November
Partial Refinish of Repaired Panels

Partial refinish/ Repaired Panel

Consumer

Insurance Providers

Repair Facility

Agenda

- Observations
- Information Provider Questions
- Panel Discussion
- Question & Answer
- Committee Recommendations

Database Misuse

OR

Lack of knowledge

Observations

- In certain situations, paint labor times and materials are being reduced and identified as Partial Panel Refinish on the estimate.

- System generated Blend times are being applied to repaired panels which appear to be in contradiction to the database guides.

Is this appropriate?

Information Providers

Information providers were asked 4 questions in regards to adjusted paint times in an effort to gain clarity on proper use of their estimating systems.

Questions

1. Does a partial panel refinish warrant a time deduction?

2. Is the Database Blend Calculation time reduction appropriate?

Questions *– cont.*

3. If a manual (Labor Time) change is made what magnitude is appropriate.

4. If overwritten adjustments are made how does a shop audit the adjustment?

1.

Does a partial panel refinish warrant a time deduction?

If So, When Is It Appropriate to Deviate From the Labor Times You Have Published in Your Database?

Answers:

1. Does a partial panel refinish warrant a time deduction?

It is appropriate for the estimate writer to deviate from default labor times when the estimate writer determines modification is necessary to produce a fair and accurate estimate.

Cont...

1. Does a partial panel refinish warrant a time deduction?

Cont...

Deviation from the published times should be assessed and discussed between the repair technician and the estimate writer. These items are flagged with an asterisk (*) on the estimate print out.

1. Does a partial panel refinish warrant a time deduction?

This is entirely dependant on user judgment when determining the work operations to be performed.

1. Does a partial panel refinish warrant a time deduction?

Neither MOTOR nor CCC determines when it is appropriate to deviate from labor or refinish times. Those decisions are best left up to the professional estimator/appraiser following a thorough on the spot evaluation of the specific vehicle and damage.

1. Does a partial panel refinish warrant a time deduction?

If So, When Is It Appropriate to Deviate From the Labor Times You Have Published in Your Database?

Summary of Responses: User Judgment on individual repair jobs.

2. Is the Database Blend Calculation time reduction appropriate?

Was the Blend Option Intended to be Used on the Partial Refinish of Damaged / Repaired Panels?"

Answers:

Audatex

2. Is the Database Blend Calculation time reduction appropriate?

No. "Audatex blend refinish is to be considered for use on adjacent, **UNDAMAGED** panels for color match purposes."

2. Is the Database Blend Calculation time reduction appropriate?

No. "Blend adjacent panel (s) procedure found on page 44 of the Procedure Pages states, " The blend times are for existing **UNDAMAGED** exterior surfaces."

2. Is the Database Blend Calculation time reduction appropriate?

No. "The MOTOR COLOR BLEND formula was developed only for an **UNDAMAGED** panel. The CCC Pathways blend option was not intended for and cannot be used in conjunction with a repair operation on the same panel.

2. Is the Database Blend Calculation time reduction appropriate?

Cont...

Should the Pathways user attempt to use the Blend feature after repairing the same part then they will be prompted that it is an Invalid Selection."

2. Is the Database Blend Calculation time reduction appropriate?

If Your System Does Not Allow for Blend (Labor Time) on a Repaired Panel, Why Does It Allow for the Refinish Times to Be Manipulated on a Repaired Panel?

Answers:

2. Is the Database Blend Calculation time reduction appropriate?

The Audatex solution allows the user the flexibility to create an estimate to reflect what is necessary to write a fair and accurate estimate. Any deviation are flagged by an asterisk (*) on the printed estimate.

2. Is the Database Blend Calculation time reduction appropriate?

UltraMate retains flexibility to allow the user to modify allowances based on their assessment of necessary operations and work to be performed. All modifications by users are identified with an asterisk (*) User Judgment.

2. Is the Database Blend Calculation time reduction appropriate?

In order to accommodate unique or special vehicles or circumstances outside of the ordinary, CCC Pathways includes a certain amount of flexibility, including the ability to modify MOTOR labor or refinish times new or repaired panels.

2. Is the Database Blend Calculation time reduction appropriate?

Was the Blend Option Intended to be Used on the Partial Refinish of Damaged / Repaired Panels?"

Summary of Responses:
No

3. If a manual (Labor Time) change is made what magnitude is appropriate?

What Are The Labor Operation Time Savings From Base Refinish Time When Partial Panel Refinish Is Performed?

Answers:

MOTOR
Guide to Estimating
G 34 Base Coat Application

INCLUDED:

- Back tape opening (handle, lock cylinder, mirror)
- Clean component (solvent wash)
- Clean sprayer
- Color coat application
- Initial dry sand (as recommended by paint manufacturer)
- Light buff; Lacquer paint only
- Load sprayer
- Mask adjacent panels (3 foot perimeter)
- Mask / close gap between adjacent panels up to foam tape (over spray)
- Mask glass opening
- Mask / protect grille radiator opening (over spray)
- Mix paint
- Primer-Sealer coat application
- Primer-Sealer coat final clean
- Primer-Sealer coat final application
- Remove masking
- Retrieve accurate color information, including paint chip

DOES NOT INCLUDE:

- Adhesion promoter (unprimed flexible component)
- Backside refinishing
- Blending into adjacent panels
- Cover mask engine / compartment to prevent overspray
- Color matching to adjacent panels
- Cover / mask for prime and block
- Cover / mask for cut-in
- Cover / mask recessed edges / jambs / weatherstrips
- Cover / mask trunk / compartment to prevent overspray
- Cover / mask entire exterior of vehicle to prevent overspray damage
- Cover / mask interior of vehicle to prevent overspray damage
- Edge refinishing
- Grind, fill & smooth welded seams (up to 150 grit sandpaper)
- Paint or material costs
- Prime & block (high build / primer-filler)
- Test spray-out panel
- Tinting Primer-Sealer
- Tinting to achieve color match
- Underside refinishing
- Weld, grind or sanding damage to adjacent panels
- Wet sanding

MOTOR
Guide to
G 34 Bas

INCLUDED:
- Back tap
- Clean co
- Clean sp
- Color co
- Initial dry
- Light bu
- Load spr
- Mask ad
- Mask / c
- Mask gla
- Mask / p
- Mix pain
- Primer-S
- Primer-S
- Primer-S
- Remove
- Retrieve

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Database Reference Manual/Refinish Operations

Two-Stage <u>Included Operations:</u>

- Move car
- Review estimate/work order
- Get paint code
- Order paint
- Get paint
- Clean equipment and materials
- De-wax and de-grease
- Prepare to sand
- Hand/wet sand
- Mix, apply, and flash primer (for adhesion and sealing)
- Water wash and clean panel with solvent
- Blow dry clean panels
- Prepare to spray
- Clean booth
- Booth Operations
- Protect exterior of vehicle from overspray (e.g. all acceptable methods of bagging,   masking, masking up to 36 inches surrounding the panel, and masking of glass within a panel).
- Basic corrosion protection provided by paint system/primer applied
- Mix, apply, and flash; additives
- Tack wipe
- Mix color, spray test panel, compare to vehicle
- Apply and flash; color
- Inspect job and paint
- Clean gun; color
- Tack wipe (between color and clear if required)
- Apply flash clear coat

Audatex

- De-wax and de-grease
- Prepare to sand
- Hand/wet sand
- Mix, apply, and flash primer (for adhesion and sealing)
- Water wash and clean panel with solvent
- Blow dry clean panels
- Prepare to spray
- Clean booth
- Booth Operations
- Protect exterior of vehicle from overspray (e.g. all acceptable methods of bagging, masking, masking up to 36 inches surrounding the panel, and masking of glass within a panel).
- Basic corrosion protection provided by paint system/primer applied
- Mix, apply, and flash; additives
- Tack wipe
- Mix color, spray test panel, compare to vehicle
- Apply and flash; color

Audatex

Refinish Procedures

Mitchell

Solvent Wash   CEG - Page 43

Scuff 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
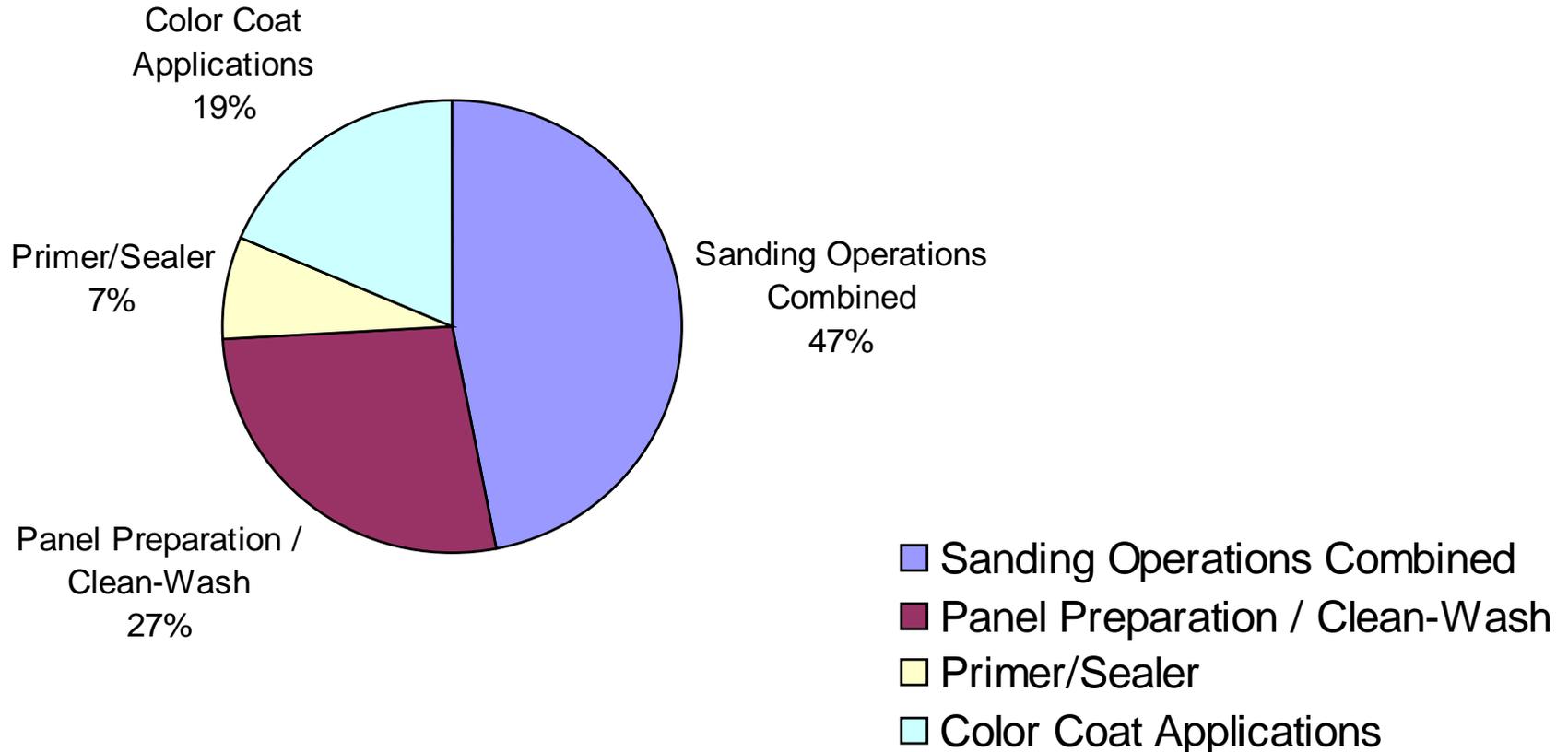
Mix Materials

Adjust Spray Equipment

Apply Color

Clean Equipment

2004 MOTOR Procedural Analysts Base Coat Application

Data based on MOTOR 2004 Procedural Analysts

Base Coat Application 2003 Ford Taurus new hood

Chart does not include all operations outlined in MOTOR Guide to Estimating

Color Coat Applications 19%

Primer/Sealer 7%

Sanding Operations Combined 47%

Panel Preparation / Clean-Wash 27%

- Sanding Operations Combined
- Panel Preparation / Clean-Wash
- Primer/Sealer
- Color Coat Applications

3. If a manual (Labor Time) change is made what magnitude is appropriate?

Summary:

Only basecoat and sealer application time should be reduced.

3. If a manual (Labor Time) change is made what magnitude is appropriate?

Does Your System Allow the User to Choose a Percentage of Panel Painted?

Answers:

3. If a manual (Labor Time) change is made what magnitude is appropriate?

Does Your System Allow the User to Choose a Percentage of Panel Painted?

No. It does not.

3. If a manual (Labor Time) change is made what magnitude is appropriate?

Does Your System Allow the User to Choose a Percentage of Panel Painted?

Yes. Ultramate version 6.0 gives the user the option to modify a refinish line by percent value up to 999% of the original Mitchell refinish allowance.

3. If a manual (Labor Time) change is made what magnitude is appropriate?

Does Your System Allow the User to Choose a Percentage of Panel Painted?

No. CCC Pathways does not provide an automated way for choosing a percentage of a panel painted.

3. If a manual (Labor Time) change is made what magnitude is appropriate?

<u>**Summary:**</u>

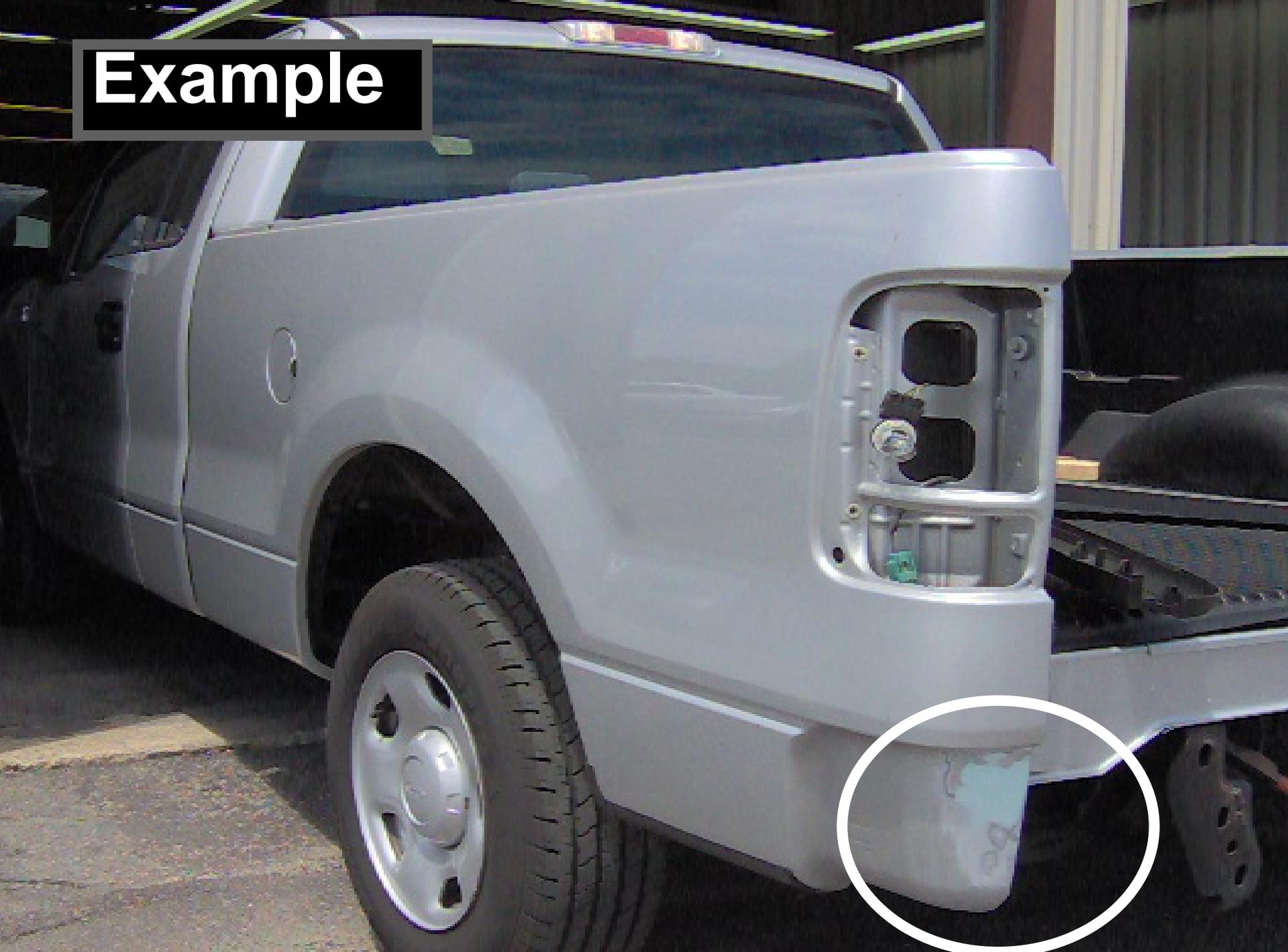- There can be time savings depending on the size of the panel to be refinished

3.

If a manual (Labor Time) change is made what magnitude is appropriate?

- When all of the operations are considered an estimator may justify more or less labor time

- Only basecoat and sealer application should be reduced

- There may be additional <u>not included</u> refinish operations that may be required

Example

- **Refinish Bedside = 6.0 Units**

Example

Example

Refinish Bedside = 6.0 Units

Basecoat / Sealer Application

(26%)* = 1.6 Units

4. If overwritten adjustments are made, how does a shop audit the adjustment?

- Audatex = 0.0*

- Mitchell = 0.0*

- CCC = <u>0.0*</u>

<u>Summary</u>:

All Database providers denote changes from the automated data times.

Unfortunately Database providers they do not indicate the magnitude of the change.

Thought Provoking Scenario ???

Real World Example

- Vehicle owner arrives with an Insurance estimate

- The facility does not use the same Estimating Database system

- The printed estimate indicates the Paint Labor time was adjusted

- There is no way to know the original labor time.

Committee Recommendation

- Show the reduction amount as a separate negative line item entry

OR

- Adjust the automated time and clearly document the calculation.

Panel Discussion

- Scott Jenkins – Audatex
- Tom Fleming – Mitchell
- Bruce Yungkans – CCC
- Joe Skurka – BASF
- John Bosin – Akzo
- Robert Toles – Motors Information Systems

Questions

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