

**Issue:
November
2022**



Wisconsin Collision Repair Professionals

The Body Shop Advocate

~ WE ALL DO BETTER TOGETHER ~



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FROM THE DESK OF OUR PRESIDENT

There is an old phrase, “it’s not so important in what you earn as it is what you spend.” I’ll rephrase that for our industry and offer this “it’s not so much of what you charge as it is in what you give away.”



With that in mind I challenge you to review your estimating policies. This month's Advocate should get you thinking. What are you giving away?

Larry Terrien
President WCRP

MEET THE MEMBERS



**Committed to Quality Workmanship
& Customer Satisfaction**

River City Auto Body is committed to providing the highest level of service, quality workmanship and customer satisfaction. A continued reputation of honesty and integrity is essential to our success. Our employees are an important part of our team, and we strive to provide them a supportive and friendly environment.

BODYSHOP BUSINESS

Vehicle Scanning and Calibration: Knowledge is Key

By: [Mitch Becker](#) on October 6, 2022

Don't be the shop that puts a family at risk by not following OEM instructions on scanning and calibration and validating that a vehicle's safety systems are functioning properly.

Whenever you work on a vehicle that a family has entrusted you to repair, remember that they've put blind faith in you to do the right thing and repair their vehicle correctly. They may not know the difference between a cosmetic repair and a structural repair or how a safety system works in their vehicle. The family may not understand how or why the repairs must be done correctly; they just put their trust in you that you know what to do and will protect them, whether you are replacing a windshield, welding on a quarter panel or repairing a bumper cover. What you do and how you do it makes a difference. On the vehicle you're working on, picture a nine-year-old child sitting in that back seat. What does that kid have to lose if you do not do your job correctly? Think also of the safety of the parents in the front seat. When you think of it this way, fixating on the difference between "recommend" or "require" in the original equipment (OE) repair procedures seems kind of silly.

[Continue reading here](#)

We work closely with you to find the right solution



Our experienced team work in close partnership with you to understand the traits of your business, enabling us to develop solutions from concept to production.

AkzoNobel

BIG DONATION TO CHIPPEWA



SCRS worked with [AkzoNobel Vehicle Refinishes](#), [Axalta Coating Systems](#), [BASF Automotive Refinish](#), [PPG Industries](#), and [Sherwin-Williams Automotive Finishes](#), performing the research at the [Global Finishing Solutions](#) (GFS) Center for Excellence at the GFS headquarters in Osseo, Wis. The study was monitored and audited by [DEKRA North America](#), the world's largest unlisted expert organization in the TIC (testing, inspection, certification) industry. The study utilized new OEM parts, donated by [Ford Motor Company](#), including hoods, fenders, and front door shells for the 2018 Ford F-150. The 2018 Ford F-150 was selected as the test subject vehicle based on parts availability, and its position as the most appraised truck in 2021, according to data provided by [CCC](#).

OEM parts donated!

At the conclusion of the test, all 45 parts were donated by Ford Motor Company, and 10 part stands were donated by 3M and SCRS, as well as miscellaneous materials from the research project were all donated to the [Chippewa Valley Technical College](#) (CVTC), in Eau Claire, Wis.

"Ford welcomed the opportunity to support the SCRS blend study with F-Series parts," said Jen Boyer, director of strategy and collision business for Ford. "The fact the Chippewa Valley Technical College is able to use the study parts on-going for collision education is especially rewarding for us."

[Click here for entire article](#)



PERFORMANCE
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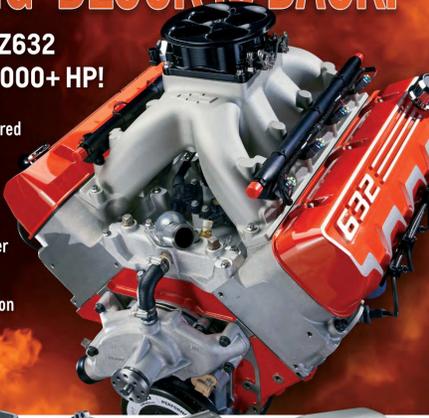
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2022 CATALOG

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SCRS QUICK TIPS VIDEO: Tint to Blendable Match

Tinting to a blendable match is a standard recommendation for achieving a proper color

match, and this means repair planners may need to consider the operations necessary to tint paint and blend into adjacent undamaged panel(s) whenever a panel is being repaired or replaced. Mike and Danny discuss the actions of tinting and blending, and the purposes behind tinting to a blendable match, and documentation that may support when and how the process is applied to a repair scenario based on color or location on the vehicle. Use this video in concert with documentation from the auto manufacturer, paint manufacturer and other to document your need to tint to a blendable match. After you watch and find value, please like the video, subscribe to the channel, and share with your friends in the industry!

[Click here to watch the video](#)



FINISHMASTER
Automotive & Industrial Paint



GUEST EDITORIAL

10 Tips Every Estimator Should Be Following

By: Wayne Krause

Director of Content Development, Auto Physical Damage



Today more than ever, the importance of creating an outstanding blueprint for automotive repair is an integral part of Proper and Safe repairs. Creating a roadmap of how the vehicle is going to be repaired provides the most accurate and efficient methods of repair and ensures that every standard operating procedure (SOP) is being met. In I-CAR's Cycle Time class, they identify that "Doing a complete repair blueprint has been identified as a key to improving efficiency in a repair facility."

Here Is A List of What We Recommend As The 10 Keys to Complete Estimating:

1. Have an SOP For the Estimating Process: Develop a systematic approach to writing a complete estimate and ensure that it's repeatable. Most importantly, follow it on each vehicle blueprint.

2. Training: Take the time to be educated on today's automobiles and the technology associated with them. Anyone who endeavors to repair an automobile should know how the system really functions before they can repair it. The same holds true for anyone that is tasked with writing a damage appraisal. If an estimator is not armed with the knowledge of how systems function or which parts are HSS or UHSS and what estimators are allowed or not allowed to do by a specific manufacturer, an estimator may not be able to write a complete estimate.

3. Pre-Scan: The importance of doing a pre-scan or health check on every vehicle that comes into a facility will help ensure that every system is functioning as designed. Not doing a pre-scan is like going to the doctor and expecting him to know what's ailing the patient without verbalizing any symptoms.

4. Photographs: Photographing everything around the vehicle is just as important as writing a good estimate. Pictures help ensure that everything on the vehicle is captured, including damage associated with the loss and any pre-existing damage. Documenting everything with a collision repair photo management tool helps remove doubt as to what the vehicle came into the facility with.

5. Know and Understand The Estimating Platform: Becoming an expert on the [collision repair estimating software](#) that repair facilities use not only makes an estimator more efficient, but assists in getting everything that is "Not Included" for the database a repair facility is using. The procedure pages have been commonly referred to in our industry as "the profit pages."

6. Research and Access the OEM Repair Information: This an important aspect of writing a repair blueprint. This includes any TSB's, Technical Bulletins, OE Recalls and specific airbag replacement matrices that might exist. Without the knowledge of how the OE wants the vehicle repaired, it may be difficult to repair the vehicle correctly. Most of the time, repair facilities do an outstanding job of accessing repair procedures and writing an accurate damage appraisal. These [OEM collision repair procedures](#) should get into the hands of the ones actually doing the work and the repair technician!

7. Teardown: The teardown process helps the estimator see any hidden damages that can

easily be overlooked with a simple repair plan without removing components. The best estimators in this industry do a complete teardown, photograph and write a complete blueprint.

8. Identify One-Time Use or Non-Reusable Components: There are a number of specialized fasteners and parts that certain manufacturers have deemed as non-reusable. Identifying these at the earliest stages of the estimating process will help ensure that a repair facility is not faced with supplements at the tail end of the repair process for parts that may be special order, or back-ordered, thus affecting the total cycle time.

9. Identify Any Needed Sublet: There may be instances where a repair facility may not have the necessary equipment or technician in-house with which to perform certain operations, and therefore will need to sublet those operations. Identifying these early helps ensure the most efficient cycle time on the entire repair.

10. Post-Scan: Just as important as the Pre-Scan is the Post-Scan—or final health assessment. Everything that a repair facility does on today’s automobile has the potential to set a fault code (DTC) or digital fingerprint. Even simply realigning a mirror or door handle may set a fault code. The post repair scanning process can help determine whether or not the repair process has been completed properly and safely. It’s at this point where a technician is able to clear any codes that were originally set during the collision or that may have been added through any touch points. Finally, it gives the repair facility the opportunity to provide a clean bill of health to their customer that will delight them in knowing that their investment has been well taken care of.

Do you have an opinion on a subject that pertains to our industry that might be good for our Guest Editorial section? If you can tone it down and keep it under 300 words, we could print it here. Keep it clean and try not to offend more than 10% of our members. Please submit your wording to wcrpinfo@gmail.com



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A PARTING WORD

I have been on occasion, accused of having a pretty negative view of our industry. No doubt human nature dwells on the negative. I was once told negativity is our default setting and it takes energy to be positive. Not everyone can muster the required energy.



Especially so if your trying to match a color, follow up on a back ordered part, argue for that extra rate or classifying a mechanical operation. It's a long list! You all know it.

I can typically muster the energy, yet I pledge to do better every January. What really bothers me, is the potential we have, yet fail to achieve...continually. Be it through our own actions or lack of action. Outside influences no doubt play a part, but you can overcome that and there are resources available to help. A vast majority of them are free. You just need to muster the energy to pursue them.

This industry provides a valuable service and we can provide a fine income for ourselves and our staff. It just requires energy, so I have none left to give you a damn smile. I'm focused on all the \$#%t that needs fixing. Honestly, I am much happier than I appear, most of the time.

Optimistically,
Steve



IT'S ANOTHER "THANK YOU" CARD FROM THE AUTO BODY REPAIR SHOP



DEG ESTIMATING TIP

CCC/ MOTOR- Rivet Gun Set Up / Test Rivet Panel DEG [Inquiry 20926](#)

“Not Included operations: Changing of arm/head assembly of tool, adjustment of air pressure and piston speed is not included. Creating test panels and performing test rivets is not included” OEM repair procedures may call out multiple types of rivet hardware, which may require multiple equipment set up processes. Always reference OEM repair procedures for exact specs and requirements needed for repairs.



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