



The Collision Shoppe by Jason Mignogna, LLC

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At approximately 4:00 pm on March 23, 2011, we experienced one of the worst storms ever to hit our area. An F1 tornado touched down in Hempfield Township, just 8 miles from our shop. The storm that brought the tornado also brought with it a widespread hail storm. It was later estimated to have affected 40,000 vehicles in our town. Tornadoes are almost unheard of in southwestern Pennsylvania and hail storms have never been anything more than a few pocket areas affecting a handful of vehicles at a time. Needless to say, this was an unexpected, new experience for us. We had never experienced a catastrophic weather event of this magnitude, affecting so many vehicles at one time. We started the March 24th workday inundated with phone calls from every paintless dent repair company across the country. Not only were they calling our shop, they were showing up at our doorstep with offers and proposals for setting up shop in our building and doing the PDR work for us. We had never seen anything like it. Upon seeing the response from the PDR companies, owner Jason Mignogna immediately contacted our 3 of our major DRP insurance companies for recommendations for legitimate paintless dent repair companies. We decided on two, with Captain Dent coming highly recommended from Erie Insurance. Captain Dent sent two gentlemen to our shop to start doing work, Richie Smith and Rowdy Crowson from Texas Dent Company. Due to the incredible volume of assignments and estimates that were coming into our shop, our own estimators could not keep up. Richie and Rowdy started writing the PDR only estimates, while our shop estimators wrote the estimates that required both the PDR and conventional repairs. By this time, PDR repairs were already underway, two PDR companies working with us to get through the unbelievable number of damaged vehicles. It quickly became evident which gentlemen were concerned with quality and not just quantity. We started having comeback issues for broken parts, headliners falling, etc. and were able to determine the majority coming from the other PDR company. That company was asked to leave, leaving the entire work load on Richie and Rowdy. They never missed a beat. They were able to keep up with the repair workload, stayed late to get vehicles done, took pictures for estimate supplements, continued to write estimate sheets when needed – all while keeping repair quality their highest priority. They worked tremendously well with all of our technicians and estimators, assimilated themselves into our work environment and culture, never asking for special treatment and never causing any issues with any other employee or insurance company. They stayed on at our shop for approximately six months, until the majority of the claims had been repaired. We can honestly say, that without Richie and Rowdy's assistance and skill, we would never have been able to process through the amount of cars that we did, in that short time frame. They were an enormously valuable asset to our team. We would welcome them back anytime!

Thank you,

Dee Mignogna
Jason Mignogna

Jason and Dee Mignogna

Owners – The Collision Shoppe

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