



# NEWS • REPORT

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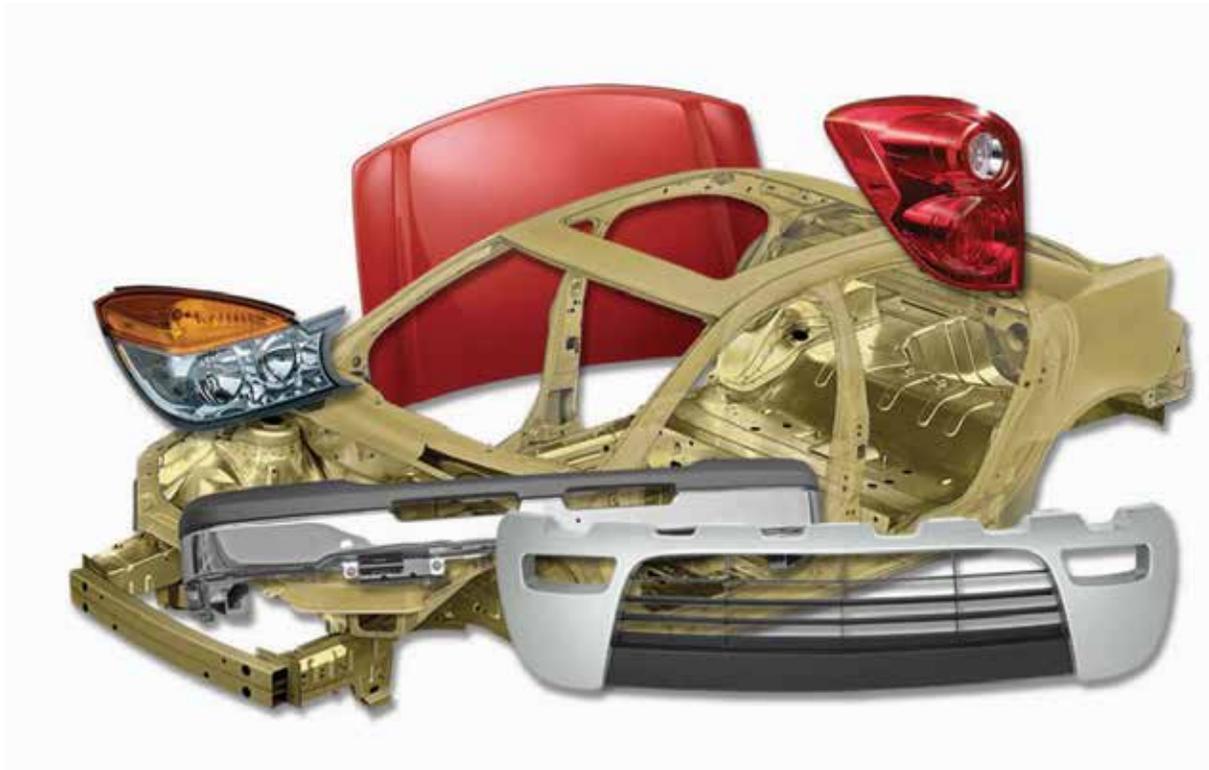


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## Thank You!!!!

Issues for NDABA News Report

Issue	Copy Deadline	Printing Date
February-March	Mar. 1	Mar. 15
<i>(Note: Dates for the pre-convention issue may vary.)</i>		
May-June	June 1	June 15
August-September	Sept. 1	Sept. 15
November-December	Dec. 1	Dec. 15

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The views expressed in articles throughout this issue are those of the writers, and do not necessarily reflect views of NDABA.

Readers are welcome to react to views expressed here or elsewhere in the magazine by writing:

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## PRESIDENT'S LETTER

Don't look now but spring might finally be here. After a loooong winter here in the upper midwest, it's time to finally welcome spring!

Most shop owners would agree that the brutal winter we endured was beneficial to our industry, but is it possible to be too busy? It's certain in any form of business. You hear it over and over that it's better to be too busy as opposed to no work at all. After having this discussion with other shop owners and managers, everyone was pushed to the limits.

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After having conversations with your parts suppliers it seemed that they were swamped with phone calls each day and back ordered parts or delays were numerous.

I can't speak for everybody, but I think I am ok with not having to shovel, plow or blow snow for quite some time.

When I was younger and would listen to people talk about how they looked forward to going south for the winter, I didn't get it. Winter was fun. Yes it got cold and snowed but you would miss out on all that. As each year I get older I am ready to start missing out on some of that "fun".

Hope you all have safe and enjoyable summer.

Scott Heintzman, NDABA President



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8. *To uphold the high standards of our profession, always seeking to correct any and all abuses within the automotive service industry.*
9. *To uphold the integrity of all members of the North Dakota Auto Body Association.*

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On the other hand, we want to reach every possible person we can that is part of the Auto Body profession. We include owners, service technicians, brokers, distributors and suppliers. So, if you know of someone that is not receiving the *News Report*, please provide us with their name and address below. Thank you!!

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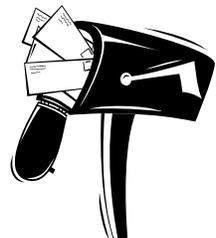
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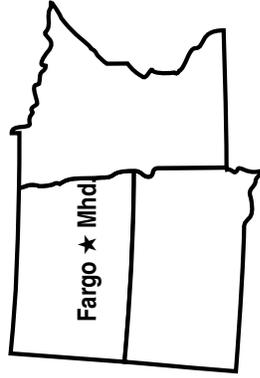
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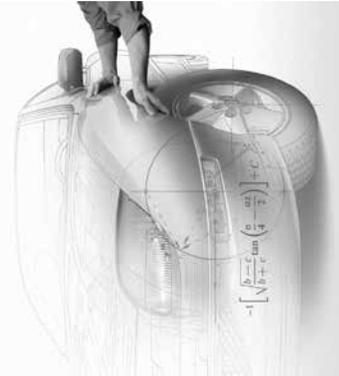


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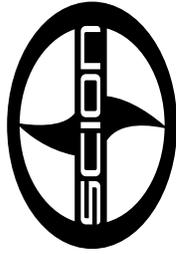
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# State Farm DRP Guidance on Scans Might Provide Support to Unaffiliated Body Shops

By John Huetter on April 22, 2019 — Reprinted with permission by SCRS Repair Driven News

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## **No. 1 auto insurer State Farm has told its Select Service shops to decide when a vehicle needs a pre-repair or post-repair scan and set a general — but flexible — expectation of an hour of mechanical labor to complete both.**

---

A document posted Wednesday to Facebook by Collision Hub is clear evidence collision repairers and consumers threatened with out-of-pocket charges can use to counter a statement by misinformed or misleading adjusters.

A claim the insurer “never” pays for a scan or reimburses it at body labor or with a single, uniform amount is clearly incorrect — State Farm itself says so. In fact, it’s saying so to a network of shops presumably contractually obligated to save the company money.

“Select Service repairers are responsible for determining when a pre or post scan is necessary to properly repair a vehicle,” State Farm wrote. “Requests for payment for vehicle scans should be based on case by case consideration, evaluating specific facts, vehicle equipment and damages specific to a particular loss.”

The document might even be of use when dealing with personnel from other carriers. (“The nation’s largest auto carrier suggests these charges are variable and at times reasonable — so are you telling me and your policyholder you really never pay for that?”)

State Farm in the document alerts its direct repair program shops to the existence of OEM repair procedures — and directs them to write estimates based on those documents.

“Most vehicle manufacturers offer collision repairers step by step technical repair procedures that are specific to a particular repair process,”

State Farm wrote. “Certain technical repair procedures include the new for a pre and/or post scan. Select Service repairers are expected to prepare estimates in accordance with these specific repair procedures.”

— See *State Farm document on page 12.*

State Farm gives less weight to position statements but suggests they can’t be dismissed outright either.

“Some vehicle manufacturers have published position statements regarding pre and post repair vehicle scanning operations following a collision event,” State Farm wrote. “Position statements are often general in nature and not specific to a particular year, make, model, type of damage,

---

***There’s a flaw in the logic here. The only real way to know if a vehicle needed a scan is to scan the vehicle.***

---

or even repair scenario. We give consideration to position statements; however, due to their broad and general nature, we consider them on a case by case basis, evaluating specific facts, vehicle equipment and damages specific to a particular loss.”

According to State Farm, direct repair program shops are allowed to bill for scans under conditions like:

- Nature of damage that may be aligned with certain vehicle technology/equipment
- Severity of impact and/or damage

- Existence of vehicle system malfunction warning indicators and related sensors
- Types of parts being replaced (e.g. airbag modules)
- Repairs being performed on hybrid or electric vehicles
- Extensive mechanical, electrical, or structural damage (Minor formatting edits)

There’s a flaw in the logic here. The only real way to know if a vehicle needed a scan is to scan the vehicle. Relying on these external criteria instead of actually scanning is at the end of the day just making a guess as to the vehicle’s electronic health. An educated guess, perhaps, but still a guess. It’s like a doctor who gambles that none of his skinny patients have high blood pressure instead of testing them to confirm it.

Nevertheless, a repairer billing for scanning a vehicle already displaying one of these scenarios will have a stronger case the work merits reimbursement. So would a customer complaining to a regulator, agent or adjuster about a short-pay.

State Farm does make an unusual assertion that post-repair scans are more likely to be unnecessary than pre-scans. Most OEMs have called for both equally, and the minority OEMs like Nissan and Volkswagen who suggest rather than require pre-scans still are adamant that post-scans must be done.

*(Continued on next page)*

*Collision Hub last week shared this State Farm document providing guidance to Select Service direct repair program auto body shops regarding vehicle scanning.  
(State Farm document; provided by Collision Hub)*

## 1 of 1 Service<sup>®</sup> Vehicle Scanning



This document is a reference for Select Service repairers and provides additional context on State Farm expectations for program performance and accuracy in identifying necessary operations and reasonable costs.

Some vehicle manufacturers have published position statements regarding pre and post repair vehicle scanning operations following a collision event. Position statements are often general in nature and not specific to a particular year, make, model, type of damage, or even repair scenario. We give consideration to position statements; however, due to their broad and general nature, we consider them on a case by case basis, evaluating specific facts, vehicle equipment and damages specific to a particular loss.

Select Service repairers are responsible for determining when a pre or post scan is necessary to properly repair a vehicle. Requests for payment for vehicle scans should be based on case by case consideration, evaluating specific facts, vehicle equipment and damages specific to a particular loss.

Most vehicle manufacturers offer collision repairers step by step technical repair procedures that are specific to a particular repair process. Certain technical repair procedures include the need for a pre and/or post scan. Select Service repairers are expected to prepare estimates in accordance with these specific repair procedures. In many cases, even though a pre scan is needed, a post scan may not be necessary, or may be included in a calibration process. Calibration and related steps are considered separate from scan activities.

Considerations for requesting payment for scanning may include, but are not limited to:

- Nature of damage that may be aligned with certain vehicle technology/equipment
- Severity of impact and/or damage
- Existence of vehicle system malfunction warning indicators and related sensors
- Types of parts being replaced (e.g. airbag modules)
- Repairs being performed on hybrid or electric vehicles
- Extensive mechanical, electrical, or structural damage

Most collision repairers utilize vehicle scanning equipment they have acquired for use in their facility. It is expected that Select Service repairers have the tools and equipment available to repair today's modern vehicles, including scanning equipment.

Absent an estimating software provided time for scanning, .5 hours at a mechanical rate is typically sufficient to cover pre-scan activities. The same time would apply for post-scan activities.

In the event a particular vehicle, due to its design or special advanced technology features, cannot be scanned using the collision repairer's up-to-date and commercially capable aftermarket scanning equipment, scan operations can be completed remotely, using third party vendors, on most vehicles. A labor time (e.g. .5 hours at a mechanical rate for each pre and post scan, as necessary) can be added for local technicians interacting with a remote scan service provider. A competitive price for such services in these cases is reimbursable through the Select Service program.

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***The Database Enhancement Gateway in October 2018 posted this cheat sheet dictating what is and isn't included on operations related to scanning and calibration.***

***(Provided by the DEG)***

“In many cases, even though a pre scan is needed, a post-scan may not be necessary, or may be included in a calibration process,” State Farm wrote. “Calibration and related steps are considered separate from scan activities.”

State Farm says it expects its Select Service shops to own a scan tool and “typically” only need 0.5 hours of mechanical time pre- and post-repair to do the work.

CCC in its “2019 Crash Course” reported an average scanning fee and/or labor charge of \$150 in 2016, dropping to \$70 for the fourth quarter of 2018. (CCC treated each scanning-related line item and cost as separate when calculating the average, so conceivably a typical estimate could mean a \$70 pre-scan and a \$70 post-scan for a total bill of \$140.)

State Farm didn't rule out higher bills than 1.0 total mechanical, nor did it block the use of a third-party provider.

“In the event a particular vehicle, due to its design or special advanced technology features, cannot be scanned using the collision repairer's up-to-date and commercially available aftermarket scanning equipment, scan operations can be completed remotely, using third party vendors, on most vehicles,” State Farm. “A labor time (e.g. .5 hours at a mechanical rate for each pre and post scan, as necessary)

can be added for local technicians interacting with a remote scan service providers. A competitive price for such services in these cases is reimbursable through the Select Service program.”

State Farm and the industry might never get an “estimating service provided time.”

The sheer variety of diagnostic methods and vehicle options hindered Mitchell's ability to set a definitive scanning book time, repair sales and service Vice President Jack Rozint told the Collision Industry Conference in January.

Rozint said five different ways exist to scan a vehicle — something his CIC committee has highlighted in its extensive work summarizing such issues. They include running the diagnostic check in-house with an OEM scan tool or an aftermarket scan tool; connecting remotely to a scan provider (e.g. AirPro or asTech); subletting to a mobile technician; and subletting to a dealership, he said. All five have different labor times and

couldn't be normalized, Rozint said.

So bills submitted by State Farm and unaffiliated shops might ultimately show a greater degree of variation than the insurer seems to expect here.

CCC in October 2018 updated its P-pages to make a similar point as Rozint:

“Due to the variety of scan tools used, both OEM and aftermarket, as well as the variation from vehicle to vehicle and repair to repair, MOTOR is unable to develop a time that accounts for these different scenarios,” CCC wrote. “Therefore, MOTOR recommends an on-the-spot evaluation to determine an appropriate estimated time to perform diagnostic scans for each repair.”

Audatex also lists pre- and post-repair scanning among its “Labor Exclusions” (except on Teslas through November 2017), prefacing the list by writing, “Because each vehicle's collision damage is unique, labor to perform some of the following operations may vary.”

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# GM Ends Free PDFs of Body Procedures, Says Docs Insufficient for Repairs

By John Huetter on May 16, 2019 — Reprinted with permission by SCRS Repair Driven News

**General Motors confirmed Tuesday it had removed the PDFs of collision repair procedures it had been providing for free, noting that they alone weren't enough for a body shop to produce a "safe and proper repair."**

The documents had been housed on GenuineGMParts.com. Other site content such as position statements and general technical documents remain there.

The free PDFs only contained body repair instructions — they lacked the “mechanical” service and repair information also typically necessary to fix modern vehicles. Hyperlinks within their pages indicating other instructions repairers might wish to reference weren't active.

Repairers can still find the necessary body repair information — and all those other procedures they'll need — along with live hyperlinks and even videos on the paid ACDelco GM procedure site. It's \$20 for three days, \$150 a month and \$1,200 a year.

GM body structure service engineering advanced serviceability of design team leader Bob Hartman had already said in July 2017 that the OEM's free auto body repair procedures site was not enough to

correctly repair a vehicle. Shops needed to use the paid ACDelco site, he said then.

“General Motors recently removed the downloadable PDF collision repair procedures previously hosted on [genuinegmparts.com](http://genuinegmparts.com),” General Motors said in a statement Tuesday. “The procedure information previously posted to the site was limited and did not represent the full details necessary for a safe and proper repair.

“Complete, accurate and up to date procedures are available to the market through GM Service Information (GMSi). It is the comprehensive collection of vehicle service repair information for all General Motors vehicles. GMSi is available to repair professionals here on the ACDelco for professionals site and is available to Collision Repair Network facilities through their Mitchell Cloud Estimating subscription. Collision repair facilities interested in the GM Collision Repair Network visit [GenuineGMParts.com](http://GenuineGMParts.com) (click on the “For Professionals” tab) to enroll and learn more about the network.”

It was generous of GM to provide the free documents as long as it did — nearly all other OEMs don't. But as repairers shouldn't have been relying solely on those files, one can see the logic in removing the temptation and confusion their presence might have caused.

Hartman back in July 2017 had already indicated the need for mechanical and other repair information contained on the pay site

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## GM Ends Free PDFs...

*(Continued from page 14)*

had grown so great that GM was considering deleting the free site, as its existence might mislead shops into assuming everything they need for a proper collision repair exists there.

The free site didn't even have all of the repair procedures related to a body-on-frame vehicle's frame, Hartman pointed out then (though he was at that point seeking to change that).

Directions related to airbags, hybrid vehicle safety, and all the diagnostics and calibration that are hot topics in collision repair weren't present either on the Genuine GM Parts free site, only the ACDelco paid site. While a warning related to welding too close to a sensor on a bolt-on part might exist on the free site, procedures related to the actual sensor would only exist on the pay site, Hartman said at the time.

Hartman said in July 2017 that when GM first gave out free collision repair procedures a decade and a half prior, it was enough. He said he could be comfortable a shop could make a full repair with just those free procedures.

"Today, you can't," he said then, and earlier observed that "I can't stress enough" the difference.

FCA might be the only major OEM left providing body repair manuals for free. However, a Collision Advice webinar in March 2018 demonstrated that auto body shops will still probably need the full repair information on FCA's Tech Authority paid site to do proper work.

More information: General Motors ACDelco full OEM repair procedure website.



*GM body structure service engineering advanced serviceability of design team leader Bob Hartman, right, July 27, 2017, at NACE discusses the expanded content GM at the time was planning for repair procedures. (John Huetter/Repairer Driven News)*

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