

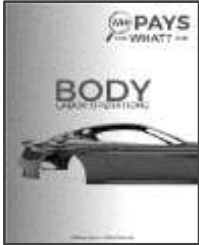
BODY

LABOR OPERATIONS

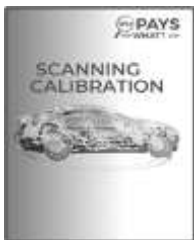


There are **four different** annual surveys in the "Who Pays for What?" series.

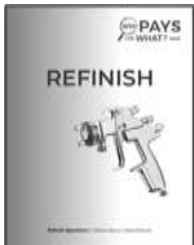
This report contains the results of the survey on body operations
conducted in July of 2024.



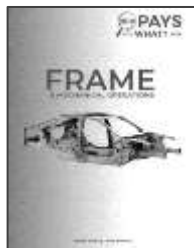
Third quarter
Body Labor



Fourth quarter
Scanning & Calibration



First quarter
Refinish Operations



Second quarter
Frame & Mechanical Operations

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To sign up to participate in future surveys visit www.crashnetwork.com/collisionadvice

Get past survey results

To obtain results from prior surveys, visit www.crashnetwork.com/collisionadvice

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Who conducted this survey?

CollisionAdvice (www.CollisionAdvice.com) is an independent training and consulting firm featuring some of the most respected and experienced experts in the collision repair industry. Mike Anderson and his team offer real-world, cutting-edge training and guidance both in the classroom and one-on-one in the shop.

CRASH Network (www.CrashNetwork.com) is the most independent source of collision repair industry news, research and information not available anywhere else. It offers subscribers a quick-to-read weekly summary of key information and perspectives by the most experienced editorial staff in the industry. [See what we do.](#)

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INTRODUCTION

A letter from Mike Anderson

It has been said there are people in life who WATCH stuff happen. and there are people in life who MAKE stuff happen. A huge thanks to the many shops who take our surveys. They are people who MAKE stuff happen!

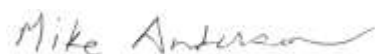
While we know it takes time for you to complete the surveys, we truly appreciate you doing so. We can bring this information to you and the industry only if with your participation each quarter. Together, we can and will continue to make a difference!

As always, I believe the information we are supplying through our "Who Pays for What?" survey series is truly helping the industry, in large part by showing you, despite what you may be told, that you are not "the only one" doing and charging for the nearly 100 "not-included" procedures and items we cover throughout the year.

Our goal is to help shops become aware of the not-included operations they are doing, and understand how often other shops are being compensated for them.

Please continue to participate in these surveys, and please encourage other shops to do so. The more participation we have, the more accurate the results.

As always, we are open to any suggestions or input you may have about the surveys or the results. Thanks again for supporting this effort to improve our industry.



Mike Anderson
President, Collision Advice
www.CollisionAdvice.com

***THE SHOPS THAT PARTICIPATE IN OUR SURVEYS DON'T JUST
WATCH STUFF HAPPEN. THEY MAKE STUFF HAPPEN.***



Share your thoughts with us.

You can email us at
tiffany@collisionadvice.com

How to participate in future surveys

To participate in upcoming surveys, or to receive notification when new survey findings become available, sign up at <https://www.crashnetwork.com/CollisionAdvice>. You only have to do this one time. Once you have participated in a survey, it is not necessary to sign up again.

Our next survey

The next survey will open in October. It will cover "not included" frame and mechanical related repair operations.

INTRODUCTION

Purpose and methodology

In 2015, Collision Advice and *CRASH Network* launched this new series of surveys to help repair facilities better understand how their billing practices differ from other repair facilities, including whether other shops are being paid for procedures their shop may be doing but for which it is not being compensated.

This survey, which ran from July 1 to July 30, 2024, asked body shops nationwide to report how often they are paid for 24 different body repair operations by the eight largest auto insurers. The other surveys in the series examine procedures related to aluminum repair, frame/mechanical operations, and refinish related procedures.

The online survey was open to all autobody repair facilities, and was promoted through the trade press as well as direct invitations to more than 20,000 individuals in the industry.

For each of the repair operations in the survey, repair facilities were asked how often each of the insurers reimbursed the shop for that operation when it was necessary for a repair. Response choices were: "always," "most of the time," "some of the time," "never," or "never asked to be paid for this."

Respondents

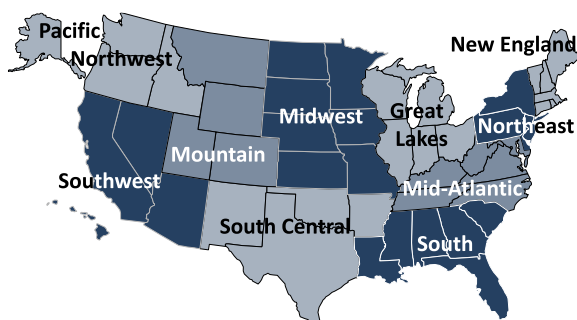
The survey received responses from 780 collision repair facilities who responded to some - or in most cases, all - of the question sets. Shops of all types (see shop type table) and from 48 states (see table on following page) participated in the survey.

In addition, respondents were asked to provide their DRP status with each insurer. The following DRP participation rate was recorded for each insurer.

Shop Type	Count	%
Independent	399	65%
Dealership	110	18%
Multi-shop	75	12%
Franchise	31	5%

Insurer	State Farm	Nationwide	Allstate	Farmers	Progressive	USAA	Liberty Mutual	Geico	None
Shops in DRP	35%	18%	16%	15%	13%	12%	11%	10%	48%

A regional breakdown is also provided for each repair procedure based on the following 11 regions with the number of respondents from each region shown to the right.



Region	Count
Great Lakes	118
Mid-Atlantic	75
Midwest	59
Mountain	39
New England	31
Northeast	72
Pacific Northwest	30
South	73
South Central	43

Margin of error

Assuming a nationwide repair facility population of approximately 40,000 (based on U.S. Census Bureau and National Automotive Dealers Association data) the survey results have a minimum margin of error of +/- 3.9% with a 95% confidence level on questions involving all respondents. This means that, if 30% of respondents overall said they are paid "always" or "most of the time" for a procedure, we can say with 95% confidence that between 26.1% and 33.9% of facilities are actually paid "always" or "most of the time" for that procedure. Keep in mind, the margin of error will increase to a varying degree due to smaller sample sizes and population size changes in the result breakdowns – particularly in the regional breakdowns and DRP vs. non-DRP comparisons.

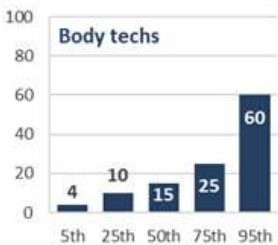
INTRODUCTION

How to read the survey results

Survey results may be presented in several ways: response tables, ranking charts, and percentile breakdowns. The following should guide your interpretation of the results.

Overall response tables: Response tables show the percentage of all facilities selecting "always," "most of the time," "some of the time," and "never." These columns do not include those who said they "never asked" and should be interpreted as, "Of those facilities that do negotiate for this procedure, this percent are paid at this frequency." The "never asked" column reports the percentage of total respondents who said they never negotiated for this procedure.

Payment frequency comparison charts: These charts present results using a composite rank system that can be used to visually compare categories relative to the others. The rank shows each result on a scale from 0 to 3, where the higher the score, the more frequently that category is paid. The scores were calculated by valuing each "always" response as 3 points, each "most of the time" response as 2, each "some of the time" as 1, and "never" responses were valued at 0. The resulting average of these scores becomes the "rank" for that category. Those respondents who said they "never asked" to be paid for a procedure are not included in rank calculations.



Percentiles: This report expresses some results in percentiles, rather than a simple "average" response. Each percentile group (for example 5th, 25th, 50th, etc) represents the value that the specified percentage of respondents falls below. For example, if a result shows 60 for the 95th percentile, that means that 95% of the responses were below 60, and just 5% of the responses were higher than 60.

Speedometer: At the top of each repair procedure section, you will see a "speedometer" graph that shows the percentage of shops who are paid for the procedure "most" or "all" of the time. The arrow indicates the percentage change from the prior year. Keeping in mind our margin of error, only changes that exceed that margin should be viewed as substantial change. Such changes could be attributed to several factors, including changes in shop or insurer practices, but also a change in the make-up of shops participating in the survey.



Key findings

It is clear from the results of these surveys that whether or not a repair facility is reimbursed for a particular item depends, to a certain degree, on whether or not the shop negotiates for it. Though this can vary by insurance company, DRP status, or region of the country, it is clear that while **none of the procedures in this survey are universally paid by insurers, none are universally rejected by insurers either**. There are many examples in this survey series where nearly 3 out of 4 shops report getting paid most, if not all, of the time for a certain procedure when they include it on their estimates, yet another 20% of shops say they never even attempted to charge for it.

Comments and suggestions

We invite your feedback. Please feel free to email info@crashnetwork.com with any comments, questions, concerns or suggestions.

State participation

State Count	
AK	5
AL	8
AR	5
AZ	7
CA	62
CO	11
CT	13
DC	0
DE	0
FL	25
GA	17
HI	1
IA	14
ID	8
IL	21
IN	12
KS	10
KY	11
LA	8
MA	8
MD	11
ME	2
MI	34
MN	15
MO	10
MS	7
MT	10
NC	25
ND	4
NE	7
NH	3
NJ	13
NM	0
NV	5
NY	26
OH	23
OK	14
OR	7
PA	33
RI	3
SC	8
SD	2
TN	13
TX	24
UT	15
VA	14
VT	2
WA	10
WI	25
WV	1
WY	3
TOTAL	615



HOW TO USE THE SURVEY RESULTS

Shop estimators and staff should review this report to identify which of the procedures the shop is performing on some or all jobs. Then consider which if any of those items the shop wants to include on estimates and invoices when appropriate. Maybe you'll want to start with those items most frequently being paid by insurers; check out the rate-of-payment 'speedometer' at the top of each two-page repair operation summary, or the overall rankings near the end of the report. Next, prepare your staff to negotiate for these items, perhaps choosing two or three to focus on each quarter. I recommend four questions you can use when negotiating for any of these items:



1. Is it required to return the vehicle back to pre-accident condition?

How do you document that it's required? Check out the OEM repair procedures, either through the automaker websites directly, or through third-party services such as ALLDATA, Mitchell TechAdvisor, CCC ONE Repair Methods, I-CAR's Repairability Technical Support Portal, etc. Get the appropriate bulletins from your paint manufacturer. Other manufacturers of materials or equipment offer bulletins detailing the need for some of these procedures. Scanning the vehicle can provide documentation of the need for some operations.

2. Is it included in any other labor operation?

No estimator should be without a copy of the estimating guides (often referred to as "P-pages") for all the estimating systems. You can download them from the "Estimate Toolbox" section on the [DEG website](#). That website is also a place to submit an inquiry to one of the estimating system providers to confirm whether a procedure is included or not-included. The associations also offer free tools to help as well; the Automotive Service Association (ASA) regularly updates what it calls "[Not-Included Operations](#)" charts and the Society of Collision Repair Specialists (SCRS) offers a 24-page "[Guide to Complete Repair Planning](#)."

3. Are there pre-determined times?

Again, the estimating systems or the DEG are your best sources to determine whether a pre-determined time has been established for a not-included procedure.

4. What is it worth?

I can't tell you what to charge. You have to figure out what your labor is going to be and any materials you're going to use. But the time you charge should reflect how long it takes the average technician to gather up their tools, equipment and supplies and perform the task in a safe and proper manner, and then return their tools and equipment.

If it's a procedure done frequently in your shop, set up some time studies to determine an appropriate charge. Use an invoicing system, like 3M's Collision Repair Materials Planner (CRiMP) tool, for materials or supplies. Check for OEM warranty labor times or those listed in third-party services such as ALLDATA or TechAdvisor.

The four negotiating questions can apply to just about any line item on your estimate. Arm your estimators with the tools and resources needed to answer those questions and you can be among the shops successfully being paid for many of the procedures in this survey.

Lastly, be sure to check out the "Resources" listed at the end of this report for some other sources of help.

Mike Anderson

Mike Anderson

DATABASE ENHANCEMENT GATEWAY

The Database Enhancement Gateway (DEG) has provided a list of inquiries related to each repair procedure in the survey as a potential resource for repairers when negotiating for "not-included" repair operations.

The DEG is a free tool available to the industry to help improve the accuracy and completeness of the estimating databases. Anyone can submit an inquiry to the DEG in order to:

- Have missing parts added to one of the estimating databases
- Have missing labor times added to a database
- Challenge the accuracy of a labor time
- Get confirmation as to whether something is not-included

Many of the inquiries, while sometimes involving more than just a single "not-included" operation, will contain a question about whether or not the specific procedure is "included" or "not-included" and why. The questions are addressed by the specific information providers (Audatex, CCC, and Mitchell) showing when and why an operation is not-included in the published labor times.

In this report, if the DEG has uncovered inquiries related to a specific procedure, you will find a list of them at the bottom of each procedure section in this report in a table similar to the following:



DEG Tracking #	Information Provider	Inquiry Details
11687	CCC	Link to DEG
8581	Audatex	Link to DEG
17616	Mitchell	Link to DEG

Clicking on the link for a procedure will bring you directly to the DEG website where you can read the full explanation by the information provider involved. In the example below, Audatex explains clearly that "if a portion of the inner surface is refinished in a different color, [this] would be a manual entry for the masking and second color mixing steps."

Submission Information

Tracking #: 8581

Date Submitted: 10/11/2015

Status: Resolved (IP Change)

Inquiry Resolution

IP Explanation

The Audatex replacement refinish allowance accounts for painting the interior surface of the door in its entirety. However if a portion of the inner surface is refinished in a different color, this color change would be addressed as a manual entry for the masking and second color mixing steps. The application time is included in the Audatex interior refinish allowance for the door.

DEG links will bring you directly to the full explanation given by the information provider.

REPAIR PROCEDURE DEFINITIONS

The following repair operations were included in this survey. Participants were asked, for each insurer, how often they charge for/are paid to complete each procedure when it is necessary for a repair.

Repair operation	Description
Clean-up of vehicle fluids	Labor to clean up spilled fluids leaked from damaged lines when vehicle is towed-in or during disassembly.
Clean-up old urethane	Additional labor to remove or level old urethane adhesive residue following removal of glass.
Pre-wash vehicle (prior to repair)	Wash vehicle prior to beginning repairs.
Labor to gain collision access	Labor to cut into a door or hood, for example, in order to get access needed to open it and complete damage assessment or repairs.
Remove molding/emblem/decals adhesive from vehicle	Labor (not included in molding/emblem installation time) to remove old adhesive residue from the vehicle.
Repair adjacent/mating panels	Repair damage caused by drilling, grinding, etc. to remove an adjacent/mating damaged panel. Example: repair trunk floor or quarter panel after removing rear body panel.
Additional labor to install non-OEM parts	Test-fitting or other labor needed to ensure fit of non-OEM crash parts.
Additional labor to clean-up used / salvage parts	Labor to wash or degrease a used part prior to use.
Inspect seat belts	Labor to review condition of seat belts as per OEM procedures; inspection may require the use of a diagnostic scan tool as well as a visual inspection.
Inspect airbag / SRS sensors	Labor to inspect airbag / supplemental restraint system (SRS) components following a collision when required as part of OEM repair procedures.
Duplication of OEM texture when applying seam-sealer	Additional labor to match appearance or texture of the OEM seam-sealer.
R+R+I components on used/salvage assemblies	Labor to remove, for example, the door handle / lock assembly or wiring harness that is specific to the vehicle from both the vehicle being repaired and the salvage assembly, then install the original door handle / lock assembly / wiring harness on the replacement salvage assembly.

REPAIR PROCEDURE DEFINITIONS

Repair operation	Description
Apply weld-thru primer	Labor only - not materials.
Remove tar, grease or petroleum-based products	Additional labor to remove tar, grease or petroleum-based products that would interfere with the repair or replacement process of welded-on panels.
Install sound-deadening material	Labor to install sound-deadening material; this may require the fabrication of a template or application of liquid applied sound deadening (LASD).
Rust-proofing	Labor to apply cavity wax or body wax to seal the inside of enclosed areas (such as roof rails, rocker panels, other enclosed areas) that have been repaired or replaced.
Protect vehicle interior/components during repair	Labor to use masking, welding blankets, bubble-wrap, seat or steering wheel covers, etc., to prevent sparks, dust, etc. from entering / damaging the interior or other parts of the vehicle; this can include protecting components left on the vehicle during repair, or those removed for storage during repairs.
Inspect/measure steering column	Inspect/measure steering column following a collision when required as part of OEM repair procedures.
Transfer studs, brackets, braces	Transfer of welded, riveted or bonded brackets, braces or reinforcements from the damaged part to the replacement part.
CCC USERS ONLY Application of seam-sealer on bolted-on panels	Labor to apply seam-sealer on new bolted-on parts that are not shipped with it from the factory. (CCC says this is NOT included.)
Test for water leaks	Labor to spray a vehicle with water to verify there is no water intrusion following replacement of parts or panels, particularly those requiring the use of seam-sealer.
Clean vehicle for delivery	Wash vehicle (removing any residue left from sanding, buffing, denibbing or polishing) and clean interior following repairs before returning it to the customer.

REPAIR OPERATIONS

Clean-up of vehicle fluids

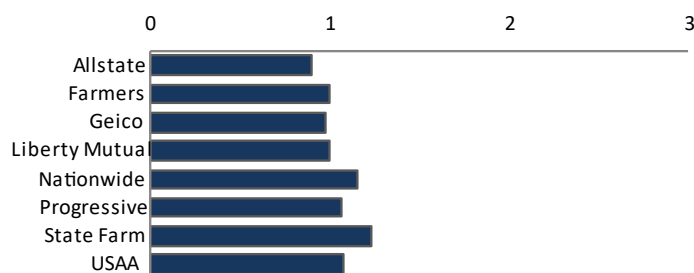
Of those that negotiate for this overall, 31% are paid "always" or "most of the time."



Operation: Labor to clean up spilled fluids leaked from damaged lines when vehicle is towed-in or during disassembly.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	7.4%	16.2%	35.4%	41.0%	53.2%	489
Farmers	8.0%	20.8%	34.4%	36.8%	55.1%	472
Geico	9.5%	19.4%	29.7%	41.4%	52.8%	492
Liberty Mutual	9.4%	19.2%	33.3%	38.0%	55.2%	475
Nationwide	13.4%	22.2%	30.9%	33.5%	57.5%	456
Progressive	11.9%	19.7%	31.1%	37.3%	52.0%	508
State Farm	14.6%	24.7%	29.6%	31.2%	51.9%	513
USAA	10.9%	22.7%	30.0%	36.4%	54.6%	485

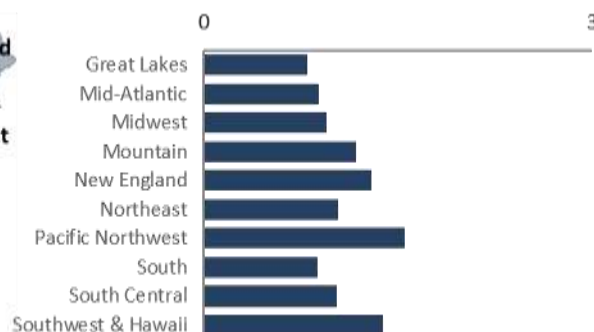


Clean up fluids- 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



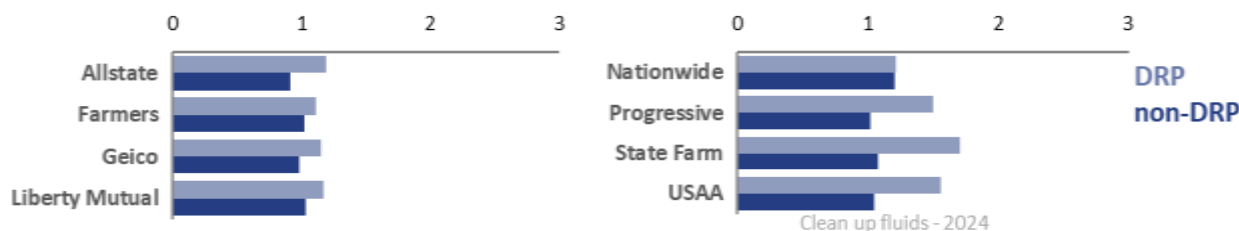
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	6.4%	16.5%	28.1%	49.0%	51.6%	713
Mid-Atlantic	8.7%	11.5%	39.3%	40.4%	58.7%	443
Midwest	13.2%	9.3%	37.1%	40.4%	59.8%	376
Mountain	22.9%	10.7%	27.5%	38.9%	54.8%	290
New England	6.0%	31.3%	49.3%	13.4%	57.9%	159
Northeast	11.8%	20.5%	27.9%	39.7%	51.3%	470
Pacific Northwest	8.7%	47.6%	34.0%	9.7%	53.4%	221
South	7.5%	12.3%	41.0%	39.2%	53.9%	460
South Central	11.2%	24.1%	21.6%	43.1%	58.4%	279
Southwest & Hawaii	13.4%	36.2%	25.2%	25.2%	47.0%	479

Clean up fluids - 2024

Clean-up of vehicle fluids

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	9.4%	31.3%	28.1%	31.3%	54.3%	70
Farmers	14.3%	21.4%	25.0%	39.3%	57.6%	66
Geico	15.4%	19.2%	30.8%	34.6%	44.7%	47
Liberty Mutual	20.0%	10.0%	36.7%	33.3%	40.0%	50
Nationwide	26.3%	7.9%	26.3%	39.5%	53.7%	82
Progressive	28.1%	9.4%	46.9%	15.6%	47.5%	61
State Farm	31.9%	23.2%	29.0%	15.9%	57.4%	162
USAA	22.2%	29.6%	29.6%	18.5%	50.0%	54
Non-DRP						
Allstate	7.6%	14.7%	38.2%	39.4%	52.6%	359
Farmers	7.0%	21.5%	38.0%	33.5%	54.3%	346
Geico	9.0%	19.7%	32.0%	39.3%	53.6%	384
Liberty Mutual	8.3%	21.8%	34.0%	35.9%	57.5%	367
Nationwide	11.3%	26.3%	33.8%	28.6%	58.2%	318
Progressive	9.8%	21.2%	29.9%	39.1%	52.2%	385
State Farm	7.9%	26.5%	31.1%	34.4%	47.8%	289
USAA	9.5%	23.2%	30.4%	36.9%	54.8%	372

Clean up fluids - 2024

Notes from Mike

It is not uncommon for tow truck drivers to itemize on their invoices clean-up of fluids or debris at the accident scene. This is applicable to our industry as well if a vehicle brought to our facility leaks fluids on the parking lot or inside the shop.

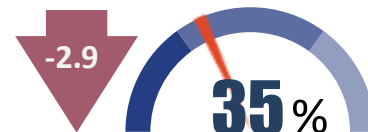


DEG Tracking #	Provider	Inquiry Details
18349	Audatex	Link to DEG inquiry result
18350	CCC	Link to DEG inquiry result
18351	Mitchell	Link to DEG inquiry result

Clean-up old urethane

Of those that negotiate for this overall, 35% are paid "always" or "most of the time."

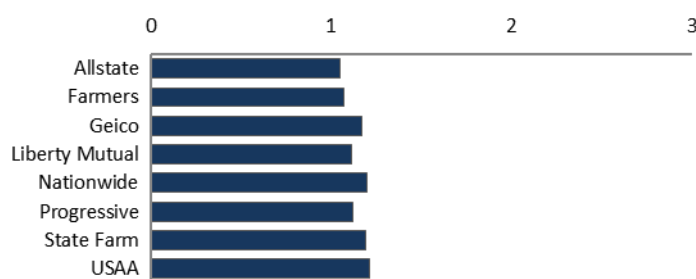
Operation: Additional labor to remove or level old urethane adhesive residue following removal of glass.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	13.0%	18.6%	29.1%	39.3%	48.9%	483
Farmers	14.5%	18.9%	26.3%	40.4%	50.6%	462
Geico	16.6%	19.0%	29.2%	35.2%	48.0%	487
Liberty Mutual	15.0%	18.8%	28.6%	37.6%	49.8%	466
Nationwide	18.1%	19.5%	26.5%	35.8%	50.0%	452
Progressive	15.3%	20.0%	25.9%	38.8%	48.8%	498
State Farm	20.4%	18.1%	21.5%	40.0%	46.5%	505
USAA	17.8%	19.9%	27.8%	34.4%	49.7%	479

Remove old urethane - 2024

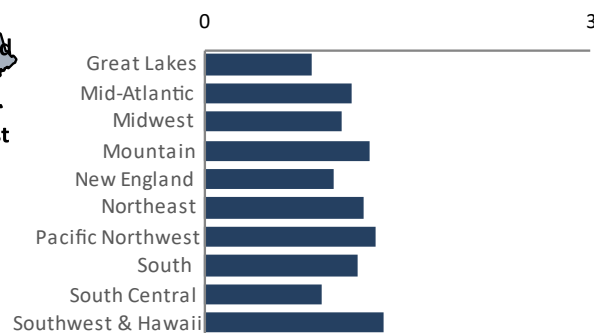
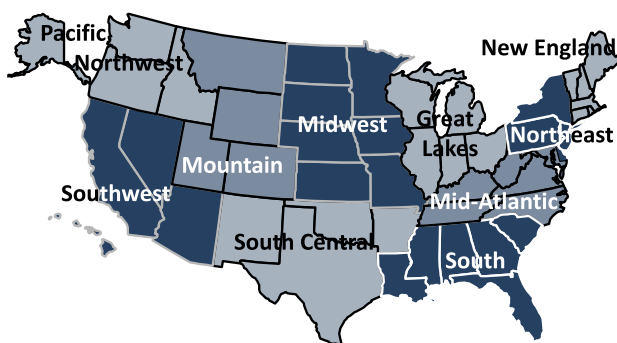


Remove old urethane - 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



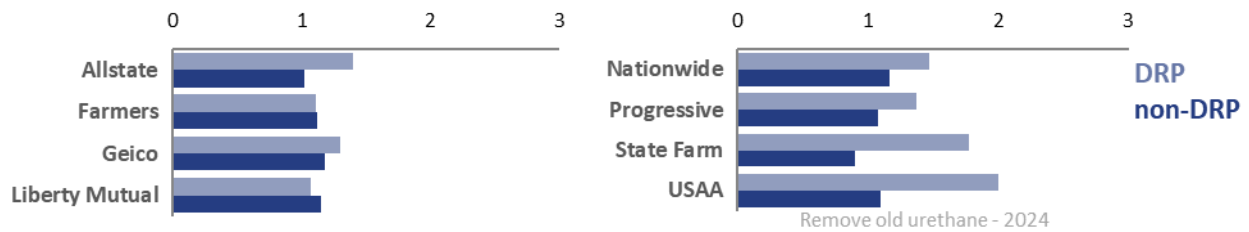
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	13.3%	11.5%	20.7%	54.5%	54.0%	702
Mid-Atlantic	13.7%	25.7%	23.0%	37.6%	49.1%	444
Midwest	13.3%	19.5%	28.1%	39.1%	64.4%	360
Mountain	21.3%	22.5%	19.1%	37.1%	38.8%	291
New England	17.0%	5.7%	38.6%	38.6%	44.7%	159
Northeast	19.3%	19.3%	28.0%	33.4%	35.9%	462
Pacific Northwest	21.1%	22.0%	25.2%	31.7%	44.1%	220
South	15.5%	16.7%	38.8%	29.0%	46.3%	456
South Central	11.7%	20.3%	16.4%	51.6%	53.6%	276
Southwest & Hawaii	18.3%	26.0%	32.4%	23.3%	52.6%	462

Remove old urethane - 2024

Clean-up old urethane

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	22.5%	25.0%	22.5%	30.0%	42.9%	70
Farmers	22.9%	8.6%	25.7%	42.9%	47.8%	67
Geico	26.7%	10.0%	30.0%	33.3%	37.5%	48
Liberty Mutual	21.4%	7.1%	28.6%	42.9%	44.0%	50
Nationwide	28.6%	18.4%	24.5%	28.6%	41.0%	83
Progressive	29.6%	7.4%	33.3%	29.6%	55.7%	61
State Farm	37.8%	22.0%	19.5%	20.7%	48.4%	159
USAA	48.4%	16.1%	22.6%	12.9%	41.5%	53
Non-DRP						
Allstate	12.4%	16.3%	32.0%	39.3%	49.6%	353
Farmers	14.5%	21.1%	26.5%	38.0%	50.7%	337
Geico	16.3%	19.9%	29.6%	34.2%	48.4%	380
Liberty Mutual	15.3%	21.0%	27.3%	36.4%	50.7%	357
Nationwide	16.7%	20.0%	27.3%	36.0%	51.9%	312
Progressive	14.1%	19.6%	26.1%	40.2%	47.1%	376
State Farm	12.3%	15.5%	22.6%	49.7%	45.4%	284
USAA	13.7%	20.2%	29.0%	37.2%	50.3%	368

Remove old urethane - 2024



DEG Tracking #	Provider	Inquiry Details
2883	Audatex	Link to DEG inquiry result
11007	CCC	Link to DEG inquiry result

Although the removal of a rear window or quarter glass may be included in the quarter panel replacement labor time, additional labor may be required to clean or level the old urethane prior to reinstalling the glass, and this is not included.

I'm wondering if the percentage seeking to be paid for this is so low because a sublet vendor performs this task. It will be interesting to see if this changes as more shops start to do more of their glass work in-house.

Notes from Mike



Pre-wash vehicle (prior to repair)

Of those that negotiate for this overall, 9% are paid "always" or "most of the time."

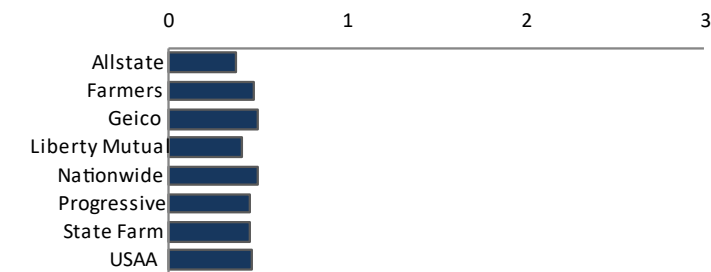
Operation: Pre-wash vehicle prior to beginning repairs.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	1.4%	4.7%	24.4%	69.5%	43.2%	491
Farmers	2.3%	6.9%	26.2%	64.6%	44.3%	467
Geico	4.2%	6.3%	25.2%	64.3%	42.3%	496
Liberty Mutual	1.9%	5.4%	24.9%	67.8%	45.1%	475
Nationwide	2.8%	6.7%	27.8%	62.7%	45.3%	461
Progressive	2.7%	6.5%	23.9%	66.9%	42.4%	509
State Farm	3.0%	6.8%	22.3%	67.9%	42.2%	512
USAA	1.8%	7.7%	24.8%	65.7%	43.6%	486

Pre-wash vehicle - 2024

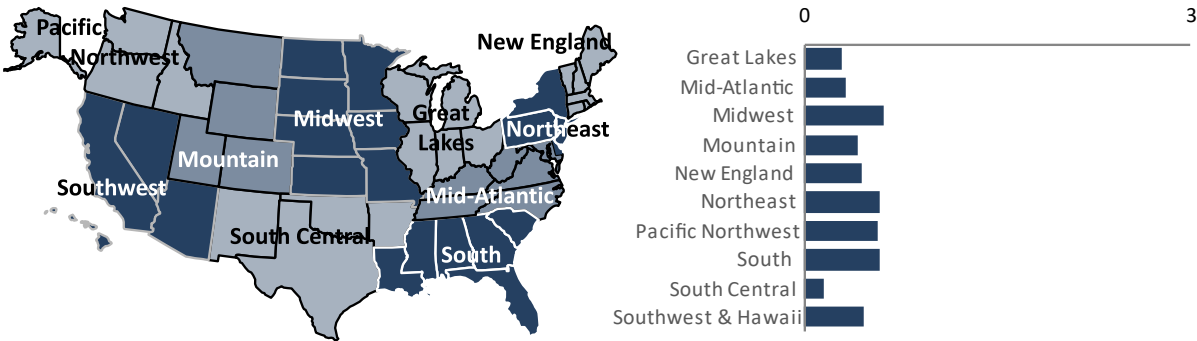


Pre-wash vehicle 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region

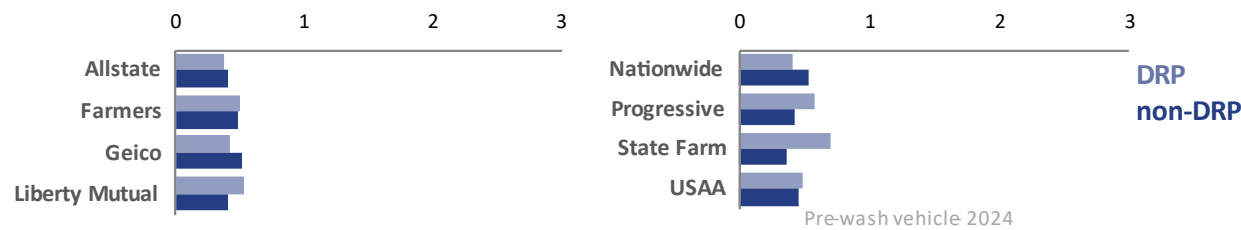


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	2.1%	1.8%	19.1%	77.1%	46.6%	727
Mid-Atlantic	1.0%	5.4%	18.2%	75.4%	54.9%	450
Midwest	1.8%	12.0%	32.3%	53.9%	43.5%	384
Mountain	6.8%	1.4%	18.2%	73.6%	48.3%	286
New England	0.0%	0.0%	44.9%	55.1%	55.2%	154
Northeast	1.7%	13.1%	27.6%	57.6%	26.7%	469
Pacific Northwest	5.9%	8.8%	21.3%	64.0%	37.6%	218
South	3.5%	6.6%	33.9%	55.9%	36.6%	451
South Central	0.0%	0.0%	15.5%	84.5%	46.8%	278
Southwest & Hawaii	3.1%	6.9%	24.4%	65.6%	45.4%	480

Pre-wash vehicle - 2024

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	5.1%	2.6%	17.9%	74.4%	46.6%	73
Farmers	3.6%	3.6%	32.1%	60.7%	56.9%	65
Geico	3.8%	7.7%	15.4%	73.1%	45.8%	48
Liberty Mutual	3.1%	9.4%	25.0%	62.5%	34.7%	49
Nationwide	2.2%	6.5%	21.7%	69.6%	44.6%	83
Progressive	8.3%	2.8%	27.8%	61.1%	41.9%	62
State Farm	7.3%	12.2%	23.2%	57.3%	48.8%	160
USAA	6.5%	6.5%	16.1%	71.0%	41.5%	53
Non-DRP						
Allstate	0.9%	5.6%	25.7%	67.8%	40.2%	358
Farmers	2.4%	8.2%	25.0%	64.4%	39.5%	344
Geico	4.3%	6.4%	25.8%	63.5%	39.9%	388
Liberty Mutual	2.0%	4.9%	25.4%	67.8%	44.1%	367
Nationwide	2.7%	7.1%	30.6%	59.6%	42.8%	320
Progressive	1.7%	7.4%	22.6%	68.3%	40.4%	386
State Farm	1.6%	5.3%	21.4%	71.7%	35.5%	290
USAA	1.4%	8.2%	25.6%	64.8%	41.4%	374

Pre-wash vehicle - 2024



DEG Tracking #	Information Provider	Inquiry Details
8108	Audatex	Link to DEG
19454	CCC	Link to DEG
19841	CCC	Link to DEG

Notes from Mike

The paint manufacturers state that a best practice is to pre-wash a vehicle before repairs. Vehicles may be covered in salt, snow, mud, road tar or other contaminants that need to be removed prior to the repair process.

It is also often necessary to clean the vehicle prior to inspecting for damage during repair planning. That's often stated in PDR matrixes from paintless dent repair companies.



Labor to gain collision access

Of those that negotiate for this overall, 55% are paid "always" or "most of the time."

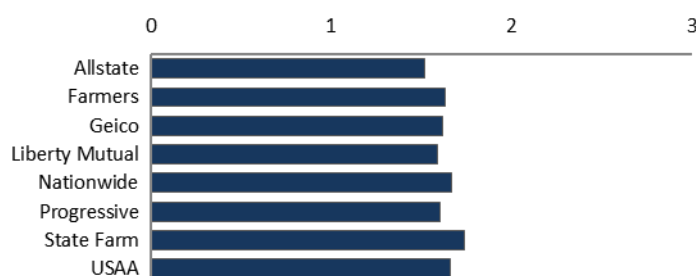
Operation: Labor to cut into a door or hood, for example, in order to get access needed to open it and complete damage assessment or repairs.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	21.2%	29.9%	28.8%	20.1%	20.6%	476
Farmers	24.1%	30.9%	29.2%	15.9%	21.4%	449
Geico	22.7%	30.7%	32.0%	14.5%	19.7%	482
Liberty Mutual	23.0%	31.5%	27.3%	18.2%	21.6%	449
Nationwide	24.7%	33.1%	27.1%	15.1%	23.1%	432
Progressive	22.7%	30.2%	31.7%	15.5%	19.0%	495
State Farm	26.8%	33.7%	26.1%	13.3%	18.6%	499
USAA	25.0%	31.2%	28.2%	15.6%	21.0%	471

Labor to gain access - 2024

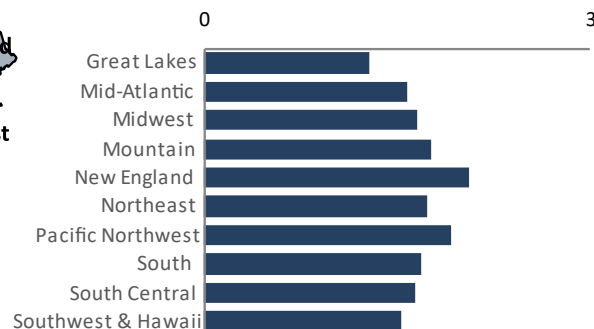
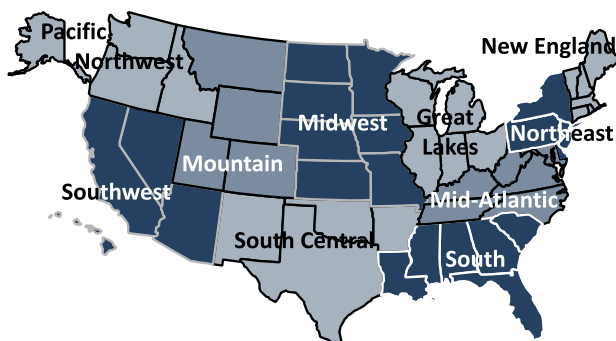


Labor to gain access - 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



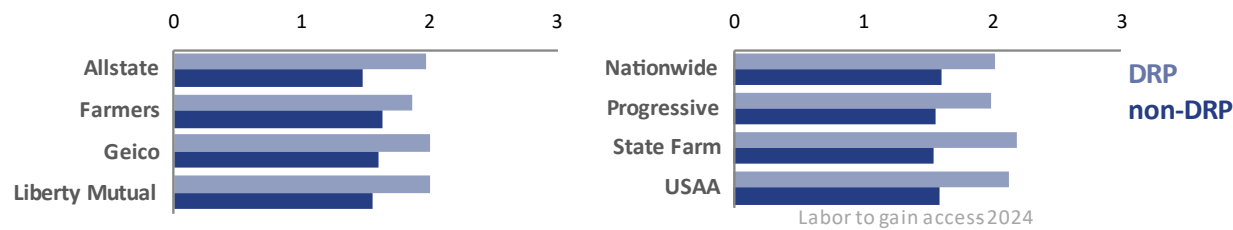
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	17.3%	23.8%	29.1%	29.9%	31.2%	715
Mid-Atlantic	23.0%	32.6%	23.9%	20.5%	18.7%	407
Midwest	22.5%	36.8%	24.3%	16.4%	23.7%	367
Mountain	28.4%	27.7%	35.6%	8.3%	8.7%	289
New England	42.1%	29.4%	21.4%	7.1%	14.9%	148
Northeast	24.9%	33.3%	31.8%	10.0%	6.9%	449
Pacific Northwest	27.2%	46.1%	17.8%	8.9%	9.5%	211
South	25.3%	30.9%	31.7%	12.1%	19.5%	442
South Central	20.1%	31.2%	41.2%	7.5%	24.0%	262
Southwest & Hawaii	21.9%	30.6%	26.9%	20.7%	30.0%	463

Labor to gain access - 2024

Labor to gain collision access

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	28.3%	43.3%	25.0%	3.3%	17.8%	73
Farmers	32.7%	29.1%	30.9%	7.3%	19.1%	68
Geico	41.9%	25.6%	23.3%	9.3%	10.4%	48
Liberty Mutual	40.0%	26.7%	26.7%	6.7%	10.0%	50
Nationwide	38.0%	33.8%	21.1%	7.0%	13.4%	82
Progressive	36.7%	32.7%	24.5%	6.1%	21.0%	62
State Farm	41.9%	38.0%	17.1%	3.1%	20.9%	163
USAA	39.6%	37.5%	18.8%	4.2%	11.1%	54
Non-DRP						
Allstate	20.7%	27.7%	29.5%	22.1%	20.2%	357
Farmers	23.5%	32.8%	27.2%	16.4%	20.5%	337
Geico	21.4%	31.7%	32.7%	14.2%	19.9%	386
Liberty Mutual	21.4%	32.2%	26.8%	19.6%	22.0%	354
Nationwide	22.0%	33.2%	28.4%	16.4%	24.2%	306
Progressive	21.0%	30.4%	32.0%	16.6%	17.4%	386
State Farm	20.4%	32.1%	30.0%	17.5%	16.7%	288
USAA	24.0%	29.8%	28.8%	17.5%	21.3%	371

Notes from Mike

The percentage of shops that have not sought to be paid for this is very surprising to me. It has been my experience that it is not uncommon for a collision technician to need to cut an access hole to remove components from a damaged door, for example, or to get the latch open when the hood is damaged.



DEG Tracking #	Provider	Inquiry Details
12043	Audatex	Link to DEG inquiry result
12043	CCC	Link to DEG inquiry result
12043	Mitchell	Link to DEG inquiry result



Remove molding/emblem/decals adhesive

Of those that negotiate for this overall, 65% are paid "always" or "most of the time."

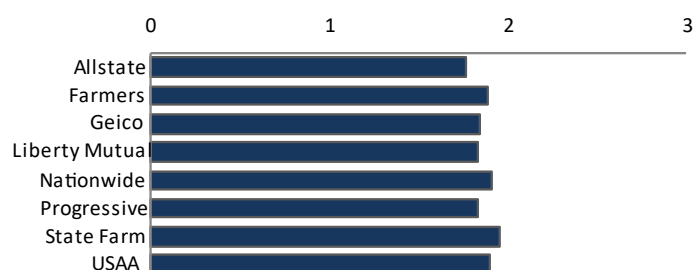


Operation: Labor (not included in molding/emblem installation time) to remove old adhesive residue from the vehicle.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	29.2%	31.1%	26.8%	12.9%	9.8%	471
Farmers	33.2%	31.9%	25.6%	9.3%	10.0%	442
Geico	31.2%	32.3%	25.9%	10.6%	9.0%	479
Liberty Mutual	31.6%	32.0%	24.3%	12.1%	8.8%	452
Nationwide	34.0%	32.7%	23.1%	10.1%	11.5%	435
Progressive	33.1%	30.6%	22.4%	13.9%	9.0%	491
State Farm	35.7%	32.9%	21.7%	9.6%	8.4%	498
USAA	33.1%	33.1%	24.6%	9.2%	9.2%	466

Remove adhesive - 2024

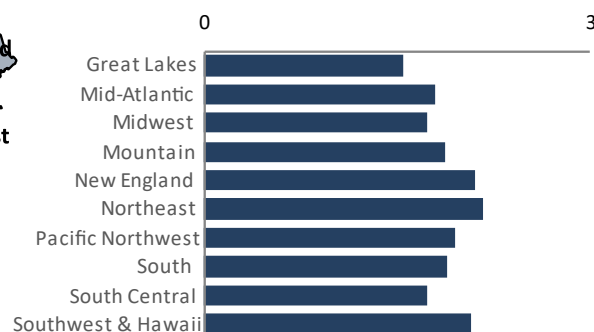
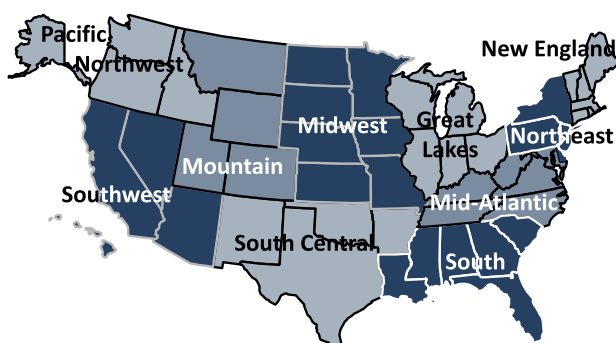


Remove adhesive 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



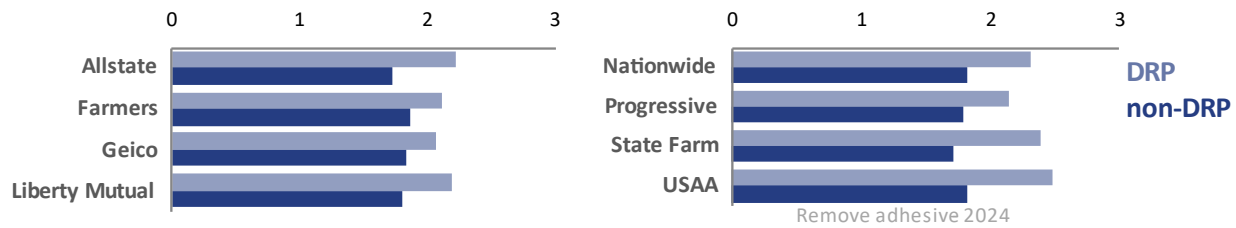
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	20.8%	31.8%	29.5%	18.0%	14.6%	711
Mid-Atlantic	24.1%	40.0%	26.4%	9.6%	14.4%	403
Midwest	27.4%	31.9%	26.8%	13.9%	5.0%	357
Mountain	39.5%	26.3%	16.7%	17.4%	3.4%	291
New England	40.9%	33.3%	22.0%	3.8%	9.6%	146
Northeast	44.1%	32.2%	20.2%	3.5%	1.7%	459
Pacific Northwest	27.6%	43.7%	25.3%	3.4%	18.7%	214
South	34.3%	33.1%	20.2%	12.4%	6.4%	439
South Central	33.6%	18.8%	35.8%	11.8%	12.3%	261
Southwest & Hawaii	41.6%	31.0%	20.3%	7.0%	8.8%	453

Remove adhesive - 2024

Remove molding/emblem/decal adhesive

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	43.3%	40.3%	11.9%	4.5%	8.2%	73
Farmers	41.7%	30.0%	26.7%	1.7%	11.8%	68
Geico	38.6%	34.1%	22.7%	4.5%	8.3%	48
Liberty Mutual	43.8%	33.3%	20.8%	2.1%	4.0%	50
Nationwide	49.4%	36.4%	11.7%	2.6%	6.1%	82
Progressive	46.4%	33.9%	7.1%	12.5%	9.7%	62
State Farm	56.8%	29.7%	10.1%	3.4%	9.2%	163
USAA	58.8%	31.4%	9.8%	0.0%	5.6%	54
Non-DRP						
Allstate	27.9%	30.1%	27.9%	14.1%	9.6%	353
Farmers	33.0%	32.0%	24.1%	10.9%	8.7%	332
Geico	31.5%	32.1%	25.6%	10.8%	8.6%	385
Liberty Mutual	31.5%	31.2%	23.5%	13.8%	8.9%	359
Nationwide	31.6%	31.6%	24.4%	12.4%	11.9%	312
Progressive	31.7%	30.0%	24.0%	14.3%	8.4%	382
State Farm	25.5%	33.7%	27.7%	13.1%	7.3%	288
USAA	30.7%	32.5%	25.7%	11.0%	9.0%	368

Remove adhesive - 2024

Keep in mind that the labor to replace a molding or an emblem is only to reinstall the old emblem or molding; it does not include the additional labor to remove the old adhesive (nor any material costs, such as an eraser wheel). A judgement time for this should be calculated based on how long it takes the average technician (one with 5 to 7 years of experience) to gather up the needed tools and supplies, perform the task in a safe and proper manner, and return the tools and supplies back to their proper storage place, as well as clean up the work area from any residue.

Notes from Mike



DEG Tracking #	Provider	Inquiry Details
909	Audatex	Link to DEG inquiry result
851	CCC	Link to DEG inquiry result
1901	Mitchell	Link to DEG inquiry result

Repair adjacent/mating panels

Of those that negotiate for this overall, 62% are paid "always" or "most of the time."

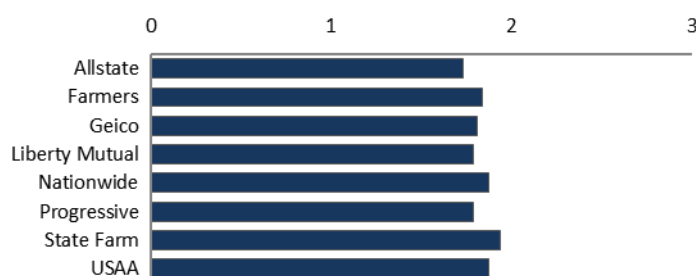
Operation: Repair damage caused by drilling, grinding, etc. to remove an adjacent/mating damaged panel. Example: repair trunk floor or quarter panel after removing rear body panel.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	25.8%	31.0%	33.3%	9.9%	10.4%	472
Farmers	27.8%	35.2%	30.1%	6.8%	11.4%	446
Geico	28.1%	33.4%	30.2%	8.4%	9.8%	478
Liberty Mutual	28.5%	31.2%	31.4%	8.9%	10.4%	451
Nationwide	29.1%	35.6%	28.5%	6.8%	12.4%	436
Progressive	29.5%	31.0%	29.0%	10.5%	9.1%	493
State Farm	31.9%	37.0%	24.2%	6.8%	9.0%	499
USAA	30.2%	34.0%	28.5%	7.4%	9.9%	467

Repair adjacent panels - 2024

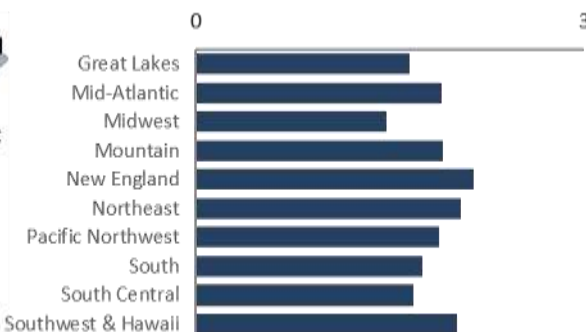


Repair adjacent panels - 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



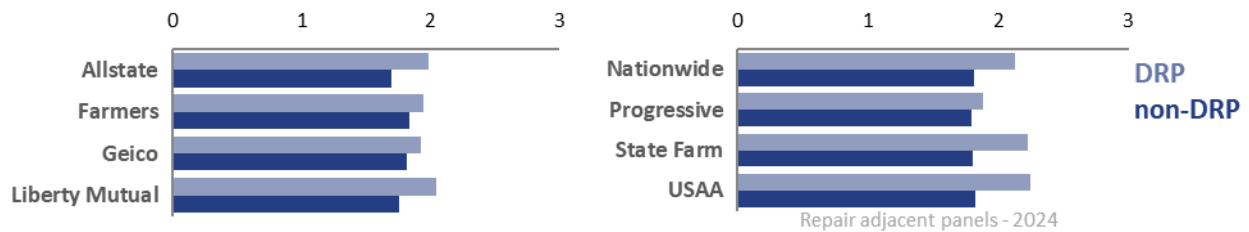
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	20.9%	33.5%	35.6%	10.0%	19.5%	708
Mid-Atlantic	32.9%	30.9%	29.2%	7.0%	12.9%	412
Midwest	12.7%	32.3%	44.4%	10.6%	8.0%	350
Mountain	29.8%	37.6%	26.4%	6.2%	11.3%	291
New England	45.6%	27.9%	22.4%	4.1%	6.4%	157
Northeast	37.3%	35.8%	21.9%	5.1%	1.3%	459
Pacific Northwest	20.9%	52.0%	20.9%	6.2%	16.1%	211
South	29.9%	29.9%	25.4%	14.7%	8.2%	437
South Central	28.1%	20.3%	43.3%	8.2%	11.8%	262
Southwest & Hawaii	35.7%	36.6%	21.8%	5.9%	3.3%	455

Repair adjacent panels - 2024

Repair adjacent/mating panels

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	36.2%	33.3%	23.2%	7.2%	5.5%	73
Farmers	32.3%	35.5%	27.4%	4.8%	8.8%	68
Geico	32.6%	32.6%	30.4%	4.3%	4.2%	48
Liberty Mutual	35.4%	37.5%	22.9%	4.2%	4.0%	50
Nationwide	35.9%	41.0%	23.1%	0.0%	4.9%	82
Progressive	30.4%	37.5%	21.4%	10.7%	9.7%	62
State Farm	42.6%	40.0%	14.8%	2.6%	4.9%	163
USAA	50.0%	26.9%	21.2%	1.9%	3.7%	54
Non-DRP						
Allstate	24.8%	30.5%	35.2%	9.5%	11.0%	354
Farmers	27.7%	35.1%	30.4%	6.8%	11.6%	335
Geico	28.2%	34.0%	29.1%	8.7%	10.4%	384
Liberty Mutual	27.7%	30.2%	33.0%	9.1%	10.9%	357
Nationwide	27.8%	34.1%	30.0%	8.1%	13.7%	313
Progressive	29.4%	30.6%	29.1%	10.9%	8.9%	384
State Farm	26.1%	37.0%	27.6%	9.3%	11.1%	289
USAA	28.0%	34.3%	29.5%	8.2%	10.8%	369

Repair adjacent panels - 2024

To me, adjacent/mating panel damage (like weld burn damage) is one of the most commonly overlooked items on an estimate. When a technician removes a damaged welded-in panel for replacement, it is almost always necessary to repair the adjacent panels that were damaged during the removal process. That damage is unavoidable. After removing a rear body panel, for example, a technician may have to repair the left and right frame rail flanges, the left and right tail light pockets, the floor pan area, and possibly floor or quarter panel extensions.

[Click here](#) for a listing of what mating panels might require repair after removing a damaged quarter panel prior to the installation of a new quarter panel.

Notes from Mike



DEG Tracking #	Provider	Inquiry Details
11849	Audatex	Link to DEG inquiry result
11881	CCC	Link to DEG inquiry result
11240	Mitchell	Link to DEG inquiry result

Additional labor to install non-OEM parts

Of those that negotiate for this overall, 21% are paid "always" or "most of the time."

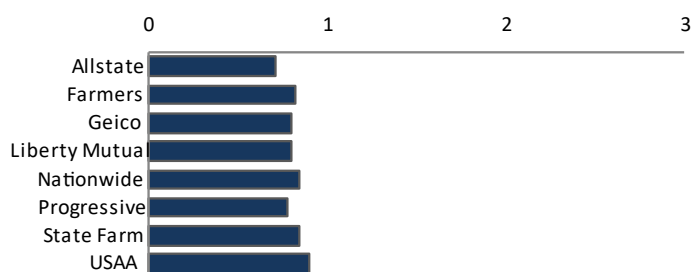
Operation: Test-fitting or other labor needed to ensure fit of non-OEM crash parts.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	6.1%	11.1%	30.0%	52.8%	20.0%	450
Farmers	8.2%	13.8%	30.0%	47.9%	20.6%	428
Geico	7.5%	12.4%	32.8%	47.3%	18.6%	457
Liberty Mutual	8.2%	13.5%	28.7%	49.7%	20.5%	430
Nationwide	8.1%	13.7%	32.1%	46.1%	22.5%	414
Progressive	6.8%	11.3%	34.0%	47.9%	18.9%	471
State Farm	8.6%	13.9%	30.6%	46.9%	19.2%	473
USAA	9.0%	15.7%	31.4%	44.0%	20.3%	448

Test fit non-OEM parts - 2024

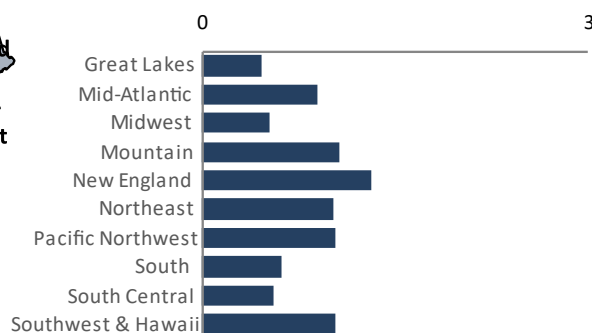
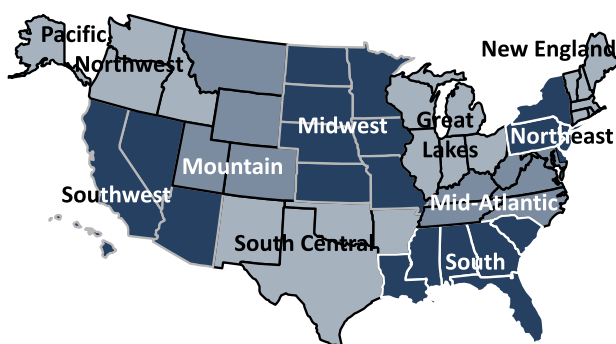


Test fit non-OEM parts - 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



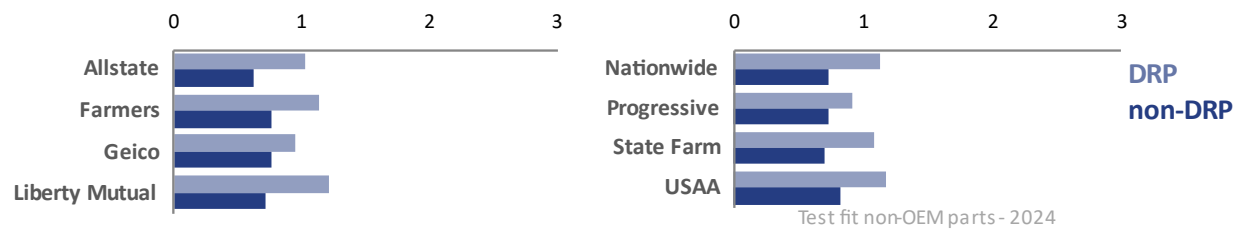
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	0.4%	13.0%	19.1%	67.4%	27.8%	651
Mid-Atlantic	13.1%	6.3%	38.3%	42.3%	10.7%	392
Midwest	3.5%	10.0%	22.0%	64.5%	24.3%	342
Mountain	12.7%	15.3%	38.4%	33.6%	21.0%	290
New England	18.8%	25.4%	24.6%	31.2%	7.4%	149
Northeast	6.8%	20.4%	41.3%	31.6%	1.9%	420
Pacific Northwest	10.9%	10.9%	50.0%	28.3%	28.5%	193
South	5.8%	10.7%	22.9%	60.6%	20.5%	434
South Central	4.8%	9.0%	23.3%	62.9%	17.0%	253
Southwest & Hawaii	12.5%	13.4%	40.0%	34.1%	31.8%	447

Test fit non-OEM parts - 2024

Additional labor to install non-OEM parts

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	9.8%	19.7%	34.4%	36.1%	16.4%	73
Farmers	19.2%	15.4%	25.0%	40.4%	21.2%	66
Geico	13.6%	6.8%	40.9%	38.6%	8.3%	48
Liberty Mutual	14.9%	23.4%	29.8%	31.9%	6.0%	50
Nationwide	12.7%	18.3%	39.4%	29.6%	12.3%	81
Progressive	9.8%	13.7%	35.3%	41.2%	17.7%	62
State Farm	13.0%	19.8%	30.5%	36.6%	18.1%	160
USAA	12.0%	20.0%	42.0%	26.0%	7.4%	54
Non-DRP						
Allstate	5.1%	9.9%	28.1%	56.9%	19.9%	342
Farmers	6.1%	13.7%	30.0%	50.2%	19.6%	327
Geico	6.6%	13.6%	30.2%	49.5%	19.3%	373
Liberty Mutual	7.0%	12.1%	27.2%	53.7%	21.4%	346
Nationwide	6.6%	12.3%	29.4%	51.8%	24.0%	300
Progressive	6.3%	11.5%	32.6%	49.7%	18.5%	373
State Farm	6.2%	11.6%	29.3%	52.9%	18.8%	277
USAA	8.1%	15.2%	28.6%	48.1%	21.2%	359



DEG Tracking #	Provider	Inquiry Details
2491	Audatex	Link to DEG inquiry result
12132	CCC	Link to DEG inquiry result
6689	Mitchell	Link to DEG inquiry result

In a recent change to the Motor Guide to Estimating, the basis for the CCC Intelligent Solutions estimating system. the guide now indicates that repair times in the system include "one test fit of a component." In response to a DEG inquiry, Motor clarified that its labor times do not "include a second (or more) fitment of a component to the vehicle, for any reason (including verification of dimensional accuracy or adjacent part alignment)," and that "if more than one component installation is required for a specific repair plan, an on-the-spot evaluation should be used for the number of fitments beyond the first one required to perform the repair."

Notes from Mike



Inspect seat belts

Of those that negotiate for this overall, 45% are paid "always" or "most of the time."

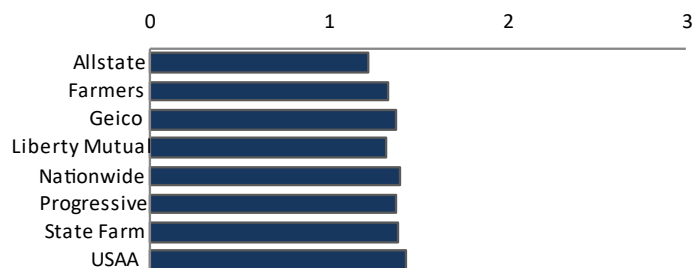
Operation: Labor to review condition of seat belts per OEM procedures; inspection may require the use of a diagnostic scan tool as well as a visual inspection.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	16.2%	22.3%	28.7%	32.8%	31.1%	456
Farmers	19.3%	24.3%	26.6%	29.9%	30.8%	435
Geico	20.3%	24.9%	25.8%	28.9%	29.7%	462
Liberty Mutual	19.3%	23.0%	27.7%	30.0%	31.5%	438
Nationwide	22.6%	24.4%	23.3%	29.7%	33.3%	418
Progressive	21.2%	24.5%	24.5%	29.9%	29.5%	475
State Farm	22.8%	23.7%	23.7%	29.8%	28.9%	481
USAA	21.8%	26.3%	25.0%	26.9%	30.4%	454

Inspect seat belts - 2024

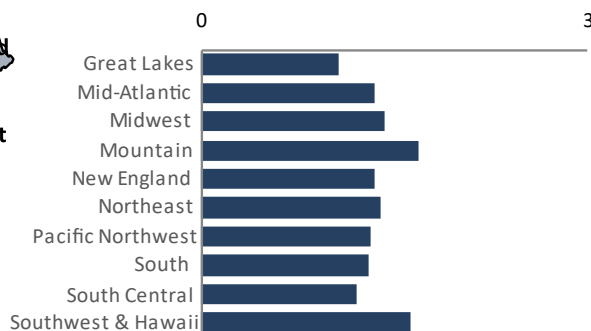
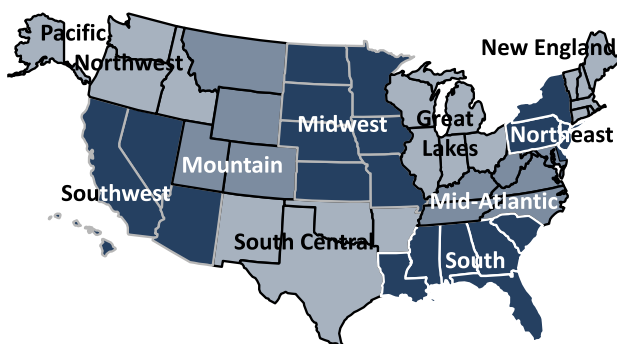


Inspect seat belts2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



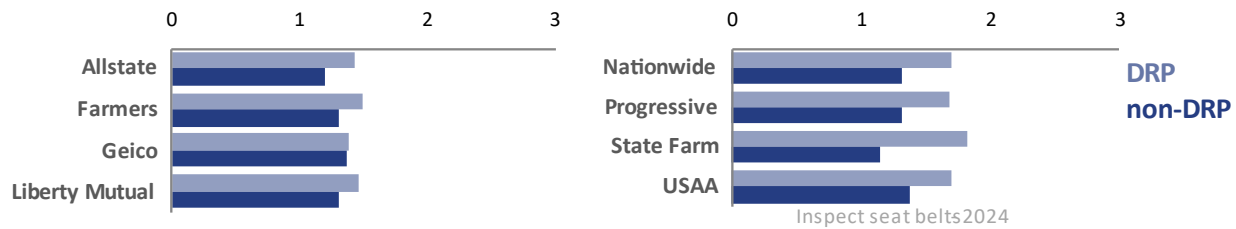
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	15.3%	17.4%	25.6%	41.8%	33.7%	661
Mid-Atlantic	21.1%	22.8%	25.6%	30.5%	28.8%	400
Midwest	26.0%	19.5%	25.6%	28.8%	37.5%	344
Mountain	27.9%	39.6%	5.4%	27.0%	23.4%	290
New England	13.6%	32.0%	30.1%	24.3%	30.9%	149
Northeast	16.2%	26.7%	37.1%	20.0%	24.1%	415
Pacific Northwest	15.3%	32.1%	21.9%	30.7%	35.4%	212
South	17.3%	24.9%	28.4%	29.3%	22.0%	437
South Central	16.1%	20.1%	31.0%	32.8%	32.8%	259
Southwest & Hawaii	34.0%	19.5%	22.3%	24.1%	37.6%	452

Inspect seat belts - 2024

Inspect seat belts

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	20.4%	29.6%	22.2%	27.8%	23.9%	71
Farmers	26.9%	21.2%	26.9%	25.0%	21.2%	66
Geico	22.5%	20.0%	30.0%	27.5%	14.9%	47
Liberty Mutual	27.0%	18.9%	27.0%	27.0%	24.5%	49
Nationwide	33.3%	24.2%	21.2%	21.2%	17.5%	80
Progressive	36.2%	19.1%	21.3%	23.4%	23.0%	61
State Farm	39.5%	21.8%	21.0%	17.6%	25.2%	159
USAA	32.6%	20.9%	30.2%	16.3%	17.3%	52
Non-DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	15.7%	21.1%	29.8%	33.5%	31.1%	351
Farmers	18.1%	25.0%	25.4%	31.5%	31.0%	336
Geico	20.0%	26.4%	24.5%	29.1%	30.1%	379
Liberty Mutual	18.7%	23.6%	26.8%	30.9%	30.9%	356
Nationwide	20.1%	24.6%	22.6%	32.7%	35.2%	307
Progressive	19.0%	25.7%	24.2%	31.2%	29.0%	379
State Farm	13.8%	24.1%	25.6%	36.5%	29.0%	286
USAA	20.4%	27.1%	23.1%	29.4%	30.7%	368

Inspect seat belts - 2024

Of all the procedures, this is the one that keeps me awake at night.

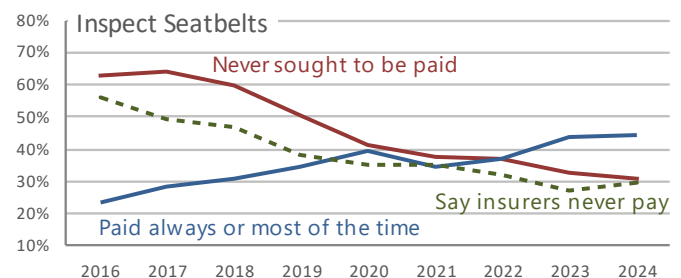
I am very happy to see that this has increased by almost seven percentage points. However, it is still not enough. We must be doing this on every single vehicle. While this survey asks about reimbursement for this procedure, the findings also lead me to believe that shops are aware of this requirement and are not doing it every single time.



Every OEM has a very specific procedure for how to inspect seatbelts, and it's not as simple as just a jerk on the seat belt to see if it locks. In some cases, the inspection procedure may require the use of a diagnostic scan tool to check the pre-tensioners (on some Honda and Acura vehicles, for example, a deployed pre-tensioner does not trigger a DTC, so other "live data" from the scan must be checked), as well as a visual inspection. There may be additional steps if a seatbelt is reinstalled to verify it is installed properly.

You often can use just the vehicle owner's manual to prove that this is a necessary procedure. Those manuals often indicate that a seatbelt inspection is needed after a collision. Check the "Resources" section at the end of this report for an excellent list of links to vehicle owner's manuals, put together by the Database Enhancement Gateway (DEG).

I-CAR offers [a web resource](#) where you can search by year-make-model of vehicle to see whether the OEM has mandatory replacement and inspection criteria.



DEG Tracking #	Provider	Inquiry Details
n/a	Audatex	Refer to Audatex Database Reference Manual
12132	CCC	Link to DEG inquiry result
n/a	Mitchell	Refer to Mitchell Collision Estimating Guide

Inspect airbag / SRS components

Of those that negotiate for this overall, 58% are paid "always" or "most of the time."

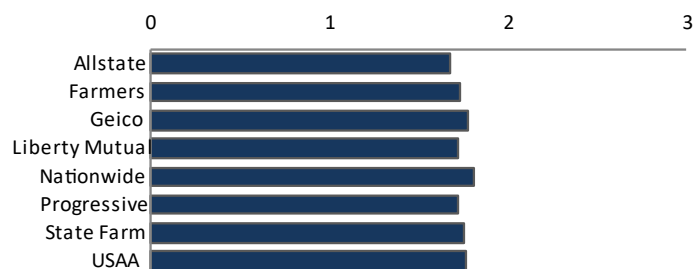


Operation: Labor to inspect airbag / supplemental restraint system (SRS) components following a collision when required as part of OEM repair procedures.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	29.0%	27.0%	27.0%	17.1%	23.2%	449
Farmers	31.7%	25.7%	26.0%	16.5%	20.9%	422
Geico	33.0%	27.1%	25.1%	14.8%	21.8%	458
Liberty Mutual	31.3%	25.8%	26.1%	16.7%	22.8%	426
Nationwide	33.9%	27.1%	24.8%	14.2%	23.5%	405
Progressive	33.2%	23.8%	25.2%	17.8%	21.8%	467
State Farm	33.6%	25.5%	23.0%	17.9%	21.8%	472
USAA	32.2%	27.5%	24.6%	15.7%	22.5%	445

Inspect SRS sensors - 2024

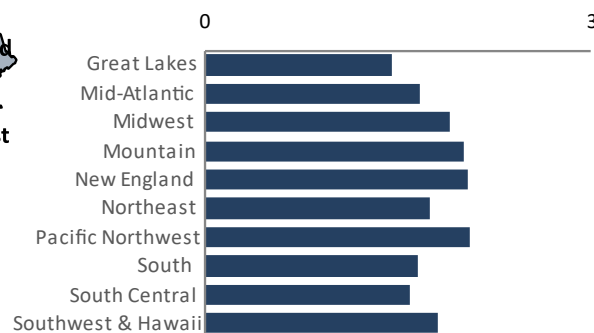
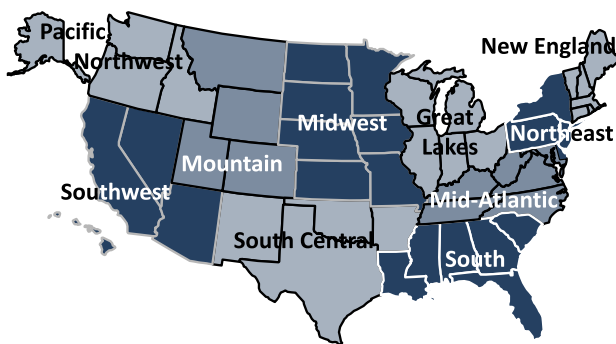


Inspect SRS sensors 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



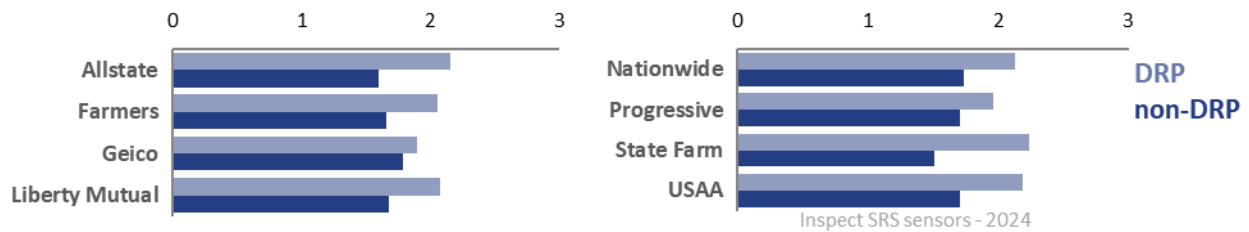
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	19.7%	27.4%	32.6%	20.4%	29.5%	648
Mid-Atlantic	31.6%	20.4%	31.3%	16.7%	17.8%	400
Midwest	37.7%	27.1%	23.7%	11.4%	31.2%	343
Mountain	36.3%	36.8%	18.4%	8.5%	19.6%	291
New England	46.3%	27.6%	9.8%	16.3%	15.2%	145
Northeast	29.5%	26.2%	33.8%	10.5%	24.9%	406
Pacific Northwest	48.1%	15.2%	31.6%	5.1%	25.5%	212
South	32.4%	25.9%	15.7%	25.9%	15.5%	406
South Central	30.7%	24.9%	18.0%	26.3%	20.8%	259
Southwest & Hawaii	33.7%	27.7%	24.1%	14.5%	15.9%	434

Inspect SRS sensors - 2024

Inspect SRS components

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	45.8%	25.4%	27.1%	1.7%	19.2%	73
Farmers	42.4%	25.4%	27.1%	5.1%	13.2%	68
Geico	38.5%	23.1%	28.2%	10.3%	18.8%	48
Liberty Mutual	46.3%	17.1%	34.1%	2.4%	18.0%	50
Nationwide	46.4%	26.1%	21.7%	5.8%	14.8%	81
Progressive	43.8%	20.8%	22.9%	12.5%	22.6%	62
State Farm	51.2%	27.3%	15.7%	5.8%	25.3%	162
USAA	52.4%	21.4%	19.0%	7.1%	22.2%	54
Non-DRP						
Allstate	26.0%	27.5%	26.8%	19.6%	24.3%	350
Farmers	29.2%	26.5%	25.7%	18.7%	22.4%	331
Geico	32.3%	29.0%	23.9%	14.8%	22.5%	383
Liberty Mutual	29.5%	28.0%	23.9%	18.7%	23.6%	351
Nationwide	30.6%	28.4%	25.2%	15.8%	26.0%	300
Progressive	31.8%	25.3%	24.7%	18.2%	21.9%	379
State Farm	25.1%	24.7%	26.4%	23.8%	20.1%	284
USAA	29.1%	29.1%	25.2%	16.7%	22.7%	365

Inspect SRS sensors - 2024



DEG Tracking #	Provider	Inquiry Details
35560	CCC	Link to DEG inquiry result
15922	Audatex	Link to DEG inquiry result
15921	Mitchell	Link to DEG inquiry result
19472	All Three	Link to DEG inquiry result

I wrote an [article for Autobody News](#) about a shop that inspected the airbags in a Toyota and found damage. Every OEM will have procedures for the items that should be inspected after a collision, often including such things as seatbelts, airbags, airbag sensors, steering columns, dash carriers, etc. We have found such inspections to be the single biggest friction point in the industry between shops and insurers. I-CAR has an [online form](#) shops can use to submit questions or inquiries about these inspections if they are needing clarity or are having reimbursement issues from a third-party payer.

Notes from Mike

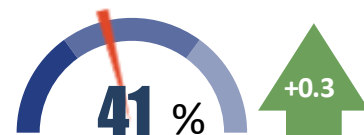


If your shop finds items of concern when you perform an OEM safety inspection of items such as seatbelts, airbags, airbag sensors, steering columns, dash carriers, etc., please email tracy@collisionadvice.com. We are compiling data to build documentation on why these inspections must be done.

Duplicate OEM texture of seam-sealer

Of those that negotiate for this overall, 41% are paid "always" or "most of the time."

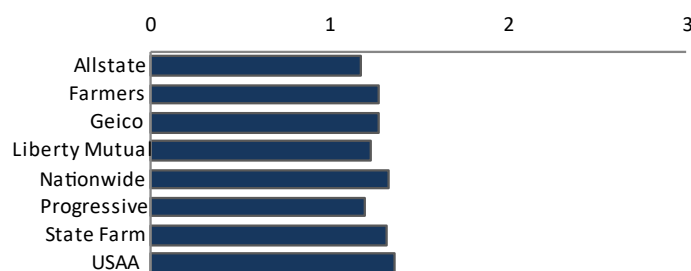
Operation: Additional labor to match appearance/texture of the OEM seam-sealer.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	14.2%	21.8%	30.4%	33.7%	33.6%	456
Farmers	15.7%	27.3%	26.6%	30.4%	34.4%	436
Geico	16.7%	25.2%	28.1%	30.1%	33.6%	461
Liberty Mutual	14.9%	24.7%	28.5%	31.9%	34.4%	439
Nationwide	17.4%	25.8%	29.2%	27.7%	36.8%	418
Progressive	14.8%	23.6%	28.6%	33.0%	33.1%	475
State Farm	18.4%	25.5%	25.5%	30.7%	32.4%	482
USAA	17.4%	27.6%	28.3%	26.6%	33.5%	457

Duplicate OEM seam-sealer texture - 2024

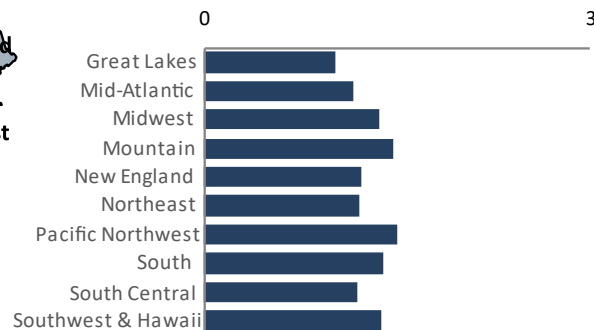
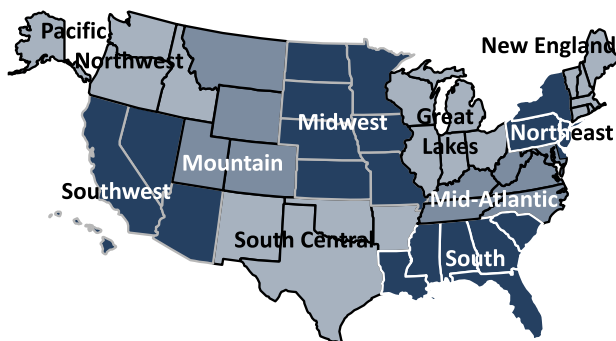


Duplicate OEM seam-sealer texture - 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



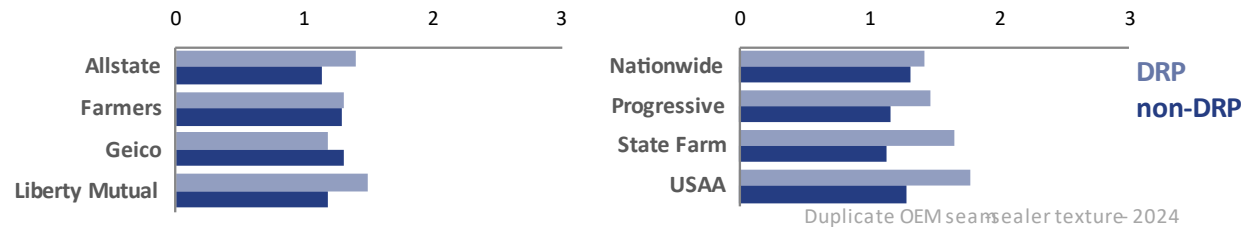
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	10.2%	21.7%	27.9%	40.2%	43.4%	659
Mid-Atlantic	15.7%	17.7%	33.1%	33.5%	35.9%	396
Midwest	9.7%	39.4%	28.3%	22.7%	22.7%	348
Mountain	30.0%	16.0%	25.0%	29.0%	31.3%	291
New England	18.3%	24.4%	18.3%	39.0%	47.8%	157
Northeast	10.4%	28.7%	32.6%	28.4%	24.2%	433
Pacific Northwest	18.6%	30.2%	34.1%	17.1%	37.1%	205
South	19.0%	27.0%	28.1%	25.9%	37.3%	437
South Central	10.3%	32.8%	22.4%	34.5%	32.6%	258
Southwest & Hawaii	26.0%	17.3%	24.7%	32.1%	29.1%	440

Duplicate OEM seam-sealer texture - 2024

Duplicate OEM texture of seam-sealer

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	23.4%	21.3%	27.7%	27.7%	34.7%	72
Farmers	16.3%	28.6%	24.5%	30.6%	26.9%	67
Geico	20.6%	11.8%	32.4%	35.3%	29.2%	48
Liberty Mutual	28.9%	15.8%	31.6%	23.7%	24.0%	50
Nationwide	20.4%	25.9%	29.6%	24.1%	34.1%	82
Progressive	18.8%	37.5%	15.6%	28.1%	47.5%	61
State Farm	28.2%	31.1%	19.4%	21.4%	36.0%	161
USAA	29.3%	34.1%	22.0%	14.6%	21.2%	52
Non-DRP						
Allstate	12.4%	22.6%	30.8%	34.2%	33.3%	351
Farmers	15.7%	28.1%	25.8%	30.4%	35.4%	336
Geico	16.4%	26.8%	27.6%	29.2%	34.0%	379
Liberty Mutual	12.6%	26.5%	27.0%	33.9%	35.4%	356
Nationwide	17.2%	26.6%	27.1%	29.2%	37.0%	305
Progressive	14.3%	22.3%	29.4%	34.0%	30.3%	380
State Farm	13.4%	22.9%	28.4%	35.3%	30.0%	287
USAA	15.7%	26.4%	28.1%	29.8%	34.8%	371

Duplicate OEM seam-sealer texture - 2024

Although the labor to apply seam sealer on a welded-on or bolted-on part may be included (depending on which estimating system you use), the additional labor required to match the OEM texture or appearance is not-included and can be very time-consuming for the technician.

Collision Advice has developed a checklist that shows, for each estimating system, the not-included operations in regards to seam sealer for bolted-on as well as welded-on panels.

[Click here to download](#) this FREE resource.

Notes from Mike



DEG Tracking #	Provider	Inquiry Details
12130	Audatex	Link to DEG inquiry result
11525	CCC	Link to DEG inquiry result
n/a	Mitchell	see Duplication of Seam Sealer Appearance

R+R+I components on used/salvage assemblies

Of those that negotiate for this overall, 59% are paid "always" or "most of the time."

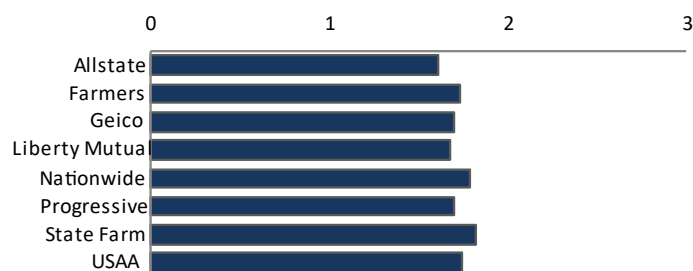


Operation: Labor to remove, for example, the door handle / lock assembly or wiring harness that is specific to the vehicle from both the vehicle being repaired and the salvage assembly, then install the original door handle / lock assembly / wiring harness on the replacement salvage assembly.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	23.4%	30.4%	30.4%	15.8%	7.3%	451
Farmers	26.7%	32.6%	28.2%	12.6%	8.2%	425
Geico	24.1%	34.6%	29.0%	12.4%	6.6%	458
Liberty Mutual	25.6%	31.2%	28.4%	14.8%	7.4%	430
Nationwide	29.0%	32.3%	27.2%	11.6%	9.5%	411
Progressive	26.4%	32.7%	25.5%	15.5%	5.7%	471
State Farm	29.1%	35.3%	23.7%	11.9%	6.1%	476
USAA	27.6%	31.7%	27.6%	13.0%	7.3%	449

R+R+I Components - 2024

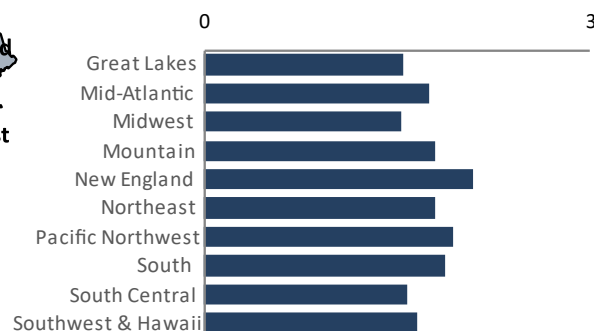
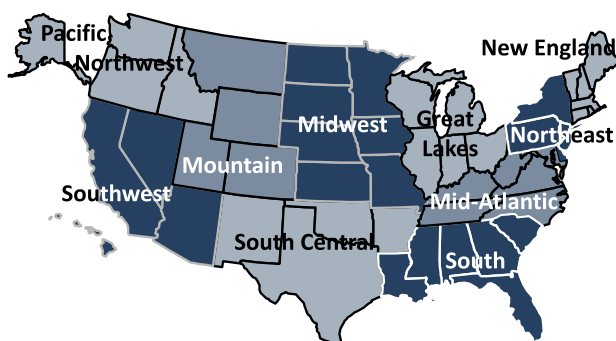


R+R+I Components- 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



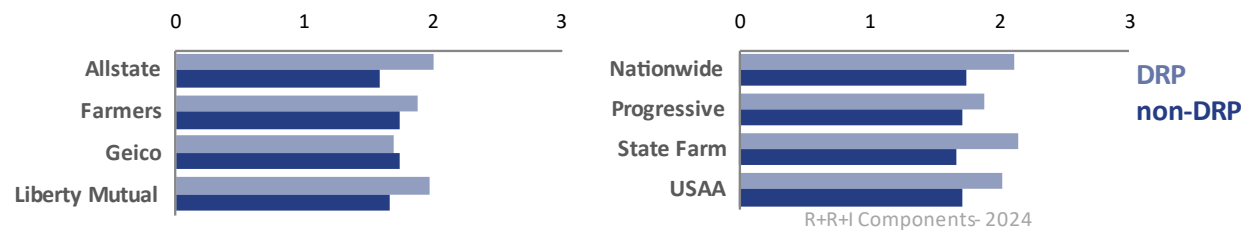
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	18.8%	34.3%	30.2%	16.7%	10.7%	656
Mid-Atlantic	27.2%	36.3%	21.2%	15.3%	5.8%	395
Midwest	20.7%	28.8%	33.3%	17.1%	4.9%	350
Mountain	25.0%	37.9%	27.9%	9.2%	6.5%	291
New England	45.7%	23.9%	24.6%	5.8%	7.4%	149
Northeast	24.2%	40.7%	26.4%	8.6%	2.9%	417
Pacific Northwest	35.1%	37.1%	13.4%	14.4%	8.1%	211
South	32.0%	34.3%	23.9%	9.8%	3.4%	411
South Central	25.8%	19.3%	41.6%	13.3%	6.4%	249
Southwest & Hawaii	29.5%	24.8%	27.9%	17.8%	13.3%	442

R+R+I Components - 2024

R+R+I components on used/salvage assemblies

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	35.8%	34.3%	25.4%	4.5%	6.9%	72
Farmers	28.1%	37.5%	28.1%	6.3%	5.9%	68
Geico	31.9%	25.5%	23.4%	19.1%	2.1%	48
Liberty Mutual	34.7%	32.7%	28.6%	4.1%	2.0%	50
Nationwide	39.7%	34.6%	23.1%	2.6%	3.7%	81
Progressive	38.6%	21.1%	31.6%	8.8%	6.6%	61
State Farm	41.3%	37.4%	16.1%	5.2%	4.9%	163
USAA	37.3%	37.3%	15.7%	9.8%	3.8%	53
Non-DRP						
Allstate	22.0%	30.4%	31.4%	16.1%	6.9%	346
Farmers	27.4%	32.1%	27.8%	12.7%	8.3%	326
Geico	24.3%	35.7%	29.7%	10.3%	6.9%	376
Liberty Mutual	24.9%	31.8%	27.7%	15.6%	7.8%	348
Nationwide	27.6%	32.1%	27.2%	13.1%	10.7%	300
Progressive	25.6%	34.6%	24.7%	15.2%	5.3%	376
State Farm	23.4%	35.2%	26.4%	14.9%	6.5%	279
USAA	27.2%	30.8%	29.0%	12.9%	7.7%	362

R+R+I Components - 2024

Notes from Mike

An example of this procedure: You may have to remove the door handle from a damaged door, then remove the door handle from a recycled door, and then install the original door handle on the recycled door. Thus “two removes and one install.”

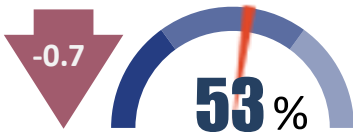


DEG Tracking #	Provider	Inquiry Details
4476	Audatex	Link to DEG inquiry result
384	CCC	Link to DEG inquiry result



Apply weld-thru primer

Of those that negotiate for this overall, 53% are paid "always" or "most of the time."

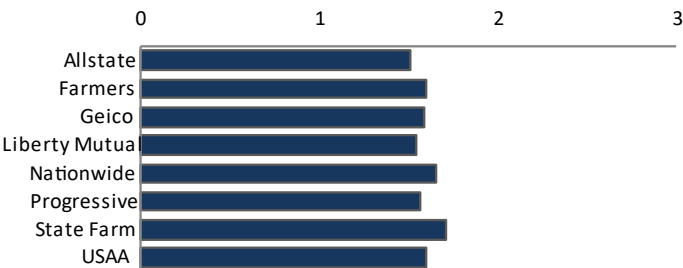


Operation: Labor only - not materials - to apply weld-thru primer.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	24.7%	24.1%	28.8%	22.5%	14.2%	373
Farmers	27.9%	24.2%	28.2%	19.8%	15.3%	352
Geico	26.8%	24.9%	29.0%	19.3%	13.9%	373
Liberty Mutual	25.7%	24.8%	27.1%	22.4%	14.4%	354
Nationwide	28.3%	27.6%	24.7%	19.4%	16.0%	337
Progressive	26.7%	24.3%	26.7%	22.2%	14.4%	389
State Farm	30.2%	27.2%	25.4%	17.1%	13.7%	387
USAA	27.0%	26.3%	26.3%	20.3%	14.4%	368

Apply weld-thru primer - 2024

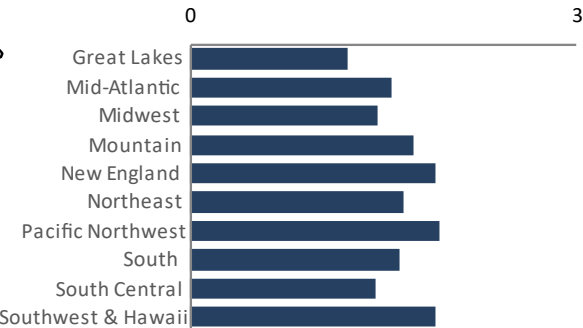
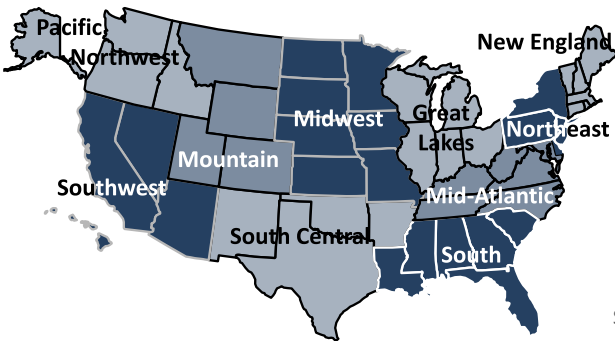


Apply weldthru primer- 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region

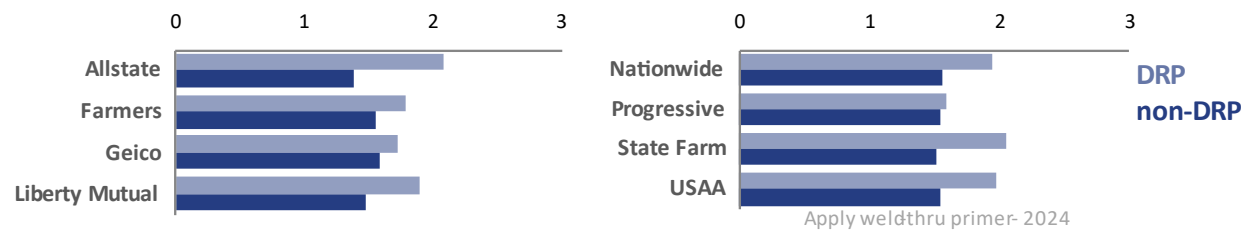


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	19.4%	22.4%	19.9%	38.4%	18.1%	535
Mid-Atlantic	29.6%	19.0%	30.6%	20.7%	14.3%	343
Midwest	17.9%	30.4%	30.4%	21.3%	21.3%	263
Mountain	31.5%	26.1%	25.7%	16.7%	16.2%	265
New England	38.5%	23.1%	28.2%	10.3%	12.0%	133
Northeast	25.3%	31.2%	27.8%	15.7%	11.2%	365
Pacific Northwest	32.5%	30.7%	34.2%	2.6%	19.7%	142
South	26.0%	29.2%	25.1%	19.7%	8.2%	343
South Central	22.2%	18.9%	39.5%	19.5%	13.1%	213
Southwest & Hawaii	39.5%	24.7%	23.0%	12.7%	12.1%	331

Apply weld-thru primer - 2024

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	46.7%	20.0%	28.3%	5.0%	10.4%	67
Farmers	32.7%	25.5%	29.1%	12.7%	12.7%	63
Geico	36.1%	16.7%	30.6%	16.7%	10.0%	40
Liberty Mutual	38.5%	25.6%	23.1%	12.8%	15.2%	46
Nationwide	43.9%	21.2%	19.7%	15.2%	12.0%	75
Progressive	33.3%	14.6%	31.3%	20.8%	17.2%	58
State Farm	47.1%	24.0%	16.5%	12.4%	16.0%	144
USAA	44.2%	20.9%	23.3%	11.6%	12.2%	49
Non-DRP						
Allstate	19.6%	25.0%	28.8%	26.5%	15.0%	306
Farmers	26.7%	23.9%	28.0%	21.4%	15.9%	289
Geico	25.6%	26.0%	28.8%	19.6%	14.4%	333
Liberty Mutual	23.9%	24.6%	27.7%	23.9%	14.3%	308
Nationwide	23.5%	29.5%	26.3%	20.7%	17.2%	262
Progressive	25.6%	26.0%	26.0%	22.5%	13.9%	331
State Farm	20.7%	29.1%	30.5%	19.7%	12.3%	243
USAA	24.3%	27.2%	26.8%	21.7%	14.7%	319

Apply weld-thru primer - 2024

Notes from Mike

I am truly amazed at how many shops are not asking for this not-included labor operation. It is also critical to understand that some automakers, such as Toyota, call for the use of a zinc weld-thru primer, not a copper weld-thru primer, so research the OEM repair procedures to ensure you are using the correct weld-thru primer.



DEG Tracking #	Provider	Inquiry Details
12048	Audatex	Link to DEG inquiry result
n/a	CCC	Refer to CCC Guide to Estimating
n/a	Mitchell	Refer to Mitchell Collision Estimating Guide

Remove tar, grease or petroleum-based products

Of those that negotiate for this overall, 30% are paid "always" or "most of the time."

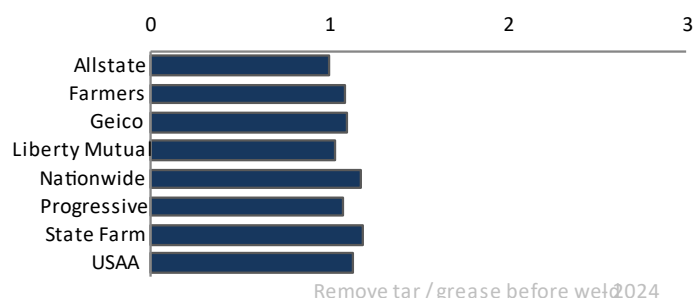


Operation: Additional labor to remove tar, grease or petroleum-based products that would interfere with the repair or replacement process of welded-on panels.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	12.2%	13.9%	35.5%	38.4%	45.4%	449
Farmers	13.9%	16.1%	34.8%	35.2%	45.8%	424
Geico	14.5%	15.3%	36.5%	33.7%	45.2%	454
Liberty Mutual	13.5%	14.0%	34.9%	37.6%	46.5%	428
Nationwide	15.8%	17.2%	34.8%	32.1%	46.7%	415
Progressive	13.2%	17.8%	32.9%	36.0%	44.9%	468
State Farm	17.7%	16.6%	32.8%	32.8%	44.1%	474
USAA	13.3%	18.5%	35.9%	32.3%	44.1%	444

Remove tar / grease before weld - 2024

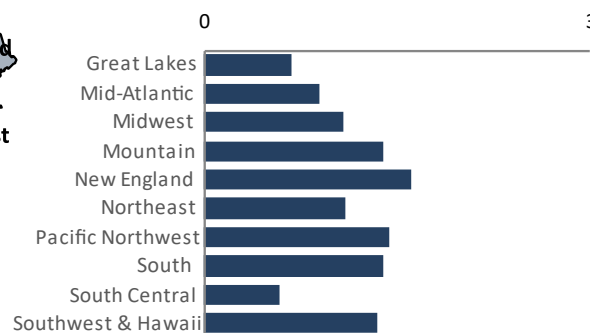
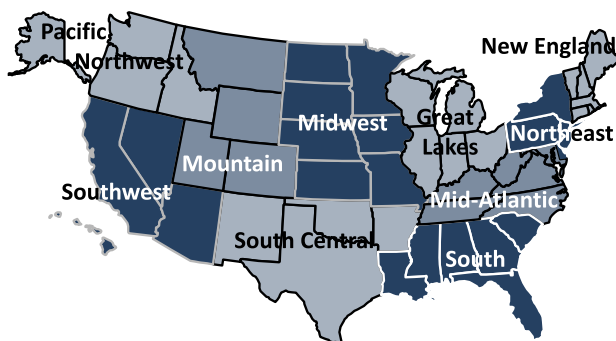


Remove tar / grease before weld 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



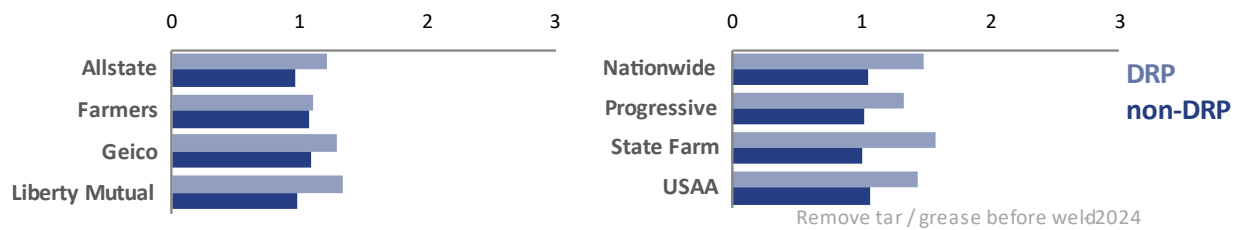
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	2.9%	15.3%	28.5%	53.2%	47.8%	651
Mid-Atlantic	13.4%	6.7%	36.8%	43.1%	39.6%	396
Midwest	17.1%	11.0%	34.9%	37.0%	56.8%	338
Mountain	25.8%	10.6%	41.7%	22.0%	54.6%	291
New England	22.9%	26.5%	39.8%	10.8%	44.7%	150
Northeast	10.0%	20.2%	39.6%	30.2%	20.0%	426
Pacific Northwest	18.9%	16.9%	53.4%	10.8%	30.2%	212
South	22.0%	24.2%	24.2%	29.7%	42.9%	413
South Central	5.1%	9.2%	25.5%	60.2%	61.1%	252
Southwest & Hawaii	21.4%	19.2%	30.8%	28.6%	57.4%	427

Remove tar / grease before weld - 2024

Remove tar, grease or petroleum-based products

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	15.2%	15.2%	45.5%	24.2%	54.2%	72
Farmers	13.8%	10.3%	48.3%	27.6%	57.4%	68
Geico	16.1%	22.6%	35.5%	25.8%	35.4%	48
Liberty Mutual	18.5%	18.5%	40.7%	22.2%	44.9%	49
Nationwide	25.5%	17.6%	37.3%	19.6%	37.8%	82
Progressive	16.7%	23.3%	36.7%	23.3%	51.6%	62
State Farm	22.5%	27.5%	35.0%	15.0%	50.6%	162
USAA	18.8%	18.8%	50.0%	12.5%	39.6%	53
Non-DRP						
Allstate	11.9%	13.9%	33.2%	41.1%	42.6%	352
Farmers	14.1%	16.7%	31.8%	37.5%	42.0%	331
Geico	14.8%	13.9%	36.4%	34.9%	45.1%	381
Liberty Mutual	13.0%	13.0%	33.3%	40.6%	45.8%	354
Nationwide	13.0%	16.7%	33.3%	37.0%	47.7%	310
Progressive	12.4%	17.0%	32.1%	38.5%	42.6%	380
State Farm	15.5%	11.5%	31.0%	42.0%	38.9%	285
USAA	12.6%	18.0%	33.0%	36.4%	43.6%	365

Remove tar / grease before weld - 2024

Like repairing weld burn damage or repairing adjacent/mating panel damage, this is one of the items I most commonly see left off estimates. Keep in mind that there are a number of reasons why these things need to be removed: for access to remove welds, removal to avoid having them catch fire during welding, etc. Most automakers state very clearly in the repair procedures that this is a required step.

Aside from the labor involved in this procedure, it is important to also remember that the materials required – sanding belts, etc. – are also not included (see the "Who Pays" report on Scanning and Calibration that asks about these items).

Notes from Mike



DEG Tracking #	Provider	Inquiry Details
12043	Audatex	Link to DEG inquiry result
575	CCC	Link to DEG inquiry result
2208	Mitchell	Link to DEG inquiry result

Install sound-deadening material

Of those that negotiate for this overall, 73% are paid "always" or "most of the time."

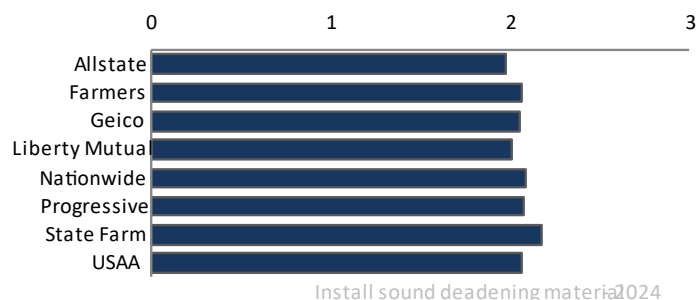


Operation: Labor to install sound-deadening material; this may require the fabrication of a template or application of liquid applied sound deadening (LASD).

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	37.3%	31.5%	22.0%	9.3%	9.3%	452
Farmers	38.9%	33.7%	22.3%	5.2%	8.7%	423
Geico	38.7%	34.6%	20.0%	6.7%	8.9%	460
Liberty Mutual	38.1%	32.0%	22.8%	7.2%	8.6%	428
Nationwide	41.4%	32.2%	20.7%	5.7%	10.7%	411
Progressive	39.3%	35.6%	17.4%	7.7%	8.5%	470
State Farm	43.8%	34.2%	16.9%	5.0%	7.8%	475
USAA	39.9%	33.5%	19.6%	7.1%	8.7%	448

Install sound deadening material - 2024

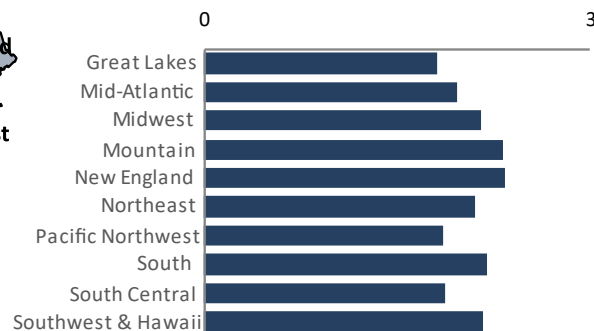
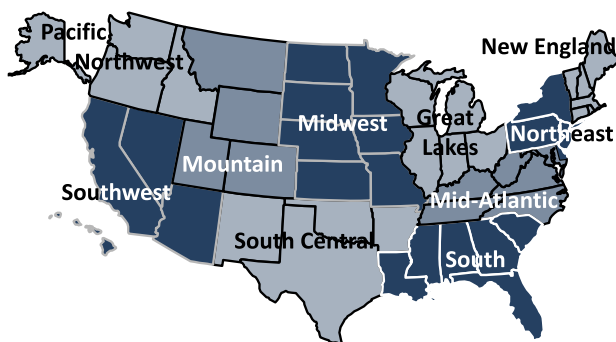


Install sound deadening material - 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



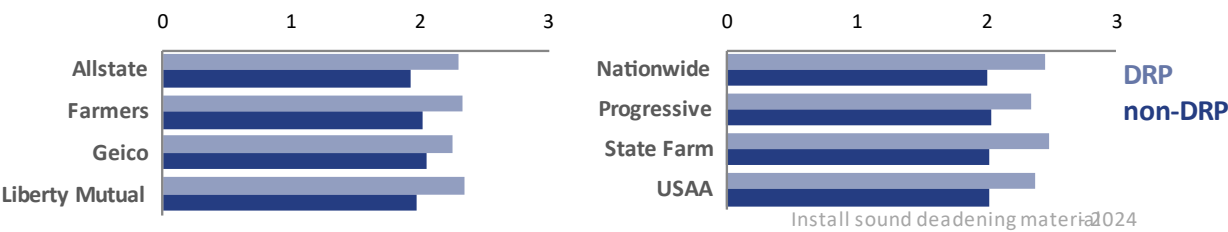
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	27.8%	33.6%	29.9%	8.7%	12.9%	649
Mid-Atlantic	41.2%	24.4%	25.2%	9.2%	8.9%	392
Midwest	42.0%	37.0%	16.1%	4.9%	9.8%	338
Mountain	47.1%	42.3%	6.3%	4.4%	6.5%	291
New England	54.5%	32.1%	6.0%	7.5%	14.1%	156
Northeast	39.2%	39.0%	15.5%	6.3%	3.5%	428
Pacific Northwest	31.9%	25.5%	39.4%	3.2%	8.3%	205
South	46.3%	33.0%	14.9%	5.8%	8.6%	418
South Central	27.0%	38.2%	29.6%	5.2%	9.3%	257
Southwest & Hawaii	48.6%	28.7%	14.2%	8.5%	7.4%	433

Install sound deadening material - 2024

Install sound-deadening material

Responses by DRP Status


This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	47.8%	35.8%	14.9%	1.5%	6.9%	72
Farmers	45.3%	42.2%	12.5%	0.0%	4.5%	67
Geico	47.7%	31.8%	18.2%	2.3%	8.3%	48
Liberty Mutual	49.0%	36.7%	14.3%	0.0%	2.0%	50
Nationwide	55.1%	35.9%	9.0%	0.0%	4.9%	82
Progressive	51.8%	32.1%	14.3%	1.8%	8.2%	61
State Farm	57.3%	34.7%	6.7%	1.3%	5.7%	159
USAA	55.8%	28.8%	13.5%	1.9%	1.9%	53
Non-DRP						
Allstate	35.6%	31.9%	21.6%	10.9%	9.6%	354
Farmers	37.9%	32.9%	22.9%	6.3%	9.3%	332
Geico	38.5%	35.9%	18.2%	7.4%	8.8%	385
Liberty Mutual	37.0%	31.7%	22.9%	8.5%	9.6%	353
Nationwide	37.9%	32.0%	23.0%	7.1%	11.8%	305
Progressive	38.2%	36.2%	16.8%	8.8%	8.4%	383
State Farm	37.6%	35.4%	19.8%	7.2%	9.0%	289
USAA	37.7%	34.4%	19.8%	8.1%	9.5%	369

More and more vehicle manufacturers are moving to liquid applied sound deadening (LASD), and the labor required to duplicate the OEM appearance of this can be very time consuming. Even traditional sound-deadening can require the technician trace the old sound deadening pad, make a template, use a heat gun to apply, etc. Sound-deadening is increasingly being used in more areas – door shells, quarter panels, trunk floors, roofs – as the OEMs move to create a quieter vehicle cabin.

Notes from Mike





DEG Tracking #	Provider	Inquiry Details
4724	Audatex	Link to DEG inquiry result
526	CCC	Link to DEG inquiry result
1146	Mitchell	Link to DEG inquiry result



Rust-proofing

Of those that negotiate for this overall, 74% are paid "always" or "most of the time."

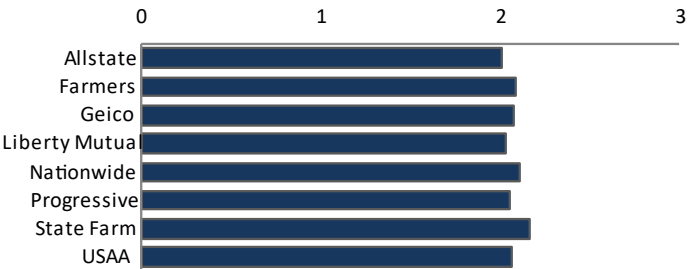


Operation: Labor to apply cavity wax or body wax to seal the inside of enclosed areas (such as roof rails, rocker panels, other enclosed areas) that have been repaired or replaced.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	39.1%	31.8%	20.0%	9.2%	6.6%	455
Farmers	39.3%	35.3%	20.3%	5.3%	6.5%	428
Geico	39.6%	35.2%	18.5%	6.7%	6.7%	463
Liberty Mutual	40.6%	30.9%	19.8%	8.7%	6.3%	431
Nationwide	43.2%	31.7%	18.4%	6.7%	7.9%	407
Progressive	41.2%	31.4%	18.8%	8.6%	6.6%	473
State Farm	45.9%	30.7%	17.4%	6.0%	6.1%	478
USAA	40.2%	32.4%	20.3%	7.1%	6.6%	453

Apply cavity or body wax - 2024

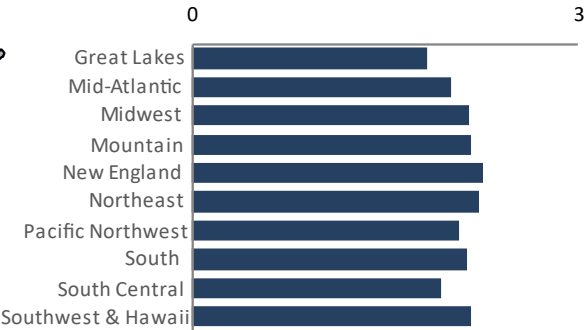
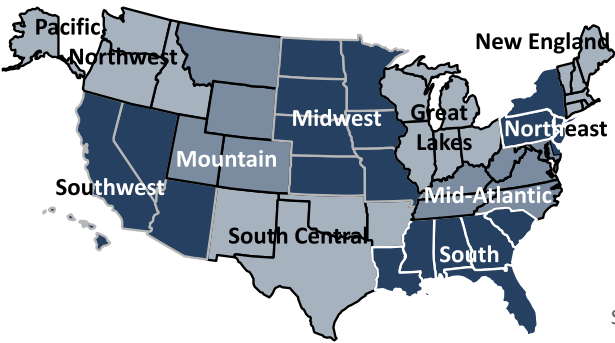


Apply cavity or body wax 2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region

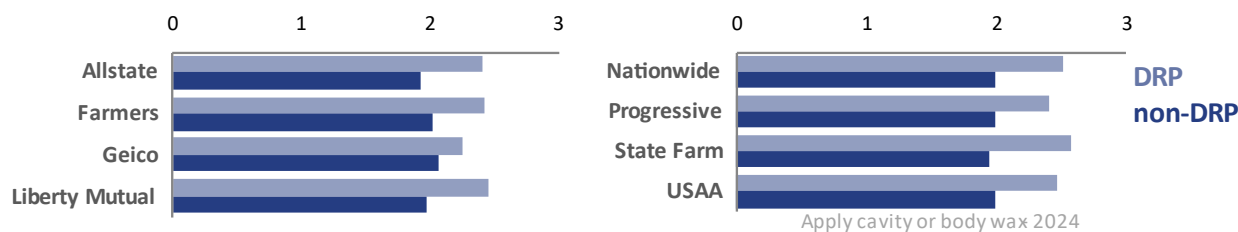


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	31.2%	33.8%	21.1%	13.9%	7.8%	654
Mid-Atlantic	40.1%	30.2%	21.6%	8.1%	2.5%	394
Midwest	44.3%	32.6%	17.8%	5.2%	6.9%	349
Mountain	48.9%	21.2%	27.7%	2.2%	5.8%	291
New England	52.1%	25.4%	19.0%	3.5%	9.0%	156
Northeast	47.7%	34.1%	11.9%	6.3%	3.7%	429
Pacific Northwest	41.4%	30.3%	23.2%	5.1%	5.7%	210
South	39.2%	38.9%	17.5%	4.4%	7.2%	418
South Central	26.8%	45.9%	20.3%	6.9%	9.4%	255
Southwest & Hawaii	48.7%	27.6%	15.6%	8.2%	9.3%	432

Apply cavity or body wax - 2024

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	56.3%	29.6%	12.7%	1.4%	2.7%	73
Farmers	53.8%	33.8%	12.3%	0.0%	3.0%	67
Geico	44.7%	38.3%	14.9%	2.1%	2.1%	48
Liberty Mutual	60.4%	25.0%	14.6%	0.0%	4.0%	50
Nationwide	62.0%	27.8%	10.1%	0.0%	3.7%	82
Progressive	58.6%	29.3%	6.9%	5.2%	6.5%	62
State Farm	65.6%	27.3%	5.8%	1.3%	4.9%	162
USAA	62.7%	25.5%	7.8%	3.9%	5.6%	54
Non-DRP						
Allstate	36.0%	32.0%	21.5%	10.6%	7.0%	356
Farmers	37.2%	34.3%	22.1%	6.4%	6.9%	335
Geico	40.2%	33.8%	18.8%	7.2%	7.0%	388
Liberty Mutual	38.1%	31.2%	20.4%	10.2%	6.2%	355
Nationwide	38.4%	32.2%	20.7%	8.7%	8.6%	302
Progressive	39.4%	30.6%	20.8%	9.2%	6.3%	384
State Farm	36.2%	31.4%	23.6%	8.9%	6.2%	289
USAA	37.4%	32.8%	22.1%	7.8%	6.5%	372

Apply cavity or body wax - 2024

Notes from Mike

I see too many shops itemize just one line for 'corrosion protection' on their estimates with a lump sum for labor and materials. This is very concerning. Each individual corrosion protection operation should be itemized on the estimate (with the requisite labor and materials cost) with the OEM documentation to support each line item.



DEG Tracking #	Provider	Inquiry Details
11859	Audatex	Link to DEG inquiry result
11628	CCC	Link to DEG inquiry result
3621	Mitchell	Link to DEG inquiry result

Protect vehicle interior/components during repair

Of those that negotiate for this, 50% are paid "always" or "most of the time."

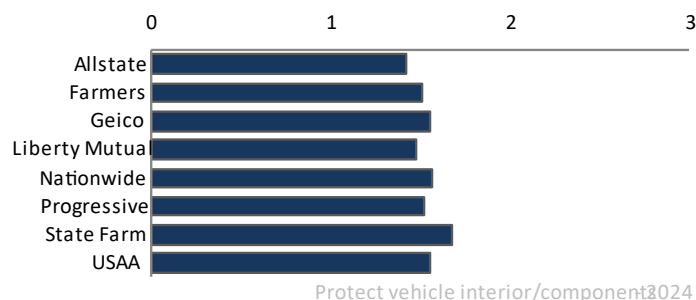


Operation: Labor to use masking, welding blankets, bubble-wrap, seat or steering wheel covers, etc., to prevent sparks, dust, etc. from entering / damaging the interior or other parts of the vehicle.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	17.9%	26.6%	34.8%	20.6%	17.6%	488
Farmers	19.4%	29.8%	33.1%	17.7%	19.0%	459
Geico	20.2%	30.5%	33.3%	16.0%	17.1%	490
Liberty Mutual	18.0%	30.5%	32.6%	18.8%	18.9%	465
Nationwide	20.8%	30.9%	32.0%	16.3%	20.4%	447
Progressive	20.7%	28.2%	33.4%	17.6%	15.8%	505
State Farm	25.5%	30.1%	30.1%	14.3%	14.9%	511
USAA	21.2%	29.0%	33.5%	16.4%	17.5%	481

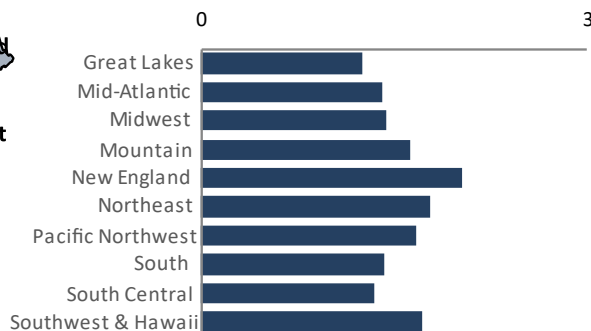
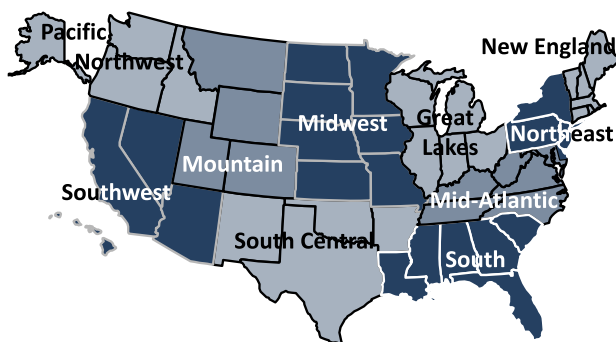
Protect vehicle interior/components - 2024



ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Responses by Region



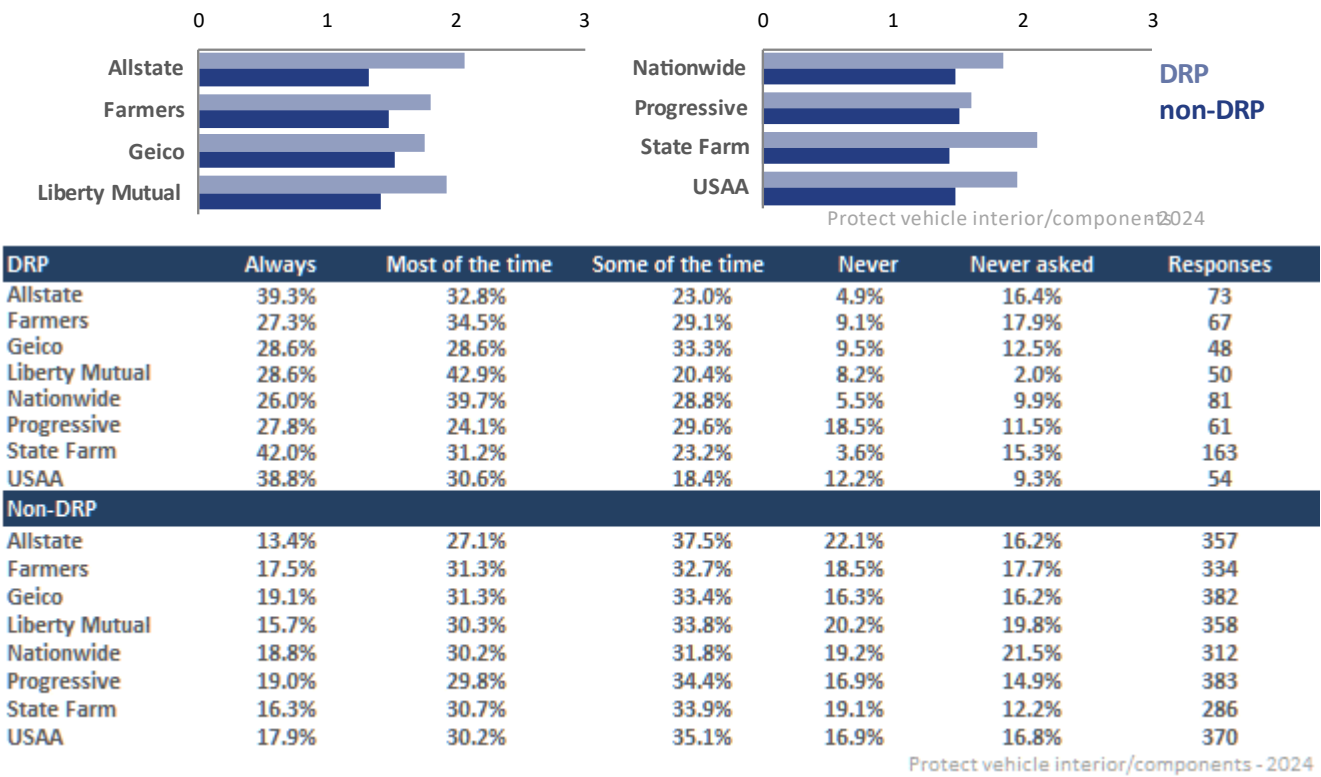
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	13.7%	25.5%	34.1%	26.7%	26.3%	712
Mid-Atlantic	15.8%	34.8%	23.7%	25.6%	27.0%	433
Midwest	20.6%	21.2%	39.5%	18.6%	16.6%	373
Mountain	19.2%	38.9%	27.2%	14.7%	11.1%	298
New England	36.1%	35.3%	24.4%	4.2%	21.2%	151
Northeast	29.3%	28.8%	33.1%	8.8%	5.2%	465
Pacific Northwest	28.1%	24.1%	35.0%	12.8%	7.7%	220
South	15.8%	29.2%	37.2%	17.8%	14.6%	453
South Central	14.7%	26.8%	37.7%	20.8%	16.9%	278
Southwest & Hawaii	24.2%	34.1%	30.9%	10.8%	19.7%	463

Protect vehicle interior/components - 2024

Protect vehicle interior/components during repair

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



Notes from Mike

As we see the complexity of vehicles increase, many automakers will have specific storage requirements for items such as batteries and SRS components. Also, with the cost of interior trim panels, headlights, etc., more care is required to store these components after removal.

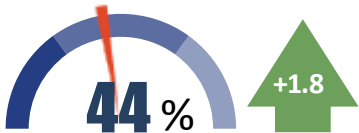


DEG Tracking #	Provider	Inquiry Details
10435	CCC	Link to DEG inquiry result
7851	CCC	Link to DEG inquiry result
30728	Mitchell	Link to DEG inquiry result
19031	Mitchell	Link to DEG inquiry result

Inspect/measure steering column

Of those that negotiate for this overall, 44% are paid "always" or "most of the time."

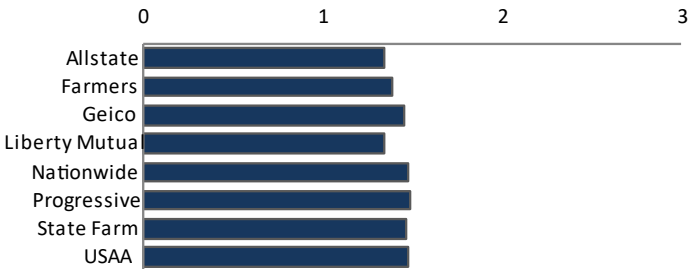
Operation: Inspect/measure steering column following a collision when required as part of OEM repair procedures.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	22.2%	19.0%	29.0%	29.7%	35.3%	431
Farmers	23.0%	18.0%	34.1%	24.9%	35.4%	404
Geico	25.4%	20.4%	28.2%	26.1%	34.9%	436
Liberty Mutual	22.1%	17.6%	32.4%	27.9%	36.1%	410
Nationwide	25.7%	18.8%	32.2%	23.3%	37.3%	391
Progressive	26.3%	20.1%	30.0%	23.5%	34.7%	449
State Farm	27.2%	17.8%	28.5%	26.5%	33.9%	451
USAA	26.6%	19.1%	28.8%	25.5%	35.0%	428

Measure steering column - 2024

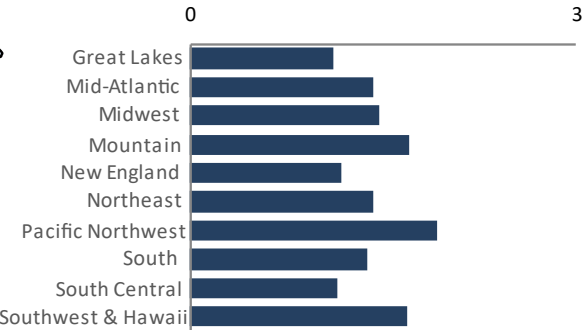
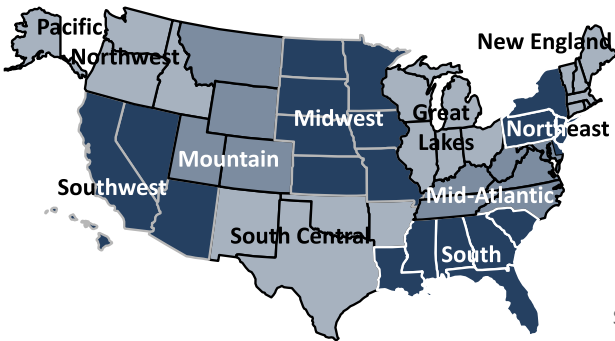


Measure steering column2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



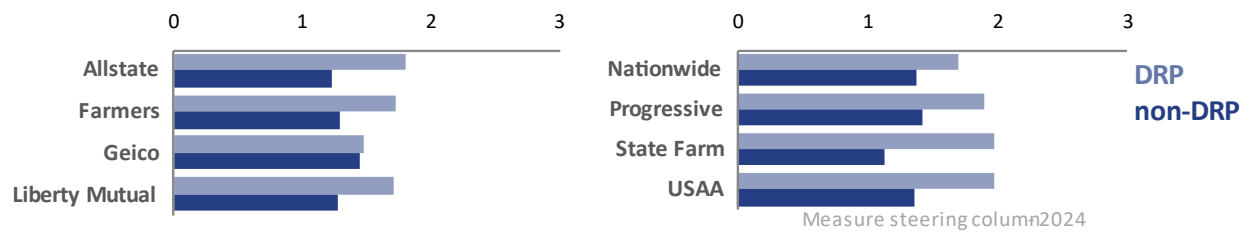
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	16.4%	15.3%	31.5%	36.8%	42.0%	619
Mid-Atlantic	25.7%	21.7%	22.1%	30.5%	37.9%	401
Midwest	28.4%	17.9%	26.3%	27.4%	41.0%	322
Mountain	36.6%	15.5%	29.9%	18.0%	33.3%	291
New England	14.1%	7.7%	60.3%	17.9%	43.9%	139
Northeast	19.3%	27.9%	28.2%	24.6%	26.9%	383
Pacific Northwest	45.1%	16.0%	24.3%	14.6%	23.8%	189
South	26.0%	14.7%	29.7%	29.7%	29.6%	388
South Central	7.8%	27.8%	36.1%	28.3%	28.0%	250
Southwest & Hawaii	33.2%	17.8%	33.2%	15.8%	39.5%	418

Measure steering column - 2024

Inspect/measure steering column

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	41.3%	10.9%	34.8%	13.0%	35.2%	71
Farmers	36.7%	12.2%	38.8%	12.2%	25.8%	66
Geico	21.9%	25.0%	31.3%	21.9%	30.4%	46
Liberty Mutual	38.7%	12.9%	29.0%	19.4%	36.7%	49
Nationwide	35.0%	20.0%	25.0%	20.0%	25.0%	80
Progressive	38.5%	25.6%	23.1%	12.8%	35.0%	60
State Farm	46.2%	19.8%	19.8%	14.2%	33.3%	159
USAA	47.6%	16.7%	21.4%	14.3%	17.6%	51
Non-DRP						
Allstate	17.9%	20.6%	27.8%	33.6%	35.2%	344
Farmers	18.7%	20.2%	32.5%	28.6%	37.2%	323
Geico	25.6%	20.2%	27.3%	26.9%	35.3%	374
Liberty Mutual	19.5%	18.1%	33.0%	29.4%	36.1%	346
Nationwide	22.3%	18.3%	34.9%	24.6%	40.9%	296
Progressive	24.2%	19.7%	30.7%	25.4%	34.6%	373
State Farm	16.0%	15.5%	34.3%	34.3%	34.4%	276
USAA	22.1%	20.4%	29.6%	27.9%	37.4%	361

Measure steering column - 2024



DEG Tracking #	Provider	Inquiry Details
15922	Audatex	Link to DEG inquiry result
12928	CCC	Link to DEG inquiry result
15921	Mitchell	Link to DEG inquiry result

Many automakers have very specific "safety inspections" required after a vehicle has been in a collision. These inspections (including for many GM, Nissan, Subaru and other vehicles) may require the removal and measurement of the steering column.

I-CAR has great resource about this on their website as well as [a link for shops](#) to submit questions about this operation or to submit inquiries to obtain support or assistance with third-party payers.

Notes from Mike



If your shop finds items of concern when you perform an OEM safety inspection of items such as seatbelts, airbags, airbag sensors, steering columns, dash carriers, etc., please email tracy@collisionadvice.com. We are compiling data to build documentation on why these inspections must be done.

Transfer studs, brackets, braces

Of those that negotiate for this overall, 64% are paid "always" or "most of the time."

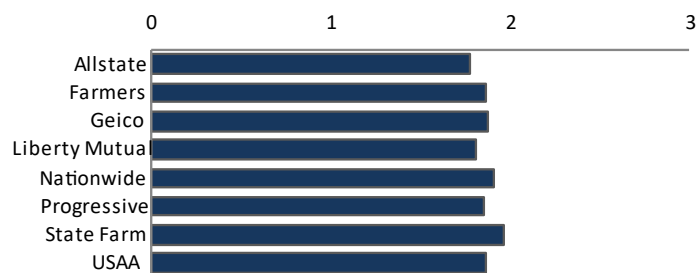


Operation: Transfer of welded, riveted or bonded brackets, braces or reinforcements from the damaged part to the replacement part.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	29.0%	31.6%	27.2%	12.2%	20.7%	435
Farmers	30.9%	32.1%	29.3%	7.7%	20.8%	409
Geico	30.5%	35.0%	26.5%	8.0%	20.2%	440
Liberty Mutual	30.4%	30.1%	29.5%	10.0%	20.5%	414
Nationwide	34.9%	29.6%	26.7%	8.8%	22.1%	394
Progressive	31.7%	32.5%	24.9%	10.9%	19.4%	454
State Farm	36.8%	31.6%	22.7%	8.9%	19.2%	458
USAA	31.8%	32.1%	26.9%	9.2%	19.9%	432

Transfer studs, brackets, braces - 2024

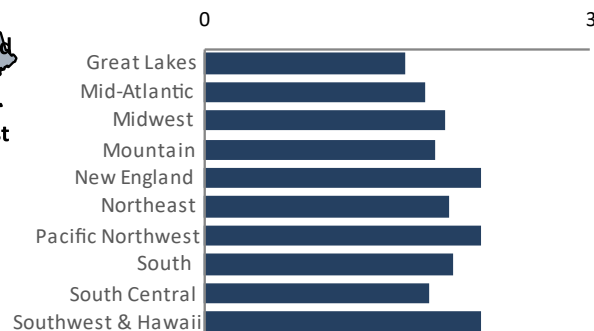
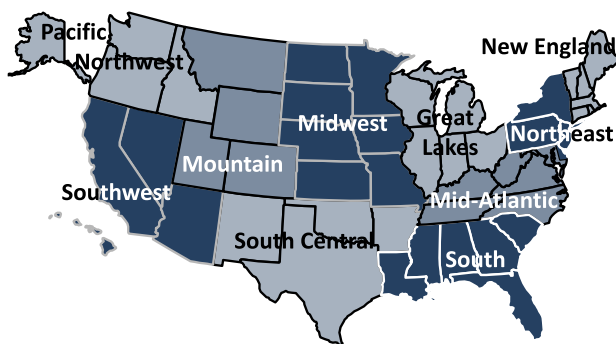


Transfer studs, brackets, brace2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



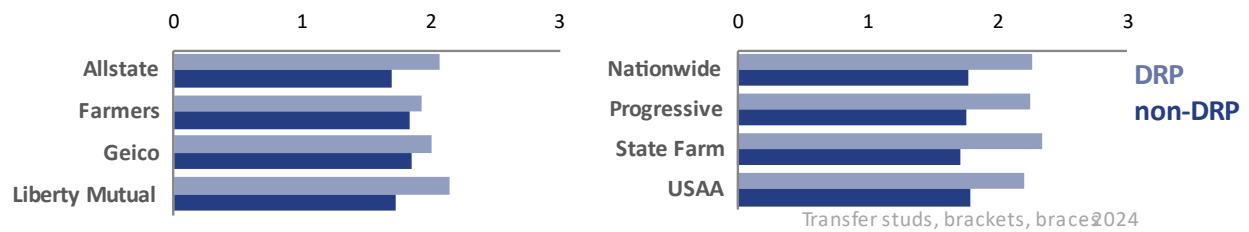
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	19.7%	34.5%	29.0%	16.8%	27.6%	633
Mid-Atlantic	25.5%	31.7%	31.7%	11.0%	24.9%	386
Midwest	30.4%	34.4%	28.1%	7.1%	24.0%	333
Mountain	31.1%	30.2%	26.7%	12.0%	20.2%	282
New England	37.3%	43.1%	17.6%	2.0%	25.0%	136
Northeast	31.4%	34.5%	26.2%	7.8%	5.9%	409
Pacific Northwest	52.7%	15.6%	26.3%	5.4%	12.6%	191
South	32.8%	33.4%	27.3%	6.4%	9.5%	380
South Central	32.8%	26.6%	23.4%	17.2%	26.2%	260
Southwest & Hawaii	44.1%	30.7%	22.0%	3.1%	24.4%	426

Transfer studs, brackets, braces - 2024

Transfer studs, brackets, braces

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	38.3%	33.3%	25.0%	3.3%	16.7%	72
Farmers	29.1%	40.0%	25.5%	5.5%	17.9%	67
Geico	35.0%	32.5%	30.0%	2.5%	16.7%	48
Liberty Mutual	45.7%	26.1%	26.1%	2.2%	8.0%	50
Nationwide	50.0%	28.4%	20.3%	1.4%	9.8%	82
Progressive	46.0%	36.0%	16.0%	2.0%	18.0%	61
State Farm	49.2%	37.1%	12.1%	1.5%	17.5%	160
USAA	46.8%	27.7%	25.5%	0.0%	13.0%	54
Non-DRP						
Allstate	26.4%	31.1%	27.8%	14.7%	21.1%	346
Farmers	30.7%	30.0%	30.7%	8.6%	21.2%	326
Geico	29.4%	35.1%	26.4%	9.0%	20.3%	375
Liberty Mutual	27.3%	30.3%	30.6%	11.8%	22.1%	348
Nationwide	29.7%	29.7%	29.3%	11.3%	25.0%	296
Progressive	28.9%	31.6%	26.6%	12.8%	19.1%	376
State Farm	29.0%	27.7%	29.5%	13.8%	19.7%	279
USAA	29.0%	32.2%	27.6%	11.2%	20.6%	360

Transfer studs, brackets, braces - 2024

It is not uncommon for an apron, a floor pan or other structural components to come without specific brackets and braces. In some instances, these parts can be purchased new and installed. When that is necessary, the labor for these parts generally will not have a labor time in the estimating systems. In some cases, the technician may choose to remove that bracket or brace and transfer it; that also is a not-included operation.

Notes from Mike



DEG Tracking #	Provider	Inquiry Details
15163	Audatex	Link to DEG inquiry result
17538	CCC	Link to DEG inquiry result
17612	CCC	Link to DEG inquiry result
17741	CCC	Link to DEG inquiry result
18047	Mitchell	Link to DEG inquiry result

Apply seam-sealer on bolted-on panels (CCC users only)

Of those that negotiate for this overall, 71% are paid "always" or "most of the time."

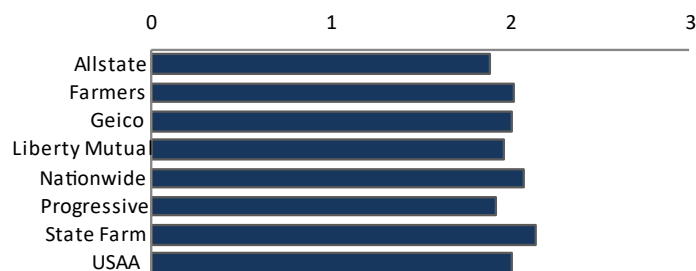


Operation: Labor to apply seam-sealer on new bolted-on parts that are not shipped with it from the factory. (CCC says this is NOT included.)

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	34.0%	32.3%	22.7%	11.0%	8.1%	384
Farmers	38.9%	31.6%	21.8%	7.7%	7.6%	367
Geico	37.4%	34.3%	19.7%	8.6%	7.4%	390
Liberty Mutual	38.1%	30.7%	20.4%	10.9%	7.4%	366
Nationwide	42.4%	30.7%	18.6%	8.4%	9.3%	356
Progressive	36.5%	31.4%	19.6%	12.6%	7.2%	402
State Farm	44.9%	31.1%	16.5%	7.4%	6.9%	404
USAA	39.0%	32.3%	19.7%	9.0%	7.0%	383

Seam-sealer on bolted parts - 2024

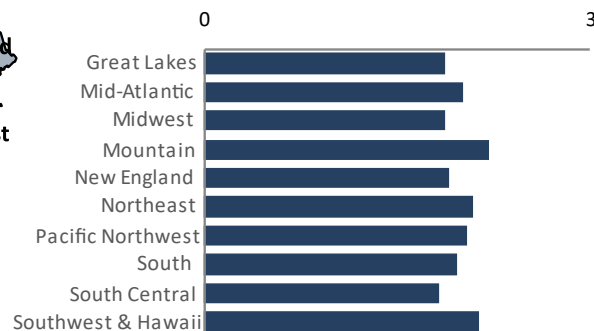
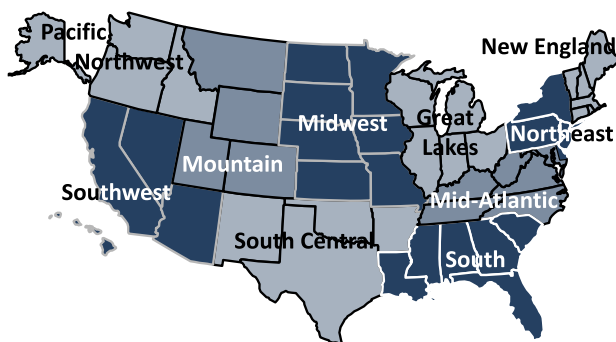


Seam-sealer on bolted parts2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



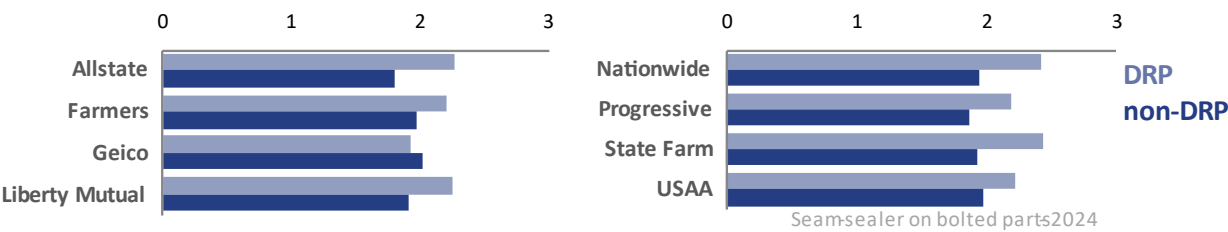
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	28.6%	40.8%	19.7%	10.8%	14.3%	538
Mid-Atlantic	41.0%	32.4%	14.1%	12.5%	6.6%	350
Midwest	29.3%	39.2%	21.9%	9.5%	3.7%	294
Mountain	46.7%	33.9%	14.4%	5.1%	6.5%	275
New England	40.0%	20.0%	30.0%	10.0%	9.1%	132
Northeast	44.0%	32.3%	12.8%	10.9%	2.1%	383
Pacific Northwest	48.0%	14.0%	32.0%	6.0%	9.6%	166
South	41.2%	26.1%	20.9%	11.8%	2.9%	340
South Central	35.1%	24.5%	28.7%	11.7%	8.3%	205
Southwest & Hawaii	42.9%	32.5%	20.7%	4.0%	10.8%	369

Seam-sealer on bolted parts - 2024

Apply seam-sealer on bolted-on panels

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	51.4%	30.0%	12.9%	5.7%	2.8%	72
Farmers	48.4%	29.7%	15.6%	6.3%	3.0%	66
Geico	37.0%	34.8%	13.0%	15.2%	2.1%	47
Liberty Mutual	50.0%	31.3%	12.5%	6.3%	2.0%	49
Nationwide	61.3%	23.8%	11.3%	3.8%	1.2%	81
Progressive	50.0%	29.3%	10.3%	10.3%	4.9%	61
State Farm	61.6%	25.2%	8.6%	4.6%	5.0%	159
USAA	53.8%	25.0%	11.5%	9.6%	1.9%	53
Non-DRP						
Allstate	29.7%	32.9%	25.1%	12.4%	9.3%	312
Farmers	36.7%	32.0%	23.3%	8.0%	8.6%	301
Geico	37.5%	34.3%	20.6%	7.6%	8.2%	343
Liberty Mutual	36.1%	30.6%	21.6%	11.7%	8.2%	317
Nationwide	36.2%	32.9%	21.0%	9.9%	11.6%	275
Progressive	34.0%	31.7%	21.3%	13.0%	7.6%	341
State Farm	33.8%	35.1%	21.8%	9.3%	8.2%	245
USAA	36.5%	33.6%	21.1%	8.9%	7.9%	330

Seam-sealer on bolted parts - 2024

Remember that some automaker parts (such as all Toyota and Lexus hoods, shells and decklids) do not come seam-sealed, so CCC users may need to add an estimate line-item to account for this labor.

[Click here](#) for a list of considerations related to seam sealing on both bolted-on and welded-on parts, including which of the items are included or not included depending on the estimating system being used.

Notes from Mike



DEG Tracking #	Provider	Inquiry Details
11450	CCC	Link to DEG inquiry result

Test for water leaks post-repair

Of those that negotiate for this overall, 25% are paid "always" or "most of the time."

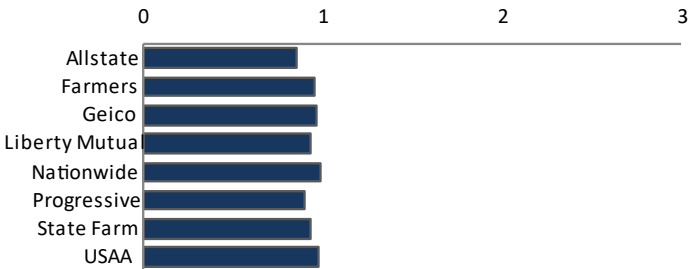
Operation: Labor to spray a vehicle with water to verify there is no water intrusion following replacement of parts or panels, particularly those requiring the use of seam-sealer.



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	9.1%	12.3%	33.2%	45.5%	57.6%	441
Farmers	11.3%	13.6%	34.5%	40.7%	57.7%	418
Geico	11.6%	14.2%	32.6%	41.6%	57.4%	446
Liberty Mutual	11.9%	11.3%	35.0%	41.8%	58.2%	423
Nationwide	13.0%	13.0%	34.6%	39.5%	60.1%	406
Progressive	10.7%	12.8%	32.1%	44.4%	57.2%	458
State Farm	12.1%	14.1%	28.8%	44.9%	57.0%	460
USAA	11.2%	15.5%	33.2%	40.1%	57.3%	438

Test vehicle for water leaks - 2024

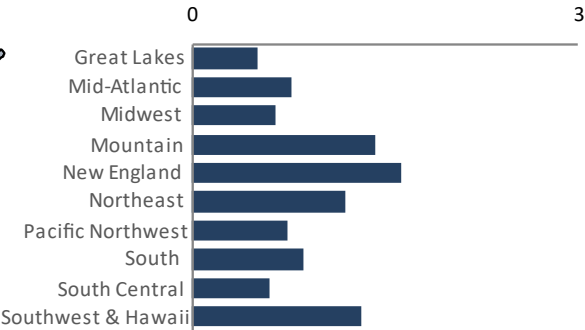
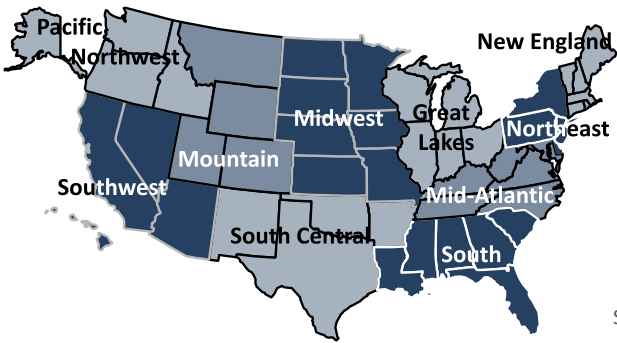


Test vehicle for water leaks2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



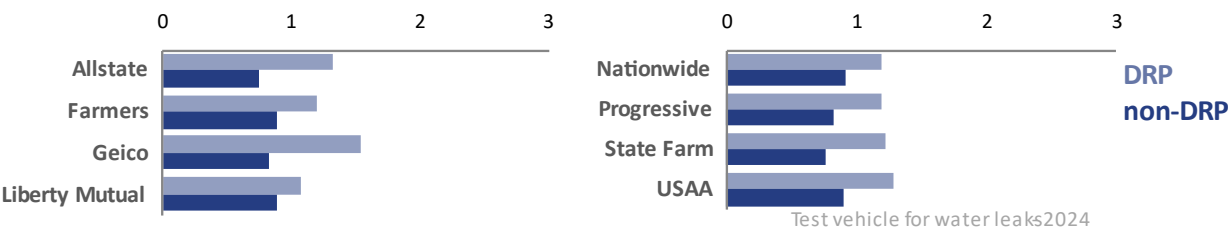
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	2.9%	9.6%	23.5%	64.0%	56.7%	628
Mid-Atlantic	13.8%	1.7%	32.2%	52.3%	58.1%	415
Midwest	0.9%	7.7%	47.0%	44.4%	65.2%	336
Mountain	17.2%	33.6%	23.3%	25.9%	59.0%	283
New England	26.7%	24.4%	32.6%	16.3%	38.6%	140
Northeast	12.3%	25.1%	31.5%	31.1%	48.0%	421
Pacific Northwest	3.4%	6.9%	49.4%	40.2%	54.2%	190
South	15.9%	7.1%	24.1%	52.9%	56.5%	391
South Central	2.9%	2.9%	45.7%	48.6%	73.1%	260
Southwest & Hawaii	19.6%	14.7%	42.9%	22.7%	61.7%	426

Test vehicle for water leaks - 2024

Test for water leaks

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	25.0%	14.3%	28.6%	32.1%	60.6%	71
Farmers	19.2%	11.5%	38.5%	30.8%	60.6%	66
Geico	25.0%	25.0%	29.2%	20.8%	48.9%	47
Liberty Mutual	25.0%	0.0%	33.3%	41.7%	51.0%	49
Nationwide	25.0%	11.1%	22.2%	41.7%	55.6%	81
Progressive	20.0%	16.0%	28.0%	36.0%	58.3%	60
State Farm	17.5%	21.1%	28.1%	33.3%	64.4%	160
USAA	20.8%	16.7%	33.3%	29.2%	53.8%	52
Non-DRP						
Allstate	5.3%	11.9%	33.8%	49.0%	57.2%	353
Farmers	9.1%	14.0%	33.6%	43.4%	57.4%	336
Geico	8.9%	11.5%	33.8%	45.9%	58.8%	381
Liberty Mutual	9.0%	13.1%	35.2%	42.8%	59.5%	358
Nationwide	9.2%	13.4%	37.8%	39.5%	61.5%	309
Progressive	8.6%	11.7%	32.7%	46.9%	57.4%	380
State Farm	9.2%	9.9%	29.8%	51.1%	53.4%	281
USAA	9.0%	14.8%	33.5%	42.6%	58.0%	369

Notes from Mike

This is a not-included operation, and the amount of time required will vary. It can be necessary after a variety of repairs, including replacement of a quarter panel, rear body panel, apron, door post, roof, sunroof or even taillight. It's particularly necessary on areas that require seam-sealer, such as near the door or floorboard area after replacing a door post or apron.



DEG Tracking #	Provider	Inquiry Details
13912	Audatex	Link to DEG inquiry result
18208	CCC	Link to DEG inquiry result
18352	Mitchell	Link to DEG inquiry result

Clean vehicle for delivery

Of those that negotiate for this overall, 12% are paid "always" or "most of the time."

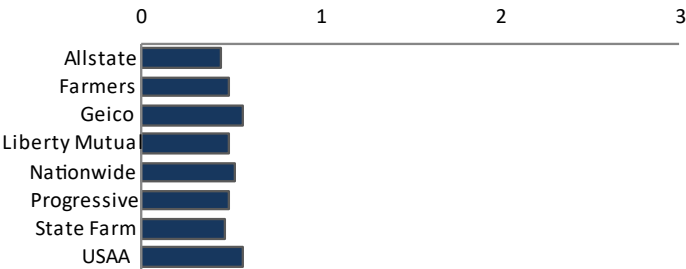


Operation: Wash vehicle (removing any residue left from sanding, buffing, denibbing or polishing) and clean interior following repairs before returning it to the customer.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	4.4%	5.9%	19.0%	70.7%	28.7%	450
Farmers	6.6%	4.0%	20.8%	68.6%	28.5%	424
Geico	6.7%	7.6%	20.2%	65.4%	28.0%	454
Liberty Mutual	4.8%	6.1%	21.9%	67.2%	27.5%	429
Nationwide	5.8%	7.5%	19.5%	67.2%	28.7%	411
Progressive	5.3%	6.5%	20.1%	68.0%	27.5%	466
State Farm	5.0%	5.9%	19.1%	70.1%	27.3%	469
USAA	5.9%	8.1%	21.6%	64.4%	27.8%	443

Clean vehicle for delivery - 2024

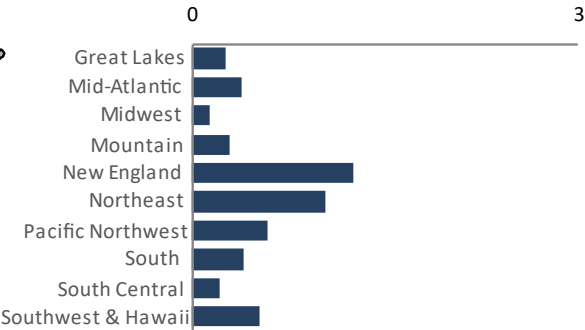
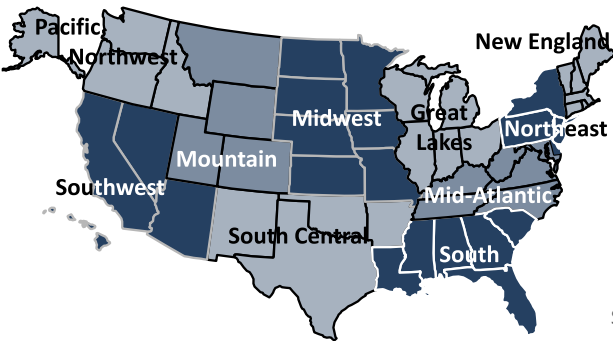


Clean vehicle for delivery2024

ABOVE: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

LEFT: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Response by Region



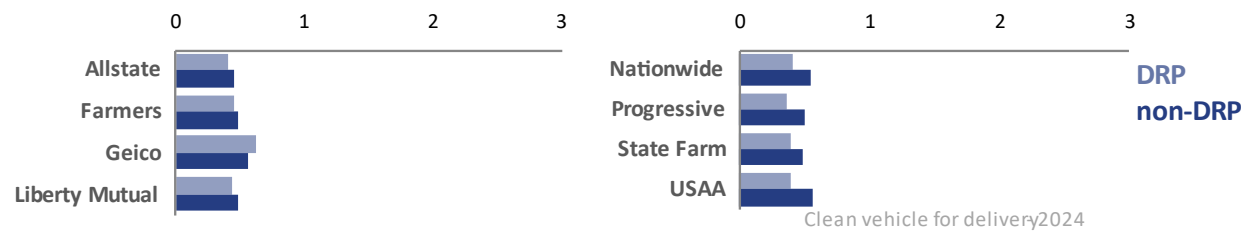
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	0.0%	4.5%	17.3%	78.2%	28.4%	647
Mid-Atlantic	6.3%	0.7%	18.6%	74.4%	30.7%	411
Midwest	0.0%	0.5%	13.2%	86.3%	43.5%	336
Mountain	6.3%	0.0%	11.6%	82.1%	28.6%	290
New England	13.5%	23.3%	39.1%	24.1%	10.1%	148
Northeast	9.9%	22.3%	28.4%	39.4%	13.3%	430
Pacific Northwest	12.4%	0.0%	21.4%	66.2%	27.1%	199
South	4.5%	3.8%	18.9%	72.9%	27.3%	400
South Central	0.0%	0.0%	22.1%	77.9%	42.5%	259
Southwest & Hawaii	7.9%	5.0%	18.2%	68.9%	25.4%	426

Clean vehicle for delivery - 2024

Clean vehicle for delivery

Responses by DRP Status

This breakdown shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	4.0%	6.0%	16.0%	74.0%	31.5%	73
Farmers	7.1%	4.8%	14.3%	73.8%	37.3%	67
Geico	13.5%	2.7%	16.2%	67.6%	22.9%	48
Liberty Mutual	5.7%	0.0%	25.7%	68.6%	30.0%	50
Nationwide	6.6%	0.0%	21.3%	72.1%	26.5%	83
Progressive	4.8%	2.4%	16.7%	76.2%	31.1%	61
State Farm	5.8%	3.9%	14.6%	75.7%	35.6%	160
USAA	7.5%	0.0%	17.5%	75.0%	25.9%	54
Non-DRP						
Allstate	4.2%	6.1%	20.2%	69.5%	27.0%	359
Farmers	6.3%	4.0%	22.2%	67.5%	25.9%	340
Geico	5.7%	8.6%	21.4%	64.3%	27.6%	387
Liberty Mutual	4.5%	6.7%	21.6%	67.2%	26.0%	362
Nationwide	5.3%	9.8%	19.6%	65.3%	28.1%	313
Progressive	5.2%	7.0%	21.0%	66.8%	25.9%	386
State Farm	4.4%	6.6%	21.4%	67.7%	21.0%	290
USAA	5.5%	8.9%	22.5%	63.1%	26.8%	370

You can find documentation that this is a not-included procedure within the estimating system guides. Under “De-Nib and Polish” in CCC’s “Guide to Estimating,” for example, it clearly states that removal of residual compound material, and washing the vehicle prior to delivery, are not-included operations.

Given customer expectations and the rising wages for staff to clean vehicles, it is surprising to me that more shops are not itemizing this on their estimates to offset the cost of one or more detail people.

Notes from Mike

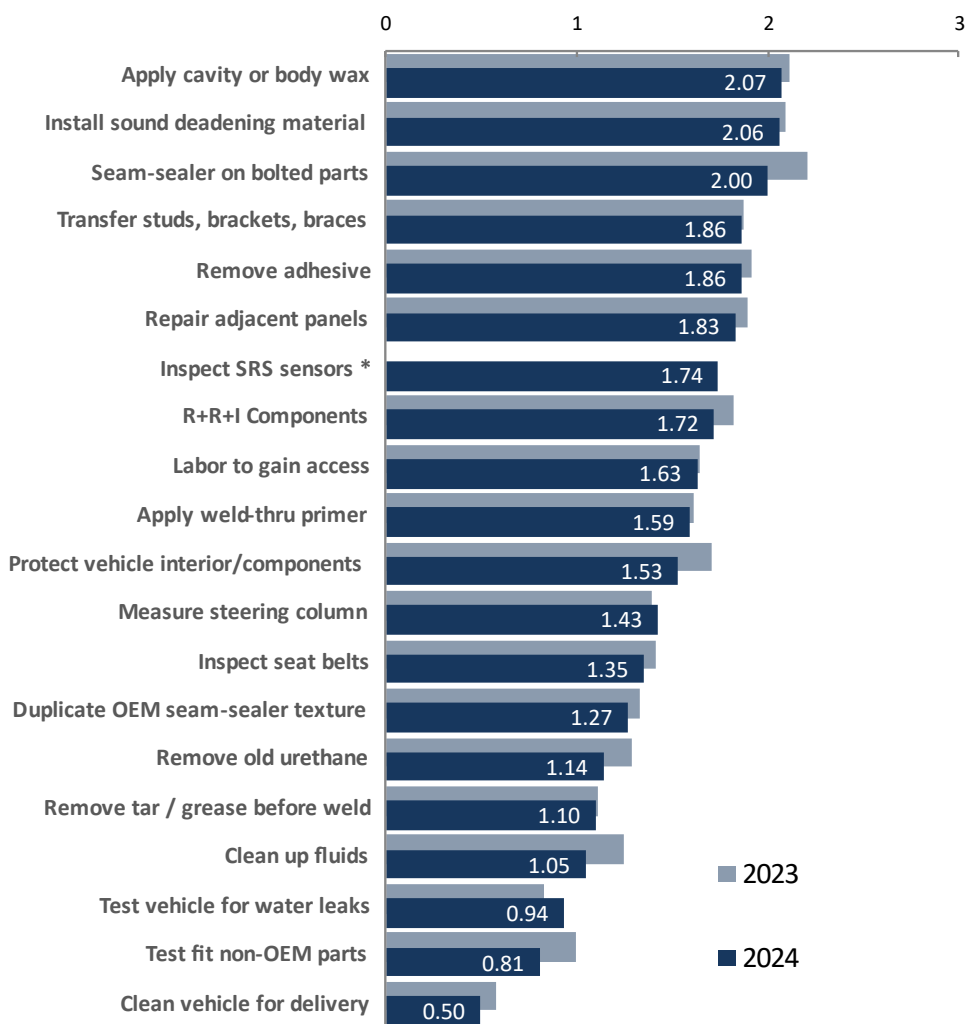


DEG Tracking #	Information Provider	Inquiry Details
8108	Audatex	Link to DEG



OVERALL RANKING

The chart below ranks relative payment frequencies for each surveyed repair operation, all insurers combined. See '[How to read survey results](#)' for rank calculation.

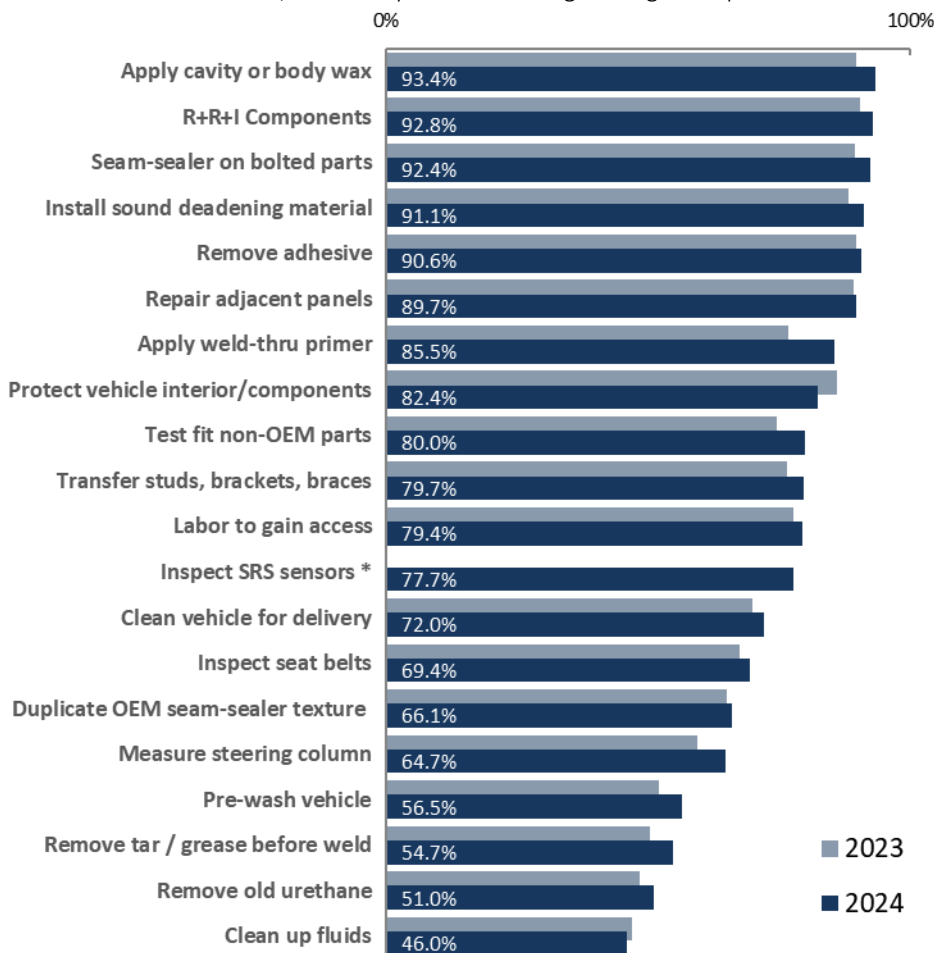


*repair operation is new this year

NEVER ASKED?

Percentage of shops negotiating

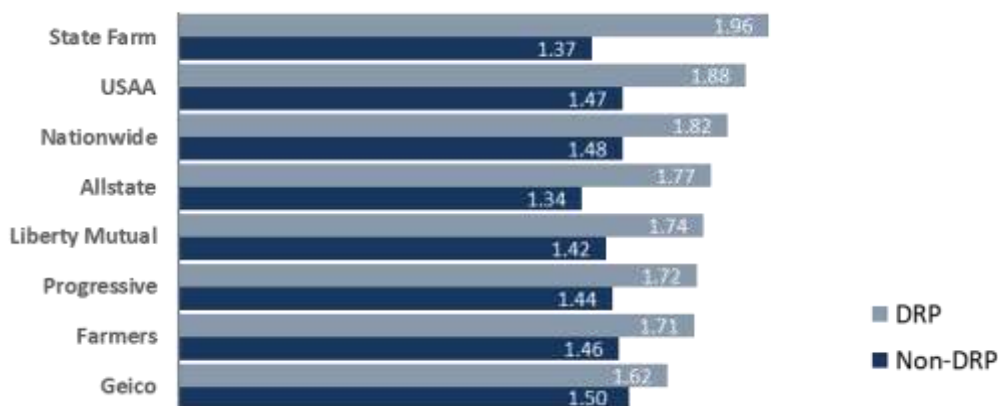
The chart below shows the percentage of repair facilities that negotiate to be paid for the procedures listed. The calculation assumes that if a shop did not select "Never Asked," then they are at least negotiating to be paid for that item.



*repair operation is new this year

DRP vs. NON-DRP

Payment frequency for DRP and non-DRP shops for each insurer, for all "not-included" items combined. All eight insurers are more regularly paying their DRP shops for "not-included" procedures, compared to non-DRP shops.



THE 'BIG EIGHT' COMPARED TO OTHER INSURERS

Shops were offered the opportunity to report the payment frequency for six additional insurers if they had repair experience with those insurers. The insurers were Acuity, Amica, Chubb, Erie Insurance, Pure, and Travelers.

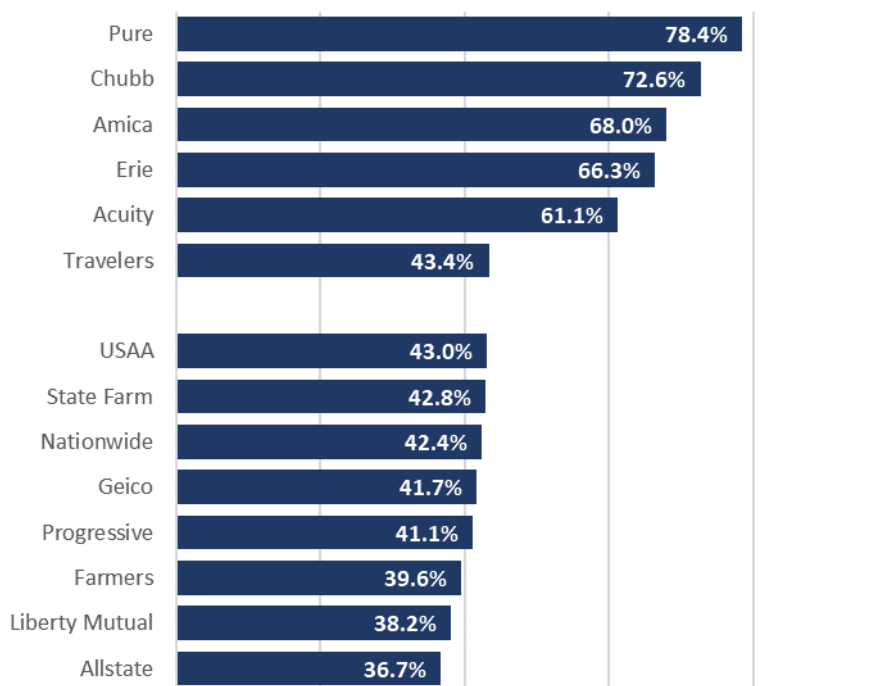
For these insurers, shops were asked to report payment frequencies for just four "not-included" repair procedures: inspect seat belts; measure steering column; repair adjacent panels; and clean vehicle for delivery.

The table below shows the percentage of shops reporting being paid "always" or "most of the time" for the six smaller insurers as well as the "Big Eight" for those same repair operations.

Paying always or most of the time	Inspect belts	Measure column	Repair adj panels	Clean for delivery	Average
Acuity	63.9%	61.5%	78.2%	40.9%	61.1%
Amica	69.3%	66.7%	84.2%	51.7%	68.0%
Chubb	75.4%	73.1%	87.5%	54.5%	72.6%
Erie	68.5%	61.5%	89.5%	45.7%	66.3%
Pure	76.0%	76.3%	90.4%	70.7%	78.4%
Travelers	46.4%	40.9%	64.2%	21.9%	43.4%
Allstate	38.5%	41.2%	56.8%	10.3%	36.7%
Farmers	43.6%	41.0%	63.0%	10.6%	39.6%
Geico	45.2%	45.8%	61.5%	14.3%	41.7%
Liberty Mutual	42.3%	39.7%	59.7%	10.9%	38.2%
Nationwide	47.0%	44.5%	64.7%	13.3%	42.4%
Progressive	45.7%	46.4%	60.5%	11.8%	41.1%
State Farm	46.5%	45.0%	68.9%	10.9%	42.8%
USAA	48.1%	45.7%	64.2%	14.0%	43.0%

With the exception of Travelers, the percentage of shops that reported being paid "always" or "most of the time" by the six insurers is far higher than that of the "Big Eight" insurers.

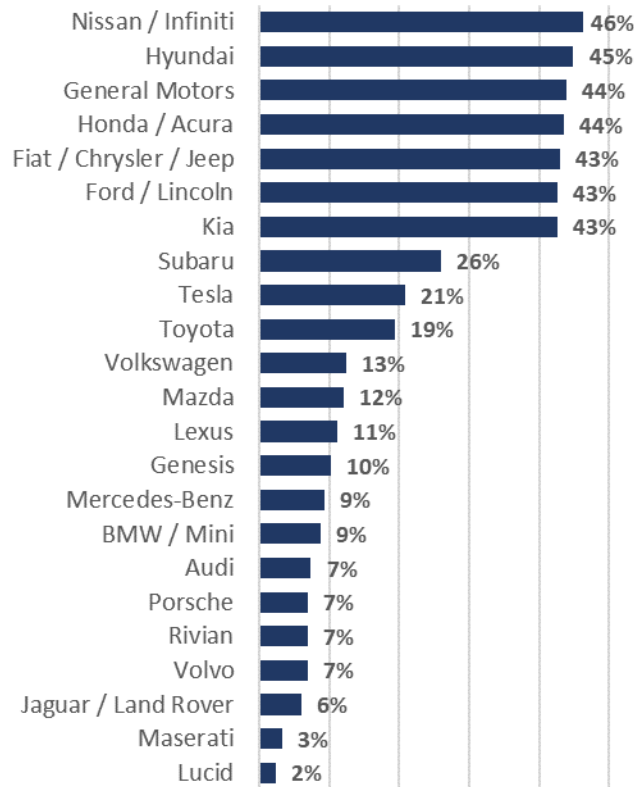
The chart below illustrates, for each insurer, the average percentage of shops being paid always, or most of the time, for all four operations combined.



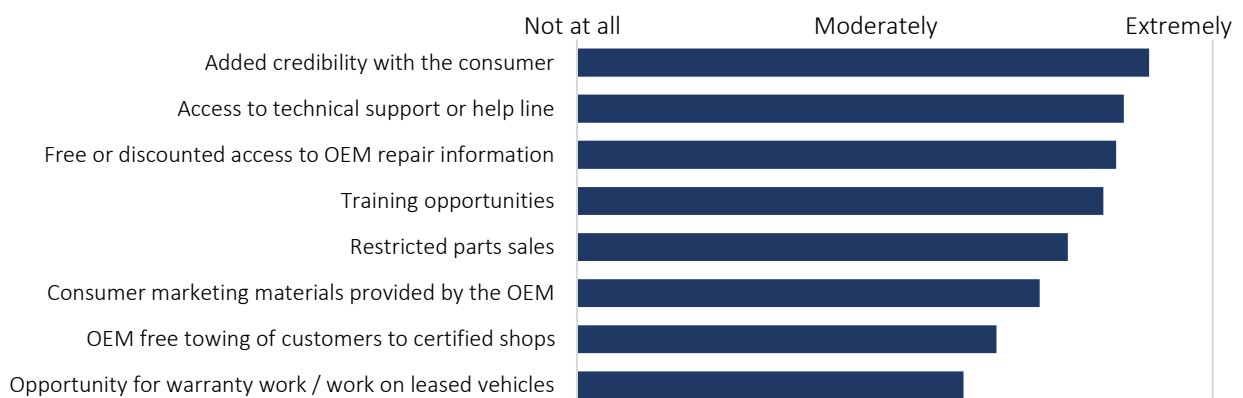
ADDITIONAL TOPICS

OEM Certification Programs

About 54% of shops reported being certified by one or more automakers (up from 52% in 2023). Of those shops, the following certification programs were held. Less than 1% of respondents reported being certified by Aston Martin, Fisker or Canoo.

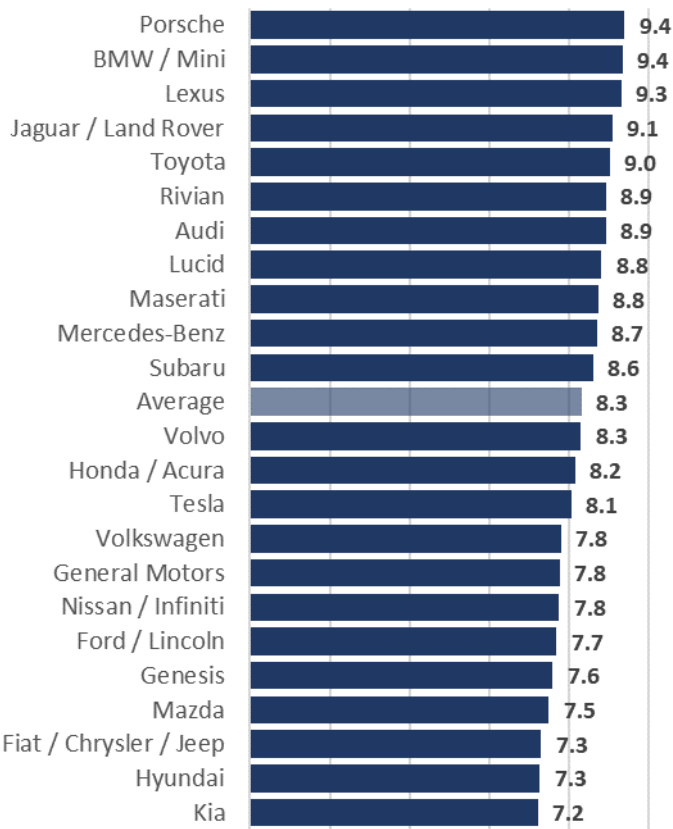


How important to you are each of the following when evaluating whether to participate in an OEM shop certification program?



OEM Certification Programs

Rate your current overall satisfaction with the OEM certification programs in which you participate



The average score given to OEM certification programs took a big jump up in 2024 after a few years of steady decline.

	2021	2022	2023	2024
Average	8.0	7.8	7.7	8.3

Some of the most notable movers were BMW, Lexus, Mazda and Subaru, all of which saw an increase of more than one full point. Of the 19 OEMs rated in both 2023 and 2024, only Tesla and Volkswagen saw their scores decline.

82% of shops with an OEM certification, say they would like the ability to receive warranty or transportation claims through their estimating system from automakers for which they are certified.

Estimating System

Estimating system(s) in use at this location

Estimating system(s) in use*	2024	2023	2022	2021	2019	2018	2017	2016
Audatex	7.2%	8.8%	11.7%	14.7%	23.7%	28.3%	29.2%	37.7%
CCC Intelligent Solutions	87.2%	88.8%	85.0%	86.1%	83.7%	82.9%	79.8%	74.8%
Mitchell International	22.7%	19.3%	26.6%	30.5%	27.9%	22.2%	21.3%	26.1%
Other	1.7%	1.7%	1.9%	2.0%	1.9%	1.6%	2.1%	2.0%
* totals may add up to more than 100% because multiple selections were allowed								

The primary reason for choosing to use each of the estimating systems in use at this location:

	Audatex	CCC	Mitchell
Insurance company requirement	0.0%	26.5%	47.1%
Quality of product	36.4%	26.7%	8.8%
Familiarity/Only system we know	24.2%	22.1%	11.8%
To match insurer-written estimates	9.1%	10.9%	17.7%
Cost	12.1%	0.5%	4.9%
Network or franchise agreement	6.1%	5.6%	0.0%
OEM certification requirement	6.1%	1.0%	3.9%
2024			

The top reasons for choosing an estimating system, other than an insurance company requirement, include the overall quality of the product, a familiarity with the system, and having the additional estimating system to match insurer-written estimates.

Management System

Collision repair management system(s) in use at this location

Management system(s) in use*	2024	2022	2020	2018	2016
CCC One	60.7%	55.3%	63.3%	53.9%	39.5%
Dealership software	7.8%	3.7%	7.0%	5.8%	7.7%
Mitchell RepairCenter	5.9%	6.1%	8.6%	8.6%	10.6%
ProfitNet	3.0%	4.5%	8.1%	14.6%	13.5%
Rome Technologies	1.7%	0.6%	4.2%	2.8%	1.7%
Nexsys	1.7%	1.6%	0.0%	3.2%	0.6%
Audatex AutoFocus	1.3%	0.8%	3.1%	3.4%	4.0%
SummitCRS	1.1%	1.8%	3.4%	4.1%	2.7%
Other	5.7%	6.5%	5.2%	6.0%	4.8%
No management system	11.1%	19.2%	9.9%	7.9%	14.8%
* totals may add up to more than 100% because multiple selections were allowed					

Notes from Mike: It is very surprising to me how many shops do not use a management system. I have found that not using a management system opens up a black hole of potential lost profit when shops don't adequately track receivables, outstanding parts credits, parts gross profit, etc.

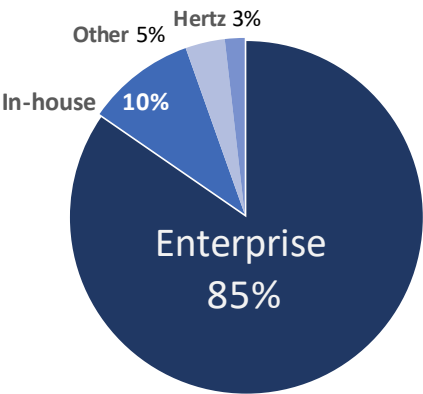


Rental Car Provider

Indicate the primary rental car provider you use and the primary reason you choose that provider

Reasons for choosing provider:

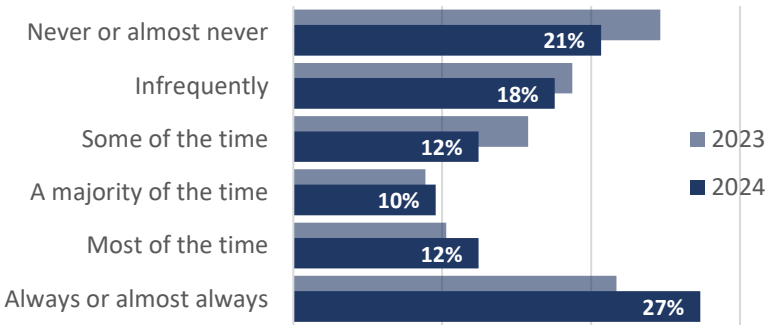
- 26% Only provider in local market
- 25% Customer convenience
- 23% Insurer requirement
- 13% Service



	2024	2023	2022
Enterprise	85%	82%	78%
In-house rental / loaner cars	10%	10%	11%
Other	4%	5%	6%
Hertz	2%	3%	6%

Safety Inspections

When an automaker’s procedures include safety inspections on a collision-damaged vehicle - such as removal and measurement of steering column, or removal of dash to inspect a dash brace - how regularly is your shop performing this work?

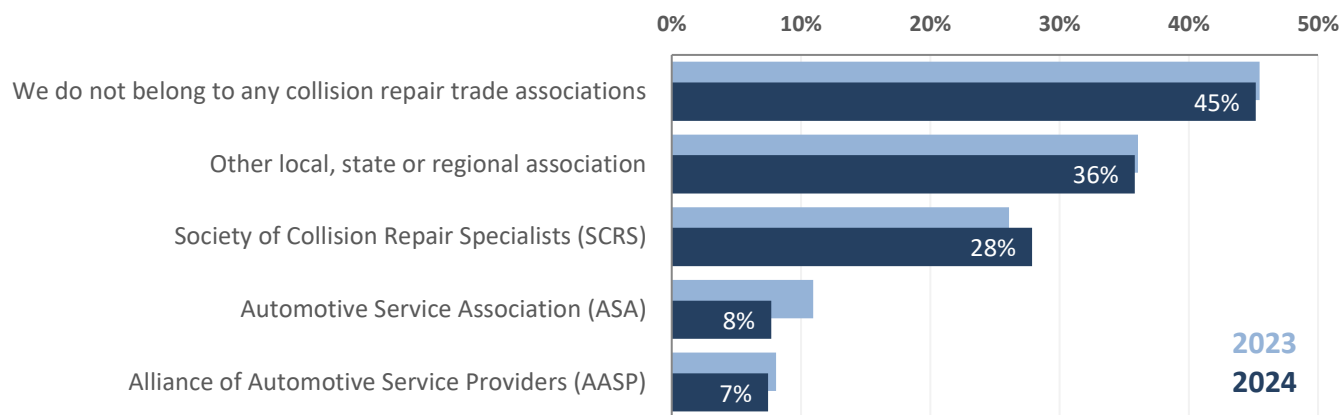


When you have not done these procedures, what it is the primary reason?

Reason	2024	2023
It’s not clear what is ‘required’ versus ‘recommended’.	35%	33%
We don’t always know when the automaker calls for this work.	23%	26%
We don’t see the work as needed for every repair.	19%	15%
The bill-payer usually will not pay us for this work.	18%	15%
Other	5%	12%

Association membership

Do you belong to one or more collision repair trade associations?



Notes from Mike: I absolutely encourage shops to join their local and national associations. The states where I see shops getting the highest reimbursement for not-included operations are the same as the states with the strongest associations.

Follow these links to see Collision Advice’s list of [state](#) and [national](#) associations.



Accounting

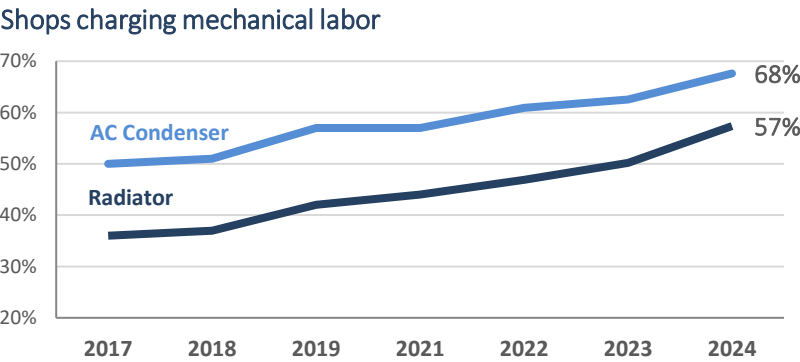
What accounting system do you use?

System	2024
QuickBooks	68.7%
Dealership accounting system	16.7%
Other or none	7.8%
Sage (Businessworks, Sage 50, Intacct, etc)	4.9%
Nexsysis	1.2%
NetSuite	0.7%

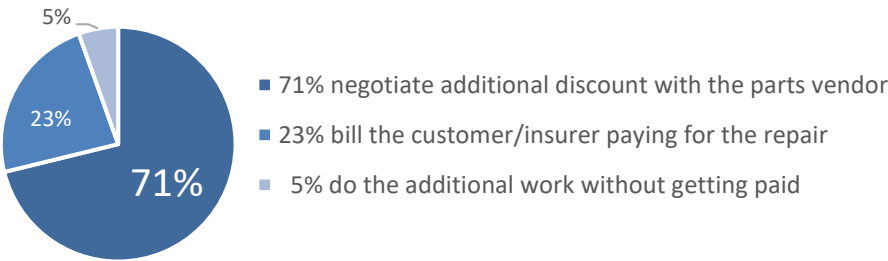
Miscellaneous

Which rate are you paid to R&I or R&R a radiator or an A/C condenser?

The percentage of shops getting paid mechanical labor to perform these operations continues to rise. In 2017, 50% were paid mechanical labor for AC condensers (now 68%) and 36% were paid mechanical labor for radiators (now 57%).



If a used/salvage part is going to need more clean-up or repairs than anticipated, what is your shop’s most common step?



If you install a non-OEM part that turns out to be unusable (due to fit, finish, etc.), select the course of action you most commonly take.

Action taken	2024	2022	2020
Bill insurer at your retail rate for labor and materials	45%	36%	34%
Replace with OEM without billing anyone for the attempted use of the part	26%	20%	19%
Bill vendor at a discounted rate for labor and materials	12%	13%	13%
Bill vendor at your retail rate for labor and materials	7%	10%	9%
Bill vendor discounted rate, bill insurer for the difference between retail rate	5%	4%	7%
Bill insurer at a discounted rate for labor and materials	5%	1%	3%

RESOURCES

From Collision Advice

Checklist of Estimating "unforgettables" - [Microsoft Word document](#)
Mating Panel Damage – [PDF document](#)
Seam sealing operations chart - [PDF Document](#)

Articles by Mike Anderson

POST-CRASH INSPECTIONS FIND MULTIPLE 'DEFORMED' BUT UNDEPLOYED?

Autobody News (June 18, 2024) - [Website](#)

ARE YOU GIVING YOUR ESTIMATORS THE TIME AND TRAINING NEEDED TO SUCCEED?

Autobody News (Apr 5, 2023) - [Website](#)

VEHICLE OWNER'S MANUALS HELP EDUCATE AND NEGOTIATE NEED FOR VARIOUS PROCEDURES

Autobody News (Jun 7, 2019) - [Website](#)

4 QUESTIONS TO CONSIDER AHEAD OF NEGOTIATING FOR ANY 'NOT-INCLUDED' ESTIMATE LINE ITEM

Autobody News (Oct 5, 2018) - [Website](#)

MATCH OE QUALITY DURING SOUNDPROOFING REPLACEMENT

ABRN (September 21, 2016) - [Website](#)

THE DASH LIGHT MYTH

ABRN (August 8, 2013) - [Website](#)

RECYCLING A PART REQUIRES ADDED PROCEDURES

ABRN (June 11, 2012) - [Website](#)

DETERMINING THE COST OF DOING BUSINESS

ABRN (May 16, 2012) - [Website](#)

OEM/Supplier Information

These are just a few of the videos available from 3M Collision Repair at <http://3mcollision.com/library/videos>

Seam Sealer Matching Made Easy - [Video from 3M](#)

How to match OEM Textured Seam Sealers - [Video from 3M](#)

Matching OEM Seam Sealer and Texture in A Wheel House - [Video from 3M](#)

Tech Tip: Matching OEM Seam Sealer in Corner Applications - [Video from 3M](#)

Weld Through Seam Sealer Application STRSW - [Video from 3M](#)

Matching Special OEM Seam Sealer Applications: Door Skin Seams - [Video from 3M](#)

Matching OEM Sound Deadening - [Video from 3M](#)

Matching OEM Sound Deadening Pads or Texture - [Video from 3M](#)

3M Collision Repair Tech Tips - Replacing and Replicating Sound Deadener - [Video from 3M](#)

3M How To: Replace Sound Deadening products - [Video from 3M](#)

Off Vehicle Restoration of Sound Deadener in Collision Repair - [Video from 3M](#)

Restoring Corrosion Protection with Cavity Wax - [Video from 3M](#)

Introducing Cavity Wax Plus - [Video from 3M](#)

3M Collision Repair Tech Tips - Restore Undercoatings, Proper Corrosion Protection - [Video from 3M](#)

OEM1Stop Car Manufacturer technical information websites - [OEM1STOP website](#)

RESOURCES

I-CAR

Repairability Technical Support Portal - OEM tech articles, bulletins, position statements - [I-CAR website](#)
 OEM Restraints System Part Replacement Search – [I-CAR website](#)
 Supplemental Restraint System Inspection Feedback Form – [I-CAR website](#)

Database Enhancement Gateway

“Estimate Toolbox” section on the DEG website contains a copy of the estimating guides (often referred to as “P-pages”) for all the estimating systems:

[Audatex](#)
[CCC Information Systems](#)
[Mitchell International](#)

LOOK! [DEG spreadsheet of all major manufacturer owner’s manuals online in digital format](#)

Automotive Service Association

Reference Chart of Not-Included Operations When Installing New Replacement Parts – [Free Tools from ASA](#)
 Reference Chart of Not-Included Operations When Installing LKQ Parts – [Free Tools from ASA](#)

Society of Collision Repair Specialists

Guide to Complete Repair Planning - [publication online](#)

Videos

SCRS Quick Tips: Negotiating tips to get you paid! - [YouTube](#)
 SCRS Quick Tips: Seat belt precautions and inspections - [YouTube](#)
 SCRS Quick Tips: Using the OEM owner’s manuals - [YouTube](#)
 SCRS Quick Tips: OEM procedure research - [YouTube](#)
 SCRS Quick Tips: Customer Safety: OEM Seatbelt Inspections - [YouTube](#)
 SCRS Quick Tips: Cleaning the Vehicle, Pre and Post Repair - [YouTube](#)

CRASH Network

CRASH Network subscribers receive regular coverage of “Who Pays for What?” survey results including additional analysis of the data and topics covered such as the following (subscription required to access these links):

[If it’s required, automakers should say so](#) (July 3, 2023)
[Charging for washing vehicles](#) (May 9, 2022)
[The power of a simple regular reminder](#) (vapor barriers) (July 4, 2022)
[Seam sealer labor is time-consuming – and not-included](#) (July 25, 2022)
[Practices related to OEM post-crash safety inspections](#) (December 5, 2022)
[Automaker stresses steering column measurement](#) (April 19, 2021)
[When a leaky car gets towed in](#) (July 12, 2021)
[Insurers increasingly paying for inspections](#) (July 5, 2021)

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Mike Anderson on Linked in
linkedin.com/in/mike-anderson



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