Standard Operating Procedures
“SOP’s”

Repair Process Forms
Used In The...
Repair Area

① TEAR DOWN - SOPS - Technician Work-Order
② ESTIMATING - Labor Procedure Check-List
③ SUPPLEMENT - Request Form
④ QUALITY INSPECTION - Pre-Delivery
Standard Operating Procedures “SOP’s”

Tear-Down & Inspection Procedure

“Body Tech Worksheet”

Repair Process Form

(1-Page / Printed on One Side • 1-Color: Blue)
Pre-Teardown Inspection

A) Pull vehicle into: ☐ Work Bay
- Test windows, door locks, AC, mirrors, horn, radio & speakers, wipers, sunroofs and any other possible inoperable items
  - Issues:

B) Put vehicle up on: ☐ Hoist
- Check dash warning lights (SRS, ABS etc)
  - Issues:

- Validate prior and none related damage (interior & exterior - )
- Have parts rack ready, if available
- Have supplement sheet ready to document items missed on estimate
- Have parts hardware bags or containers at hand & labelable

Teardown Procedure

- Detrim entire job including blend panels. Then write down broken small parts such as, clips, bulbs, grommets, pigtauls, etc. on the reverse side of this form
- Teardown until you see no more damage - the estimate will not be written unless a thorough teardown is completed (unless a possible total loss)
- Separate items taken off vehicle: “GOOD Parts” from “BAD Parts”
- Use "Posca" marker to identify additional/hidden damage for estimator
- Notify parts department & drop off recon items: - bumpers, wheels, etc.
- Advise estimator of special fluids, coolant, P.S. fluid, trans. fluid, etc.
- Review and validate estimate/supplement with estimator (Repair vs. Replace)
- Be sure you are doing everything on the estimate (BAR compliant) – have estimate changed if procedures change during repair process (repair vs. replace). Do not work on the vehicle without a revised estimate.

Notification of Completed Teardown (By Technician)

Technician Name: ___________________________ Date: ________________ Time: ________________

★ TECHNICIAN: Must Hand This Report To Assigned Estimator Within 3-hrs of Receiving This Vehicle Assignment
★ ESTIMATOR: On Receipt of this Notification, MUST “IMMEDIATELY” report to the “Tear-Down-Bay” and write the estimate
ABOUT: “Tear-Down & Inspection Procedure” - Form

“Blue Print Your Repair Process:

This Repair Process Form acts as a “Work-Order” and assigns a technician to the vehicle within 30-minutes of being dropped off at the store. It initiates the 1st phase of the repair by instructing the Technician to “Tear-Down” the vehicle for an estimate within the next 3-hrs.

Prevents “Repair Delays” and Improves “Repair Cycle Times”

The biggest cause of poor “Repair Cycle Times” is that there is too much delay between the time a vehicle is dropped off, at the store, to the time the estimate is prepared (The average delay in the industry has been measured as 2-3 days). This delay will impact your “Monthly Sales”, “Repair Cycle Times” and possibly your “CSI Scores”.

How This Form Automates the 1st Phase of the Repair Process!

- Within 30-minutes of the vehicle being dropped off at the store, the estimator “Maps” out the vehicle using a “Posca” pen to indicate area of damage and what parts the technician needs to Remove.
- The estimator then takes photos of the 4-corners of the vehicle and detailed photos of the damaged area (Per Insurance Carrier Gridlines).
- The estimator will reflect & assign an appointed technicians name on the “Tear Down Work Order”.
- The estimator will then initiate the 1st-Phase of the repair by ensuring that the vehicle and a copy of the “Tear-Down Work Order” is brought into the technicians work bay, within 30-minutes of being dropped off. “Tear-Down”, for estimate, is to be completed within 3hrs & estimator notified.

**NOTE:**

Make sure you obtained customers “Tear Down Authorization”: See the appropriate… “Repair Authorization - Form”

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**Printing Costs**

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+ $65.00 (One-Time-Cost for Print Shop Set-Up Fee) + tax & shipping
Standard Operating Procedures

"SOP’s"

ESTIMATING

Labor Procedure “Check-List”

Commonly Missed Labor Procedures

Repair Process Form

(1-Page / Printed on Both Sides • 1-Color: Blue)
### Paint Shop

**Refinish**

- **UP SELL Non Related Paint Damage**
  - HOOD - Sand Damage
  - Dents Scratches on Adjacent Panels being Painted

- **Refinish - Make Sure Estimating Program is Set For . . .**
  - Single Stage Paint
  - 2-Stage Paint (Base Coat + Clear Coat)
  - 3-Stage Paint (Base Coat + Clear Coat + Pearl)

- **Clear Coat Blends (Additional Labor & Paint Material)**
  - Quarter Panels: Up and Over Roof into Adj 1/4 Panel

**Cover Car:**

- Cover Car for Primer ($6.00 + 0.6 hrs)
- Cover Car for Paint ($3.00 + 0.3 hrs)

**Additional Masking**

- Door Jambs
- Engine Compartment
- Trunk Area
- Interior (When Removing Windshield or Back Glass)

**Additional Paint Preparation**

- Feather, Fill & Block
- Prep and Clean Plastic Bumpers for Paint (1.0hr)
  (Hot water & Soap + Detergent)
- Repair/Refinish Underside/Backside of Panels
  (1/4 Panels, Bedside panels, Radiator Support)

**Additional Paint Labor**

- Color Tint Paint to Match (0.5 hrs)
- Black Out (Door Glass Frames)
- See Corrosion Protection

**Paint Coatings**

- Flex Additive (Bumper Covers)
- Gravel Guard / Anti Chip Primers (Rockers)
- Re-Texture (Lower Door & Bedside Panels)

**"Moldings", "Emblems" & "Decals"**

- Adhesive Tape Removal (0.3hrs)
- Clean & Retape (0.3hrs + Material Cost)

**Painted or Tape Stripes**

- Remove & Clean "Tape" / Prep Surface for "Paint"
- Add Labor & Material Cost for Stripes

### "Write" it "Right"

**Corrosion Protection & Pads**

- Remove Corrosion Protection to Access Repair Area

**Sound Deadener Pads (Doors, Floor Pan & Trunk)**

- Removal & Replacement Cost
- Cut-Out, Spray-In and Install Labor

**Corrosion Protection at Welds**

- Rad. Support, Door Skins, Bedside Panels, 1/4 Panel

**Cavity Wax**

- Inside New Rocker Panels
- Inside New 1/4 Panels

**Caulking**

- Apply to Repair Panels (Frame Rails & Floor Pans)

**Seam sealer**

- New Door Skins
- New Trunk Floor panels

**Undercoating (Fender Wells etc)**

- Fender Wells, Bedside Panels, Boxes & Trailers

- Foam Fillers (Rockers & 1/4 Panels)
- Hazardous Waster (No Charge)

### Detail

**Clean up broken glass**

- Remove Damaged Windshield to Access Air Vents
- Remove Seats

- Clean Up After Air Bag Deployment
- Clean Food and Beverage Spills
- Tar & Grease Removal

### Additional Labor Items
# Mechanical & Electrical

### Steering & Suspension
- Diagnostic &/or Road Test - Labor
- 2 or 4 Wheel Alignment
- Thrust Alignment (Rear Wheels)
- Shift and Adjust Engine Sub frame
- R&I or Center Steering wheel

### Mechanical
- Diagnostic Labor
- Radiator
- Replace Coolant for Radiator
- Pressure Test Radiator
- A/C Evacuate/Recharge
- Straighten AC Lines
- Cap Off AC Lines
- Cap Off Radiator, Air and Oil Lines
- Replace A.C. Freon (When Replacing Condensor)
- Aim Headlamps
- Bleed Brakes & Brake Fluid Cost
- Bleed Power Steering & Power Steering Oil Cost
- Drain & Store Fuel
- Protect Engine Area for Welding Operation
- E - Brake Adjustment
- Safety Check
- Test Drive

### Motor
- Adjust Linkages After Removal (Brakes, Clutch, Trans)
- Check Engine Mounts (Heavy Front & Rear Impacts)
- R&I Engine Sub Frame
- Shift Engine Sub-Frame for Alignment
- Block & Support Engine & Transmission
- Replace Fluids (Oil, Trans, Power Steering, Brake)
- Replace/Repair Muffler and/or Tailpipe

### Electronic / Electrical
- Diagnostic Labor
- Cover & Protect Electronic Components
- Disconnect Battery for Welding (0.3 hrs)
- Repair Front Lamp "Pig Tails"
- Set Back Wiring (Radiator Support)
- Engine Check Light (Reset or Diagnose)
- Remove Airbag Sensors to Access Repair Area
- Reset Airbags (Computer)
- Replace Seat Belts
- Replace Light Bulbs
- Aftermarket Alarm and Accessories
- Aftermarket Radio
- R&I DVD, VHS Audio Players & Monitors

# Body & Frame

### Body
- R&I Check for Unavoidable Damage During R&I
  - (Bumper Top Pad "Tabs", Door Moldings, Clips,
    - Upper Bedside Panel Molding "Tabs" etc)
- Replacing Door Skin
  - R&I Door Glass (Not Included in Estimating System)
  - Also Remove: Channels, Wiring, Speakers,
    Weatherstrips, Check Strap, Mirrors, Door Handles.)
  - Recode Door Locks & keys
  - Door Skin to Door Shell "Adhesive" (40/40 epoxy)

### Frame & Structural
- Rough Pull for Access (To write Estimate or Repair)
- Set-Up & Measure for Structural damage
- Preliminary Diagnose & Measure (Non DRP)
- Repair Frame Clamp Damage to Rockers (+ Paint)
- Set Back Carpets (Rocker + 1/4 Panel Replacement)
- Fabricate Weld-In Sleeves (Rocker & 1/4 Panels)

## Small Parts Listing (Noted at Tear-Down)
*Clips, Moldings, Bulbs, Grommets, Pigtailed*

List Fluids Needed: Oil, Brake Fluid, Coolant, Trans Oil, Freon___lbs
**Body Shop: “Labor Procedure Check-List” - Form**

This form reduces “Supplements” and improves “Repair Cycle Time”

**ABOUT: “Labor Procedure Check-List” - Form**

Not ALL labor Procedures are listed or reflected in your estimating program or P-Pages. In addition to just replacing parts and painting panels there are many other labor procedures that need to be carried out during the repair process. On the “Labor Procedure Check-List” below, we have listed most of the labor procedures and materials that are commonly left off the estimate for repairs. This is typically labor tasks that the technician performs and you are not getting paid for it. As a result, your profit margins are being impacted. Our “Check-List” conforms to I-CAR Standards, Guidelines and Repair Procedures and in most cases are needed to meet and adhere to Factory Standards.

**Benefits of “Labor Procedure Check-List Form”**

- Improves your “Profit Margins” by assisting the Estimator to “Write Detailed Estimates” and “Capture all Labor Tasks” up front and “Materials” that will be used in the Repair Process.
- Improves and Reduces “Repair Cycle Times” by reducing unnecessary Supplements which leads to further delays while waiting for Insurance Adjusters to approve them.
- Additional delays will be experienced due to Supplement Parts delivery (2-3 days)

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**Printing**

**Paper Type:**
1-Page / Printed on Both Sides

**Color:**
1-Color Only (Blue)

As this form is Only used in the “Body Shop Repair Process”, we have opted to use One-Color for cost effectiveness.

**Printing Costs**

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+ $85.00 (One-Time-Cost for Print Shop Set-Up Fee) + tax & shipping
## SUPPLEMENT REQUEST FORM

**Car Fix Collision Experts**

### PARTS
- **Quantity Needed**
- **Quantity Returned**
- **Description of Change In Parts**

### LABOR
- **Hours Added**
- **Hours Removed**
- **Description of Change In Labor**

### SUBLETS NEEDED

### NOTES

**Requested by:** ____________________________  **Authorized by:** ____________________________

**Technician Name:** ____________________________  **Estimator Signature:** ____________________________

**Date Requested:** ____________________________  **Date Approved:** ____________________________

**Time:** ____________________________
ABOUT: “Supplement Request” - Form

This is one of the most commonly used forms in the “Collision Repair Industry”. It is an integral part of the “Standard Operating Procedures” (SOP’s) in the workplace. This form helps to develop a smooth flow of repair and maintain quality communication between the shop technicians and estimators.

Benefits

- This form eliminates mis-communication between the estimator and repair technicians.
- It prevents delays during the repair. Approving the supplement allows the technician to continue with the repair, knowing that he will get paid for his additional labor.
- It helps to keep the store compliant to BAR Regulations by guiding technicians to report the “Parts they No Longer Need and Wish Them to be Returned”. Hence avoiding “Work-Billed-Not-Performed” allegations. These allegations can result in your store being closed down.
- It is also a constant reminder for the estimator to input the supplement into the estimate and not forget to include it in the billing process for the Insurance Carrier and/or Customer.

CAUTION: In accordance to the B.A.R. and Insurance DRP Providers, it is imperative that a supplement for repairs be entered into the estimating system, and uploaded to the Insurance carriers prior to starting any supplemental repairs or ordering parts. In addition, authorization must also be obtained from the customer (See “Customer Authorization Form”)

Paper Type:
2-Page Carbonated Form
(White & Yellow Copies)

Color:
1-Color (Blue)

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Standard Operating Procedures
“SOP’s”

Quality Inspection (Q.C.)
“Pre-Delivery”

Repair Process Form

(1-Page / Printed on One Side ● 1-Color: Blue)
# Pre-Delivery Inspection

## Pre-Detail Inspection

**Inspector/Detailer**

### Fluids: “Check & Top-Up”
- Engine Oil Level - Checked
- Power Steering Fluid - Checked
- Coolant Ok (Run Engine for 10 min.)
- Brake Fluid Level - Checked
- Washer Fluid Bottle – Checked
- Battery Fluid Level - Checked

### System: “Check & Test”
- Test A/C & Heating Temperatures
- Switch On Fan - Are Air Ducts Clean?
- Front/Rear Wipers & Washers OK
- All Door & Ignition Keys - Tested
- ALL Electric Windows Working
- Mirrors Working and Adjusted
- Test Horn, Alarm & Reset Clock
- Radio (Reset “Codes” & Station)
- Battery Cables - Tightened
- Battery Is Fully Charged
- Spare Wheel, Tools & Jack

### Finish & Lighting
- Body Lines & Gaps Are Good
- Moldings & Pin-Striping Done
- Test For Water Leaks (In Wash Bay)
- Head lights (Functional & Aimed)
- Tail Lights & Brake Lights OK
- Side & Marker Lights OK
- Interior, Trunk & Hood Lights OK
- NO Dash Warning Lights Are On

### Paint
- Paint: “Color” Matches Blend Panels
- Paint: “Texture” Matches Blend Panels
- Paint: “Gravel-Guard Texture” Applied
- No Overspray - On Glass or Adj. Panels
- Undercoat - Fender Wells, Chassis etc.
- Rockers-Frame “Clamp Area” Painted
- Corrosion Protection Applied -
  - Check Mig. & Spot Welding areas where new replacement panels were installed.

★ Park vehicle in delivery bay & IMMEDIATELY hand This Inspection sheet to the Assigned “Estimator/Inspector”

## Pre-Delivery Inspection

**Inspector/Estimator**

### Fine Detail Inspection
- Window Tinting is Done
- Stripes & Moldings Installed
- Door & ¼ Panel Jambs Cleaned
- Trunk & Interior Vacuumed
- Floor & Trunk Mats in Vehicle
- Vehicle Detailed & Tires Dressed
- Engine Compartment -Clean
- Instrument Panel & Console-Clean
- “Radio”, “Alarm” & “Clock” Reset

### Quality & Test-Drive
- Overspray Removed
- Color Sand & Buff Completed
- Paint- (Quality Finish & No Swirl)
- “Gravel-Guard Texture” Applied
- Bodywork - (Lines, Gaps & Finish)
- Highway Test Drive (65mph) -
  - Steering Wheel Aligns With Dash Console
  - No Wheel Alignment Pull or Vibration
  - No Wind Leaks or Air Noise & Good Brakes
  - No Dash Warning Lights On + Seat Belts OK
Insurance DRP Providers (Pre-Requisite)

This form is a “Pre-Requisite” for over 80% of the Insurance DRP Providers. They want reassurance that their clients’ vehicles were inspected for “Quality Workmanship” and “Safety” before you hand them the keys.

Minimize Costly “Warranty Comebacks”

Implementing a “Quality Inspection”, prior to delivery, will prevent most of the common issues that relate to Costly “Warranty Come-Backs”. Warranty Comebacks are not only upsetting for clients and Insurance Carriers but will also undoubtedly impact your “Customer Service Index” (C.S.I.) scores.

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+ tax & shipping