

***Meeting the Needs of OEM
Repairs in Collision***

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Introductions

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Collision Repair Industry Overview

- 35-40,000 Shops Nationwide
- 1,000 of those owned by 4 Multi-Shop Operator (MSO) ABRA, Service King, Caliber, Gerber
- Many other Multi- Store Operations
- 80% of repairs performed by Independents
- Average repair Bill \$2,400- 2800
- 38 Billion Dollar a year Industry

Tooling and Equipment

- What dictates tooling and equipment necessary for OEM certification of a repair facility?

‘Based on design, vehicle technology, and material content’

Training Availability

- What training is necessary to meet the requirements of the OEM?

‘Each OEM has guidelines, of proprietary training and I-CAR and other providers’

OEM Collision Procedures

- Where are OEM procedures found?
- How are they distributed?

‘First look at: <https://rts.i-car.com>’

Browser window showing the I-CAR website. The address bar displays <https://rts.i-car.com/oem-information.html>. The page title is "OEM Information".

The website header includes the I-CAR logo and the text "REPAIRABILITY TECHNICAL SUPPORT PORTAL". Navigation links include "About Us", "Contact Us", and "LOG IN".

The main navigation menu contains "EDUCATIONAL PROGRAMS", "TECHNICAL KNOWLEDGE", and "SOLUTIONS". A search bar is located on the right side of the header.

The left sidebar lists various categories:

- OEM Information
- Collision Repair News
- OEM Partial Part Replacement Search
- OEM Restraints System Part Replacement Search
- OEM Hybrid And Electric Vehicle Disable Search
- UPCR
- Ask I-CAR

The main content area displays the heading "OEM Information" and a paragraph:

I-CAR understands the importance of credible, reliable OEM collision repair information, and works closely with major vehicle makers throughout North America to ensure you have the most up-to-date information available. Here you'll find OEM technical articles and bulletins, position statements, and repair instructions. You'll also find easy-to-use videos on how to effectively access collision repair information, directly from many of the vehicle makers.

An image titled "OEM Information" shows a person using a tablet device in a workshop setting.

Below the text, there are four car brand logos: Acura, Audi, BMW, and Buick.

The bottom of the browser window shows the Windows taskbar with the system clock displaying 8:35 AM on 4/15/2015.

Beyond OEM

- Are their 'Best Practices' guidelines available to the Collision Repairers Today?

Re-Evaluation or Re-Inspection

- What can the typical re-inspection process entail?
- Are there guidelines widely used in the Industry?
- What type of documentation goes along with these processes?

Re-evaluation Vehicles Results

- Of vehicles re-evaluated what percentage would you say were cosmetic issues?
- What percentage then would you classify as structural or safety issue problems?

Kinked and Cracked Rail



Improper Sectioning





Overview

- Tools- Technology Driven
- Training- Technology Driven
- New Procedures- On Going, Technology Driven

‘Lastly a Doctor going into an operating room, and one life is on the line. The Patient.

An improperly repaired vehicle returned to the street puts its operator, passengers, and the motoring public around the vehicle lives on the Line!’

Questions