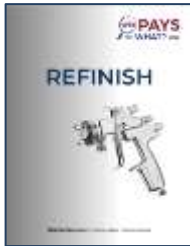


REFINISH



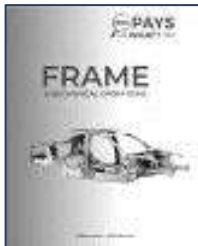
There are **four different** annual surveys in the "Who Pays for What?" series.

This report contains the results of the survey on refinish operations
conducted in January of 2024.



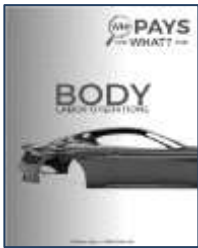
Completed in January 2024

Refinish Operations



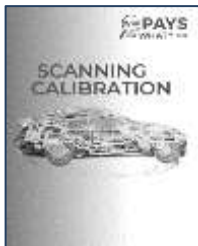
Survey opens in April 2024

Frame & Mechanical Operations



Completed in 2023

Body Operations



Completed in 2023

Scanning & Calibration

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

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

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Who conducted this survey?

Collision Advice (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

Check out the following, showing the average refinish labor hours per job for the United States as a whole, with the data for 2023 just added:

	2019	2020	2021	2022	2023
Average refinish hours	9.0	8.8	9.3	9.7	9.8



This is a good sign, that the average refinish labor hours per job is increasing. (To see the average paint labor hours per job for your state, [download that here](#).) This is particularly important given the multiple paint material price increases virtually every shop has experienced in recent years.

Shops really need to do the research during the repair planning process to determine, for example, if the vehicle is 3- or 4-stage, or is a special color with limited use toners. In addition, I believe the industry at some point has to consider whether the current most common methodology for calculating paint materials reimbursement (the "multiplier method") makes sense any longer. For one thing, it does not appear that the multiplier amounts are keeping up with the paint manufacturers' price increases. I was glad to see (on page 70) that the percentage of shops using a mix of the multiplier method and a materials calculator / invoicing system, at least some of the time, has grown.

Also, we often find that shops are using parts code tables with a flat amount for labor and materials, but we encourage shops to take into consideration each individual repair or job as the labor and materials can vary.

I genuinely believe the information we supply through our "Who Pays for What?" surveys can help your business and the industry by helping shops make an informed decision as to when not-included operations should be included as line items on estimates or invoices. Our goal has always been to help shops become aware of the not-included procedures they are doing and how often other shops are being compensated for them.

I would encourage all shops to review these survey results, and choose one item each week to focus on with your team. Also, please continue to participate in these surveys, and if you haven't yet taken a survey, please [sign up here](#) to take the next one!

We absolutely couldn't do this without you, so thanks to all of you who regularly participate and support this effort to improve our industry.

Mike Anderson

Mike Anderson
President, Collision Advice
www.CollisionAdvice.com

How to participate in future surveys

Sign up at 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 April of 2024. It will cover "not included" repair procedures related to frame and mechanical repair operations.

Ask your trade association to help

If you belong to a trade association that is not notifying you about these surveys, please encourage them to do so. The association can email us at admin@crashnetwork.com to receive more information.

INTRODUCTION

Purpose and Methodology

In 2015, Collision Advice and *CRASH Network* launched this 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 January 1 to January 31, 2024, asked body shops nationwide to report how often they are paid for a wide variety of shop supplies and repair operations by the eight largest auto insurers. The other surveys in the series examine procedures related to mechanical repair, body repair 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. Each individual physical shop location could submit one response to the survey. Respondents were in no way compensated for their participation.

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

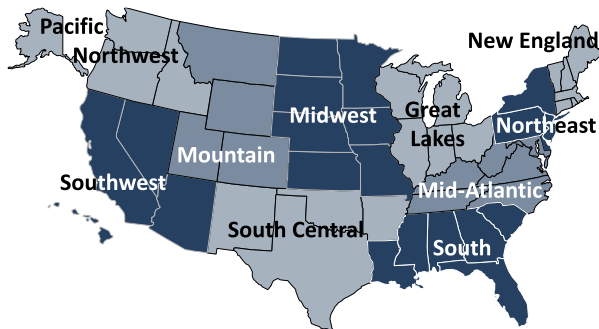
The survey received responses from 717 collision repair facilities. Shops of all types (see shop type table) and from 48 states (see table on following page) participated in the survey. In addition, respondents were asked to provide their DRP status with each insurer. Overall, 77% of shops provided this information and the following DRP participation rate was recorded for each insurer.

Shop Type	Respondents	%
Independent	471	66%
Dealership	113	16%
Multi-shop	102	14%
Franchise	31	4%

2024

Insurer	State Farm	Nationwide	Farmers	Allstate	Progressive	Liberty Mutual	USAA	Geico	No DRPs
Shops in DRP	37%	18%	17%	15%	12%	11%	11%	7%	46%

A regional breakdown is also provided for each repair procedure based on the 10 regions below, with the number of respondents from each region shown to the right.



Region	Respondents
Great Lakes	171
Mid-Atlantic	60
Midwest	94
Mountain	49
New England	33
Northeast	77
Pacific Northwest	37
South	78
South Central	64
Southwest	54

How can we get even more shops to participate in these surveys?

Email your ideas to
Mike Anderson
tiffany@collisionadvice.com

Margin of Error

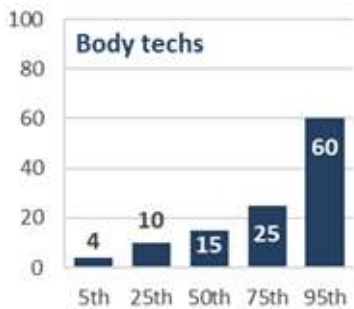
Assuming a nationwide repair facility population of approximately 40,000 (based on U.S. Census Bureau and National Automotive Dealers Association data) the survey results have a minimum margin of error of +/- 3.6% with a 95% confidence level on questions involving all respondents. This means that, if 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 26.4% and 33.6% 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.

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 shows each result on a scale from 0 (never) to 3 (always). The scores are 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 at 0. The resulting average frequency is displayed. Those respondents who said they "never asked" to be paid for a procedure are not included in rank calculations.



Percentiles: Because it can be agreed that the specific rates that shops charge for their services fall within a range, this report expresses some rate results in percentiles, rather than a simple "average" rate. Each percentile group represents the amount that the specified percentage of respondents falls below. For example, if a result shows \$60 at the 75th percentile, that means that 75 percent of respondents charge less than \$60, and another 25 percent charge more than \$60 for that item. Likewise, if \$60 is found at the 25th percentile, that means that 25 percent of all shops charge less than \$60, and 75 percent charge more.

Speedometer: At the top of each repair procedure section, you will see a "speedometer" graph along with an arrow. The speedometer shows the percentage of shops who are paid for the procedure "most" or "all" of the time. The arrow shows the percentage change from a similar survey last year. Keeping in mind our margin of error (see Margin of Error on previous page), only changes that exceed this 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. A majority of respondents participated in prior year's surveys, giving credence to the idea that at least some of the changes could well be attributed to changing practices within the shops, rather than other factors.



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, yet another 20 percent 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.

Shops from 48 states participated in this survey

By State	
AK	2
AL	4
AR	7
AZ	6
CA	44
CO	8
CT	7
DC	0
DE	0
FL	30
GA	24
HI	4
IA	21
ID	5
IL	35
IN	19
KS	16
KY	7
LA	11
MA	14
MD	3
ME	2
MI	54
MN	28
MO	22
MS	5
MT	12
NC	25
ND	4
NE	8
NH	4
NJ	17
NM	3
NV	0
NY	34
OH	23
OK	9
OR	12
PA	26
RI	4
SC	4
SD	4
TN	13
TX	45
UT	26
VA	8
VT	2
WA	18
WI	31
WV	4
WY	3
Total	717

2024

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

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
Prep raw plastic parts	Additional labor to prepare new grilles, bumper covers or other plastic parts that are not primed at the factory. All the estimating systems provide a formula for this.
Remove static	Using anti-static gun to eliminate static electricity from parts to be refinished.
Color tint	Labor required to adjust basecoat color to create a blendable match.
Labor to feather, prime and block	Labor operations that begin after a repaired area is finished to 150 grit (and is free of surface imperfections) to bring that panel to the condition of a new, undamaged panel.
Blend adjacent panels for color match	Labor to spray basecoat over a portion of the panels adjacent to a new or repaired panel in order to ensure color match.
Two-tone	Labor to mix a second basecoat color and gun clean-up when both colors are used on the exterior of a vehicle.
Labor for second color set-up	Additional labor to locate formula and mix a second basecoat color, and gun clean-up, when the interior or under-side of a panel is a different color than the exterior of the vehicle.
Tint formula to match underhood or inner structure	Labor to create or adjust the formula for color used on interior or under-side of a panel.
Apply chip/gravel/stone guard or rough coat	Labor to apply protective coatings such as on the lower rocker, lower fender or front/leading edge of a hood. Each of the estimating systems provides a formula for this.
Match OEM texture for chip/gravel/stone guard or rough coat.	Adjusting spray pattern, sanding or additional spraying, or other adjustments during the application of chip/gravel/stone guard to match texture and appearance of the rest of the vehicle.
Denib	Use of a small sanding disk on an isolated area followed by polishing.
Finish sand and buff	Labor to lightly sand all or most of a newly-painted panel and polish it back to gloss.
Refinish adjacent/mating panels after structural panel replacement	Labor to refinish areas on adjacent/mating panels that have been repaired after being damaged during removal of a welded-on or riveted/bonded panel.
Refinish pinch welds after clamp damage repair	Labor to refinish pinch welds after any damage ("witness marks") caused by anchoring clamps has been repaired.

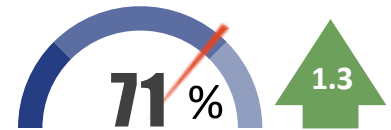
REPAIR PROCEDURE DEFINITIONS

Repair operation	Description
Refinish back or underside of repaired or replaced panel	Labor to refinish the back/underside of a panel because of damage (weld burn, hammer-and-dolly marks, stud gun damage, etc.) from necessary welding or other procedure.
Extend clear to natural breaking point	Labor to apply clearcoat over an entire panel or as far as a molding or other breaking point in order to ensure the refinish work qualifies for lifetime warranty from the paint manufacturer.
Fuel surcharge for paint booth	Generally, a flat-fee for the additional expense of operating the spraybooth during periods of higher fuel prices
Use of a spectrophotometer camera	Labor to use a spectrophotometer or color match camera to determine a color code formulation.
Mask beyond 36 inches	Additional labor (not included in Mitchell and CCC refinish labor times) to protect vehicle from overspray beyond 36 inches from panel being sprayed. Often referred to as "cover car."
Mask during internal refinish / cut-in	Labor to protect the inside of the vehicle when spraying internal portions of repaired or replaced panel(s).
Mask during prime	Labor required prior to the priming process to protect the vehicle from overspray.
Mask engine compartment	Protecting the engine compartment and bolted-on items during refinishing of inner areas within the engine compartment following repair or replacement of core supports, aprons, frame rails, firewalls, etc.
Mask jambs and openings	Labor to protect adjacent internal areas from overspray when painting a door, hood or decklid. Mitchell has a formula for this; Audatex and CCC do not.
Mask to apply seam-sealer	Labor to protect adjacent areas when applying seam-sealer.
Precision mask or roping of glass	Labor required to use special masking techniques around a windshield or other glass not removed prior to the refinishing process.
Mask to apply chip/gravel/stone guard or rough coat	(varies by estimating system) Labor to protect adjacent areas from overspray when applying chip/gravel/stone guard or rough coat: beyond 8 inches in Audatex, beyond 12 inches in CCC.

REPAIR OPERATIONS

Prep raw plastic parts

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

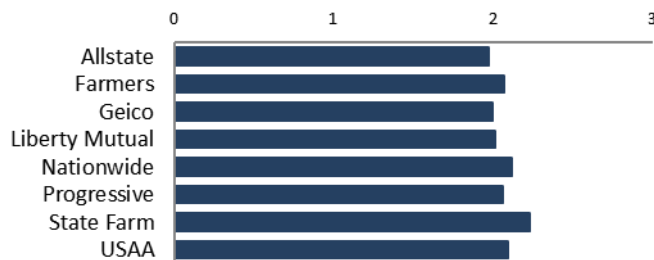


Operation: Additional labor to prepare new grilles, bumper covers or other plastic parts that are not primed at the factory. All the estimating systems provide a formula for this.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	42.5%	23.8%	22.2%	11.5%	4.8%	568
Farmers	44.0%	26.8%	20.8%	8.3%	5.6%	534
Geico	42.9%	25.8%	19.7%	11.7%	4.8%	559
Liberty Mutual	43.4%	24.4%	21.6%	10.6%	6.1%	542
Nationwide	46.6%	26.6%	19.0%	7.8%	7.2%	511
Progressive	45.4%	25.8%	17.9%	10.9%	4.2%	595
State Farm	53.0%	23.9%	15.9%	7.3%	3.1%	612
USAA	47.0%	24.7%	18.8%	9.5%	6.2%	549

Prep raw plastic parts - 2024



Prep raw plastic 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

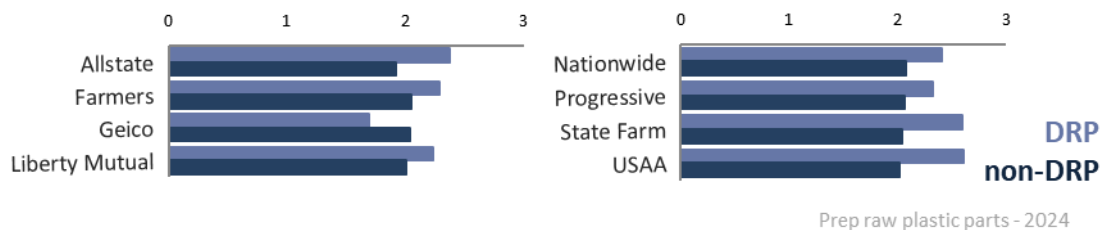


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	46.2%	20.3%	21.0%	12.5%	6.4%	1052
Mid-Atlantic	44.0%	26.2%	17.5%	12.3%	7.2%	333
Midwest	47.9%	21.5%	21.5%	9.1%	5.9%	597
Mountain	41.7%	30.8%	16.6%	10.9%	2.3%	346
New England	64.4%	18.0%	10.7%	6.8%	1.4%	208
Northeast	45.8%	37.0%	12.4%	4.7%	3.9%	461
Pacific Northwest	50.6%	28.1%	17.0%	4.3%	0.0%	253
South	43.0%	19.2%	28.4%	9.5%	4.0%	429
South Central	31.9%	24.9%	28.1%	15.1%	9.6%	426
Southwest	50.0%	32.9%	11.6%	5.5%	5.2%	365

Prep raw plastic parts - 2024

Responses by DRP Status

This 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	57.9%	27.6%	7.9%	6.6%	3.8%	79
Farmers	58.4%	22.5%	9.0%	10.1%	4.3%	93
Geico	27.8%	30.6%	25.0%	16.7%	2.7%	37
Liberty Mutual	50.0%	32.1%	8.9%	8.9%	3.4%	58
Nationwide	63.2%	20.0%	11.6%	5.3%	3.1%	98
Progressive	61.0%	20.3%	8.5%	10.2%	4.8%	62
State Farm	71.2%	18.7%	7.6%	2.5%	1.5%	201
USAA	69.0%	22.4%	8.6%	0.0%	1.7%	59
Non-DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	40.9%	22.5%	24.2%	12.4%	5.0%	417
Farmers	42.9%	26.6%	23.7%	6.9%	5.9%	372
Geico	44.6%	25.4%	19.0%	11.0%	4.9%	448
Liberty Mutual	44.3%	22.4%	23.2%	10.1%	6.5%	415
Nationwide	43.2%	28.7%	19.9%	8.2%	8.1%	345
Progressive	44.6%	26.7%	18.6%	10.1%	4.0%	453
State Farm	42.9%	27.4%	20.5%	9.1%	4.2%	331
USAA	43.7%	24.9%	20.8%	10.7%	6.4%	421

Prep raw plastic parts - 2024

All the Toyota / Lexus (and some Hyundai) plastic bumper covers are sold as raw plastic. But keep in mind that bumper covers are not the only plastic parts that are sold as raw plastic. I've seen some raw plastic grilles and cladding. CCC, Mitchell and Audatex all have pre-determined times for prepping raw plastic parts. Audatex is 20 percent of the basecoat time (with a minimum of two-tenths), CCC is 25 percent of the basecoat time (with a maximum of an hour) and Mitchell is 20 percent of the basecoat time (with no minimum or maximum).

The DEG has published a list of automakers that ship raw plastic parts. [Download](#)

It's important that if you receive a raw plastic part that wasn't identified as such in the estimating system, submit an inquiry about it through the DEG so a footnote can be added to the estimating database.

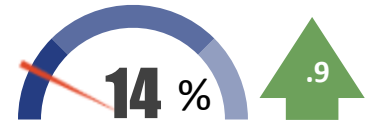
Notes from Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
11712	CCC	Link to DEG
11139	Mitchell	Link to DEG
7143	Audatex	Link to DEG

Remove static

Of those that negotiate for this, 14% are paid "always" or "most of the time."

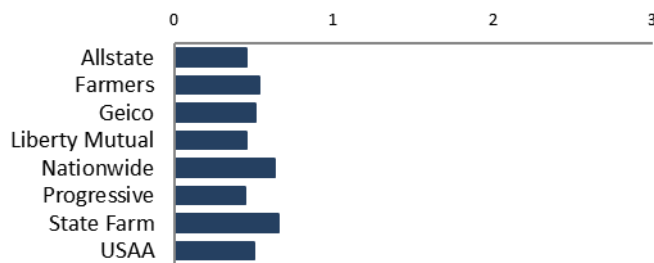


Operation: Using anti-static gun to eliminate static electricity from parts to be refinished.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	4.8%	7.8%	15.1%	72.3%	71.1%	575
Farmers	4.5%	8.4%	22.1%	64.9%	72.0%	550
Geico	5.0%	7.5%	21.1%	66.5%	71.6%	567
Liberty Mutual	4.0%	8.0%	17.3%	70.7%	72.9%	553
Nationwide	5.6%	12.5%	20.8%	61.1%	73.1%	535
Progressive	3.7%	8.7%	15.5%	72.0%	72.3%	582
State Farm	10.3%	8.0%	17.7%	64.0%	71.0%	603
USAA	3.9%	7.9%	22.4%	65.8%	72.7%	557

Remove static prior to refinish - 2024



Remove static prior to refinish - 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



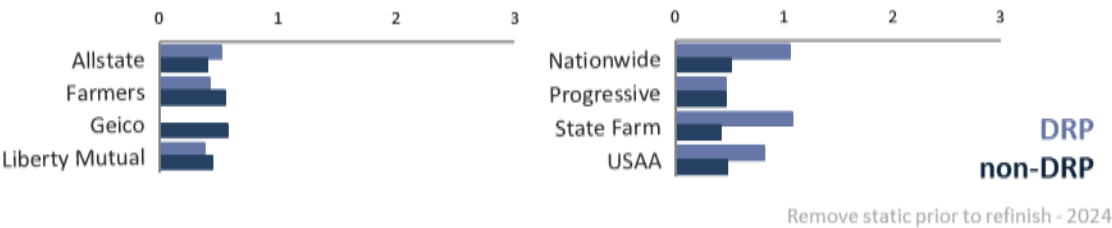
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	1.0%	5.8%	16.1%	77.1%	72.9%	1078
Mid-Atlantic	4.2%	11.7%	12.5%	71.7%	65.4%	347
Midwest	16.9%	20.1%	17.5%	45.5%	74.4%	602
Mountain	0.7%	14.0%	22.4%	62.9%	58.7%	346
New England	0.0%	0.0%	0.0%	100.0%	77.6%	210
Northeast	15.1%	3.5%	15.1%	66.3%	81.3%	459
Pacific Northwest	1.9%	25.9%	44.4%	27.8%	78.6%	252
South	7.0%	3.2%	25.3%	64.6%	62.6%	423
South Central	5.0%	2.2%	22.3%	70.5%	68.1%	436
Southwest	0.0%	1.4%	14.3%	84.3%	81.0%	369

Remove static prior to refinish - 2024

Remove static

Responses by DRP Status

This 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	0.0%	14.3%	23.8%	61.9%	73.1%	78
Farmers	0.0%	15.8%	10.5%	73.7%	78.9%	90
Geico	0.0%	0.0%	0.0%	100.0%	80.6%	36
Liberty Mutual	0.0%	12.5%	12.5%	75.0%	71.4%	56
Nationwide	15.8%	26.3%	5.3%	52.6%	80.2%	96
Progressive	0.0%	15.4%	15.4%	69.2%	78.0%	59
State Farm	21.7%	13.3%	16.7%	48.3%	69.7%	198
USAA	9.1%	9.1%	36.4%	45.5%	81.0%	58
Non-DRP						
Allstate	4.5%	6.3%	13.5%	75.7%	73.6%	421
Farmers	4.9%	6.8%	27.2%	61.2%	73.5%	388
Geico	4.9%	9.0%	23.8%	62.3%	73.2%	455
Liberty Mutual	3.9%	5.9%	20.6%	69.6%	76.0%	425
Nationwide	3.2%	8.4%	24.2%	64.2%	74.2%	368
Progressive	3.5%	9.6%	16.5%	70.4%	74.2%	446
State Farm	2.5%	5.1%	22.8%	69.6%	75.8%	326
USAA	2.7%	8.1%	23.4%	65.8%	74.0%	427

Remove static prior to refinish - 2024

The presence of static can affect material coverage and usage, and also lead to dirt nibs.
Many automakers have specific verbiage in their plastic component refinishing procedures that state this is a necessary step. Toyota, for example, details it in their "Quick Training Guide" for bumper refinishing.

Notes from Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
17212	Audatex	Link to DEG
17214	Mitchell	Link to DEG
17213	CCC	Link to DEG

Color tint

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

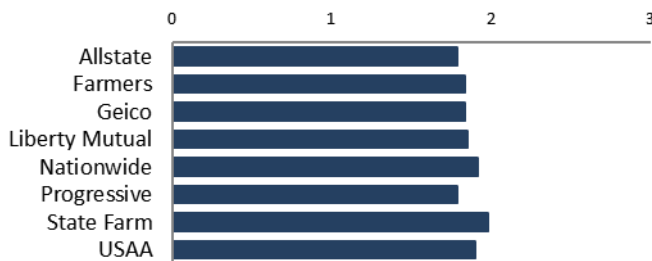


Operation: Labor required to adjust basecoat color to create a blendable match.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	30.4%	30.2%	27.3%	12.2%	4.8%	578
Farmers	31.0%	32.1%	27.1%	9.8%	4.9%	547
Geico	33.1%	28.7%	27.7%	10.5%	5.1%	570
Liberty Mutual	32.5%	32.1%	23.4%	12.0%	6.3%	552
Nationwide	34.9%	31.2%	24.4%	9.4%	7.4%	526
Progressive	30.9%	28.6%	28.6%	11.9%	4.3%	599
State Farm	36.2%	31.3%	26.5%	6.0%	4.4%	615
USAA	33.7%	32.1%	24.5%	9.7%	6.2%	561

Color tint - 2024



Color tint - 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

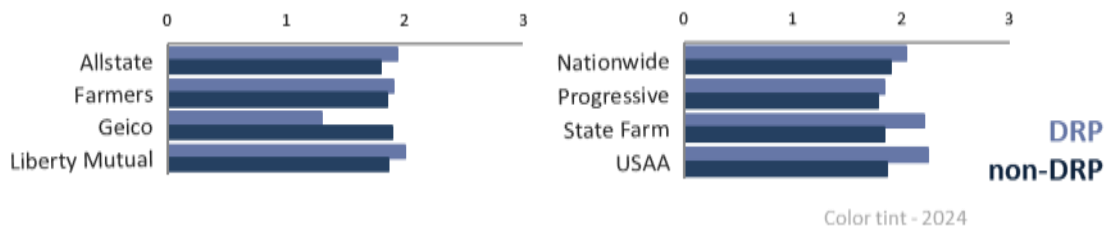


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	24.9%	30.9%	28.9%	15.3%	7.3%	1061
Mid-Atlantic	33.1%	32.1%	27.0%	7.8%	13.3%	338
Midwest	25.4%	36.3%	26.3%	11.9%	4.9%	608
Mountain	30.3%	28.9%	31.7%	9.1%	0.3%	354
New England	45.1%	35.3%	15.7%	3.9%	5.1%	215
Northeast	42.5%	26.5%	28.3%	2.7%	5.2%	466
Pacific Northwest	52.0%	34.1%	10.3%	3.6%	0.8%	254
South	33.9%	24.4%	30.0%	11.7%	5.1%	432
South Central	20.5%	31.0%	34.6%	13.8%	5.2%	442
Southwest	49.0%	29.4%	14.2%	7.4%	2.9%	378

Color tint - 2024

Responses by DRP Status

This 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	33.3%	34.6%	24.4%	7.7%	1.3%	79
Farmers	36.0%	27.0%	28.1%	9.0%	3.3%	92
Geico	16.7%	13.3%	53.3%	16.7%	14.3%	35
Liberty Mutual	42.6%	22.2%	27.8%	7.4%	5.3%	57
Nationwide	43.0%	26.9%	22.6%	7.5%	6.1%	99
Progressive	35.7%	26.8%	23.2%	14.3%	8.2%	61
State Farm	46.6%	31.6%	17.6%	4.1%	4.0%	201
USAA	46.6%	32.8%	19.0%	1.7%	1.7%	59
Non-DRP						
Allstate	30.3%	30.5%	27.8%	11.4%	5.4%	426
Farmers	30.0%	33.6%	27.5%	8.8%	5.2%	383
Geico	34.7%	28.8%	26.9%	9.6%	4.2%	457
Liberty Mutual	31.5%	34.5%	22.9%	11.1%	6.1%	423
Nationwide	32.8%	33.4%	24.4%	9.3%	7.3%	358
Progressive	30.2%	29.1%	29.5%	11.1%	3.9%	458
State Farm	29.2%	32.4%	31.8%	6.6%	4.8%	334
USAA	32.8%	31.5%	25.5%	10.3%	6.8%	429

Color tint - 2024

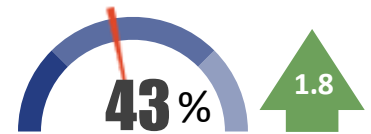
Notes from Mike

If you take any paint company course or I-CAR class, it's made clear that you need to tint to achieve a blendable match. In some cases, you may need to tint AND blend; it's not an either/or thing. And as we start to see more 3-stage and 4-stage paints, tinting may become even more commonplace.



Labor to feather, prime and block

Of those that negotiate for this, 43% are paid "always" or "most of the time."

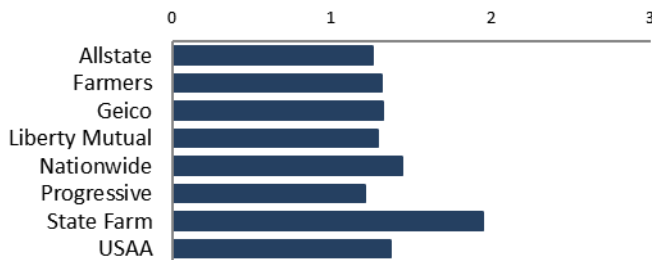


Operation: Labor operations that begin after a repaired area is finished to 150 grit (and is free of surface imperfections) to bring that panel to the condition of a new, undamaged panel.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	15.0%	22.8%	35.3%	26.9%	5.8%	568
Farmers	16.7%	22.5%	36.1%	24.7%	7.4%	524
Geico	17.4%	22.5%	35.2%	25.0%	5.5%	560
Liberty Mutual	15.6%	23.4%	35.7%	25.3%	8.1%	543
Nationwide	20.2%	24.5%	35.0%	20.4%	8.4%	509
Progressive	15.3%	20.9%	33.2%	30.6%	5.9%	590
State Farm	38.7%	27.9%	23.6%	9.8%	3.6%	614
USAA	17.6%	23.3%	37.2%	21.9%	7.7%	548

Labor to feather, prime and block - 2024



Labor to feather, prime and block - 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



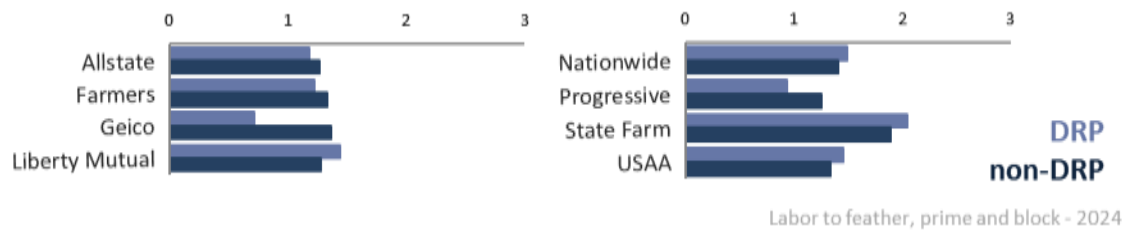
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	14.8%	18.0%	34.5%	32.7%	10.6%	1057
Mid-Atlantic	24.5%	22.4%	28.7%	24.5%	3.2%	342
Midwest	19.5%	23.4%	32.6%	24.6%	2.6%	580
Mountain	18.7%	24.4%	39.1%	17.8%	0.9%	351
New England	17.8%	15.9%	35.7%	30.6%	16.9%	189
Northeast	20.9%	27.1%	32.7%	19.3%	5.3%	455
Pacific Northwest	17.6%	42.0%	28.2%	12.2%	3.2%	253
South	26.5%	21.2%	35.5%	16.8%	8.4%	428
South Central	16.9%	20.5%	38.7%	23.9%	5.0%	441
Southwest	28.7%	31.4%	28.4%	11.4%	7.2%	360

Labor to feather, prime and block - 2024

Labor to feather, prime and block

Responses by DRP Status

This 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	13.0%	20.8%	37.7%	28.6%	1.3%	78
Farmers	15.9%	22.7%	28.4%	33.0%	3.3%	91
Geico	2.9%	11.8%	38.2%	47.1%	8.1%	37
Liberty Mutual	22.2%	24.1%	29.6%	24.1%	3.6%	56
Nationwide	20.4%	25.8%	36.6%	17.2%	5.1%	98
Progressive	17.2%	8.6%	24.1%	50.0%	6.5%	62
State Farm	47.2%	20.5%	22.6%	9.7%	3.0%	201
USAA	19.6%	25.0%	35.7%	19.6%	3.4%	58
Non-DRP						
Allstate	14.2%	23.6%	36.3%	25.9%	6.2%	420
Farmers	15.4%	23.7%	39.5%	21.4%	7.7%	365
Geico	17.6%	23.9%	35.2%	23.2%	4.9%	448
Liberty Mutual	14.1%	23.7%	38.3%	24.0%	7.9%	417
Nationwide	18.4%	24.4%	36.5%	20.6%	8.7%	345
Progressive	14.8%	22.8%	34.6%	27.8%	5.6%	450
State Farm	34.5%	30.4%	25.2%	9.9%	3.6%	334
USAA	16.0%	24.0%	38.1%	21.9%	7.6%	420

Labor to feather, prime and block - 2024

It is important to remember that most paint companies have had paint material price increases of late, making it critical that this operation takes into account the materials it requires.

All the estimating system refinish times are based on new, undamaged panels. But repair work on a welded-on panel, for example, ends with the technician finishing it off at 150 grit. A panel finished with 150 grit is not the equivalent to new and undamaged. To get to that level requires finishing the repaired panel to 320 grit.

The paint and abrasives manufacturers concur that you should not jump more than two grit-sizes. You can't go from 150 right to 320 grit. It's that process in between the two that's essentially covered by this not-included labor time to feather, prime and block.

In some cases, a repair may require feather, prime and block. In other cases, such as adjacent panels to the panel being welded on, blocking labor may not be required, just featheredge and prime.

As you'll see [later in this report](#), the majority of shops say it's their painters doing this process. And if you look at the EPA 6H rule, priming can only be done by those meeting 6H qualifications, which generally means someone who has been through paint training.

Notes from
Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
892	Audatex	Link to DEG
11712	CCC	Link to DEG
11240	Mitchell	Link to DEG

Blend adjacent panels for color match

Of those that negotiate for this, 88% are paid "always" or "most of the time."

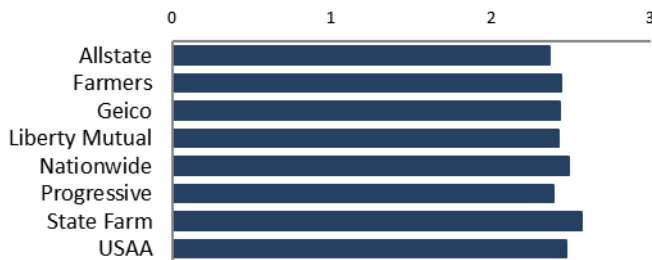


Operation: Labor to spray basecoat over a portion of the panels adjacent to a new or repaired panel in order to ensure color match.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	55.0%	29.5%	13.3%	2.2%	0.9%	554
Farmers	57.5%	30.4%	10.3%	1.8%	1.0%	518
Geico	57.5%	29.5%	11.5%	1.5%	0.9%	544
Liberty Mutual	57.4%	29.7%	10.9%	2.1%	1.7%	525
Nationwide	60.8%	29.6%	7.6%	2.0%	2.2%	501
Progressive	55.8%	29.9%	12.2%	2.1%	0.7%	570
State Farm	65.6%	26.9%	6.2%	1.4%	0.5%	584
USAA	60.5%	27.5%	10.4%	1.5%	1.1%	533

Blend adjacent panels for color match - 2024



Blend adjacent panels for color match - 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	54.8%	29.4%	14.2%	1.6%	2.6%	1019
Mid-Atlantic	56.8%	30.4%	9.6%	3.1%	3.6%	334
Midwest	58.6%	30.3%	10.8%	0.2%	0.3%	592
Mountain	46.5%	34.1%	13.9%	5.4%	0.0%	331
New England	69.9%	15.8%	12.6%	1.6%	0.5%	184
Northeast	66.7%	28.5%	4.1%	0.7%	0.0%	438
Pacific Northwest	52.9%	38.7%	8.0%	0.4%	0.0%	225
South	66.1%	21.1%	8.5%	4.3%	0.9%	441
South Central	56.9%	30.8%	10.5%	1.8%	0.5%	401
Southwest	64.7%	29.5%	5.8%	0.0%	0.3%	364

Blend adjacent panels for color match - 2024

Blend adjacent panels for color match

Responses by DRP Status

This 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	65.4%	30.8%	2.6%	1.3%	1.3%	79
Farmers	61.1%	31.1%	6.7%	1.1%	3.2%	93
Geico	45.9%	43.2%	10.8%	0.0%	0.0%	37
Liberty Mutual	64.3%	28.6%	3.6%	3.6%	1.8%	57
Nationwide	62.9%	33.0%	3.1%	1.0%	2.0%	99
Progressive	68.9%	23.0%	6.6%	1.6%	1.6%	62
State Farm	77.5%	20.5%	1.0%	1.0%	0.5%	201
USAA	67.8%	30.5%	1.7%	0.0%	0.0%	59
Non-DRP						
Allstate	54.3%	29.7%	13.3%	2.6%	0.7%	430
Farmers	57.3%	31.2%	9.4%	2.1%	0.3%	383
Geico	59.2%	28.3%	11.0%	1.5%	0.9%	460
Liberty Mutual	57.4%	30.2%	10.2%	2.1%	1.6%	427
Nationwide	60.3%	29.2%	7.9%	2.5%	1.7%	359
Progressive	55.1%	30.9%	11.8%	2.2%	0.4%	461
State Farm	59.7%	30.4%	8.4%	1.5%	0.3%	336
USAA	59.8%	27.1%	11.3%	1.9%	1.2%	430

Blend adjacent panels for color match - 2024

Notes from Mike

I'm glad to see that most shops are still being paid for this procedure all or most of the time because I've heard reports from various markets that some insurers are pushing back on blending hoods when replacing a fender.



DEG Inquiry Tracking #	Information Provider	Inquiry Details
385	CCC	Link to DEG
3874	Audatex	Link to DEG
11144	Mitchell	Link to DEG



If you're not yet familiar with the Society of Collision Repair Specialists' study into how much time blending requires relative to full-panel refinish, [click here to read a summary of the findings and to download the full report.](#)

Two-tone

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

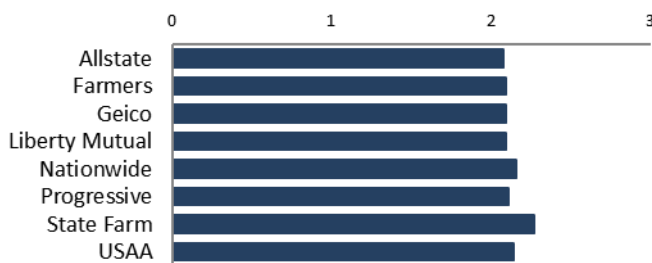


Operation: Labor to mix a second basecoat color and gun clean-up when both colors are used on the exterior of a vehicle.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	48.4%	23.9%	15.1%	12.7%	13.2%	536
Farmers	48.4%	23.5%	16.8%	11.3%	14.1%	505
Geico	47.3%	26.0%	15.5%	11.2%	13.3%	527
Liberty Mutual	48.3%	23.1%	17.8%	10.8%	14.5%	511
Nationwide	50.1%	25.7%	14.6%	9.6%	14.4%	487
Progressive	48.7%	24.8%	15.0%	11.5%	12.3%	555
State Farm	55.1%	23.9%	13.9%	7.2%	12.1%	572
USAA	49.8%	23.8%	17.5%	9.0%	14.7%	523

Two-tone - 2024



Two-tone - 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	45.1%	29.0%	14.0%	12.0%	12.5%	982
Mid-Atlantic	51.7%	25.1%	13.7%	9.5%	18.6%	323
Midwest	46.2%	21.9%	22.5%	9.4%	11.3%	576
Mountain	35.4%	33.4%	12.6%	18.5%	7.4%	326
New England	53.1%	6.3%	30.5%	10.2%	26.9%	175
Northeast	58.4%	20.8%	17.4%	3.4%	18.4%	430
Pacific Northwest	61.7%	26.6%	7.2%	4.5%	0.9%	224
South	59.2%	12.8%	13.1%	15.0%	18.2%	440
South Central	45.9%	24.4%	17.9%	11.8%	7.0%	384
Southwest	52.6%	29.4%	13.0%	5.1%	17.7%	356

Two-tone - 2024

Responses by DRP Status

This 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	60.9%	21.7%	10.1%	7.2%	10.4%	77
Farmers	53.3%	24.0%	12.0%	10.7%	17.6%	91
Geico	41.9%	29.0%	22.6%	6.5%	16.2%	37
Liberty Mutual	61.2%	18.4%	14.3%	6.1%	14.0%	57
Nationwide	58.0%	25.9%	12.3%	3.7%	16.5%	97
Progressive	61.4%	21.1%	5.3%	12.3%	8.1%	62
State Farm	70.9%	19.4%	7.4%	2.3%	11.6%	198
USAA	60.8%	21.6%	13.7%	3.9%	12.1%	58
Non-DRP						
Allstate	47.9%	23.5%	15.7%	12.9%	14.2%	416
Farmers	49.1%	23.5%	17.3%	10.2%	13.6%	375
Geico	49.4%	25.1%	14.7%	10.9%	13.4%	447
Liberty Mutual	48.4%	23.5%	17.8%	10.2%	14.7%	414
Nationwide	49.7%	25.0%	14.7%	10.7%	14.0%	349
Progressive	48.1%	25.7%	15.9%	10.3%	13.2%	448
State Farm	47.9%	25.9%	16.8%	9.4%	12.8%	328
USAA	50.4%	23.0%	17.4%	9.2%	15.4%	422

Two-tone - 2024

Notes from Mike

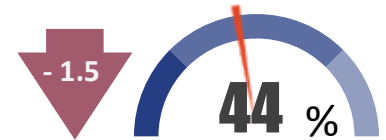
I am not sure why regular compensation for this is declining (in 2022, 81% said they were being paid always or most of the time). It would be interesting to know if this is because shops previously included this under 'second color set-up' and now they separate it out, or if there is insurance pressure as part of virtual reinspections.



DEG Inquiry Tracking #	Information Provider	Inquiry Details
11745	CCC	Link to DEG
3735	Audatex	Link to DEG
1095	CCC	Link to DEG
9220	Mitchell	Link to DEG

Labor for second color set-up

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

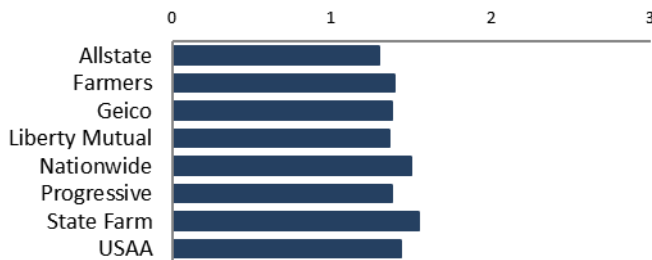


Operation: Additional labor to locate formula and mix a second basecoat color, and gun clean-up, when the interior or under-side of a panel is a different color than the exterior of the vehicle.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	19.8%	19.2%	32.2%	28.8%	33.8%	535
Farmers	21.9%	21.0%	31.5%	25.5%	34.2%	506
Geico	22.5%	20.2%	30.5%	26.8%	33.9%	525
Liberty Mutual	21.8%	20.3%	29.9%	28.1%	34.8%	514
Nationwide	23.8%	25.4%	27.3%	23.5%	35.0%	491
Progressive	21.9%	20.5%	30.7%	26.8%	33.2%	546
State Farm	28.4%	20.7%	28.9%	22.0%	32.9%	562
USAA	23.2%	21.4%	31.1%	24.3%	34.4%	520

Labor for second color set-up - 2024



Labor for second color set-up - 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



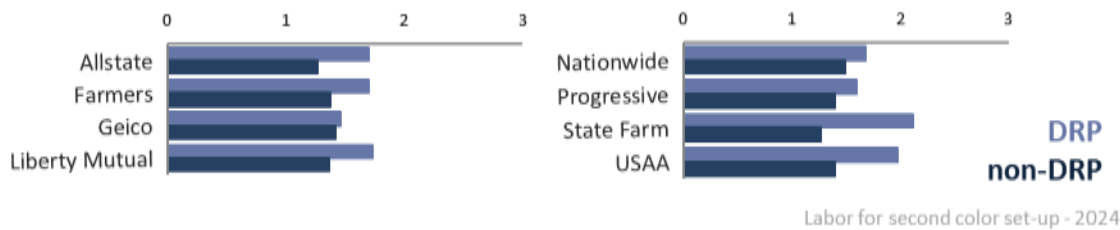
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	21.6%	17.5%	28.5%	32.3%	33.7%	990
Mid-Atlantic	24.8%	18.0%	26.2%	31.1%	36.0%	322
Midwest	20.1%	24.4%	28.2%	27.4%	37.1%	587
Mountain	16.0%	35.8%	24.3%	23.9%	17.3%	324
New England	7.2%	24.6%	55.1%	13.0%	60.6%	175
Northeast	36.1%	12.0%	39.5%	12.4%	34.2%	404
Pacific Northwest	22.4%	28.2%	32.1%	17.3%	30.7%	225
South	20.4%	16.7%	22.7%	40.1%	30.5%	430
South Central	21.8%	25.5%	35.1%	17.7%	31.2%	394
Southwest	33.2%	15.6%	34.6%	16.6%	39.4%	348

Labor for second color set-up - 2024

Labor for second color set-up

Responses by DRP Status

This 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	30.4%	30.4%	17.9%	21.4%	24.3%	74
Farmers	31.1%	27.9%	21.3%	19.7%	33.7%	92
Geico	29.2%	12.5%	33.3%	25.0%	33.3%	36
Liberty Mutual	37.8%	21.6%	16.2%	24.3%	35.1%	57
Nationwide	27.1%	32.2%	22.0%	18.6%	39.8%	98
Progressive	37.5%	12.5%	22.5%	27.5%	34.4%	61
State Farm	51.5%	16.7%	23.5%	8.3%	32.3%	195
USAA	45.9%	18.9%	21.6%	13.5%	35.1%	57
Non-DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	18.5%	17.0%	37.0%	27.5%	36.8%	419
Farmers	20.7%	19.8%	35.5%	24.0%	35.5%	375
Geico	22.8%	21.1%	31.1%	24.9%	35.2%	446
Liberty Mutual	20.9%	20.5%	32.1%	26.5%	35.9%	418
Nationwide	24.0%	24.0%	28.8%	23.1%	35.1%	353
Progressive	20.6%	22.7%	32.0%	24.7%	34.2%	442
State Farm	16.2%	22.4%	33.3%	28.1%	35.0%	323
USAA	21.2%	21.6%	33.0%	24.2%	35.5%	423

Labor for second color set-up - 2024

This is additional labor in order to look up and mix a second formula when an inside area, such as the trunk or under-hood, is a different color than the exterior of the vehicle. See the "Resources" section at the end of this report for a link to copies of documentation from the estimating system providers about this operation. Audatex is currently the only estimating system that has a labor time for this (it's .4).

I have to believe that any decline in payment frequency for this is not based on friction with third-party payers but rather is instead an educational or awareness issue with estimators and repair planners.

Another consideration not included in this question is 'second clear set-up,' when a clear finish is matte, for example.

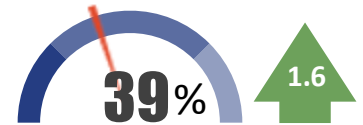
Notes from Mike



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

Tint formula to match underhood / inner area

Of those that negotiate for this, 39% are paid "always" or "most of the time."

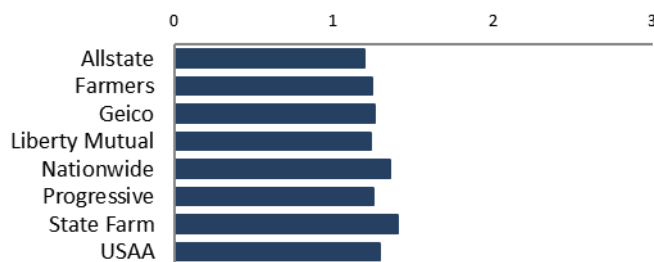


Operation: Labor to create or adjust the formula for color used on interior or under-side of a panel.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	13.9%	21.0%	35.6%	29.5%	45.2%	538
Farmers	16.7%	20.7%	32.2%	30.4%	45.5%	506
Geico	18.2%	21.3%	29.0%	31.5%	45.8%	528
Liberty Mutual	16.2%	20.6%	33.5%	29.8%	47.2%	515
Nationwide	17.4%	24.9%	33.2%	24.5%	46.5%	495
Progressive	17.2%	21.8%	30.4%	30.7%	45.3%	554
State Farm	21.3%	22.9%	30.3%	25.5%	45.3%	567
USAA	18.6%	20.4%	32.5%	28.6%	46.3%	521

Tint to match underhood / inner area - 2024



Tint to match underhood / inner area - 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



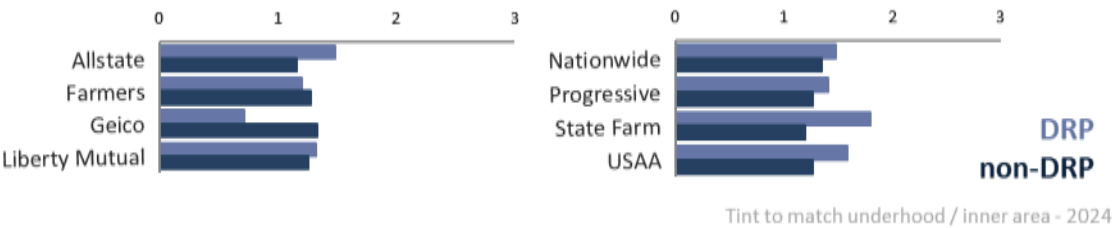
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	13.0%	25.0%	27.1%	34.9%	46.6%	967
Mid-Atlantic	17.6%	26.4%	22.6%	33.3%	50.8%	323
Midwest	15.1%	20.4%	42.6%	21.9%	55.1%	590
Mountain	18.1%	14.4%	46.3%	21.3%	32.5%	320
New England	10.7%	38.7%	30.7%	20.0%	59.5%	185
Northeast	24.2%	17.2%	30.1%	28.5%	40.9%	433
Pacific Northwest	15.1%	25.2%	36.1%	23.5%	46.9%	224
South	23.6%	18.8%	30.1%	27.5%	37.1%	439
South Central	6.6%	18.4%	32.0%	43.0%	42.4%	396
Southwest	32.2%	24.3%	25.4%	18.1%	49.0%	347

Tint to match underhood / inner area - 2024

Tint formula to match underhood / inner area

Responses by DRP Status


This 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	22.9%	20.8%	37.5%	18.8%	37.7%	77
Farmers	17.4%	17.4%	32.6%	32.6%	49.5%	91
Geico	11.8%	5.9%	23.5%	58.8%	54.1%	37
Liberty Mutual	12.9%	32.3%	29.0%	25.8%	44.6%	56
Nationwide	22.9%	22.9%	33.3%	20.8%	50.5%	97
Progressive	21.9%	25.0%	25.0%	28.1%	47.5%	61
State Farm	37.7%	19.8%	27.4%	15.1%	47.0%	200
USAA	29.4%	20.6%	29.4%	20.6%	42.4%	59
Non-DRP						
Allstate	12.0%	22.1%	35.5%	30.4%	48.2%	419
Farmers	16.9%	22.9%	31.3%	28.9%	46.4%	375
Geico	18.9%	23.5%	29.0%	28.6%	46.9%	448
Liberty Mutual	16.7%	20.0%	34.9%	28.4%	48.9%	421
Nationwide	16.0%	27.1%	32.4%	24.5%	47.5%	358
Progressive	16.7%	22.5%	30.8%	30.0%	46.7%	450
State Farm	11.6%	25.6%	32.6%	30.2%	46.7%	323
USAA	17.1%	21.3%	32.4%	29.2%	48.7%	421

Tint to match underhood / inner area - 2024

Notes from Mike



It is important for shops to understand that if they have been using a spray can aerosol to perform this procedure, many automakers now state that that product is NOT approved, and that a 2-part product must be used. In those cases, some paint companies may not have a formula, thus this labor operation would need to be considered.



DEG Inquiry Tracking #	Information Provider	Inquiry Details
11687	CCC	Link to DEG
1579	Mitchell	Link to DEG
8089	Audatex	Link to DEG



Apply chip/gravel/stone guard or rough coat

Of those that negotiate for this, 86% are paid "always" or "most of the time."

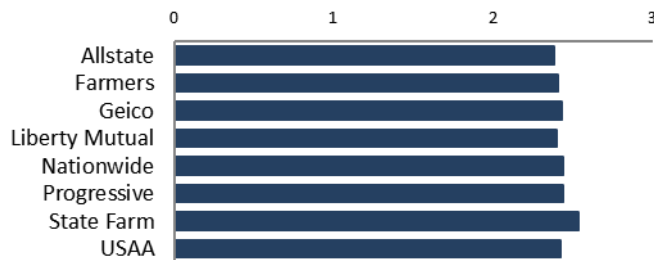


Operation: Labor to apply protective coatings such as on the lower rocker, lower fender or front/leading edge of a hood. Each of the estimating systems provides a formula for this.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	56.9%	27.7%	12.1%	3.2%	0.9%	532
Farmers	59.4%	25.6%	11.7%	3.3%	1.4%	495
Geico	59.1%	27.0%	11.5%	2.3%	1.0%	519
Liberty Mutual	59.4%	25.4%	10.5%	4.7%	2.2%	504
Nationwide	60.8%	26.0%	9.8%	3.4%	2.5%	481
Progressive	59.5%	27.2%	10.9%	2.4%	0.7%	545
State Farm	66.3%	23.4%	8.6%	1.6%	0.7%	559
USAA	60.0%	24.7%	12.3%	3.0%	2.1%	514

Apply chip/gravel/stone guard - 2024



Apply chip/gravel/stone guard - 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



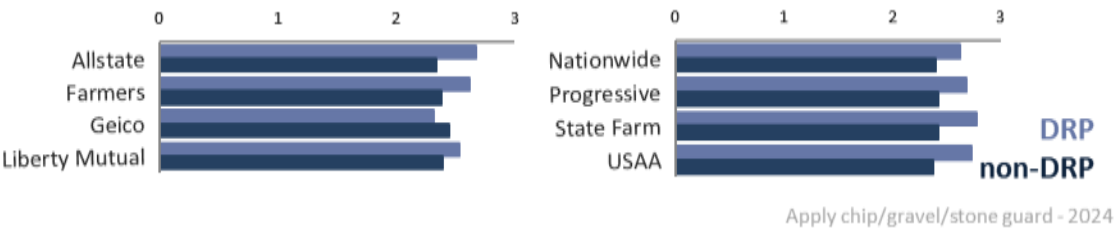
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	62.4%	23.4%	10.8%	3.3%	2.0%	976
Mid-Atlantic	62.5%	26.3%	9.7%	1.6%	1.2%	324
Midwest	61.8%	26.6%	9.7%	1.8%	0.4%	547
Mountain	56.5%	28.7%	11.2%	3.6%	0.0%	331
New England	71.3%	26.3%	2.5%	0.0%	0.0%	160
Northeast	62.8%	26.1%	10.4%	0.7%	1.9%	422
Pacific Northwest	64.4%	27.1%	3.6%	4.9%	0.0%	225
South	53.3%	26.1%	16.6%	4.0%	2.7%	409
South Central	52.5%	24.0%	19.3%	4.2%	2.8%	394
Southwest	58.9%	28.8%	7.8%	4.5%	0.8%	361

Apply chip/gravel/stone guard - 2024

Apply chip/gravel/stone guard or rough coat

Responses by DRP Status

This 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	71.8%	24.4%	2.6%	1.3%	1.3%	79
Farmers	72.5%	18.7%	6.6%	2.2%	1.1%	92
Geico	45.9%	43.2%	8.1%	2.7%	0.0%	37
Liberty Mutual	66.7%	22.8%	7.0%	3.5%	0.0%	57
Nationwide	70.1%	23.7%	4.1%	2.1%	2.0%	99
Progressive	79.0%	12.9%	4.8%	3.2%	0.0%	62
State Farm	82.3%	13.6%	3.5%	0.5%	1.0%	200
USAA	78.0%	16.9%	5.1%	0.0%	0.0%	59
Non-DRP						
Allstate	55.0%	27.7%	14.0%	3.3%	0.9%	426
Farmers	57.1%	27.2%	12.4%	3.2%	1.6%	377
Geico	60.4%	25.6%	11.8%	2.2%	1.1%	454
Liberty Mutual	59.1%	25.8%	10.2%	4.9%	2.4%	421
Nationwide	58.8%	26.5%	10.7%	4.0%	2.5%	356
Progressive	57.4%	29.0%	11.5%	2.0%	0.9%	455
State Farm	57.4%	29.2%	11.6%	1.8%	0.6%	331
USAA	58.3%	25.4%	12.7%	3.6%	2.3%	427

Apply chip/gravel/stone guard - 2024

I think some estimators leave this off because they haven't been trained to get down to look at the bottom of the fender or rocker. As a rule of thumb, if a vehicle does not have any rocker covers, it probably has gravel guard. See the "Resources" section at the end of this report for a link to copies of documentation from the estimating system providers about this operation.

Notes from Mike

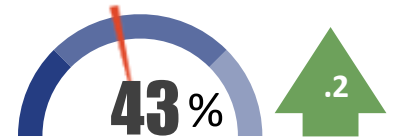


DEG Inquiry Tracking #	Information Provider	Inquiry Details
11746	CCC	Link to DEG
9478	Audatex	Link to DEG
10970	Mitchell	Link to DEG



Match OEM texture (chip/gravel/stone guard)

Of those that negotiate for this, 43% are paid "always" or "most of the time."

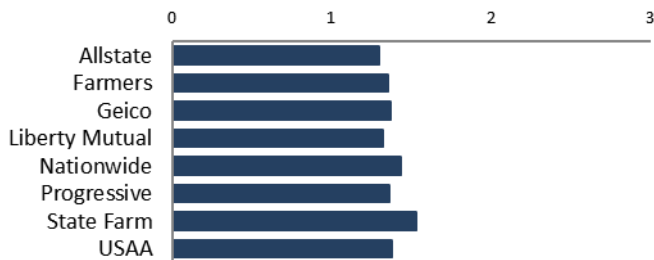


Operation: Adjusting spray pattern, sanding or additional spraying, or other adjustments during the application of chip/gravel/stone guard to match texture and appearance of the rest of the vehicle.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	20.0%	19.6%	30.5%	29.8%	44.8%	516
Farmers	21.5%	19.6%	30.9%	27.9%	45.7%	488
Geico	21.9%	21.9%	27.3%	28.8%	45.0%	505
Liberty Mutual	21.4%	19.6%	28.4%	30.6%	45.6%	498
Nationwide	22.2%	23.0%	30.4%	24.5%	45.7%	473
Progressive	21.6%	20.5%	30.1%	27.7%	44.9%	530
State Farm	27.7%	20.8%	28.3%	23.1%	44.0%	548
USAA	22.4%	20.6%	29.8%	27.2%	46.0%	504

Match OEM texture (chip/gravel/stone guard) - 2024



Match OEM texture (chip/gravel/stone guard) - 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



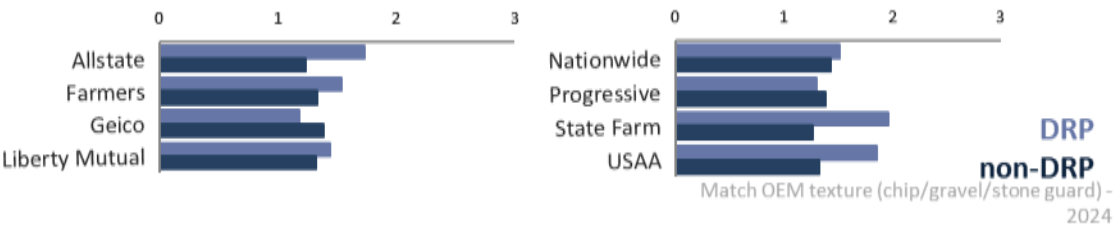
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	24.3%	16.8%	30.6%	28.3%	51.2%	963
Mid-Atlantic	26.8%	23.5%	24.2%	25.5%	51.3%	314
Midwest	14.9%	26.3%	30.4%	28.4%	48.3%	559
Mountain	18.1%	14.9%	43.3%	23.7%	34.3%	327
New England	45.2%	35.7%	8.3%	10.7%	45.5%	154
Northeast	35.4%	36.0%	13.2%	15.3%	53.2%	404
Pacific Northwest	17.5%	21.3%	43.1%	18.1%	28.9%	225
South	23.8%	16.7%	25.1%	34.3%	40.3%	400
South Central	12.7%	16.4%	36.5%	34.4%	35.6%	379
Southwest	22.3%	14.1%	23.9%	39.7%	45.4%	337

Match OEM texture (chip/gravel/stone guard) - 2024

Match OEM texture (chip/gravel/stone guard)

Responses by DRP Status

This 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	34.1%	22.7%	25.0%	18.2%	42.1%	76
Farmers	33.3%	12.8%	28.2%	25.6%	55.7%	88
Geico	23.5%	11.8%	23.5%	41.2%	51.4%	35
Liberty Mutual	28.0%	16.0%	28.0%	28.0%	55.4%	56
Nationwide	25.5%	23.4%	27.7%	23.4%	51.0%	96
Progressive	30.0%	3.3%	33.3%	33.3%	50.8%	61
State Farm	45.5%	20.5%	17.9%	16.1%	43.1%	197
USAA	37.1%	22.9%	28.6%	11.4%	36.4%	55
Non-DRP						
Allstate	18.2%	18.2%	31.6%	32.0%	45.9%	416
Farmers	20.5%	20.0%	31.4%	28.1%	44.0%	375
Geico	22.4%	21.6%	27.8%	28.2%	44.9%	445
Liberty Mutual	21.7%	19.1%	28.3%	30.9%	44.8%	417
Nationwide	22.6%	22.1%	30.8%	24.6%	44.9%	354
Progressive	21.5%	22.0%	29.7%	26.8%	44.6%	444
State Farm	18.0%	18.5%	36.0%	27.5%	45.2%	325
USAA	21.3%	19.5%	29.9%	29.4%	47.9%	424

Keep in mind that the additional labor to match the OEM texture or appearance is a not-included operation when applying gravel guard. In addition, the area (in inches) that the formula applies to, varies among the estimating systems.

Masking labor may also be required for this step, and that labor may or may not be included depending on which estimating system is being used.

Notes from Mike



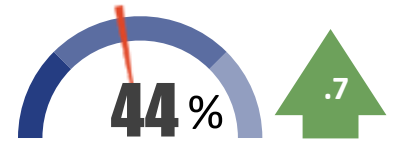


DEG Inquiry Tracking #	Information Provider	Inquiry Details
11091	Mitchell	Link to DEG
9478	Audatex	Link to DEG
11348	CCC	Link to DEG



Denib

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

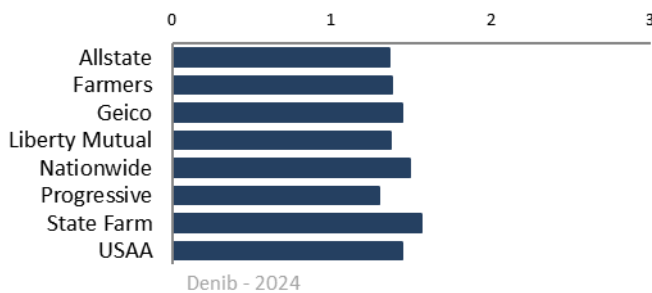


Operation: Use of a small sanding disk on an isolated area followed by polishing.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	18.3%	21.2%	38.8%	21.8%	14.3%	524
Farmers	17.6%	23.8%	37.5%	21.1%	16.2%	487
Geico	21.1%	24.6%	31.8%	22.5%	15.7%	511
Liberty Mutual	17.7%	26.1%	32.1%	24.2%	16.1%	498
Nationwide	21.0%	26.0%	34.6%	18.4%	15.9%	471
Progressive	17.7%	21.4%	34.1%	26.9%	14.9%	538
State Farm	23.0%	26.6%	33.8%	16.5%	14.6%	554
USAA	19.6%	25.5%	34.2%	20.8%	16.0%	505

Denib - 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

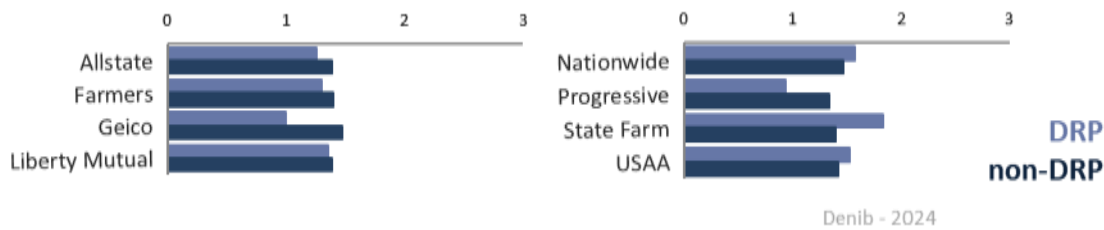


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	14.9%	17.3%	39.6%	28.1%	21.2%	961
Mid-Atlantic	15.5%	22.9%	35.7%	26.0%	20.1%	323
Midwest	12.8%	23.2%	37.4%	26.6%	16.0%	550
Mountain	12.5%	19.0%	44.1%	24.4%	14.7%	327
New England	29.7%	29.0%	33.8%	7.6%	8.8%	159
Northeast	31.3%	36.5%	20.4%	11.7%	12.0%	417
Pacific Northwest	21.9%	36.5%	35.4%	6.3%	14.7%	225
South	20.5%	21.2%	32.1%	26.3%	22.2%	401
South Central	16.7%	13.5%	40.9%	28.9%	8.6%	374
Southwest	31.2%	39.1%	22.2%	7.6%	2.3%	351

Denib - 2024

Responses by DRP Status

This 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	17.6%	14.7%	42.6%	25.0%	11.7%	77
Farmers	17.1%	18.4%	42.1%	22.4%	15.6%	90
Geico	7.7%	23.1%	30.8%	38.5%	27.8%	36
Liberty Mutual	22.9%	18.8%	29.2%	29.2%	11.1%	54
Nationwide	25.3%	19.3%	42.2%	13.3%	14.4%	97
Progressive	11.5%	11.5%	36.5%	40.4%	13.3%	60
State Farm	35.3%	23.4%	30.5%	10.8%	16.5%	200
USAA	23.1%	17.3%	48.1%	11.5%	10.3%	58
Non-DRP						
Allstate	18.7%	22.1%	38.0%	21.2%	15.4%	423
Farmers	18.1%	24.6%	36.2%	21.0%	16.9%	372
Geico	22.3%	24.6%	31.4%	21.7%	15.1%	450
Liberty Mutual	17.3%	26.8%	32.3%	23.6%	17.2%	419
Nationwide	20.0%	27.2%	32.4%	20.3%	17.1%	350
Progressive	18.6%	22.5%	33.5%	25.4%	15.5%	452
State Farm	16.0%	28.1%	35.6%	20.3%	14.1%	327
USAA	19.0%	26.4%	31.9%	22.7%	17.3%	421

Denib - 2024

All of the paint manufacturers have bulletins on the need to denib or finish sand or buff, often noting (as the AkzoNobel statement reads) that, "It is not likely that a repair can be made that is completely free of surface defects," and that it is (as the Axalta statement reads) "a normal and necessary operation for both OEM manufacturers and collision repair shops." You can [download your paint company's bulletins from the SCRS website](#). Some automakers, like [Toyota](#), [Lexus](#), [Nissan](#) and [INFINITI](#), also have statements that these processes are necessary even at the manufacturing plant as well as at body shops.

Audatex does not have a formula for denib; CCC and Mitchell each have a different formula.

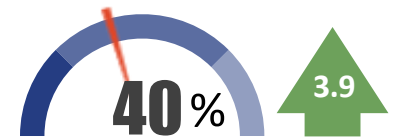
Notes from Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
2193	Audatex	Link to DEG
11508	CCC	Link to DEG
10745	CCC	Link to DEG
4737	CCC	Link to DEG
15268	Mitchell	Link to DEG

Finish sand and buff

Of those that negotiate for this, 40% are paid "always" or "most of the time."

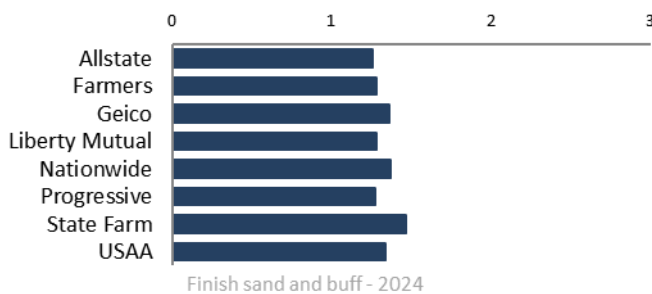


Operation: Labor to lightly sand all or most of a newly-painted panel and polish it back to gloss.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	13.7%	23.1%	38.3%	24.9%	12.4%	518
Farmers	13.9%	24.3%	38.0%	23.8%	12.4%	484
Geico	17.8%	23.5%	36.0%	22.8%	13.2%	506
Liberty Mutual	13.3%	24.9%	38.0%	23.8%	13.0%	493
Nationwide	15.4%	27.1%	36.2%	21.3%	13.3%	472
Progressive	16.4%	22.3%	33.6%	27.7%	12.0%	534
State Farm	17.7%	28.0%	37.7%	16.7%	11.3%	548
USAA	15.1%	26.3%	36.1%	22.6%	12.6%	501

Finish sand and buff - 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

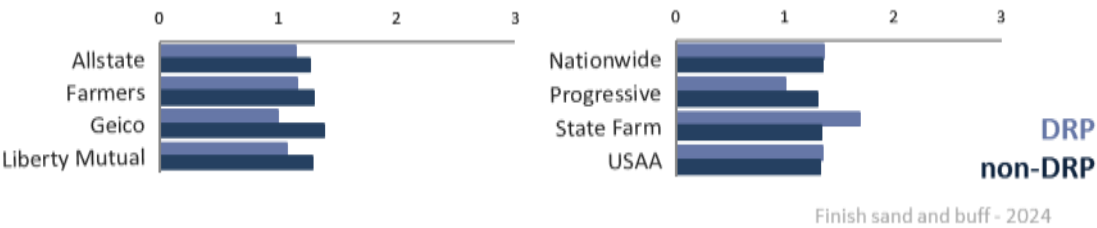


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	11.3%	20.8%	41.5%	26.4%	12.8%	933
Mid-Atlantic	11.5%	19.8%	45.0%	23.7%	13.9%	323
Midwest	7.5%	23.1%	38.8%	30.6%	21.8%	547
Mountain	8.0%	17.4%	48.1%	26.5%	12.2%	327
New England	33.1%	44.1%	15.2%	7.6%	4.0%	151
Northeast	33.3%	35.2%	25.8%	5.7%	7.2%	414
Pacific Northwest	17.0%	28.0%	39.5%	15.5%	11.1%	225
South	19.8%	20.7%	33.2%	26.3%	14.1%	389
South Central	10.6%	14.5%	43.8%	31.1%	14.7%	388
Southwest	16.7%	40.2%	23.0%	20.1%	3.1%	359

Finish sand and buff - 2024

Responses by DRP Status

This 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	14.7%	14.7%	41.2%	29.4%	9.3%	75
Farmers	11.1%	22.2%	38.3%	28.4%	10.0%	90
Geico	10.3%	20.7%	27.6%	41.4%	21.6%	37
Liberty Mutual	6.7%	26.7%	33.3%	33.3%	16.7%	54
Nationwide	14.3%	26.0%	41.6%	18.2%	19.8%	96
Progressive	12.2%	18.4%	26.5%	42.9%	18.3%	60
State Farm	27.2%	24.7%	38.3%	9.9%	16.5%	194
USAA	16.7%	16.7%	51.9%	14.8%	1.8%	55
Non-DRP						
Allstate	13.3%	24.6%	37.3%	24.9%	13.6%	419
Farmers	14.5%	24.5%	37.1%	23.9%	13.8%	369
Geico	18.2%	23.7%	35.9%	22.1%	13.3%	443
Liberty Mutual	13.9%	24.7%	38.1%	23.3%	13.0%	414
Nationwide	15.3%	27.6%	34.1%	23.1%	12.3%	351
Progressive	17.0%	22.8%	33.4%	26.8%	11.8%	448
State Farm	12.5%	30.0%	36.4%	21.2%	9.2%	327
USAA	14.5%	27.9%	32.9%	24.8%	14.5%	420

Finish sand and buff - 2024

All of the paint manufacturers have bulletins on the need to denib or finish sand or buff, often noting (as the AkzoNobel statement reads) that, "It is not likely that a repair can be made that is completely free of surface defects," and that it is (as the Axalta statement reads) "a normal and necessary operation for both OEM manufacturers and collision repair shops." You can [download your paint company's bulletins from the SCRS website](#). Some automakers, like [Toyota](#), [Lexus](#), [Nissan](#) and [INFINITI](#), also have statements that these processes are necessary even at the manufacturing plant as well as at body shops.

Notes from Mike





DEG Inquiry Tracking #	Information Provider	Inquiry Details
4737	CCC	Link to DEG
9805	Audatex	Link to DEG



Refinish adjacent/mating panels after structural panel replacement

Of those that negotiate for this, 70% are paid "always" or "most of the time."

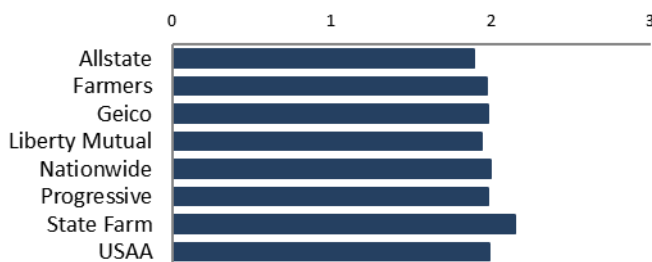


Operation: Labor to refinish areas on adjacent/mating panels that have been repaired after being damaged during removal of a welded-on or riveted/bonded panel.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	31.8%	33.7%	26.1%	8.4%	6.3%	507
Farmers	33.6%	35.4%	25.3%	5.7%	7.4%	473
Geico	33.8%	36.6%	23.7%	6.0%	6.1%	495
Liberty Mutual	34.2%	33.5%	24.5%	7.9%	7.9%	483
Nationwide	35.3%	34.8%	24.5%	5.4%	7.6%	460
Progressive	34.7%	35.6%	22.6%	7.1%	5.5%	524
State Farm	43.2%	33.8%	17.9%	5.1%	5.0%	536
USAA	35.8%	33.4%	24.4%	6.4%	6.6%	487

Refinish adjacent panel after weld burn - 2024



Refinish adjacent panel after weld burn - 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



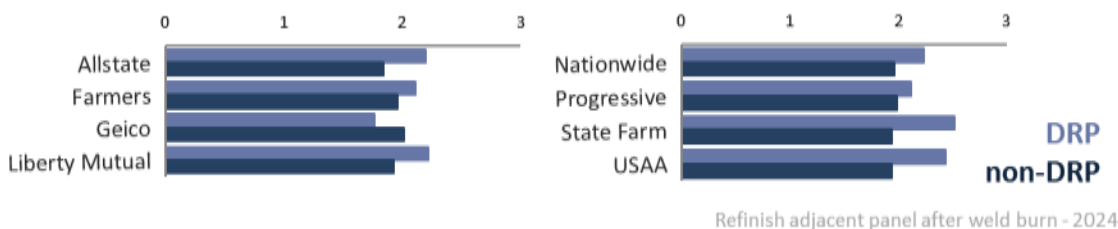
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	32.9%	32.7%	28.3%	6.1%	7.0%	920
Mid-Atlantic	31.0%	33.7%	27.2%	8.2%	7.3%	317
Midwest	28.9%	44.7%	20.2%	6.2%	10.1%	523
Mountain	20.6%	41.9%	29.5%	7.9%	2.5%	323
New England	59.3%	22.1%	17.2%	1.4%	5.8%	154
Northeast	43.6%	32.2%	16.3%	7.9%	4.7%	424
Pacific Northwest	37.1%	36.6%	21.3%	5.0%	3.3%	209
South	43.9%	22.8%	24.2%	9.2%	8.6%	394
South Central	30.6%	37.6%	26.0%	5.8%	8.5%	378
Southwest	43.5%	35.9%	16.2%	4.4%	2.5%	323

Refinish adjacent panel after weld burn - 2024

Refinish adjacent/mating panels after structural panel replacement

Responses by DRP Status

This 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	42.1%	38.2%	17.1%	2.6%	1.3%	77
Farmers	38.9%	36.7%	21.1%	3.3%	3.2%	93
Geico	21.2%	39.4%	33.3%	6.1%	10.8%	37
Liberty Mutual	50.9%	25.5%	18.2%	5.5%	3.5%	57
Nationwide	44.1%	36.6%	17.2%	2.2%	5.1%	98
Progressive	45.0%	33.3%	10.0%	11.7%	3.2%	62
State Farm	61.6%	29.5%	8.4%	0.5%	4.0%	198
USAA	56.9%	29.3%	13.8%	0.0%	1.7%	59
Non-DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	30.1%	33.4%	27.5%	9.1%	7.0%	415
Farmers	33.0%	35.4%	25.9%	5.7%	8.2%	366
Geico	34.8%	37.0%	22.7%	5.5%	5.4%	443
Liberty Mutual	32.5%	35.2%	24.9%	7.4%	8.3%	412
Nationwide	33.1%	35.0%	26.3%	5.6%	8.0%	348
Progressive	33.4%	36.7%	23.9%	5.9%	5.6%	447
State Farm	32.1%	37.4%	23.0%	7.5%	5.6%	323
USAA	32.9%	34.7%	25.8%	6.5%	7.3%	413

Refinish adjacent panel after weld burn - 2024

I see a lot of shops leave this off of estimates. When you replace a quarter-panel, for example, there are more than two dozen items you may need to paint because of weld burn damage. These may include (among other areas):

- inner and outer rocker panel, rear body panel, roof rail and rear window opening;
- the top and bottom of the package tray, floor extension and gutters;
- the inner sail panel, lock pillar and quarter;
- the center pillar; and,
- the outer wheelhouse.

Notes from Mike



Replacing a rear body panel, for example, you may need to refinish (among other areas):

- the top and bottom of the trunk flood and gutters;
- the inner and outer quarter panels and quarter extensions;
- the left and right rear frame rails; and possibly,
- the inner and outer tail light pockets.

We at Collision Advice encourage shops to itemize these steps rather just including a lump-sum amount.

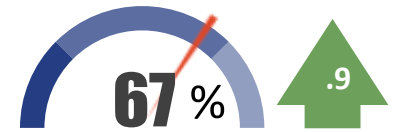
*Remember that refinish labor times are for **one side only**, so keep "inner/outer" and "top/bottom" in mind. See the "Resources" section at the end of this report for a link to copies of documentation from the estimating system providers about this operation.*



DEG Inquiry Tracking #	Information Provider	Inquiry Details
11849	Audatex	Link to DEG
11471	General	Link to DEG
11240	Mitchell	Link to DEG
10965	CCC	Link to DEG

Refinish pinch welds after clamp damage repair

Of those that negotiate for this, 67% are paid "always" or "most of the time."

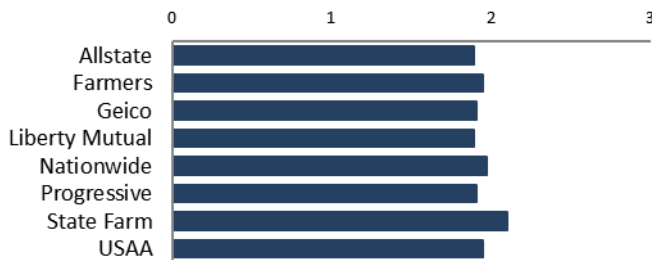


Operation: Labor to refinish pinch welds after any damage ("witness marks") caused by anchoring clamps has been repaired.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	34.4%	29.9%	25.8%	9.9%	11.4%	502
Farmers	36.9%	29.3%	25.7%	8.2%	11.8%	473
Geico	34.7%	31.0%	25.3%	9.0%	11.4%	491
Liberty Mutual	34.0%	31.2%	24.5%	10.2%	12.1%	478
Nationwide	36.3%	32.0%	24.0%	7.7%	13.3%	451
Progressive	33.6%	32.5%	25.2%	8.8%	11.8%	517
State Farm	41.3%	33.5%	19.2%	6.0%	10.3%	535
USAA	35.8%	31.6%	24.7%	7.9%	11.5%	486

Refinish pinch welds after clamp damage - 2024



Refinish pinch welds after clamp damage - 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



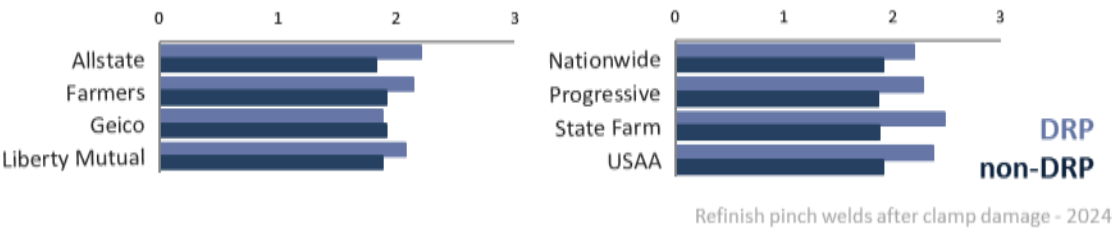
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	34.8%	31.8%	24.8%	8.6%	10.5%	922
Mid-Atlantic	37.8%	28.5%	20.7%	13.0%	15.4%	319
Midwest	36.6%	28.8%	26.0%	8.5%	19.3%	524
Mountain	22.8%	47.2%	20.2%	9.7%	17.3%	323
New England	53.4%	24.0%	19.9%	2.7%	0.7%	147
Northeast	39.5%	36.8%	20.2%	3.5%	7.8%	398
Pacific Northwest	27.7%	39.8%	25.2%	7.3%	5.1%	217
South	32.6%	25.5%	24.3%	17.6%	13.0%	392
South Central	37.6%	22.6%	33.8%	5.9%	10.1%	378
Southwest	42.9%	30.4%	22.1%	4.5%	7.7%	313

Refinish pinch welds after clamp damage - 2024

Refinish pinch welds after clamp damage repair

Responses by DRP Status

This 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	48.7%	27.6%	19.7%	3.9%	2.6%	78
Farmers	41.9%	34.9%	18.6%	4.7%	6.5%	92
Geico	25.0%	43.8%	25.0%	6.3%	13.5%	37
Liberty Mutual	39.2%	35.3%	19.6%	5.9%	10.5%	57
Nationwide	45.3%	32.6%	18.6%	3.5%	13.1%	99
Progressive	51.9%	31.5%	9.3%	7.4%	12.9%	62
State Farm	61.0%	26.9%	11.0%	1.1%	8.1%	198
USAA	53.8%	28.8%	17.3%	0.0%	8.8%	57
Non-DRP						
Allstate	31.9%	29.9%	27.1%	11.0%	13.4%	409
Farmers	36.6%	27.8%	26.8%	8.8%	13.6%	367
Geico	35.8%	29.9%	25.0%	9.3%	11.6%	439
Liberty Mutual	33.8%	31.0%	24.8%	10.4%	12.8%	407
Nationwide	34.0%	32.6%	24.7%	8.6%	13.9%	338
Progressive	31.3%	32.8%	27.4%	8.5%	12.0%	440
State Farm	29.0%	38.5%	23.7%	8.8%	12.1%	322
USAA	33.6%	32.2%	25.3%	8.8%	12.3%	414

Refinish pinch welds after clamp damage - 2024

In my opinion, that 67% who say they are paid always or most of the time for this should be 100%. I have not found any vehicle manufacturer or any frame equipment company that says it's okay to secure a fixture clamp to pinchwelds without first removing all undercoating and seam sealer. If this isn't done, it increases the likelihood that the vehicle can slip when you are pulling it, causing further damage or adversely impacting the accuracy of the measurements. So once the pinchweld damage is repaired, it needs to be refinished. This generally means eight areas of refinish: the front and back side of the pinchwelds in four locations.

Notes from Mike



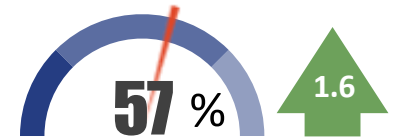


DEG Inquiry Tracking #	Information Provider	Inquiry Details
8110	Audatex	Link to DEG
10501	Audatex	Link to DEG
4351	CCC	Link to DEG



Refinish back or underside of repaired or replaced panel

Of those that negotiate for this, 57% are paid "always" or "most of the time."

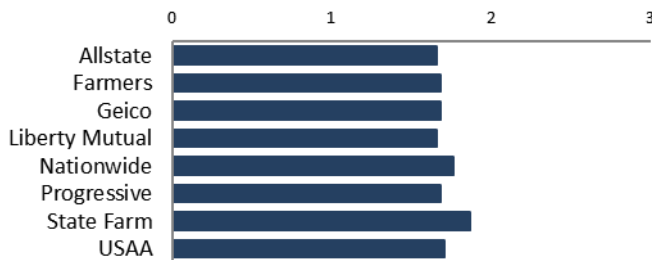


Operation: Labor to refinish the back/underside of a panel because of damage (weld burn, hammer-and-dolly marks, stud gun damage, etc.) from necessary welding or other procedure.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	23.2%	30.2%	36.0%	10.6%	17.9%	504
Farmers	24.5%	30.9%	32.5%	12.1%	18.3%	475
Geico	25.1%	30.8%	31.8%	12.4%	18.8%	496
Liberty Mutual	23.5%	31.1%	33.2%	12.2%	19.5%	487
Nationwide	26.1%	33.6%	30.9%	9.4%	19.1%	460
Progressive	25.1%	31.1%	30.9%	12.9%	18.0%	521
State Farm	32.5%	30.7%	28.2%	8.6%	17.8%	535
USAA	24.8%	31.8%	33.3%	10.3%	18.5%	491

Refinish back/underside of panel - 2024



Refinish back/underside of panel - 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



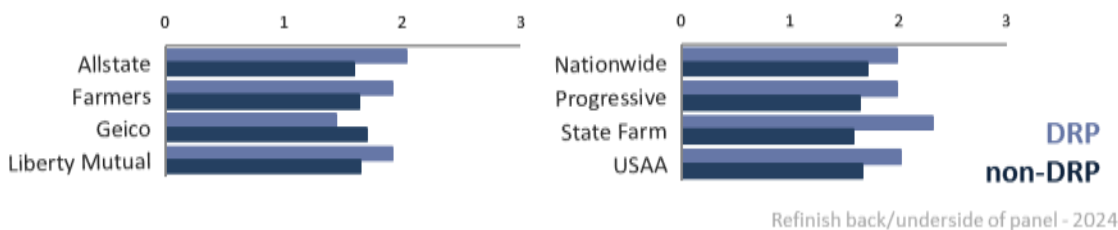
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	27.6%	28.8%	31.8%	11.8%	22.5%	930
Mid-Atlantic	23.3%	28.3%	30.9%	17.5%	25.7%	300
Midwest	18.8%	44.8%	26.2%	10.2%	20.3%	527
Mountain	19.8%	30.0%	36.1%	14.1%	19.6%	327
New England	20.2%	45.2%	34.6%	0.0%	29.3%	147
Northeast	28.1%	33.6%	33.6%	4.7%	18.8%	421
Pacific Northwest	18.6%	47.2%	32.2%	2.0%	8.3%	217
South	37.1%	16.7%	25.1%	21.1%	14.1%	398
South Central	26.3%	27.2%	37.2%	9.3%	14.6%	378
Southwest	27.4%	24.1%	37.8%	10.7%	7.7%	324

Refinish back/underside of panel - 2024

Refinish back or underside of repaired or replaced panel

Responses by DRP Status

This 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	38.5%	33.8%	20.0%	7.7%	13.3%	75
Farmers	37.3%	24.0%	30.7%	8.0%	16.7%	90
Geico	22.2%	22.2%	33.3%	22.2%	25.0%	36
Liberty Mutual	30.2%	37.2%	25.6%	7.0%	20.4%	54
Nationwide	33.8%	35.0%	26.3%	5.0%	14.9%	94
Progressive	36.5%	36.5%	15.4%	11.5%	13.3%	60
State Farm	52.9%	29.7%	14.0%	3.5%	13.1%	198
USAA	34.0%	38.0%	24.0%	4.0%	13.8%	58
Non-DRP						
Allstate	20.6%	29.0%	39.4%	11.0%	19.1%	414
Farmers	22.0%	32.0%	33.0%	13.0%	19.1%	371
Geico	25.4%	31.2%	31.8%	11.6%	18.7%	445
Liberty Mutual	23.2%	30.1%	33.9%	12.8%	19.8%	419
Nationwide	24.4%	33.0%	32.3%	10.4%	20.7%	352
Progressive	23.3%	30.7%	33.0%	13.0%	19.1%	446
State Farm	19.7%	30.3%	38.2%	11.8%	21.1%	322
USAA	23.5%	31.0%	34.5%	11.0%	19.6%	418

Refinish back/underside of panel - 2024

Understand that refinish times are for 1-side and 1-side only. You need to consider: Do you need to paint the top and the bottom? Or do you need to paint the inner and the outer? If you do, and there's not a paint time, consider submitting an inquiry about it to the DEG ([Database Enhancement Gateway](#)). See the "Resources" section at the end of this report for a link to copies of documentation from the estimating system providers about this operation.

We are seeing more and more automakers require this as part of their repair procedures. Honda, for example, came out with a statement specifically in regards to this.

You also you may need to calculate clear time based on the paint product used.

I am also very concerned because I have seen, at some of the shops I've visited recently, a 1K product being used on the backside of panels. This is NOT acceptable. Most OEMs state that a 2K product is required because a 1K product will not have corrosion protection or UV-resistant properties.

Notes from
Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
6128	Audatex	Link to DEG
11426	CCC	Link to DEG
11562	Mitchell	Link to DEG

Extend clear to natural breaking point

Of those that negotiate for this, 79% are paid "always" or "most of the time."

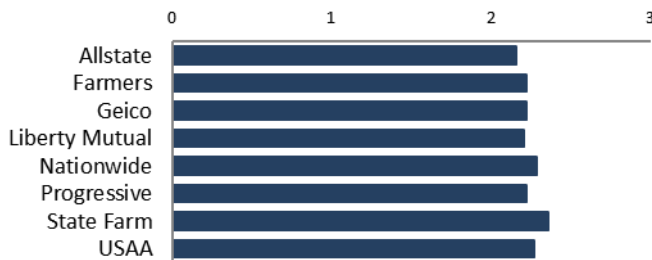


Operation: Labor to apply clearcoat over an entire panel or as far as a molding or other breaking point in order to ensure the refinish work qualifies for lifetime warranty from the paint manufacturer.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	47.2%	27.8%	19.0%	6.0%	5.8%	515
Farmers	49.2%	29.0%	16.3%	5.5%	6.6%	487
Geico	49.9%	26.6%	18.8%	4.7%	6.2%	504
Liberty Mutual	49.8%	27.4%	17.2%	5.7%	6.7%	493
Nationwide	52.9%	28.9%	12.7%	5.5%	7.1%	466
Progressive	49.8%	28.4%	16.0%	5.8%	5.8%	531
State Farm	57.2%	27.0%	10.7%	5.1%	5.5%	544
USAA	51.7%	28.6%	14.7%	4.9%	5.8%	497

Extend clear to natural breaking point - 2024



Extend clear to natural breaking point - 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



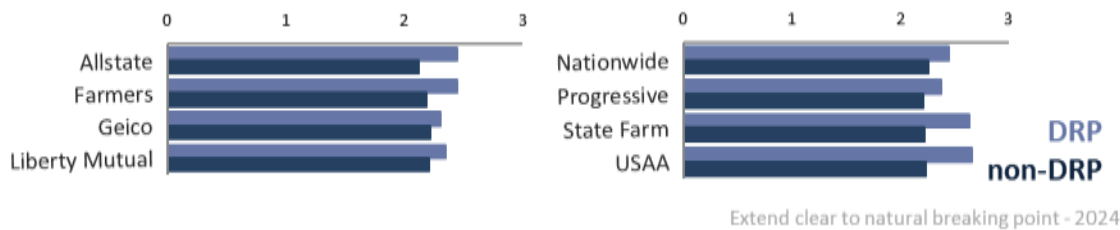
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	48.2%	26.4%	20.2%	5.2%	7.5%	937
Mid-Atlantic	52.2%	25.9%	18.1%	3.8%	6.4%	313
Midwest	44.5%	27.2%	21.4%	6.8%	10.0%	539
Mountain	48.7%	28.9%	10.4%	11.9%	3.9%	331
New England	68.5%	21.9%	8.2%	1.4%	5.8%	155
Northeast	57.6%	26.6%	13.5%	2.2%	4.9%	427
Pacific Northwest	47.3%	37.9%	9.8%	4.9%	0.0%	224
South	53.2%	21.8%	15.3%	9.7%	5.5%	402
South Central	50.8%	33.1%	12.7%	3.3%	4.2%	378
Southwest	53.4%	33.2%	11.4%	2.0%	7.3%	331

Extend clear to natural breaking point - 2024

Extend clear to natural breaking point

Responses by DRP Status

This 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	61.0%	26.0%	9.1%	3.9%	2.5%	79
Farmers	64.8%	20.5%	10.2%	4.5%	4.3%	92
Geico	51.5%	30.3%	15.2%	3.0%	10.8%	37
Liberty Mutual	61.8%	18.2%	12.7%	7.3%	1.8%	56
Nationwide	60.9%	25.0%	12.0%	2.2%	6.1%	98
Progressive	60.7%	23.0%	9.8%	6.6%	1.6%	62
State Farm	71.1%	22.2%	5.7%	1.0%	2.5%	199
USAA	69.0%	27.6%	3.4%	0.0%	1.7%	59
Non-DRP						
Allstate	45.3%	27.8%	20.5%	6.3%	6.4%	422
Farmers	46.5%	30.7%	17.2%	5.6%	7.1%	382
Geico	50.4%	26.5%	18.5%	4.7%	5.7%	453
Liberty Mutual	49.1%	28.5%	17.0%	5.3%	7.3%	424
Nationwide	51.7%	29.5%	12.5%	6.4%	7.3%	355
Progressive	49.1%	28.9%	16.4%	5.6%	6.4%	455
State Farm	49.3%	30.4%	13.1%	7.2%	7.3%	330
USAA	49.9%	28.7%	15.9%	5.5%	6.4%	424

Extend clear to natural breaking point - 2024

We are getting more questions from shops around the country about this "up and over" procedure, and reports from some shops that they are receiving insurer push-back on laser welded roofs. It is important that you check with your paint company, as they say you need to do an "up and over" on the roof panel and opposite quarter panel and NOT roll the edge in those instances.

We hear from a lot of shops in regards to clearing the entire uniside or jambs when a quarter panel requires refinish. It is important to consider performing this operation on any area that is exposed to UV rays or is susceptible to chipping.

Visit the "Clearcoat Blending" section of the "OEM1Stop Position Statements" page to download statements on the need for this step from [Ford](#), [Nissan](#) and other automakers. There are also other resources related to this (such as documentation from the paint companies) in the "Resources" section at the end of this report.

Also check out [quarter panel painting](#) in this report to see how shops address refinishing of quarter panels.

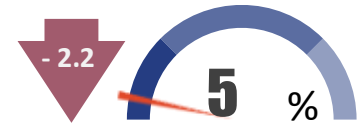
Notes from Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
11470	Audatex	Link to DEG
8462	Audatex	Link to DEG
10895	CCC	Link to DEG

Fuel surcharge for paint booth

Of those that negotiate for this, 5% are paid "always" or "most of the time."

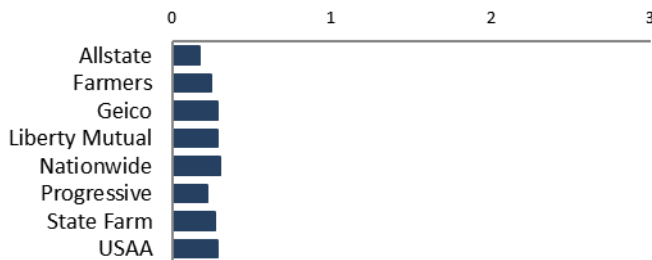


Operation: Generally a flat-fee for the additional expense of operating the spraybooth during periods of higher fuel prices.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	2.0%	1.0%	9.2%	87.8%	80.8%	510
Farmers	2.3%	1.1%	14.8%	81.8%	81.9%	487
Geico	3.2%	5.3%	7.4%	84.0%	81.2%	500
Liberty Mutual	2.2%	2.2%	16.9%	78.7%	81.9%	493
Nationwide	2.2%	4.4%	14.4%	78.9%	81.2%	479
Progressive	2.1%	3.2%	9.5%	85.3%	81.7%	520
State Farm	2.9%	3.8%	10.5%	82.9%	80.4%	536
USAA	2.2%	2.2%	17.4%	78.3%	81.6%	500

Fuel surcharge for paint booth - 2024



Fuel surcharge for paint booth - 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



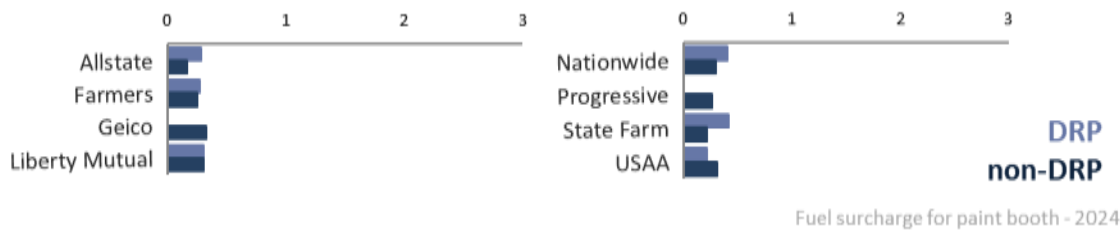
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	0.0%	0.0%	12.8%	87.2%	84.3%	947
Mid-Atlantic	0.0%	4.3%	30.4%	65.2%	85.6%	320
Midwest	15.1%	13.2%	9.4%	62.3%	90.2%	541
Mountain	0.0%	0.0%	11.2%	88.8%	70.4%	331
New England	0.0%	0.0%	16.3%	83.7%	67.5%	151
Northeast	0.0%	2.0%	3.1%	94.9%	76.1%	410
Pacific Northwest	1.8%	12.7%	20.0%	65.5%	75.7%	226
South	8.6%	3.2%	6.5%	81.7%	76.7%	399
South Central	1.4%	1.4%	20.0%	77.1%	81.4%	376
Southwest	0.0%	0.0%	5.0%	95.0%	87.7%	324

Fuel surcharge for paint booth - 2024

Fuel surcharge for paint booth

Responses by DRP Status

This 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	5.6%	0.0%	11.1%	83.3%	76.9%	78
Farmers	6.7%	0.0%	6.7%	86.7%	83.7%	92
Geico	0.0%	0.0%	0.0%	100.0%	86.5%	37
Liberty Mutual	0.0%	10.0%	10.0%	80.0%	82.5%	57
Nationwide	6.7%	6.7%	6.7%	80.0%	84.8%	99
Progressive	0.0%	0.0%	0.0%	100.0%	86.9%	61
State Farm	5.9%	5.9%	11.8%	76.5%	83.0%	200
USAA	0.0%	11.1%	0.0%	88.9%	84.7%	59
Non-DRP						
Allstate	1.4%	1.4%	9.6%	87.7%	82.5%	418
Farmers	1.5%	1.5%	17.9%	79.1%	82.5%	382
Geico	3.7%	6.1%	8.5%	81.7%	81.7%	449
Liberty Mutual	2.7%	1.4%	19.2%	76.7%	82.7%	423
Nationwide	1.4%	4.3%	17.4%	76.8%	81.1%	366
Progressive	2.5%	3.7%	11.1%	82.7%	81.8%	445
State Farm	1.6%	3.1%	10.9%	84.4%	80.1%	322
USAA	2.6%	1.3%	20.8%	75.3%	82.0%	427

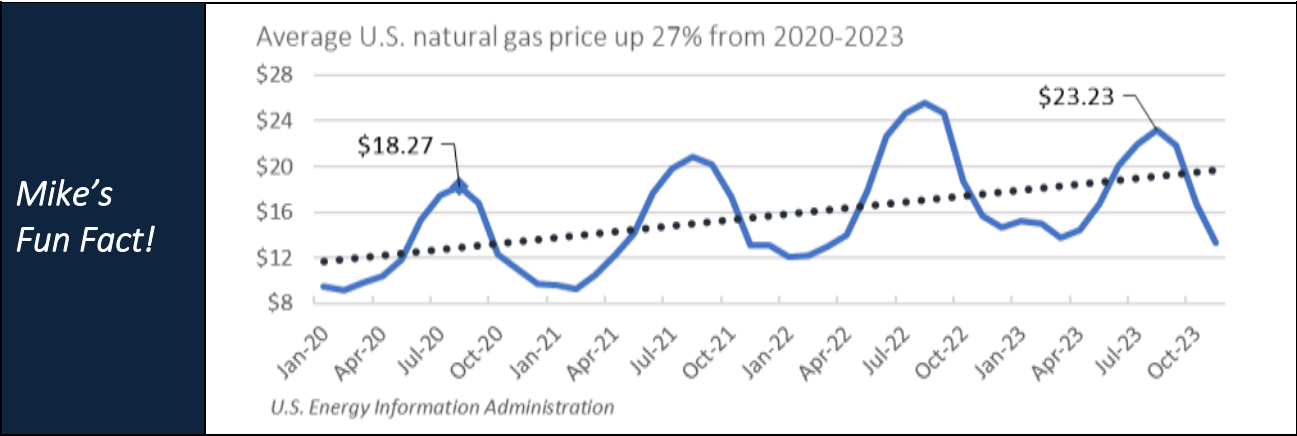
Fuel surcharge for paint booth - 2024

Last year we began asking about fuel surcharges again. Back in 2017, just 1% of respondents said they were regularly paid for this, compared to 7% last year and 5% this year. And in 2017, 97% said they had never even negotiated to be paid for this; that has now fallen to 81%.

We are seeing some shops install a meter on their spraybooth that shows how much fuel was used during the baking process, and can print out a receipt like a gas pump does.

Notes from Mike





Use of a spectrophotometer camera

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

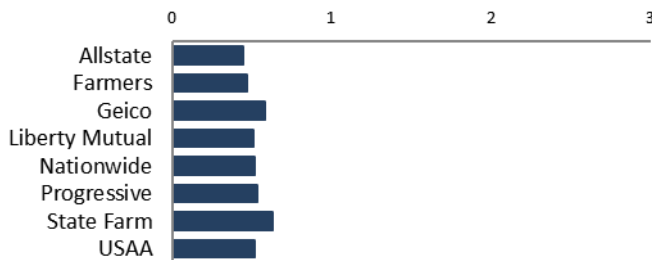


Operation: Labor to use a spectrophotometer or color match camera to determine a color code formulation

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	5.0%	3.0%	23.0%	69.0%	80.5%	512
Farmers	6.6%	1.1%	25.3%	67.0%	81.4%	488
Geico	7.6%	7.6%	19.6%	65.2%	81.6%	500
Liberty Mutual	6.7%	3.3%	24.4%	65.6%	81.8%	494
Nationwide	8.0%	2.3%	23.9%	65.9%	81.4%	474
Progressive	7.2%	6.2%	18.6%	68.0%	81.3%	520
State Farm	8.5%	8.5%	20.8%	62.3%	80.3%	537
USAA	6.5%	4.3%	23.9%	65.2%	81.6%	500

Use of a spectrophotometer camera - 2024



Use of a spectrophotometer camera - 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



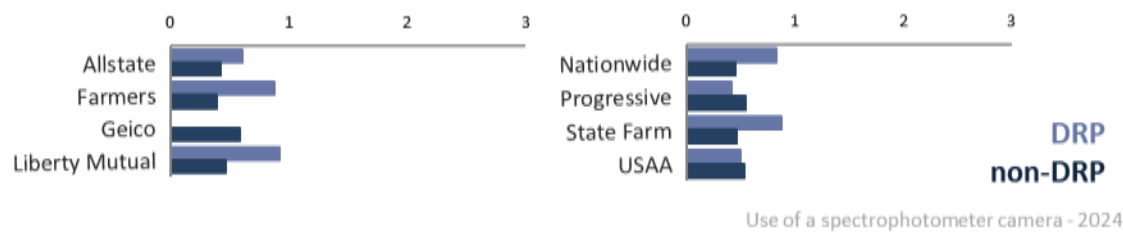
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	4.9%	3.0%	20.1%	72.0%	82.6%	941
Mid-Atlantic	12.7%	5.6%	33.8%	47.9%	77.4%	314
Midwest	27.1%	10.2%	3.4%	59.3%	89.3%	550
Mountain	7.5%	0.9%	28.3%	63.2%	68.0%	331
New England	0.0%	25.8%	48.4%	25.8%	80.4%	158
Northeast	1.3%	6.3%	11.4%	81.0%	80.6%	408
Pacific Northwest	2.6%	0.0%	41.0%	56.4%	82.7%	226
South	9.6%	2.1%	19.1%	69.1%	76.6%	401
South Central	1.2%	4.9%	27.2%	66.7%	78.2%	372
Southwest	0.0%	0.0%	0.0%	100.0%	90.1%	324

Use of a spectrophotometer camera - 2024

Use of a spectrophotometer camera

Responses by DRP Status

This 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	16.7%	0.0%	11.1%	72.2%	76.9%	78
Farmers	25.0%	0.0%	12.5%	62.5%	82.6%	92
Geico	0.0%	0.0%	0.0%	100.0%	94.4%	36
Liberty Mutual	15.4%	15.4%	15.4%	53.8%	76.8%	56
Nationwide	22.2%	0.0%	16.7%	61.1%	81.8%	99
Progressive	8.3%	0.0%	16.7%	75.0%	80.0%	60
State Farm	17.1%	12.2%	12.2%	58.5%	79.4%	199
USAA	12.5%	0.0%	12.5%	75.0%	86.2%	58
Non-DRP						
Allstate	2.6%	3.9%	26.3%	67.1%	81.9%	420
Farmers	2.9%	1.4%	27.5%	68.1%	82.0%	384
Geico	8.3%	7.1%	19.0%	65.5%	81.3%	450
Liberty Mutual	5.6%	1.4%	26.8%	66.2%	83.3%	425
Nationwide	4.7%	3.1%	25.0%	67.2%	82.3%	361
Progressive	7.6%	6.3%	19.0%	67.1%	82.3%	446
State Farm	3.4%	5.1%	25.4%	66.1%	81.8%	324
USAA	6.4%	3.8%	25.6%	64.1%	81.8%	429

Use of a spectrophotometer camera - 2024

As automakers come out with more variations of colors, the use of a camera becomes even more critical. In some cases, it can be more time-consuming in that you may have to buff or clean the panel prior to using the camera, and have the vehicle or panel placed in certain lighting conditions.

Notes from Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
20714	CCC	Link to DEG
20716	Audatex	Link to DEG
11770	Mitchell	Link to DEG

Mask beyond 36 inches

Of those that negotiate for this, 82% are paid "always" or "most of the time."

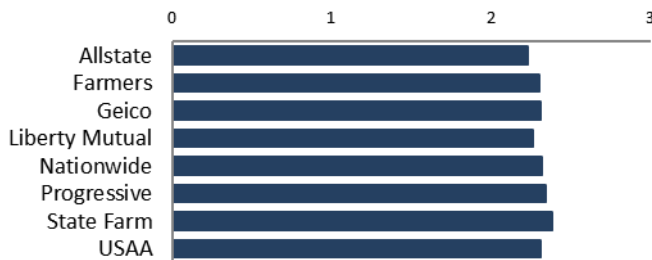


Operation: Additional labor (not included in Mitchell, CCC times) to protect vehicle from overspray beyond 36 inches from panel being sprayed. Often referred to as "cover car."

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	53.7%	24.7%	12.6%	9.0%	12.4%	508
Farmers	55.0%	26.6%	11.6%	6.8%	13.8%	479
Geico	56.4%	25.7%	10.3%	7.6%	12.4%	498
Liberty Mutual	52.7%	27.2%	12.9%	7.2%	13.8%	486
Nationwide	55.1%	28.2%	10.7%	6.1%	14.3%	460
Progressive	58.0%	24.5%	10.7%	6.8%	12.3%	521
State Farm	60.9%	23.5%	8.9%	6.8%	11.6%	535
USAA	55.7%	25.8%	12.2%	6.3%	13.2%	492

Mask beyond 36 inches - 2024



Mask beyond 36 inches - 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	56.1%	26.0%	9.1%	8.8%	19.7%	933
Mid-Atlantic	46.9%	26.2%	17.5%	9.4%	9.5%	316
Midwest	50.9%	28.4%	14.9%	5.8%	16.4%	538
Mountain	44.9%	24.9%	15.4%	14.7%	14.4%	333
New England	73.3%	19.2%	6.8%	0.7%	0.7%	147
Northeast	64.7%	23.3%	7.9%	4.1%	5.6%	414
Pacific Northwest	68.0%	20.1%	11.3%	0.5%	10.6%	217
South	55.1%	25.7%	9.9%	9.3%	9.9%	393
South Central	51.3%	24.4%	15.0%	9.4%	12.8%	367
Southwest	61.9%	32.5%	4.5%	1.0%	10.0%	321

Mask beyond 36 inches - 2024

Responses by DRP Status

This 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	61.4%	21.4%	7.1%	10.0%	11.4%	79
Farmers	62.3%	24.7%	6.5%	6.5%	16.3%	92
Geico	63.6%	21.2%	9.1%	6.1%	10.8%	37
Liberty Mutual	58.7%	19.6%	6.5%	15.2%	17.9%	56
Nationwide	63.9%	22.9%	8.4%	4.8%	15.3%	98
Progressive	62.7%	15.7%	7.8%	13.7%	17.7%	62
State Farm	70.7%	19.0%	5.7%	4.6%	12.6%	199
USAA	65.5%	25.5%	5.5%	3.6%	6.8%	59
Non-DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	52.4%	25.5%	13.2%	8.9%	12.5%	425
Farmers	53.5%	27.3%	12.3%	6.9%	13.1%	383
Geico	56.0%	26.3%	10.0%	7.8%	12.5%	457
Liberty Mutual	52.2%	28.4%	13.2%	6.2%	13.1%	426
Nationwide	52.8%	29.8%	11.0%	6.5%	13.9%	359
Progressive	57.6%	25.8%	10.7%	6.0%	11.4%	455
State Farm	55.3%	26.4%	10.8%	7.5%	11.1%	332
USAA	54.5%	26.0%	12.7%	6.8%	14.0%	429

Mask beyond 36 inches - 2024

Some shops and estimating systems use the terminology "cover car." Some estimating systems have a formula for that, but remember that is only for one time. We also encourage shops to submit inquiries to the DEG (www.DEGweb.org) to determine, for a particular vehicle, does this include masking a wheel opening, or a wheel tire assembly, which would be a separate labor operation.

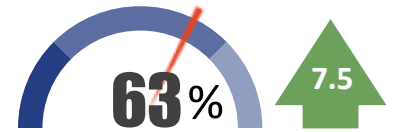
Notes from Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
8533	CCC	Link to DEG
10178	Audatex	Link to DEG
10970	Mitchell	Link to DEG
11348	CCC	Link to DEG

Mask during internal refinish / cut-in

Of those that negotiate for this, 63% are paid "always" or "most of the time."

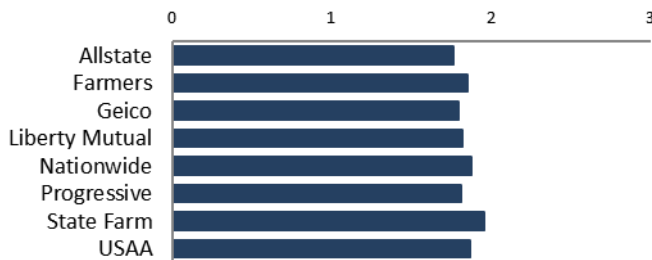


Operation: Labor to protect the inside of the vehicle when spraying internal portions of repaired or replaced panel(s).

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	29.5%	30.2%	26.8%	13.4%	12.2%	501
Farmers	31.7%	31.0%	27.8%	9.4%	13.4%	477
Geico	30.3%	31.9%	25.4%	12.4%	12.4%	490
Liberty Mutual	30.7%	31.9%	26.5%	10.9%	13.8%	477
Nationwide	31.4%	33.8%	25.8%	9.0%	14.5%	454
Progressive	31.4%	30.1%	26.3%	12.2%	12.8%	515
State Farm	36.9%	31.9%	21.8%	9.5%	12.3%	529
USAA	32.6%	31.9%	25.7%	9.8%	13.8%	487

Mask during internal refinish / cut-in - 2024



Mask during internal refinish / cut-in - 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



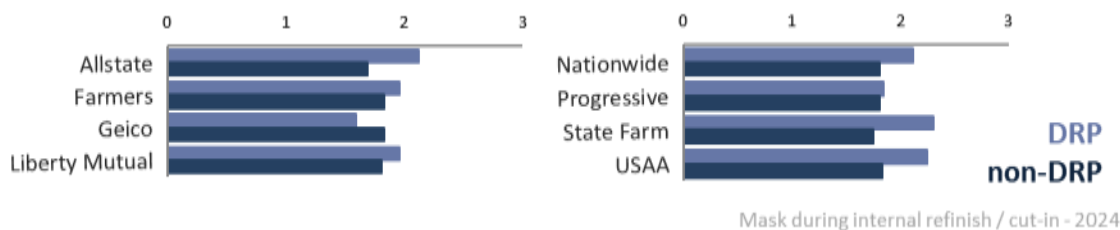
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	24.9%	30.4%	30.5%	14.3%	17.1%	922
Mid-Atlantic	23.0%	29.6%	27.8%	19.6%	15.1%	318
Midwest	26.1%	28.4%	35.4%	10.1%	16.1%	529
Mountain	22.5%	42.9%	19.0%	15.6%	4.8%	331
New England	61.4%	16.7%	21.9%	0.0%	22.4%	147
Northeast	42.4%	34.4%	19.1%	4.1%	4.4%	405
Pacific Northwest	34.6%	34.6%	22.4%	8.3%	5.5%	217
South	35.3%	27.6%	21.7%	15.4%	14.5%	394
South Central	37.9%	25.2%	27.9%	9.0%	16.9%	362
Southwest	40.1%	40.4%	18.4%	1.1%	9.2%	305

Mask during internal refinish / cut-in - 2024

Mask during internal refinish / cut-in

Responses by DRP Status

This 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	43.2%	35.1%	12.2%	9.5%	6.3%	79
Farmers	36.6%	31.7%	23.2%	8.5%	11.8%	93
Geico	14.7%	44.1%	26.5%	14.7%	8.1%	37
Liberty Mutual	39.2%	27.5%	23.5%	9.8%	7.3%	55
Nationwide	41.4%	35.6%	16.1%	6.9%	10.3%	97
Progressive	34.5%	29.1%	21.8%	14.5%	11.3%	62
State Farm	52.5%	30.5%	12.4%	4.5%	11.1%	199
USAA	47.2%	34.0%	15.1%	3.8%	10.2%	59
Non-DRP						
Allstate	27.0%	29.2%	29.8%	14.0%	13.2%	418
Farmers	30.8%	30.8%	29.0%	9.5%	13.7%	380
Geico	31.9%	30.9%	25.3%	12.0%	12.7%	449
Liberty Mutual	29.7%	32.5%	26.9%	10.9%	14.6%	418
Nationwide	28.8%	33.1%	28.8%	9.4%	15.5%	354
Progressive	31.2%	30.2%	26.9%	11.8%	12.9%	449
State Farm	27.2%	32.9%	27.6%	12.4%	13.2%	326
USAA	30.8%	31.6%	27.2%	10.4%	14.2%	424

Mask during internal refinish / cut-in - 2024

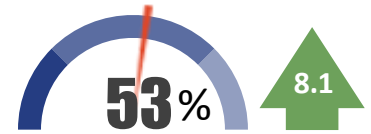
When you weld a rear body panel in, for example, you will need to mask off all the interior trunk area. Another example would be if you repaired or replaced an apron or front structural component, the engine area would require masking as well. Or if you replace a quarter panel, it will require masking the trunk area as well as the passenger area. If you weld a quarter panel in, you'll have to mask off all the interior area. This is absolutely a not-included operation. It's something I think more shops need to be thinking about.

Notes from Mike



Mask during prime

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

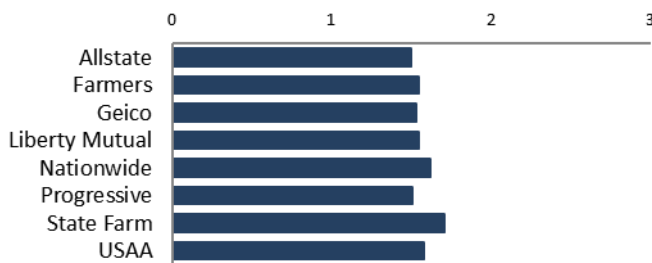


Operation: Labor required prior to the priming process to protect the vehicle from overspray.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	21.9%	27.9%	28.4%	21.9%	21.0%	509
Farmers	22.9%	29.1%	28.5%	19.5%	21.7%	479
Geico	23.1%	28.4%	26.9%	21.6%	21.0%	499
Liberty Mutual	22.3%	29.5%	28.5%	19.7%	22.0%	482
Nationwide	23.4%	32.8%	26.2%	17.7%	23.4%	458
Progressive	23.8%	26.5%	26.5%	23.1%	20.8%	519
State Farm	29.6%	29.4%	23.2%	17.8%	20.5%	531
USAA	23.1%	30.4%	27.5%	19.0%	22.2%	495

Mask during prime - 2024

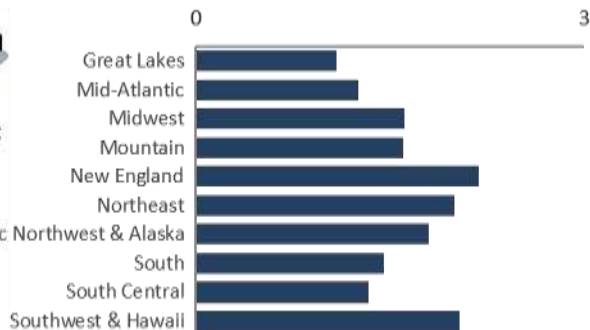


Mask during prime - 2024

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

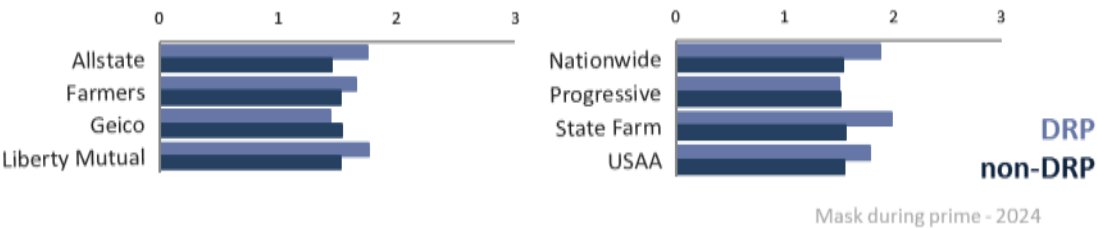


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	8.4%	23.4%	37.3%	30.8%	34.6%	942
Mid-Atlantic	18.4%	19.7%	31.6%	30.3%	28.8%	320
Midwest	31.2%	21.6%	24.4%	22.9%	29.6%	547
Mountain	19.5%	40.1%	21.5%	18.9%	7.3%	331
New England	49.6%	26.3%	17.3%	6.8%	1.5%	135
Northeast	34.2%	37.6%	22.3%	6.0%	5.6%	409
Pacific Northwest	29.3%	34.6%	23.1%	13.0%	4.1%	217
South	20.3%	28.4%	27.1%	24.2%	22.1%	393
South Central	17.0%	24.7%	32.4%	25.9%	27.7%	358
Southwest	36.1%	38.5%	18.4%	6.9%	10.0%	320

Mask during prime - 2024

Responses by DRP Status

This 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	26.2%	43.1%	10.8%	20.0%	16.7%	78
Farmers	24.3%	37.8%	17.6%	20.3%	18.7%	91
Geico	18.8%	28.1%	31.3%	21.9%	13.5%	37
Liberty Mutual	28.3%	41.3%	8.7%	21.7%	20.7%	58
Nationwide	28.0%	45.1%	13.4%	13.4%	18.0%	100
Progressive	26.9%	26.9%	15.4%	30.8%	16.1%	62
State Farm	41.9%	27.7%	17.4%	12.9%	21.7%	198
USAA	26.5%	42.9%	12.2%	18.4%	15.5%	58
Non-DRP						
Allstate	21.3%	24.9%	31.4%	22.5%	21.8%	427
Farmers	22.8%	26.8%	30.9%	19.5%	22.4%	384
Geico	23.7%	28.4%	26.2%	21.7%	21.6%	458
Liberty Mutual	21.7%	27.8%	30.9%	19.6%	22.1%	420
Nationwide	22.1%	28.8%	30.0%	19.1%	24.8%	355
Progressive	23.6%	26.4%	27.8%	22.2%	21.4%	453
State Farm	22.7%	30.3%	26.9%	20.1%	19.8%	329
USAA	22.8%	28.5%	29.4%	19.2%	23.1%	433

Mask during prime - 2024

We see many shops billing for this through their parts code tables as a body operation with a manual line for materials, and they are NOT capturing enough for materials. This needs to be reviewed as it can vary based on the specific job.

Notes from Mike

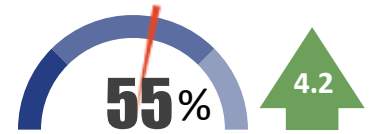




DEG Inquiry Tracking #	Information Provider	Inquiry Details
8533	CCC	Link to DEG
10178	Audatex	Link to DEG
10970	Mitchell	Link to DEG
11348	CCC	Link to DEG

Mask engine compartment

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

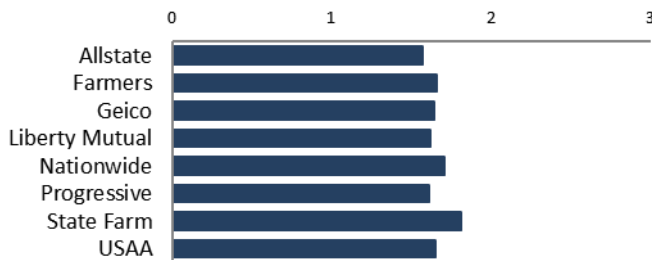


Operation: Protecting the engine compartment and bolted-on items during refinishing of inner areas within the engine compartment following repair or replacement of core supports, aprons, frame rails, firewalls, etc.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	22.2%	29.7%	31.1%	17.0%	26.0%	500
Farmers	25.6%	28.0%	32.9%	13.5%	26.9%	475
Geico	25.1%	28.4%	31.5%	15.0%	27.0%	492
Liberty Mutual	24.7%	27.6%	33.0%	14.8%	26.7%	480
Nationwide	26.6%	30.8%	29.3%	13.3%	27.7%	458
Progressive	25.4%	27.7%	29.6%	17.3%	26.0%	516
State Farm	32.0%	29.2%	26.3%	12.5%	25.8%	527
USAA	25.6%	29.2%	30.1%	15.2%	27.0%	488

Mask engine compartment - 2024

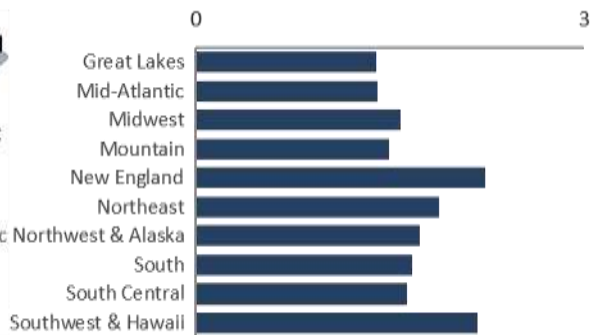


Mask engine compartment - 2024

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



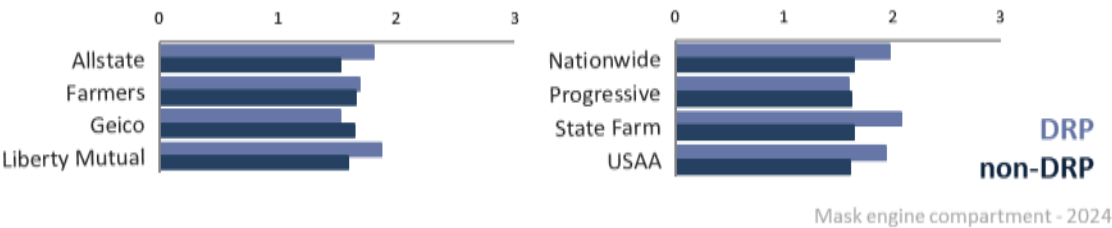
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	16.8%	24.3%	39.7%	19.2%	31.9%	925
Mid-Atlantic	20.3%	27.1%	24.5%	28.1%	37.3%	306
Midwest	21.7%	28.3%	36.3%	13.7%	37.5%	538
Mountain	18.9%	30.9%	30.5%	19.6%	16.7%	330
New England	49.6%	24.4%	26.1%	0.0%	15.0%	140
Northeast	31.0%	34.8%	25.5%	8.8%	11.4%	412
Pacific Northwest	22.9%	44.3%	15.9%	16.9%	7.4%	217
South	31.4%	22.4%	27.8%	18.4%	29.7%	394
South Central	25.6%	24.4%	37.0%	13.0%	34.4%	363
Southwest	44.3%	32.2%	21.2%	2.4%	18.0%	311

Mask engine compartment - 2024

Mask engine compartment

Responses by DRP Status

This 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	35.6%	25.4%	23.7%	15.3%	24.4%	78
Farmers	28.4%	23.9%	35.8%	11.9%	27.2%	92
Geico	26.1%	13.0%	47.8%	13.0%	36.1%	36
Liberty Mutual	33.3%	33.3%	20.5%	12.8%	29.1%	55
Nationwide	33.3%	39.1%	18.8%	8.7%	29.6%	98
Progressive	31.1%	20.0%	26.7%	22.2%	25.0%	60
State Farm	46.6%	21.6%	25.0%	6.8%	25.6%	199
USAA	31.9%	36.2%	25.5%	6.4%	19.0%	58
Non-DRP						
Allstate	19.5%	30.5%	32.8%	17.2%	26.3%	418
Farmers	24.9%	28.9%	32.5%	13.7%	26.9%	379
Geico	24.9%	29.4%	30.6%	15.0%	26.3%	452
Liberty Mutual	23.5%	26.8%	34.8%	14.8%	26.4%	421
Nationwide	24.7%	28.6%	32.4%	14.3%	27.2%	356
Progressive	24.9%	28.7%	30.2%	16.2%	26.1%	452
State Farm	22.9%	33.8%	27.5%	15.8%	25.9%	324
USAA	24.5%	28.1%	31.0%	16.3%	28.2%	426

Mask engine compartment - 2024

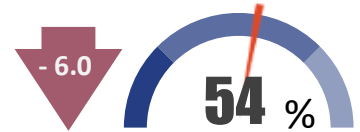


DEG Inquiry Tracking #	Information Provider	Inquiry Details
11076	Audatex	Link to DEG
9288	CCC	Link to DEG
3385	Mitchell	Link to DEG



Mask jambs and openings

Of those that negotiate for this, 54% are paid "always" or "most of the time."

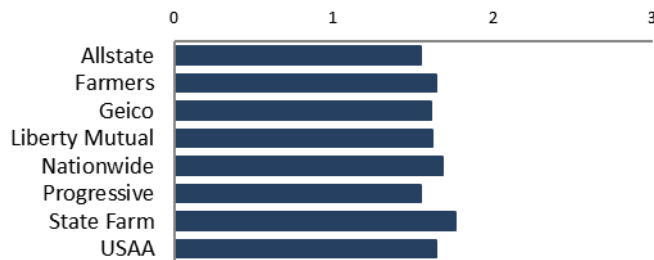


Operation: Labor to protect adjacent internal areas from overspray when painting a door, hood or decklid. Mitchell has a formula for this; Audatex and CCC do not.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	22.0%	29.0%	30.6%	18.4%	19.3%	491
Farmers	24.0%	30.5%	31.0%	14.6%	20.6%	467
Geico	25.0%	28.1%	30.2%	16.8%	19.5%	482
Liberty Mutual	23.7%	29.3%	31.7%	15.2%	20.2%	470
Nationwide	25.6%	31.1%	28.9%	14.4%	20.2%	451
Progressive	23.3%	26.8%	31.2%	18.7%	19.7%	507
State Farm	28.9%	31.8%	25.4%	14.0%	19.3%	523
USAA	24.7%	29.7%	30.4%	15.2%	20.1%	477

Mask jambs and openings - 2024



Mask jambs and openings - 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



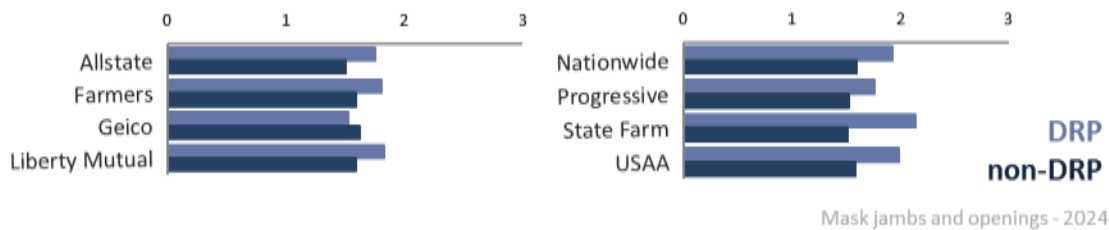
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	13.1%	30.3%	35.1%	21.5%	25.5%	925
Mid-Atlantic	25.0%	23.9%	26.1%	25.0%	10.7%	309
Midwest	25.1%	30.9%	28.3%	15.7%	26.7%	521
Mountain	20.1%	19.7%	41.4%	18.9%	24.8%	331
New England	44.7%	30.3%	23.5%	1.5%	3.6%	137
Northeast	30.8%	39.9%	24.8%	4.5%	13.6%	383
Pacific Northwest	30.2%	30.7%	26.3%	12.8%	14.4%	209
South	28.9%	14.5%	32.9%	23.7%	21.6%	388
South Central	22.7%	32.9%	29.2%	15.2%	21.3%	352
Southwest	33.5%	39.5%	21.4%	5.7%	10.2%	313

Mask jambs and openings - 2024

Mask jams and openings

Responses by DRP Status

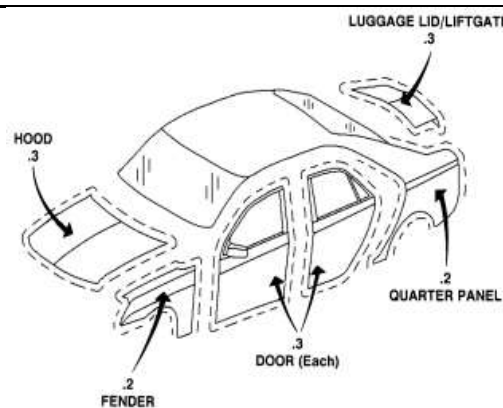
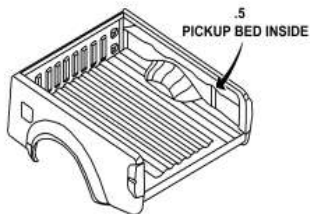
This shows the differing reimbursement policies of insurers with regard to whether or not a repair facility is part of the insurers' direct repair program. The results are calculated from all facilities, nationwide, that indicated their DRP status with that insurer.



DRP	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	28.8%	30.1%	28.8%	12.3%	7.6%	79
Farmers	30.8%	30.8%	26.9%	11.5%	16.1%	93
Geico	13.8%	37.9%	34.5%	13.8%	21.6%	37
Liberty Mutual	32.6%	30.4%	23.9%	13.0%	17.9%	56
Nationwide	31.8%	38.8%	20.0%	9.4%	12.4%	97
Progressive	28.6%	32.7%	24.5%	14.3%	19.7%	61
State Farm	43.4%	32.5%	18.7%	5.4%	16.6%	199
USAA	38.9%	27.8%	25.9%	7.4%	8.5%	59
Non-DRP						
Allstate	20.4%	28.8%	31.0%	19.8%	21.6%	412
Farmers	22.2%	30.4%	32.1%	15.4%	21.7%	374
Geico	25.9%	27.3%	29.8%	17.0%	19.3%	445
Liberty Mutual	22.5%	29.2%	32.8%	15.5%	20.5%	414
Nationwide	23.6%	28.7%	31.6%	16.0%	22.3%	354
Progressive	22.6%	26.0%	32.1%	19.3%	19.7%	446
State Farm	19.5%	31.3%	29.7%	19.5%	21.0%	324
USAA	22.3%	30.0%	31.2%	16.5%	21.8%	418

Mask jams and openings - 2024

CCC and Audatex do not have formulas for this operation but clearly state that it's a not-included operation. Mitchell has a labor allowance for it that varies based on what vehicle panels are involved (see diagrams); there is a one-tenth deduction for overlap for each interior masked adjacent panel and opening.



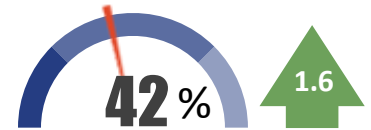
Notes from
Mike



DEG Inquiry Tracking #	Information Provider	Inquiry Details
11076	Audatex	Link to DEG
9288	CCC	Link to DEG
3385	Mitchell	Link to DEG

Mask for seam-sealer

Of those that negotiate for this, 42% are paid "always" or "most of the time."

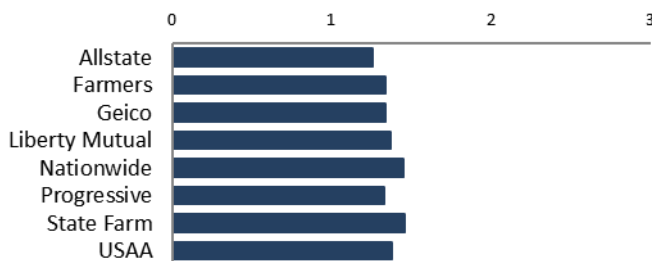


Operation: Labor to protect adjacent areas when applying seam-sealer.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	18.1%	19.3%	32.5%	30.0%	51.1%	497
Farmers	21.1%	20.2%	30.3%	28.5%	51.5%	470
Geico	22.9%	18.6%	28.4%	30.1%	51.2%	484
Liberty Mutual	23.5%	17.4%	31.7%	27.4%	51.5%	474
Nationwide	22.3%	23.3%	31.6%	22.8%	52.2%	450
Progressive	20.6%	20.6%	30.2%	28.6%	51.0%	506
State Farm	27.1%	20.4%	23.9%	28.6%	51.1%	521
USAA	22.3%	20.6%	29.6%	27.5%	51.3%	478

Mask to apply seam sealer - 2024



Mask to apply seam sealer - 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

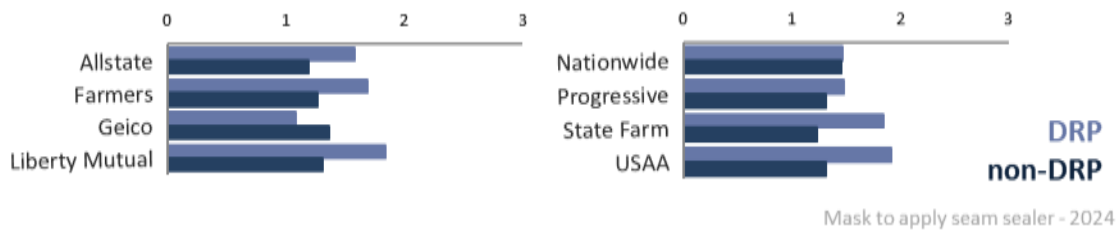


Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	15.6%	19.8%	29.2%	35.4%	51.4%	924
Mid-Atlantic	21.3%	17.7%	20.6%	40.4%	54.5%	310
Midwest	37.6%	6.4%	34.6%	21.4%	55.5%	526
Mountain	19.9%	24.6%	35.6%	19.9%	42.3%	331
New England	36.2%	17.4%	42.0%	4.3%	50.4%	139
Northeast	34.2%	22.4%	16.8%	26.7%	58.7%	390
Pacific Northwest	22.4%	18.7%	45.8%	13.1%	48.8%	209
South	26.5%	13.3%	29.4%	30.8%	45.8%	389
South Central	6.1%	22.7%	27.6%	43.6%	47.8%	347
Southwest	16.0%	45.1%	24.3%	14.6%	54.3%	315

Mask to apply seam sealer - 2024

Responses by DRP Status

This 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	27.5%	22.5%	30.0%	20.0%	48.7%	78
Farmers	28.2%	28.2%	28.2%	15.4%	57.1%	91
Geico	0.0%	41.7%	25.0%	33.3%	66.7%	36
Liberty Mutual	40.0%	24.0%	16.0%	20.0%	54.5%	55
Nationwide	25.0%	25.0%	21.9%	28.1%	66.7%	96
Progressive	32.0%	16.0%	20.0%	32.0%	58.3%	60
State Farm	40.6%	20.8%	20.8%	17.7%	51.5%	198
USAA	42.3%	23.1%	19.2%	15.4%	55.2%	58
Non-DRP						
Allstate	16.3%	18.7%	33.0%	32.0%	51.6%	419
Farmers	19.6%	18.5%	30.7%	31.2%	50.1%	379
Geico	24.1%	17.4%	28.6%	29.9%	50.0%	448
Liberty Mutual	21.5%	16.6%	33.7%	28.3%	51.1%	419
Nationwide	21.9%	23.0%	33.3%	21.9%	48.3%	354
Progressive	19.3%	21.1%	31.4%	28.3%	50.0%	446
State Farm	18.9%	20.1%	25.8%	35.2%	50.8%	323
USAA	19.8%	20.3%	30.9%	29.0%	50.7%	420

Mask to apply seam sealer - 2024

This was a new question in 2022, and while the percentage of shops getting paid has moved up slightly, half of shops have still NEVER sought to be paid for this. As mentioned elsewhere in this report, with the increase in paint material costs, it is important that we understand what materials and labor operations are needed in all instances such as this. We also understand that some seam sealer companies make tips that may mean masking is not always required, so this operation should only be billed when a technician needs to perform it.

Notes from Mike



Precision mask glass

Of those that negotiate for this, 75% are paid "always" or "most of the time."

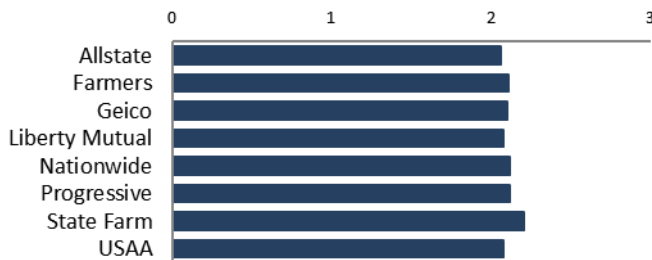


Operation: Labor required to use special masking techniques around a windshield or other glass not removed prior to the refinishing process.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	42.0%	29.8%	20.2%	8.0%	10.6%	492
Farmers	43.9%	30.6%	18.2%	7.3%	11.4%	465
Geico	44.2%	29.4%	18.5%	7.9%	11.0%	481
Liberty Mutual	42.7%	30.8%	18.1%	8.4%	11.5%	469
Nationwide	44.3%	31.0%	16.8%	7.9%	11.5%	444
Progressive	43.5%	31.5%	18.3%	6.7%	11.3%	505
State Farm	48.4%	30.5%	14.7%	6.5%	11.0%	520
USAA	42.7%	30.8%	18.3%	8.2%	11.1%	479

Precision mask or roping of glass - 2024



Precision mask or roping of glass - 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	37.8%	26.5%	24.9%	10.9%	19.7%	926
Mid-Atlantic	30.7%	33.2%	23.4%	12.8%	8.4%	299
Midwest	35.9%	28.5%	26.1%	9.6%	15.1%	529
Mountain	54.6%	27.9%	14.9%	2.5%	0.0%	315
New England	60.3%	22.4%	16.4%	0.9%	10.1%	129
Northeast	59.0%	31.2%	7.7%	2.0%	11.2%	393
Pacific Northwest	51.0%	44.7%	1.0%	3.4%	0.0%	208
South	38.1%	30.8%	23.5%	7.6%	8.0%	388
South Central	48.5%	35.1%	7.9%	8.5%	11.3%	344
Southwest	46.4%	31.5%	14.0%	8.1%	4.9%	324

Precision mask or roping of glass - 2024

Responses by DRP Status

This 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	64.0%	20.0%	12.0%	4.0%	2.6%	77
Farmers	62.8%	20.9%	10.5%	5.8%	5.5%	91
Geico	48.4%	19.4%	22.6%	9.7%	13.9%	36
Liberty Mutual	61.1%	14.8%	16.7%	7.4%	3.6%	56
Nationwide	58.2%	23.1%	13.2%	5.5%	6.2%	97
Progressive	66.1%	21.4%	5.4%	7.1%	6.7%	60
State Farm	61.7%	24.6%	9.3%	4.4%	7.1%	197
USAA	71.4%	25.0%	1.8%	1.8%	1.8%	57
Non-DRP						
Allstate	37.5%	31.8%	21.9%	8.8%	12.0%	415
Farmers	39.0%	33.1%	20.2%	7.7%	12.8%	374
Geico	43.8%	30.2%	18.1%	7.8%	10.8%	445
Liberty Mutual	39.9%	33.2%	18.3%	8.6%	12.6%	413
Nationwide	40.1%	33.4%	17.9%	8.6%	13.0%	347
Progressive	40.3%	32.9%	20.2%	6.6%	11.9%	445
State Farm	39.6%	34.3%	18.2%	7.9%	13.3%	323
USAA	38.4%	31.6%	20.8%	9.2%	12.3%	422

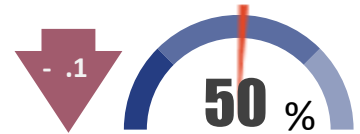
Precision mask or roping of glass - 2024



DEG Inquiry Tracking #	Information Provider	Inquiry Details
938	Audatex	Link to DEG
2343	CCC	Link to DEG
7897	Mitchell	Link to DEG

Mask to apply chip/gravel/stone guard or rough coat

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

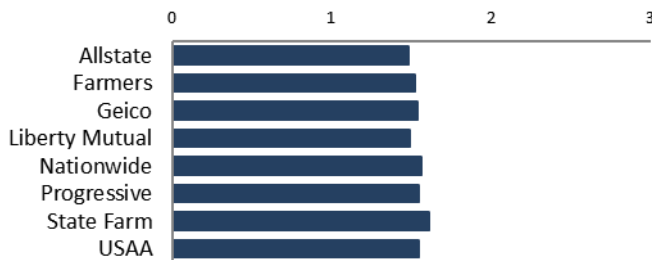


Operation: (varies by estimating system) Labor to protect adjacent areas from overspray when applying chip/gravel/stone guard or rough coat: beyond 8 inches in Audatex, beyond 12 inches in CCC.

Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	23.3%	23.7%	30.5%	22.5%	50.0%	498
Farmers	25.2%	22.6%	31.2%	20.9%	50.5%	473
Geico	26.1%	24.1%	27.8%	22.0%	49.7%	487
Liberty Mutual	24.3%	24.3%	28.0%	23.4%	50.1%	479
Nationwide	26.1%	25.2%	27.5%	21.2%	50.8%	451
Progressive	25.0%	26.6%	27.0%	21.5%	49.7%	509
State Farm	27.9%	27.1%	22.9%	22.1%	50.0%	524
USAA	25.5%	24.7%	28.8%	21.0%	49.8%	484

Mask for chip/gravel/stone guard - 2024

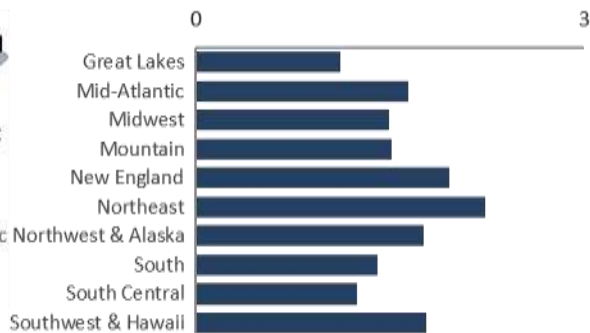


Mask for chip/gravel/stone guard - 2024

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



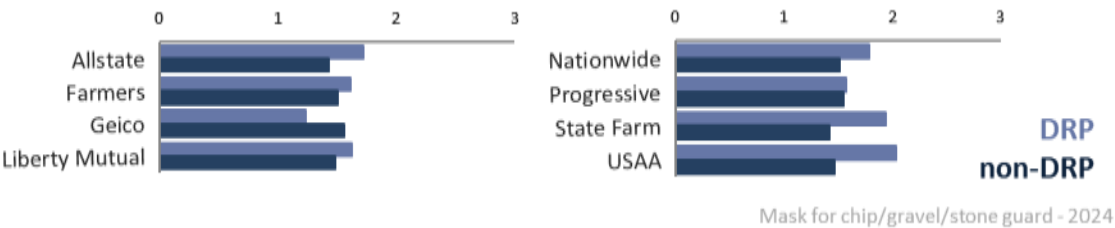
Region	Always	Most of the time	Some of the time	Never	Never asked	Responses
Great Lakes	10.8%	25.5%	28.3%	35.4%	59.4%	939
Mid-Atlantic	22.2%	40.3%	16.7%	20.8%	53.1%	307
Midwest	27.0%	13.5%	40.5%	18.9%	58.0%	529
Mountain	21.1%	29.5%	28.9%	20.5%	42.4%	330
New England	36.8%	22.1%	41.1%	0.0%	31.7%	139
Northeast	50.7%	31.8%	8.0%	9.5%	49.5%	398
Pacific Northwest	29.0%	27.5%	33.6%	9.9%	37.3%	209
South	29.3%	11.2%	30.2%	29.3%	44.2%	385
South Central	16.6%	22.6%	29.6%	31.2%	42.3%	345
Southwest	30.2%	30.8%	25.6%	13.4%	46.9%	324

Mask for chip/gravel/stone guard - 2024

Mask to apply chip/gravel/stone guard or rough coat

Responses by DRP Status

This 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	35.9%	23.1%	17.9%	23.1%	49.4%	77
Farmers	29.3%	26.8%	19.5%	24.4%	54.9%	91
Geico	15.4%	23.1%	30.8%	30.8%	63.9%	36
Liberty Mutual	27.6%	24.1%	31.0%	17.2%	47.3%	55
Nationwide	33.3%	26.7%	24.4%	15.6%	53.6%	97
Progressive	28.6%	21.4%	28.6%	21.4%	53.3%	60
State Farm	42.6%	24.5%	17.0%	16.0%	52.8%	199
USAA	40.6%	28.1%	25.0%	6.3%	44.8%	58
Non-DRP						
Allstate	21.0%	23.8%	32.9%	22.4%	50.1%	421
Farmers	24.4%	21.8%	33.7%	20.2%	49.5%	382
Geico	26.7%	24.1%	27.6%	21.6%	48.6%	451
Liberty Mutual	23.8%	24.3%	27.6%	24.3%	50.5%	424
Nationwide	24.3%	24.9%	28.2%	22.6%	50.0%	354
Progressive	24.6%	27.2%	26.8%	21.5%	49.2%	449
State Farm	19.6%	28.6%	26.2%	25.6%	48.3%	325
USAA	23.2%	24.2%	29.4%	23.2%	50.5%	426

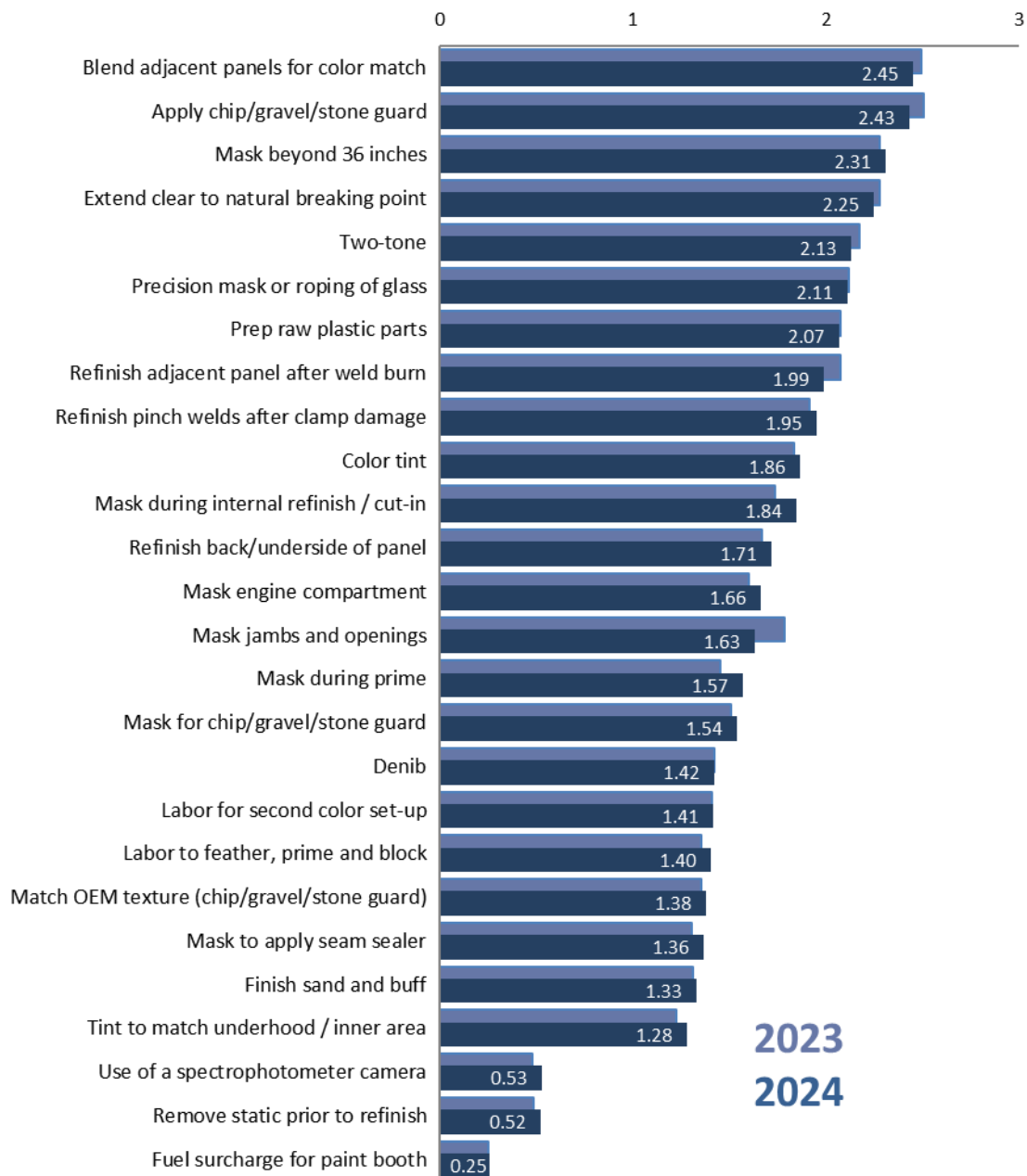
Mask for chip/gravel/stone guard - 2024



DEG Inquiry Tracking #	Information Provider	Inquiry Details
8533	CCC	Link to DEG
10178	Audatex	Link to DEG
10970	Mitchell	Link to DEG
11348	CCC	Link to DEG

OVERALL RANKING

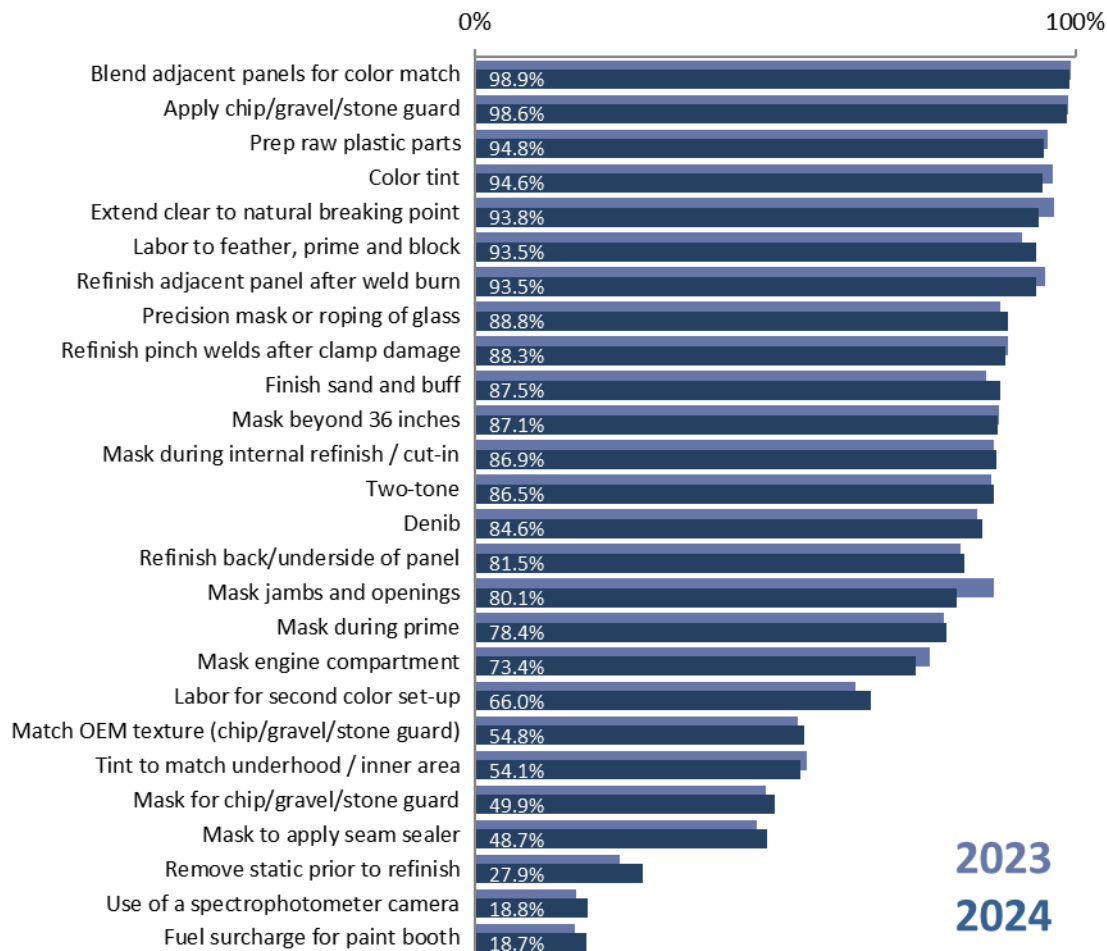
The chart below ranks relative payment frequencies for each surveyed repair operation, all insurers combined. (See '[How to read survey results](#)' for rank calculation).



2023
2024

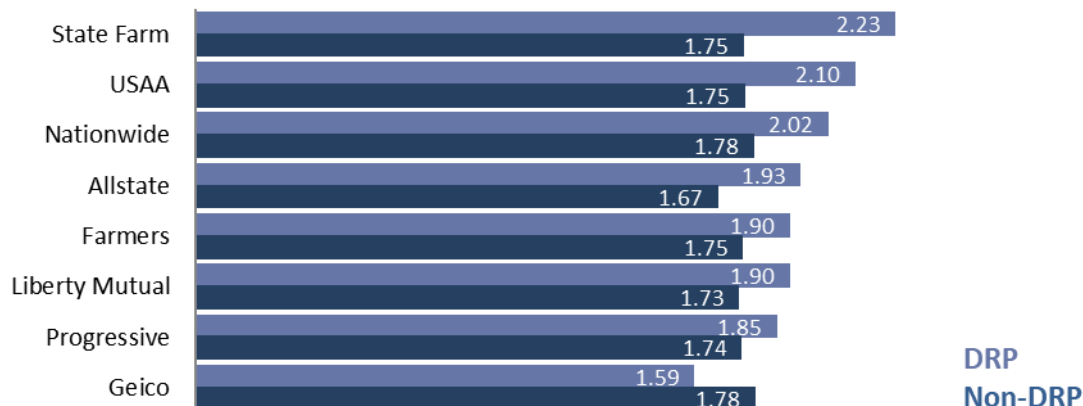
Percentage of shops negotiating

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.



DRP vs. NON-DRP

Payment frequency for DRP and non-DRP shops for each insurer, for all "not-included" items combined. With the exception of Geico, the insurers are more regularly paying their DRP shops for "not-included" procedures, compared to non-DRP shops. (See '[How to read survey results](#)' for rank calculation)



ADDITIONAL QUESTIONS

Feather, Prime and Block

Who primes and blocks in your repair shop?

Person responsible	2024	2023	2022	2021	2020
Body technician completes all steps	23%	21%	25%	21%	18%
Painter/prepper completes all steps	52%	52%	48%	54%	53%
A combo tech (does both body & paint)	9%	10%	10%	11%	9%
Split between body and paint techs	16%	16%	17%	14%	19%

We at Collision Advice review the profitability of paint materials for hundreds of collision repair facilities. We definitely see that when shops have the body techs perform the priming, the gross profit on materials is substantially less than when the refinish department does it. In addition, the average body technician produces about \$150 to \$200 per hour in gross profit; is it really the best use of your body technician's time to prime? In addition, with the rising cost of materials, are you identifying enough materials?



Notes
from
Mike

Are you paid body labor or refinish labor?

Prior to 2023, more shops consistently said they are paid body labor rather than refinish labor. It appears that the previous trend had reversed. However, we altered the question slightly in 2023. In earlier years we asked "Do you get body labor or refinish labor for feather, prime and block?" and starting in 2023 we asked, "When billing for feather, prime and block, do you bill it as a body labor or refinish labor operation?" There appears to be a difference between what shops are billing for the operation compared to what they are getting paid for the operation.

Feather, prime and block	2024	2023	2022	2021	2020
Body labor	39%	42%	57%	54%	53%
Refinish labor	61%	58%	43%	46%	47%

It is becoming more critical than ever before to ensure you are collecting for materials for these labor operations. If you are coding under body labor, it is important that you use parts code tables to ensure accurate coding for accounting purposes.



Notes
from
Mike

How do you calculate labor for feather, prime and block?

The largest group has no set formula to calculate labor for this procedure. The next largest group charges a percent of repair time.

	2024	2023	2022	2021
No separate charge for this	6%	6%	9%	9%
Judgement time, no set formula	41%	39%	35%	38%
A percentage of repair time	34%	26%	28%	25%
A per-panel charge	11%	12%	14%	12%
A flat charge (in hours or dollars)	7%	11%	8%	9%
Other method	2%	5%	6%	7%

Of those shops that charge a percentage of repair time (25% in 2024), the following percentage is charged.

	2024	2023	2022	2021
10 percent	34%	34%	28%	34%
15 percent	10%	9%	11%	8%
20 percent	27%	25%	31%	30%
25 percent	8%	9%	10%	10%
30 percent	16%	18%	16%	16%
Over 30	6%	4%	3%	2%

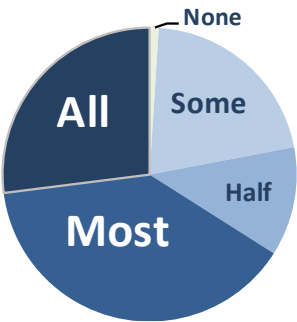
Finish sand and buff, denib

Of the vehicles you refinish, approximately what percentage do you finish sand and buff, or denib?

The majority of shops report that most cars need either denibbing (use of a small sanding disk to remove dust specks, followed by polishing of a very small area), or finish sanding and buffing (lightly sanding and then buffing a complete panel after refinishing).

How many jobs do you denib or finish sand & buff?	2024	2023	2022	2021
All of them	27%	31%	36%	31%
Most of them	39%	34%	36%	36%
About half	12%	12%	11%	11%
Some of them	21%	22%	16%	21%
None of them	1%	1%	1%	1%
Most often compensated for	2024	2023	2022	2021
Finish sand and buff	27.6%	26.5%	25.9%	30.9%
Denib	33.9%	32.6%	31.4%	29.9%
Both about equally	27.4%	26.8%	26.7%	24.0%
None - we never get paid for either	11.1%	14.2%	15.9%	15.2%

Percentage of vehicles that you finish sand and buff, or denib



It is important for shops to understand the difference between “denib” and “finish sand and buff” in order to charge the appropriate labor time based on what was done to the vehicle. All three estimating system providers allow 30 percent of basecoat time for “finish sand and buff.” But the systems each have a different formula (or none at all) for “denib.” So, the labor allowance varies significantly between “finish sand and buff” and “denib.”

Top reasons shops say finish sanding is required in 2024:

- 74% to remove dirt nibs
- 21% to achieve texture match

Quarter panel painting

When painting a quarter panel, most shops (58%) say whether or not doors need to be removed varies on a case-by-case basis.

	2024	2023	2022
Remove the doors and clear the entire uninside	22%	23%	22%
Leave the doors on and back-tape lock pillar area	19%	18%	18%
It varies on a case-by-case basis	58%	57%	58%



Quad-coat finishes

44% of shops say they have not yet encountered a four-stage paint, down from 46% a year ago.

How does this location charge for labor time when refinishing vehicles with a 4-stage (quad coat) formula?

Labor calculation for 4-stage paint	2024	2023	2022	2021
Percentage increase based on 3-stage time	50%	47%	47%	50%
Same as 3-stage, using the 3-stage formula	27%	28%	24%	21%
Double the two-stage time	14%	13%	16%	17%
Double the clearcoat time	1%	2%	9%	
Other	8%	10%	5%	13%

It's important to research the paint code during estimating to find out if it's 3-stage or 4-stage, or if it requires a limited-use toner. Audatex states in its labor exclusions that the 3-stage formula applies; CCC and Mitchell, however, state that it requires an on-the-spot evaluation.



Notes
from
Mike

Paint Brands

Which company manufactures your primary brand of paint?

Primary paint brand manufacturer	2024	2023
PPG	33.1%	33.7%
Axalta	26.0%	29.2%
BASF	11.9%	15.4%
AkzoNobel	15.5%	12.1%
Sherwin-Williams	7.8%	7.5%
Other	3.6%	2.1%

Which factors would you say are the most important in choosing the paint line used at this shop?

Most important factor choosing paint brand	2024	2023
Product quality (color match, coverage, etc.)	64%	65%
Quality of service provided by local jobber/distributor	53%	54%
OEM requirement	18%	21%
Value-added services provided by the jobber/distributor	18%	14%
Value-added services provided by the manufacturer	16%	17%
Discount / Pricing	16%	18%
Preference of the painter(s)	11%	10%
Paint line is part of a buying co-op shop is involved with through a banner/franchise	2%	4%

Refinish Materials

How do you calculate your charges for refinish materials?

We see that less than half (37% in 2024) of shops use *only* the multiplier method while 23% of shops are *always* using a materials calculator. The remaining 40% use a mix of both methods. Of those who use both methods, 35% said they usually use their materials calculator (in favor of the multiplier method).

Among shops that use the multiplier method, most (80%) charge between \$38 and \$55 per refinish hour. The average amount charged per refinish hour is \$48, up from \$44 in 2023 and \$39 in 2022.

Of those shops that reported using materials calculators, we asked which system they used. The percentage of shops using a paint company scale has increased dramatically (from 25% to 69%) since we began asking the question in 2016.

Calculation method	2024	2023	2022	2021
Materials calculator / invoicing system	23%	19%	18%	19%
Multiplier method (\$ per refinish hour)	37%	40%	52%	49%
A mix of both methods	40%	41%	29%	32%
Materials invoicing system used				
PMC Logic	4%	5%	6%	3%
Mitchell Refinish Materials Calculator	14%	17%	23%	21%
Paint company scale	69%	71%	63%	66%
Other	12%	7%	8%	9%

I believe the large increase in the percentage of shops using "a mix of both methods" is due to the multiple increases in paint prices most shops experienced in recent years.



Notes
from
Mike

How frequently do each of these insurers accept the charges that your materials invoicing system produces?

Paid always or most of the time	2024	2023	2022	2021	2020
Nationwide	49%	58%	63%	59%	62%
USAA	46%	60%	64%	66%	68%
Progressive	46%	56%	66%	62%	60%
Geico	46%	56%	59%	53%	56%
State Farm	45%	53%	61%	57%	61%
Farmers	45%	58%	58%	55%	63%
Liberty Mutual	43%	56%	67%	57%	59%
Allstate	37%	51%	54%	53%	58%

I think the invoicing method for materials is going to become increasingly important as we start to see more 3-stage and 4-stage finishes, as well as more LUTs (limited-use toners) that shops may not stock because they are only infrequently used and/or have limited shelf-life.



Notes
from
Mike

I believe the shift toward invoicing will continue, and that the trend toward using the paint scale to create invoices will continue as more paint companies integrate their scales and systems with the shop management systems.

Most of the paint companies now offer an interface between the paint scale and the CCC management system, for example, that will alert the estimator if the liquid mixed on the scale for a particular RO exceeds a pre-set percentage of the paint materials. Again, with continuing paint price increases, this is a critical type of tool to utilize.

CSI Vendors

Shops were asked which customer satisfaction index (CSI) tracking methods, or vendors, were in use at their facility. As some CSI vendors are required by DRP programs, OEM certification programs, or franchise agreements, it is possible for some shops to have two or more CSI vendors.

When asked the primary reason for choosing a method of CSI tracking, respondents could select from: quality of results, cost, DRP requirement, OEM certification requirement, or other. DRP requirement was the most common reason shops said they chose AutocheX and CCC's Update Plus for CSI. Automaker requirement was the most common reason shops cited for choosing TenPoint Complete. The quality of indexing results was the most common reason shops chose to use Phoenix Solutions Group or to conduct CSI in-house. Cost was not the primary reason for choosing any system.

CSI Tracking Method*						Primary Reason for Choosing (2024)				
	2024	2023	2022	2021	2020	Required by DRP	Required by OEM	Quality	Cost	Other
AutocheX	<1%	2%	2%	2%	7%	100%	0%	0%	0%	0%
CCC's Update Plus	61%	57%	58%	57%	51%	64%	7%	15%	4%	10%
CSI done in-house	21%	26%	21%	22%	23%	11%	16%	44%	10%	19%
Other system	11%	9%	12%	11%	12%	18%	9%	40%	9%	24%
Phoenix Solutions	4%	3%	3%	3%	3%	0%	20%	80%	0%	0%
TenPoint Complete	2%	3%	3%	4%	5%	0%	90%	10%	0%	0%

*totals may add up to more than 100% as respondents were free to choose more than one

Quality Control

QC System used	2024	2023	2022	2021
In-house / paper-based QC system	65%	69%	67%	57%
CCC Information Services' "Checklists"	25%	22%	20%	13%
Other	6%	4%	6%	6%
Assured Performance Network's OE-QC	3%	3%	4%	2%
Sherwin-Williams Collision Core Quality	1%	1%	2%	0%

Most important features	2024	2023	2022	2021
Integration with management system	30%	27%	35%	31%
Ability to customize based on technician skill level	21%	22%		
Price	13%	16%	10%	12%
Required by OEM certification program	11%	11%	20%	17%
Other	10%	8%	12%	12%
Reporting metrics	6%	7%	9%	10%
Ability to time- and date-stamp	5%	6%	9%	8%
Storage of documents	3%	4%	6%	10%

71% of respondents said they use some form of quality control system.

I believe there are huge benefits for collision repairers that shift to an electronic QC application as opposed to paper QC forms. It can help minimize liability, and help the shop better manage the QC process. Here's a link to an article where I explain this further:

[*From the Desk of Mike Anderson: Shops Need to Move Beyond Paper QC Process*](#)

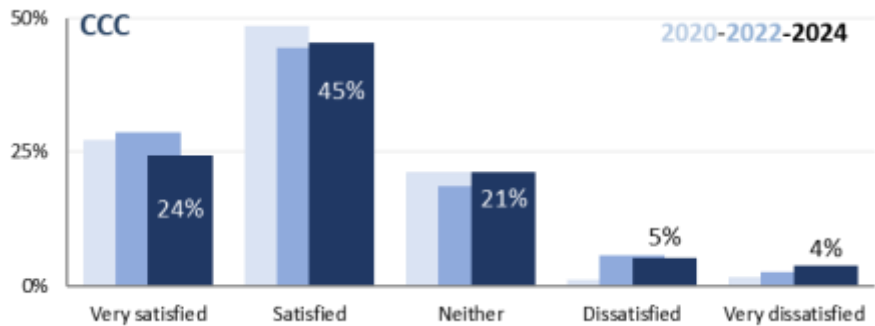


Notes
from
Mike

Virtual Claims

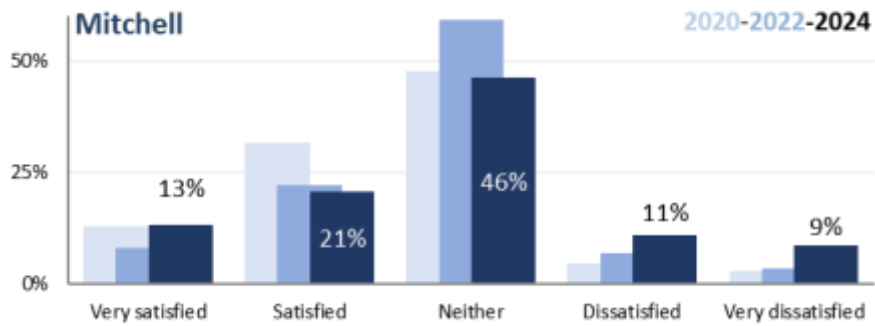
CCC Open Shop

Almost 450 shops rated their experience with CCC’s Open Shop. 64% say they are either satisfied or very satisfied with the service, down from 73% in 2022. However, only 9% reported they were dissatisfied or very dissatisfied with Open Shop.




Mitchell RepairCenter Connect

Over 200 shops rated their experience with Mitchell’s RepairCenter Connect. About 29% are either satisfied or very satisfied with the service. Only 12% reported they were dissatisfied or very dissatisfied with RepairCenter Connect.



What we hear from shops is that some of their decreased satisfaction with these services is that some third-party payers are abusing the virtual or photo-estimating options by just sending an estimate back with no discussion or conversation. This is not good for the shop, insurer or consumer. I hope that third-party payers will become more open to having an option available for shops to have some dialogue and discussion.



Notes from Mike

RESOURCES

From Collision Advice

Checklist of Estimating "unforgettables" - Microsoft Word document [Collision Advice website](#)
Average paint labor hours per estimate, by state 2020-2023 [PDF download](#)

Articles by Mike Anderson

Technical and Financial Considerations Related to Your Paint Department
AutobodyNews (Aug, 2023) - [Website](#)

Does Your Shop Lump In Unrelated Costs with 'Paint Materials'?
AutobodyNews (Sep, 2023) - [Website](#)

FROM THE DESK OF MIKE ANDERSON: Questions To Consider Ahead of Negotiating for Any 'Not-Included' Estimate Line Item
AutobodyNews (Oct, 2018) - [Website](#)

OFFER A LIFETIME PAINT WARRANTY AND GET PAID FOR IT
FenderBender (February, 2015) - [Website](#)

GETTING PAID FOR 'FINISH SAND AND BUFF'
FenderBender (February, 2014) - [Website](#)

GETTING PAID FOR 'REPAIR, REFINISH OF ADJACENT PANELS AFTER WELDED-PANEL REMOVAL'
Vehicle Service Pros (January, 2014) - [Website](#)

DETERMINING THE COST OF DOING BUSINESS
FenderBender (May, 2012) - [Website](#)

THE FACTS ON FEATHER, PRIME AND BLOCK
FenderBender (August, 2011) - [Website](#)

Automotive Service Association

Printed guides to help explain proper refinish procedures to insurance representatives
More Refinish Time for Repaired Panels - [PDF download from ASA](#)
More Refinish Time for LKQ Panels - [PDF download from ASA](#)
More Refinish Time for Blended Panels - [PDF download from ASA](#)

Society of Collision Repair Specialists

Guide to Complete Repair Planning - [publication online](#)
OEM Technical Info by Automaker - [SCRS website](#)
Documentation on Clearcoat Application - [SCRS website](#)
Refinish manufacturer technical information compilation - [SCRS website](#)
SCRS [Blueprint Optimization Tool \(BOT\)](#)
SCRS 2022 Blend Study Report [Download from SCRS](#)

SCRS Quick Tips Videos

Negotiation tips that get you paid! - [YouTube](#)
OEM Procedure Research - [YouTube](#)
Second Color Set-Up - [YouTube](#)
Tint to Blendable Match - [YouTube](#)
Removing Static - [YouTube](#)
Paint Material Calculation and Invoicing - [YouTube](#)
3-stage and 4-stage formulas - [YouTube](#)
Refinish breakpoints - explaining "up and over" - [YouTube](#)
Why Manufacturers Require Extending Clear Coat - [YouTube](#)

Estimating System Provider Documentation

Labor for second-color set-up ([download 5 page PDF document](#))
Apply chip/gravel/stone guard or rough coat ([download 6 page PDF document](#))
Refinish back/underside of panel ([download 6 page PDF document](#))
Refinish adjacent panel after weld burn ([download 6-page PDF document](#))
Spot Within Panel Worksheet (Audatex specific) - ([download MS Excel worksheet](#))

OEM / Supplier Information

3M Automotive Aftermarket Division - Feather, Prime and Block documentation - [PDF download from 3M](#)
3M Repair Application and Job Cost Guide - Microsoft Excel Spreadsheet – [Collision Advice website](#)
3M 2015 Accurate Cost Estimating (ACE) Tool - Microsoft Excel Spreadsheet – [Collision Advice website](#)
I-CAR Repairability Technical Support Portal - OEM tech articles, bulletins, position statements - [I-CAR website](#)
Car Manufacturer technical information websites - [OEM 1STOP website](#)
Sample production standard operating procedures (SOPs) - [3M website](#)
Collision repair videos – [3M website](#)
OEM Documentation and Position Statements - [3M website](#)

Database Enhancement Gateway

Matrix of OEM Bumper Cover Conditions as shipped - [PDF download from DEG](#)
Quick Reference Chart - Extension of Clear Coat - [PDF download](#)
List of automakers that ship raw plastic parts - [PDF download](#)
DEG Estimating Tip: CCC and Mitchell- Refinishing roof with no break point - [DEGweb](#)
Tips, articles, videos and links under the "Get Educated" tab - [DEGweb](#)

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):

RAW PLASTIC PARTS COSTING SOME SHOPS MONEY (April 10, 2023) – [CRASH Network website](#)
MAKING PARTS ‘STATIC FREE’ BEFORE REFINISHING (April 10, 2021) – [CRASH Network website](#)
ADAS-RELATED REFINISH ISSUES (February 5, 2024) – [CRASH Network website](#)
ALL INSURERS PAY FOR COLOR TINT (April 19, 2021) – [CRASH Network website](#)
SHOPS INCREASINGLY PAID FOR ‘DENIB’ PROCEDURE (April 5, 2021) – [CRASH Network website](#)
USING 1K PRODUCT WHERE 2K IS CALLED FOR (April 17, 2023) – [CRASH Network website](#)
FUEL SURCHARGE HELPED SOME SHOPS OFFSET HIGHER COSTS (April 24, 2023) – [CRASH Network website](#)
MORE SHOPS GETTING PAID FOR MASKING PROCEDURES (March 29, 2021) – [CRASH Network website](#)
PAINT PRICE INCREASES MAY BE DRIVING MORE MATERIALS INVOICING (March 6, 2023) – [CRASH Network website](#)

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