

chairs in the office. (Every other shop we visited had a clean, organized office with comfortable seats and TVs, too.)

This was the first place we shopped for an estimate and turned out to be the lowest bidder – coming in at \$521.09. The handwritten estimate was written to repair the right front door, the right rear door and right dogleg for a total of \$220. The “paint & trim” cost was \$100. The estimate didn’t specify what portion of the car would be painted, whether adjacent panels would be blended, etc.

At this point, I was wondering

where this company buys materials and what kind of money they pay their hired help. Even if the body man and painter get half the labor, I can’t imag-

Many estimators tend to overlook damages to the inside of the door, even if the paint is chipped away and the metal is rusting, as is the case here on the rear right door.

ine anyone spending much time on this repair for this price.

Lastly, the cost of replacing the rearview mirror was \$160 – with no



Shop No. 1: \$99 Paint-Job Shop

FLORIDA STATE LAW:
PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
I REQUEST A WRITTEN ESTIMATE.
I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
I DO NOT REQUEST A WRITTEN ESTIMATE.

Customer Information:
OWNER: *William Fleck*
ADDRESS: _____
BUSINESS PHONE: _____ HOME PHONE: *269-9236* PHONE WHEN READY: YES NO
YEAR MAKE: *96 Toyota Camry* LICENSE NO.: _____ MAKE: _____
PREPARED BY: *Mike* ADVERTISING SOURCE: *Rad.* RETURN REPLACED PART: YES NO
DATE RECEIVED: *11-25-02* TIME: AM PM DATE WHEN READY: _____ TIME: AM PM

DESCRIPTION OF LABOR AND PARTS	PARTS	LABOR	PAINT & TRIM	DATE
<i>Repair Rt Front Door</i>			<i>Spot Black</i>	<i>120.00</i>
<i>Repair Rt Rear Door</i>				
<i>Repair Rt Dogleg</i>				
<i>Replace Mirror Rt Side</i>				
		<i>220.00</i>		
SUB TOTALS				

PAINT & TRIM
 COLOR CODE: *0000*
 NAME: _____
 HAZY OR FROG YES NO
 EXTERIOR COLOR CHANGE
 EXTERIOR WAGON YES NO
 DOOR JAMS YES NO
 MOOD EDGES YES NO
 UNDER TRUNK LID YES NO
 LEAKS YES NO
 CLEAR COAT YES NO
 TWO TONE YES NO
 HALF TONE YES NO
 DYE TOP YES NO
 PEN STRIPE YES NO
 BIRD STRIP YES NO
 COLOR: _____

Method of Payment:
 CASH MONEY ORDER
 CASHIER'S CHECK OTHER
 VISA/MASTER CARD

Parts will be:
 NEW USED AFTER MARKET RECONDITIONED

Environmental Fee:
 \$7.00 Environmental fee: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

Verbal Agreements Not Binding:
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
ALL ESTIMATES ARE FREE ESTIMATE ONLY THIS IS NOT A WORK ORDER

Additional Person Who May Authorize Work:
 NAME: _____ PHONE: _____

Paint and Trim Summary:
 PAINT AND TRIM: *100.00*
 EXTRA PREP: *220.00*
 BODY WORK: _____
 TOTAL MATERIALS: *160.00*
 PARTS: _____
 TOUCHUP: _____
 SUB TOTAL: *480.00*
 ENVIRONMENTAL CHARGE: *7.00*
 TAX: *34.09*
TOTAL: \$521.09

Basis for Charges:
 HOURLY RATE
 FLAT RATE
 BOTH

ABSOLUTELY NO CHECKS ACCEPTED

THE ABOVE IS AN ESTIMATE SHEET FOR YOUR INFORMATION AND DOES NOT CONSTITUTE A CONTRACT. THE WORK WILL BE COMPLETED AFTER THE WORK HAS BEEN ORDERED BY OCCASIONAL WORK PARTS ARE DISCOVERED AFTER WORK HAS STARTED, WHICH WERE NOT EVIDENT ON VISUAL INSPECTION, IN THIS CASE YOU WILL BE CONTACTED FOR APPROVAL OF PRICE AND WORK.
 THERE WILL BE A \$5.00 DAILY STORAGE CHARGE FOR ANY VEHICLE NOT PICKED UP WITHIN 3 WORKING DAYS FROM THE COMPLETION DATE.

E-1253903

indication of whether the part would be OEM, aftermarket, new or used.

Many consumers have no idea how many variables are left wide open on an estimate like this. Most likely, window moldings and door handles won't be removed. Only the damaged outer panels will be repaired, and the repair will be very rushed and probably very flawed, as well. Materials used will be the cheapest available, as will the rearview mirror – although a used OEM mirror wouldn't be a bad choice if it's a fully functioning part. The trouble is, many consumers don't know to ask about this kind of stuff.

Shop No. 2: Light-Hit Shop with a \$1,992.76 Bid

THE LIGHT-HIT SHOP HAD THE MOST comfortable couches I ever almost fell asleep on. But this is beside the point.

Our second estimate, although handwritten, was reasonably legible and more specific. Each part to be replaced was listed individually with a part price, and labor operations were listed below with their individual prices.

The estimate specified an OEM door skin and side moldings, and the labor amounts appeared to be a bit more realistic. Even after the discount offered in the follow-up letter (schedule

an appointment within 10 days and get a 10 percent discount on the labor portion of the bill), this was still the third most expensive estimate, coming to nearly 2 grand including taxes. At \$1,435 in total labor, I find it a little easier to believe that techs would take the time to do a nice repair.

Still, this estimate leaves open several opportunities for misunderstanding. Will the belt moldings, front door handle, lamps, etc., be removed or masked? Will adjacent panels be blended? Will the inside of the rear door frame and adjacent doorjamb area be painted? Hmm ...

Shop No. 2: Light-Hit Shop

Florida State Registration Number: MV-39791

Date 11-25 20 02 Time _____ Date _____

Name William Fleck

Address 205 W. 121st Ave City Tampa State FL Zip 33612 (Richard)

Work Phone same Home Phone 545-2693 Phone _____

Work May Be Authorized By: _____

Payment Method: Cash Check Cr. Crd Save Parts: Yes No

Year	Make / Model	Color	VEHICLE License #	Odm. Reading	Vehicle Identification Number
<u>96</u>	<u>Cumy</u>	<u>white</u>			

- SERVICE -		AMOUNT
<u>Replace Rt mirror (Rear) (A)</u>		
<u>Rt Rear Door skin</u>		<u>108.00</u>
<u>Rt Rear Door molding</u>		<u>178.84</u>
<u>Rt Front Door molding</u>		<u>69.60</u>
<u>Repair/Paint Rt front Door (marchbody)</u>		<u>76.55</u>
<u>Paint/Install Rear Door skin</u>		<u>555.00</u>
<u>Repair/Paint Rt B-panel</u>		<u>470.00</u>
<u>Ent. Install Rt mirror</u>		<u>325.00</u>
		<u>85.00</u>
<u>3-4 Day Repair</u>		
<u>Lifetime Warranty</u>		
<u>100% Satisfaction</u>		
TOTAL (Excludes Tax)		1862.39

This is a firm quote, valid for two weeks from the above date.
All work is fully guaranteed for as long as you own this vehicle.
ALL CHARGES ARE A FLAT RATE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00

I REQUEST A WRITTEN ESTIMATE
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

Signed William Fleck Date 11/25

With Tax **\$1992.76**

QUOTE 12158

Shop No. 3: Independent Collision Repair Shop with a \$1,702.73 Bid

HERE WE RECEIVED OUR FIRST COMPUTER-GENERATED estimate. Though it was a lower bid than the one the light-hit shop wrote, it was much more detailed than the estimates we received from the first two shops.

The independent charged less to repair the front door and wrote to refinish the side moldings instead of

replacing them. The estimator also offered some explanation about the bid, such as the outer door would just include the outside panel and not the whole door.

The independent charged less than other shops for the repair of the quarter panel but didn't specify whether the door frame area would be refinished. I can only assume the blend would be a solvent blend in the quarter since there's no mention of the roof or oppo-

site quarter. (There's no break line between the roof and quarter, which made this car perfect for this project.)

Of course, the average consumer isn't aware that the blend must go to the nearest break in the panel, which in this case would include the roof and opposite quarter panel. And without this knowledge, the average consumer won't question the longevity or durability of a solvent blend in the sail panel.

Shop No. 3: Independent Collision Repair Shop

12/05/2002 at 01:19 PM
18919

Job Number:

PRELIMINARY ESTIMATE

Insured: WILLIAM FLACK
Owner: WILLIAM FLACK
Address: 2727 W. FLETCHER AVE
TAMPA, FL 33614
Other: (813)269-9236

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 3. Right T-Bone IR

Insurance Company:
1996 TOYO CAMRY LE 4-2.2L-FI 4D SED WHITE Int: FL Prod Date: 03/1996 Odometer: 105700
VIN: 4T1BG12K9TU920520 Lic: H97ANA

Rear Defogger
Intermittent Wipers
Clear Coat Paint
Power Windows
Power Mirrors
Stereo
Driver Air Bag
Bucket Seats
Overdrive

Tilt Wheel
Tinted Glass
Power Steering
Power Locks
AM Radio
Search/Seek
Passenger Air Bag
Recline/Lounge Seats

Days to Repair

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
		FRONT LAMPS				0.2	
1	R&I	RT Park lamp US built					1.2
2		FENDER				0.3	
3		Blnd RT Fender					
4	R&I	RT Lower molding				5.0	2.2
5		FRONT DOOR					0.9
6	Rpx	RT Outer panel US built				0.3	
7*		Add for Clear Coat				0.3	
8	R&I	RT Belt w/strip DX, LE, XLE					0.2
9	R&I	RT Side molding upper all				0.3	
10	Refn	RT Side molding upper all					
11*	R&I	RT Side molding lower				0.5	0.5
12		Repl L&Q RT Mirror LE & XLE US built	1	75.00			
W 13*	R&I	RT Handle, outside DX, LE & SE				0.5	
14	R&I	R&I trim panel				0.4	
15		REAR DOOR				6.0	2.3
16	Repl	RT Outer panel US built	1	178.84			-0.4
17		Overlap Major Adj. Panel					0.4
18		Add for Clear Coat				0.6	
19		Add for power units					0.5
20		Add for Edging					0.5
21		Add for Inside				0.3	
22	R&I	RT Side molding upper all					0.3
23	Refn	RT Side molding upper all					
24*		QUARTER PANEL				1.5	2.2
25	Rpx	RT Quarter panel LE, SE & XLE					-0.4
26*		Overlap Major Adj. Panel					0.4
27		Add for Clear Coat					
28							

I wonder how many painters blend and clearcoat the roof and opposite quarter panel when there's no break between the roof and the quarter panel they're painting? More importantly, I wonder how many shop owners are charging for this procedure and explaining to their customers why it must be done this way.

It's also worth noting that the independent shop contacted my friend (the potential customer) the following week by phone, offering to schedule an appointment to drop off the car for repairs.

Shop No. 4: DV Shop with a Bid of \$4,073.50

THE FOURTH ESTIMATE WAS WRITTEN at a DV assessment facility and was the most thoroughly detailed estimate of the five.

With a keen eye, this estimator studied each panel, took notes and thoroughly inspected the damage, the doorjamb and the door frames. He walked around the entire vehicle and explained why he'd charge refinish labor for the roof and opposite quarter. He also explained that the windshield and back glass would have to be

removed for this procedure and that their respective moldings would be destroyed in the removal process.

This estimate clearly covers items that most estimators don't even consider when inspecting and diagnosing collision-damaged vehicles. This estimate also demonstrates the level of inaccuracy in our industry's estimating process. The estimating systems are designed to produce estimates like this for every vehicle, yet estimators across the country are leaving procedures out of the sheets they write. And everything you leave out of your estimate is a cause

30	R&I RT Tail lamp assy US built			
31	ELECTRICAL			
32	R&I Antenna assy power sedan & coupe		0.5	
33H	COVER CAR		0.5	
34H	HAZARDOUS WASTE REMOVAL	1	5.00 T	0.2
35H	PINSTRIPES TAPE .1 PER PANEL	1	3.00 T	
		1	12.50 T	0.4
Subtotals ==>			274.34	18.7 11.1
Line 11 - LEQ FROM DAMRON'S				
Parts				
Body Labor				253.84
Paint Labor		18.7 hrs @ \$ 36.00/hr		673.20
Paint Supplies		11.1 hrs @ \$ 36.00/hr		399.60
Sublet/Misc.		11.1 hrs @ \$ 22.00/hr		244.20
SUBTOTAL				20.50
Sales Tax			\$ 1591.34 @ 7.0000%	\$ 1591.34
GRAND TOTAL				113.39
				\$ 1702.73

PRELIMINARY ESTIMATE
1996 TOYO CAMRY LE 4-2.3L-PI 4D SED WHITE INT.

THIS DAMAGE REPORT WAS PREPARED BASED UPON OUR VISUAL INSPECTION OF THIS VEHICLE. IN SOME CASES MORE OR DAMAGED PARTS ARE DISCOVERED AFTER TEAR DOWN. THIS DAMAGE REPORT DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR THAT MAY BE REQUIRED. ALL PARTS PRICES SUBJECT TO INVOICE. YOUR UNDERSTANDING IS APPRECIATED.

PER FLORIDA STATUTE:
*Failure to use the insurance proceeds in accordance with the security agreement, if any, could be a violation of s. 812.014, Florida Statutes. If you have any questions, contact your lending institution.

FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: *THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.* IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.716. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide Business Catalogue Date 11/2002 and the parts selected are OEM-parts manufactured by the vehicle's original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AN or Oual Repl Parts. Used parts are described as LEQ, Qual Body Parts, ETC, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. SWGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Found sign (\$) items indicate

Shop No. 4: DV Shop



Date: 2/13/2003 04:49 PM
 Estimate ID: 8918
 Estimate Version: 0
 Preliminary Profile ID:

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVE YOU IN ASSESSING THE REPAIR COST OF THIS VEHICLE. UPON REVIEW AND/OR COMPARISON, YOU WILL FIND OUR RECOMMENDED LISTING OF REPAIRS TO BE VERY COMPREHENSIVE. THIS REPAIR ESTIMATE INCLUDES THE PROCEDURES, HIGH QUALITY PARTS AND MATERIALS FOUND NECESSARY TO PROPERLY AND THOROUGHLY RESTORE THIS VEHICLE TO ITS PRE-LOSS CONDITION RELATIVE TO SAFETY, RELIABILITY, FUNCTION, AND VALUE TO THE BEST OF HUMAN ABILITY. ANY DEVIATION FROM THIS ASSESSMENT MAY RESULT IN REMAINING FLAWS AND DEFECTS WHICH MAY CAUSE ADDITIONAL LOSS IN VALUE TO THIS VEHICLE. IN SOME INSTANCES, DEVIATIONS AND/OR OMISSIONS MAY IMPAIR THE SAFETY AND PERFORMANCE OF SOME VEHICLES.

PAINT & BODY SUBSCRIBES TO THE PRINCIPLES OF CONSUMER PROTECTION. WHAT THIS SIMPLY MEANS IS THAT WE GLADLY WORK WITH ALL INSURANCE COMPANIES TO ASSIST OUR CLIENTS IN OBTAINING THE HIGHEST QUALITY REPAIR, HOWEVER, ONCE YOUR VEHICLE IS PLACED IN OUR TRUST... WE WORK FOR YOU! FOR MORE INFORMATION OR ANSWERS TO YOUR QUESTIONS, PLEASE CONSULT YOUR REPAIR PROFESSIONAL AT PAINT & BODY OR VISIT OUR WEBSITE. MV# 22340.

Condition Code: AVERAGE
 Payor: Body Shop
 Owner: WILLIAM FLACK
 Address: TAMPA, FL

Deductible:

Mitchell Service: 918747

Description: 1986 Toyota Camry LE
 Body Style: 4D Sed
 VIN: 4T1G01SK9TU820628
 Mileage: 167,388
 Color: WHITE
 Options: ALUMINUM WHEELS, AIR CONDITIONING, POWER STEERING, POWER WINDOWS, POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER, AUTOMATIC TRANSMISSION

Drive Train: 2.2L I4 Cyl 4A
 License: 1T97 ANA FL

Line Item	Entry Number	Label Type	Operation	Line Item Description	Dollar Amount	Labor Units
1	900878	BDY	REMOVE/REPLACE	R INFORM LABEL CHILD SECURITY LOCK	1.00	0.1"
2	900880	BDY *	REMOVE/INSTALL	MISC. RUBBERS, SWITCHES, CHILD LOCK ETC.		0.3"
3	900888	REF *	REFINISH/REPAIR	REMOVE EXISTING TAPE STRIPS(S) AND ADHESIVE		0.7"
4	900888	REF *	ADD'L LABOR CP	AS NEEDED AT 3 PANELS	0.00	1.2"
5	900888	REF *	ADD'L LABOR CP	BACK MASK JAMBS TO PROTECT FROM PAINT DAMAGE	45.00	0.0"
6	900888	REF *	ADD'L LABOR CP	IE: DOOR, HOOD, TRUNK JAMBS, FUEL DOOR, ETC.		0.0"
7	900888	BDY *	REMOVE/REPLACE	CLEAN VEHICLE TO PRE-ACCIDENT CONDITION		0.0"
8	900888	REF *	REFINISH/REPAIR	REMOVAL OF MLDG ADHESIVE FROM PANELS TO		1.0"
9	900888	REF *	REFINISH/REPAIR	AS NEEDED TO PROVIDE "LIFETIME REFINISH WARRANTY"		
10	900888	REF *	REFINISH/REPAIR	MELT OR BURR IN BLEND, NO WARRANTY AGAINST		
11	900888	REF *	REFINISH/REPAIR	INCLDS RE-MIX, APPLICATION, BUFF TO GLOSS AS NEC.		
12	900888	REF *	REFINISH/REPAIR	NOTE: BLENDING OF EXT. CLEAR IS NOT RECOMMENDED		
13	900888	BDY *	REMOVE/REPLACE	AS NEEDED AT INNER DOOR FRAMES	12.93	0.0"
14	900888	BDY *	REMOVE/REPLACE	SHOP MATERIALS		
15	900888	BDY *	REMOVE/REPLACE	"THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE		
16	900888	BDY *	REMOVE/REPLACE	MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS		
17	900888	BDY *	REMOVE/REPLACE	SHOP SUPPLIES (S.888.80446)"		

18	918254	GLS	REMOVE/INSTALL			
19	918473	BDY	REMOVE/REPLACE			
20	921160	REF	REFINISH			
21						
22	921293	BDY	REMOVE/REPLACE			
23	900289	BDY	REPAIR			
24	AUTO	REF	REFINISH			
25						
26	921484	BDY	REMOVE/INSTALL			
27	921478	BDY	REMOVE/INSTALL			
28	921488	BDY	REMOVE/INSTALL			
29	921564	BDY	REMOVE/INSTALL			
30						
31	921576	BDY	REMOVE/REPLACE			
32	940796	BDY	REMOVE/REPLACE			
33	909313	BDY	REMOVE/INSTALL			
34	909316	BDY	REMOVE/INSTALL			
35	922860	BDY	REMOVE/INSTALL			
36	922940	BDY	REMOVE/INSTALL			
37	909826	BDY	REMOVE/INSTALL			
38						
39	924120	BDY	REMOVE/REPLACE			
40	AUTO	REF	REFINISH			
41	AUTO	REF	REFINISH			
42	906690	BDY *	REPAIR			
43						
44	906690	BDY *	REMOVE/REPLACE			
45	906690	BDY *	REMOVE/REPLACE			
46	906690	BDY *	REMOVE/REPLACE			
47	906690	BDY *	REMOVE/INSTALL			
48	906690	BDY *	ADD'L LABOR CP			
49	906690	BDY *	REMOVE/REPLACE			
50	906690	BDY *	ADD'L LABOR CP			
51	906690	REF *	ADD'L LABOR CP			
52	909506	REF *	REMOVE/REPLACE			
53	909506	BDY *	REMOVE/INSTALL			
54	909506	BDY *	ADD'L LABOR CP			
55						
56	909506	BDY *	REMOVE/INSTALL			
57	909506	BDY *	REMOVE/REPLACE			
58	909506	BDY *	ADD'L LABOR CP			
59	909506	BDY *	REMOVE/INSTALL			
60	909506	BDY *	REMOVE/INSTALL			
61	909506	REF *	REMOVE/REPLACE			
62	909506	BDY *	REMOVE/INSTALL			
63	909506	BDY *	REMOVE/INSTALL			
64	909506	BDY *	REMOVE/INSTALL			
65						
66	909506	BDY *	REMOVE/INSTALL			
67	909506	BDY *	REMOVE/REPLACE			
68	909506	BDY *	ADD'L LABOR CP			
69	909506	BDY *	REMOVE/INSTALL			
70	909506	BDY *	REMOVE/INSTALL			
71	909506	BDY *	REMOVE/INSTALL			
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92	909506	BDY *	REMOVE/INSTALL			
93	909506	BDY *	REMOVE/INSTALL			
94	909506	BDY *	REMOVE/INSTALL			
95	909506	BDY *	REMOVE/INSTALL			
96	909506	BDY *	REMOVE/INSTALL			
97	909506	BDY *	REMOVE/INSTALL			
98	909506	BDY *	REMOVE/INSTALL			
99	909506	BDY *	REMOVE/INSTALL			
100	909506	BDY *	REMOVE/INSTALL			

for misunderstanding. Is the shop simply not charging for that procedure, or will the procedure not be performed at all?

Shop No 5: Dealership Shop with Bid of \$3,405.26

THE FIFTH AND FINAL ESTIMATE CAME from a dealership body shop. Not quite as thorough as the DV shop's bid, this estimate is still an outstanding assessment of the procedures necessary to

properly repair this car. Like the previous estimator, the lady at the dealership explained the blending process as well as the removal of the glass. She opened doors and carefully examined the damage. She also wrote to replace belt moldings on both right doors and the upper window molding, explaining that these parts are factory installed with plastic clips and nearly always break upon removal. The estimator pointed out that if the

moldings could be reused, the money would be refunded.

My Two Cents

WHILE MANY ESTIMATORS WILL SAY the last two shops were overcharging or "nickel and diming" the job, this is really what more estimates need to look like. When I look over these last two sheets, I see procedures that quality-conscious techs are performing all the time, even though their employers

WINDSHIELD
 UPR WSHIELD MOLDING
 R FRT ADD FOR JAMBS & INSIDE
 BLEND WITHIN AS NEEDED
 R FRT W/POWER OPTION
 R FRT DOOR SHELL
 R FRT DOOR OUTSIDE
 OUTER S&WNER 3.0
 R FRT LWR DOOR MOLDING
 R FRT BELT MLDG
 R FRT UPR DOOR MOLDING
 R FRT DOOR FRT WINDOW FRAME MLDG
 NOT RESPONSIBLE FOR DAMAGED FASTNERS
 R FRT DOOR ADHESIVE MOLDING
 R FRT DOOR POWER MIRROR ASSY
 R FRT DOOR TRIM PANEL
 R FRT OTR DOOR HANDLE
 R FRT DOOR WEATHERSTRIP
 R FRT DOOR INSIDE HANDLE
 R FRT DOOR POWER GLASS REGULATOR
 AS NEEDED FOR REPAIR/REFINISH ACCESS
 R REAR DOOR REPAIR PANEL
 R REAR DOOR OUTSIDE
 R REAR ADD FOR JAMBS
 OUTER DOOR SKIN INSTALLATION DAMAGE
 NOTE: PANEL IS HAMMERED/DOLLED AT FLAN
 CUT AND INSTALL SOUND DEADENING PADS
 PANEL BONDING KIT (INCLDS 1 TP)
 CORROSION PROTECTION (WELD THRU PRIME
 WSC, TRIM (BUMPER, SWITCHES ETC) FOR F
 TEST FIT PART
 CAULKING MATERIALS (CAULKING LABOR BY
 AIR/WATER/DUST/NOISE LEAK TESTS
 MASK INFO LABELS TO PROTECT FROM OVE
 COVER INTERIOR FROM DEBRIS/OVERSPRAY
 DRILL OUT EXISTING BRACKET(S) TRANSFE
 MATCH OE SEAM SEALER APPEARANCE AS
 INCLDS USE OF STENCIL/TAPE/MOLD ETC
 DOOR VAPOR (MOISTURE) BARRIERS FROM
 COVER INTERIOR/EXTERIOR FROM WELD S
 REMOVE PROTECTING COATINGS (E); SEW
 R REAR LWR DOOR MOLDING
 R REAR BELT MLDG
 R REAR UPR DOOR MOLDING
 R REAR DOOR FRT WINDOW FRAME MLDG
 R REAR DOOR ADHESIVE MOLDING
 R REAR DOOR TRIM PANEL
 R REAR OTR DOOR HANDLE
 R REAR DOOR LATCH ASSEMBLY
 R REAR DOOR OUTSIDE HANDLE
 R REAR DOOR WEATHERSTRIP
 R REAR DOOR MOVEABLE GLASS
 AS NEEDED TO PROTECT FROM WELD O
 R REAR DOOR VENT WEATHERSTRIP
 ROOF PANEL
 R ROOF SIDE RAIL WEATHERSTRIP
 L ROOF SIDE RAIL WEATHERSTRIP
 BACK WINDOW
 UPR BACK WINDOW MOLDING
 L QUARTER PANEL OUTSIDE
 L FUEL DOOR
 R QUARTER OUTER PANEL
 R QUARTER PANEL OUTSIDE
 QUARTER ELECTRIC ANTENNA
 L QUARTER EXHAUST VENT
 R LWR QTR PANEL MLDG
 L LWR QTR PANEL MLDG
 R COMBINATION LAMP
 L COMBINATION LAMP
 REAR BUMPER ASSY
 AS NEEDED FOR REFINISHING OF GI

3.3 F

#	QTY	UNIT	ADD'L COST	REMARKS	AMOUNT
88	1	ADD'L COST		HAZARDOUS WASTE DISPOSAL	
89				"THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE	
90				MOTOR VEHICLE REPAIR FACILITY FOR HAZARDOUS WASTE	8.88 *
91				HANDLING AND DISPOSAL (\$688.90/48")	
92				ADD. CLEAR COAT	
93	333891	REF	ADD'L OPR	AS NEEDED FOR INNER PANEL AREA (H-GLOSS)	
94				CLEAR COAT	8.88 * 1.0"
95	AUTO	REF	ADD'L OPR	TINT COLOR	
96	333893	REF	ADD'L OPR	AS NEEDED FOR BLENDABLE COLOR MATCH	3.0"
97				RESTORE CORROSION PROTECTION	8.88 * 1.0"
98	333895	BOY	ADD'L OPR	AS NEEDED AT REPAIR AREAS	
99				FILL, SAND AND FEATHER	18.87 * 0.7"
100	333897	REF	ADD'L OPR	AS NEEDED TO PREPARE REPAIRED SURFACES FOR PAINT	
101				STRIPE	8.88 * 1.0"
102	333812	REF	ADD'L OPR	4 PANELS VINYL STANDARD 2 LINE	
103				COLOR SAND & BUFF	48.88 *
104	AUTO	REF	ADD'L OPR	MASK FOR OVERSPRAY	
105				PAINT MATERIALS	2.8
106	AUTO		ADD'L COST		8.88 * 0.5"
					484.88 *

* - Judgement Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

Remarks
 THIS ASSESSMENT CALLS FOR ALL VISIBLE DAMAGES AS FOUND DURING THE REPAIR ASSESSMENT. UPON DISMANTLING AND ACTUAL REPAIRS, ADDITIONAL DAMAGES MAY BE DISCOVERED. THIS ASSESSMENT DOES NOT INCLUDE HIDDEN DAMAGES, PARTS PRICE DIFFERENCES OR OTHER OCCURRENCES BEYOND OUR CONTROL.

Prior Damage
 RIGHT FRONT FENDER MOLDING AND PINTRIPE MISSING. DAMAGES TO RIGHT FORWARD ROOF AREA, PAINT OXIDIZED.

L. Labor Subtotals	Units	Rate	Amount	Subtotal	Totals
Body	34.7	36.00	1250.82	0.88	1,251.70 T
Refinish	28.1	36.00	1011.60	0.88	1,012.48 T
Glass	8.3	36.00	298.80	0.88	299.68 T
					2,563.86 T
Taxable Labor			2,563.86		
Labor Tax			179.87	7.00%	2,743.73
Labor Summary			2,743.73		

E. Part Replacement Summary	Amount
Taxable Parts	726.02
Parts Adjustments (Cost Plus)	36.52
Sales Tax	63.28
Total Replacement Parts Amount	825.82

III. Additional Costs	Amount
Taxable Costs	489.00
Sales Tax	34.23
Total Additional Costs	523.23

IV. Adjustments	Amount
Customer Responsibility	8.88

Gross Total:	
Total Labor:	2,743.73
Total Replacement Parts:	825.82
Total Additional Costs:	523.23
Gross Total:	4,092.80

IV. Adjustments:	
Net Total:	4,083.92

*This is a preliminary estimate.
 Additional changes to the estimate may be required for the actual repair.*

Point(s) of Impact
 3 Right Side (R), 4 Right Rear Side (R)

MOTOR VEHICLE REPAIR REGISTRATION #MV-22340

ESTIMATE RECALL NUMBER: 2/12/2003 16:48:58 2015

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aren't charging for those items. However, I also see procedures that a lot of techs wouldn't bother to perform at all on any job. As one collision tech once told me: "The only problem I got with a sheet like that is you're kinda obligated to do all that petty [stuff]."

Kinda obligated?

As I mentioned earlier, however, thoroughly written sheets like these prompt questions in the minds of the consumers reading them. Customers

who compare a four-page estimate to a one-page estimate for the same repair can't help but wonder why one shop charges for all these things and the other doesn't.

Of course, the writer at the lower-priced shop will tell the customer that the higher-priced shop won't do a better repair. But if the writer of the higher estimate has done a good job explaining his estimate to the potential customer, the customer will more easi-

ly recognize the difference between the two estimates.

A trend toward more thoroughly written sheets might also help the industry generate some interest among potential entry-level candidates. I know it would generate some interest among veteran techs.

One of the first things a young tech learns when he starts earning flat rate or commission pay is that a lot of procedures in the estimating books never

Shop No. 5: Dealership Shop

Date: 6/27/03 02:49 PM
 Estimate ID: 88
 Estimate Version: 0
 Preliminary
 Profile ID:

Deductible: UNKNOWN
 Insured: FLACK WILLIAM

Mitchell Service: 918747

Vehicle Production Date: 3/96
 Drive Train: 2.2L Inj 4 Cyl 4A

Description: 1996 Toyota Camry LE
 Body Style: 4D Sed
 VIN: 4T1BG12K9TU820520
 Color: WHITE/O40
 Options: ALUM/ALLOY WHEELS, AIR CONDITIONING, POWER STEERING, POWER WINDOWS
 POWER DOOR LOCKS, TILT STEERING WHEEL, CRUISE CONTROL, ELECTRIC DEFOGGER
 AUTOMATIC TRANSMISSION, AM-FM STEREO/CDPLAYER(SINGLE)

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				R PARKLAMP	Existing		0.2 #
				ANTENNA	Existing		0.3*
1	80066	BDY	REMOVE/INSTALL	BACK MASK JAMBS.	Existing		1.2*
2	80060	BDY *	REMOVE/INSTALL	REMOVE DUST NIBBS AND BUFF	Existing		1.5*
3	80060	REF *	REFINISH/REPAIR	WET SAND AND BUFF			
4	80060	REF *	REFINISH/REPAIR	SEAM SEALER	New	10.00 *	0.0*
5				R FENDER OUTSIDE			0.2
6	900500	BDY *	REMOVE/REPLACE	R FRT MUDGUARD	ORDER FROM DEALER	21.35	0.2
7	806070	REF	BLEND	R FENDER ADHESIVE MOULDING			3.9 #
8	800971	BDY	REMOVE/INSTALL	R FRT DOOR ADHESIVE MOULDING			
9	800973	BDY	REMOVE/REPLACE	WINDSHIELD	64562-12010	35.55	1.0* #
10	815364	GLS	REMOVE/INSTALL	WINDSHIELD DAM	Existing		C 2.3
11	815660	BDY	REMOVE/REPLACE	R FRT DOOR SHELL	Existing		8.0* #
12	800289	BDY	REPAIR	R FRT DOOR OUTSIDE			0.2
13	AUTO	REF	REFINISH	R FRT DOOR REPAIR PANEL			0.8 #
14	821430	BDY	REPAIR	R FRT LWR DOOR MOULDING			0.2
15	821464	BDY	REMOVE/INSTALL	R FRT UPR DOOR MOULDING		70.46	0.2 #
16	821488	BDY	REMOVE/INSTALL	R FRT DOOR FRT WINDOW FRAME MLDG	75716-32080	167.76	INC
17	821506	BDY	REMOVE/INSTALL	R FRT DOOR BELT MOULDING	ORDER FROM DEALER		INC
18	821680	BDY	REMOVE/REPLACE	R FRT DOOR POWER MIRROR ASSY			0.4 #
19	840798	BDY	REMOVE/REPLACE	R FRT DOOR TRIM PANEL			3.5*
20	800313	BDY	REMOVE/INSTALL	R FRT OTR DOOR HANDLE	Existing		C 1.8
21	809315	BDY	REMOVE/INSTALL	R REAR DOOR SHELL		183.08	5.7
22	824070	BDY	REPAIR	R REAR DOOR OUTSIDE	67113-06011		C 0.5
23	AUTO	REF	REFINISH	R REAR DOOR REPAIR PANEL			INC
24	824120	BDY	REMOVE/REPLACE	R REAR ADD FOR JAMBS		54.10	0.1
25	AUTO	REF	REFINISH	R REAR DOOR FRT WINDOW FRAME MLDG	75741-33030	55.73	INC #
26	824216	BDY	REMOVE/INSTALL	R REAR DOOR ADHESIVE MOULDING	75738-32100		INC
27	824250	BDY	REMOVE/REPLACE	R REAR DOOR BELT MOULDING			INC #
28	824370	BDY	REMOVE/REPLACE	R REAR DOOR TRIM PANEL			1.2*
29	800351	BDY	REMOVE/INSTALL	R REAR OTR DOOR HANDLE		30.00 *	0.3*
30	806353	BDY	REMOVE/INSTALL	ROOF PANEL	New		3.3 #
31	826870	REF	BLEND	TAPE STRIPE		61.47	
32	800800	REF *	REMOVE/REPLACE	BACK WINDOW	75571-33010		2.0*
33	828474	GLS	REMOVE/INSTALL	UPR BACK WINDOW MOULDING			3.0* #
34	828700	BDY	REMOVE/REPLACE	L QUARTER PANEL OUTSIDE	Existing		C 2.0
35	828960	REF	BLEND	R QUARTER OUTER PANEL			0.3
36	829170	BDY	REPAIR	R QUARTER PANEL OUTSIDE			0.3
37	AUTO	REF	REFINISH	R COMBINATION LAMP			1.2
38	800820	BDY	REMOVE/INSTALL	L COMBINATION LAMP			1.8
39	800821	BDY	REMOVE/INSTALL	REAR BUMPER ASSY			1.0*
40	840240	BDY	REMOVE/INSTALL	CLEAR COAT			
41	AUTO	REF	ADD'L OPR	TINT COLOR			12.00 *
42	833603	REF	ADD'L OPR	CLOSEST BLENDABLE MATCH			10.00 *
43				RESTORE CORROSION PROTECTION			432.00 *
44	833606	BDY	ADD'L OPR	MASK FOR OVERSPRAY			5.05 *
45	833018	REF	ADD'L OPR	PAINT/MATERIALS			
46	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL			
47	AUTO		ADD'L COST				

* - Judgement Item
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