

# Collision Estimator

- Accidents happen and always will happen
- This is where a Collision estimator steps in
- The estimator helps the vehicle owner through the process of getting their vehicle repaired
- The estimator communicates with the customer, insurance company and parts vendors
- Collision estimators are in big demand
- Collision estimators can work in several different venues, here are a few
  - Automotive Dealership body shop
  - Large independent body shops (MSO's Multiple Shop Operators)
  - Appraisal companies
  - Insurance company
  - Become an independent adjustor
- Some skills needed to be a Collision estimator, here are a few
  - Great communication skills
  - Critical thinking skills
  - Must be able to multi task
  - Must have great record keeping skills
  - Strong interpersonal skills
  - Must have mobility

To sum it up a Collision estimator must have great customer service skills

- To excel as a Collision estimator you need an education in several areas, here are a few
  - Vehicle construction
  - An understanding of all collision repair principles with hands on experience
  - Principles of estimating with hands on experience
  - Advanced principles of estimating management skills with hands on experience
  - Auto body shop procedures

A career as a collision estimator is sometimes considered as the stair step to shop management because many Collision repair businesses will promote from within as they open new shops and or replacing a retiring manager.

As a Collision estimator, your days move very quickly and you must meet the demand of great customer service to every customer that has just had his or her favorite vehicle damaged.

## **MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST**

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### **GENERAL SAFETY AND VEHICLE PROTECTION PRECAUTIONS**

- Disable the SRS before working on or near SRS parts. This can be done by disconnecting and isolating the battery cable, and waiting the specified time for the SRS to discharge. Refer to vehicle-specific service information to determine the recommended wait time.
  - Clean up broken glass.
  - Wear protective gloves when inspecting areas near sharp edges.
  - Inform the vehicle owner if the vehicle is NOT safe to drive. Inoperative lighting or a deployed restraint system may deem the vehicle unsafe to drive.
  - Have the vehicle owner sign a liability waiver if the customer insists on driving an unsafe vehicle.
  - Check or make note of state regulations for vehicles deemed unsafe to drive.
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Do not use force to close or open closure panels. This can create additional panel damage.

### **GENERAL INSPECTION CONSIDERATIONS**

- Consult the customer to obtain information about the collision, such as whether the vehicle left the road, and the approximate speed the vehicle was traveling. The customer may also be asked to identify any pre-existing damage.
- Ensure there is sufficient lighting and consider washing the vehicle before beginning the inspection process.
- Determine the direction and severity of impact.
- Do a general walk around inspection of the entire vehicle to ensure all damage is identified. This may include indirect (secondary) damage, and pre-existing damage.

Determine the material type of damaged parts. This may affect the repair process and determine if the part is repaired or replaced. Options for identifying material type may include:

- using a magnet to verify a part is made from steel.
- referencing vehicle-specific service information.
- looking on the backside of a part for a plastic identification code.

## **MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)**

Make note of any suspected structural damage that may require further inspection.

Start the inspection at the point of impact (primary damage). Then continue the inspection with adjacent parts.

When making repair vs. replace decisions for a damaged exterior panels, consider the:

- vehicle maker recommendations for the part.
- durability of the repair. Damage located in an area subject to daily stress, such as road vibrations, may prematurely fail.
- extent and location of damage. This may include determining if the damaged area is located in a collapse zone. Contoured areas may be difficult to restore to proper state and shape.

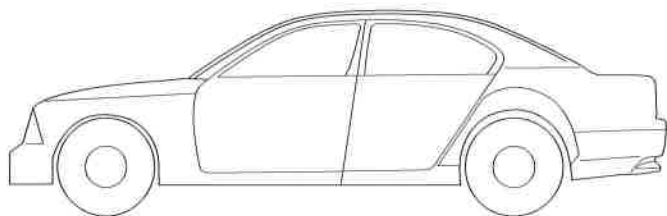
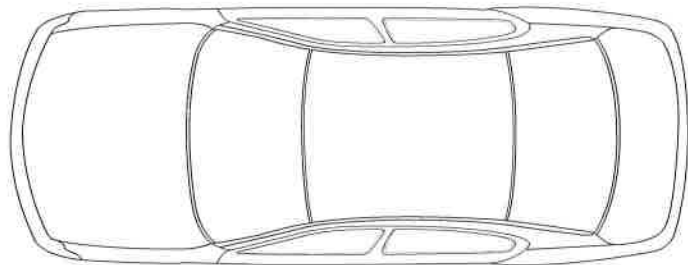
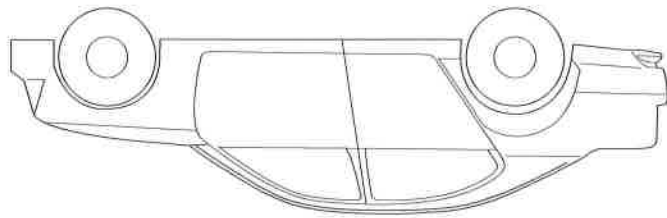
Make note of any obvious refinish considerations, such as whether the color can be blended within the panel, or will require blending into adjacent panels.

Make note of any parts that will have to be removed and installed (R&I). Moldings, emblems, or trim may require replacement if it cannot be removed without damaging.

*Identify areas with collision damage with an "X".*

*Identify pre-existing damage with an "O".*

*Mark the illustration accordingly. Then continue with the checklist where appropriate.*



# MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)

Identify the side of the vehicle.

Check boxes to verify that the part was inspected.

Use the Notes field to identify damage, after-market parts, advanced vehicle systems, etc.

Example:

Fender  
(Right, Left, Both) Right

Material type Steel

- Outer panel
- Mounting holes
- Fender liner

Notes: Repair outer panel, mounting locations and fender liner undamaged

## FRONT BODY INSPECTION

### Front Bumper Assembly

- Bumper cover
- Closeout panels
- Energy absorber
- Reinforcement
- Brackets and fasteners
- Facebar (full frame)

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Grille Assembly

- Grille
- Emblem
- Moldings
- Mounting locations
- Grille housing or trim

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Hood

Material type \_\_\_\_\_

- Outer panel
- Underside
- Crush zones
- Alignment (consistent panel gaps)
- Hinges
- Proper operation (hinge, latch, prop rod)
- Hood insulator

Notes: \_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)

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## Front Lighting

Inspect for damage and proper operation.

Inspect both sides to ensure transferred energy did not damage parts on the opposite side of the impact.

## Headlamp Type

(Halogen, HID, etc.) \_\_\_\_\_

## Headlamp

(Right, Left, Both) \_\_\_\_\_

- Lens
- Housing
- Mounting locations
- Wiring, connectors

## Daytime Running Lamps

(Right, Left, Both) \_\_\_\_\_

- Lens
- Housing
- Mounting locations
- Wiring, connectors

## Fog Lamps

(Right, Left, Both) \_\_\_\_\_

- Lens
- Housing
- Mounting locations
- Wiring, connectors

## Front Turn Signals

(Right, Left, Both) \_\_\_\_\_

- Lens
- Housing
- Mounting locations
- Wiring, connectors

## Cornering Lamps

(Right, Left, Both) \_\_\_\_\_

- Lens
- Housing
- Mounting locations
- Wiring, connectors

## Front Side Markers

(Right, Left, Both) \_\_\_\_\_

- Lens
- Housing
- Mounting locations
- Wiring, connectors

## Adaptive Front Lighting

(Self-Leveling or Swiveling) \_\_\_\_\_

- Proper operation
- Motors
- Electronic control module (ECM)

Notes: \_\_\_\_\_

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# MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)

## SIDE BODY INSPECTION

Examples of material types:

- Mild steel
- High-strength (HSS)
- Aluminum
- Magnesium
- Plastic
- Sheet-molded compound (SMC)
- Carbon fiber

### Fender

(Right, Left, Both) \_\_\_\_\_

Material Type \_\_\_\_\_

- Outer panel
- Mounting holes and fasteners
- Fender liner (mounting tabs and fasteners)

Notes: \_\_\_\_\_

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### Doors

(Front, Rear, Right, Left) \_\_\_\_\_

Material Type \_\_\_\_\_

- Alignment (consistent panel gaps)
- Proper operation (open and close)
- Outer panel (door skin)
- Shell (door frame)
- Intrusion beam (brackets or mounting locations)
- Hinges
- Handles
- Glass

### Door Operation

- Lock cylinder, power locks, keypad
- Latch
- Striker
- Power window
- Mirror adjustment

### Door Mirrors

(Right, Left, Both) \_\_\_\_\_

### Power accessories (turn signal, heated, etc.)

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- Housing
- Mirror
- Looseness of assembly
- Courtesy lighting

### Proper Operation

- Adjustment controls
- Power accessories
- Courtesy lighting
- Advanced vehicle systems (blind spot detection, etc.)

Notes: \_\_\_\_\_

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### Quarter Panel

(Right, Left, Both) \_\_\_\_\_

Material Type \_\_\_\_\_

- Outer panel
- Wheelhouse
- Wheelhouse liner

# MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)

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## Roof Panel

(Note if convertible) \_\_\_\_\_

Material Type \_\_\_\_\_

- Outer panel
- Front header panel
- Bows
- Rear header panel
- Convertible frame and lifting mechanisms

Notes: \_\_\_\_\_

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## REAR BODY INSPECTION

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### Rear Closure Panel

(Decklid, Liftgate, Tailgate)

Material Type \_\_\_\_\_

- Alignment (consistent panel gaps)
- Proper operation (open and close)
- Outer panel (skin)
- Shell (frame)
- Intrusion beam (brackets or mounting locations)
- Hinges
- Handles
- Prop rods
- Glass

### Rear Closure Operation

- Lock cylinder, power locks, keypad
- Latch
- Striker
- Power window
- Mirror adjustment

Notes: \_\_\_\_\_

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# MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)

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## Rear Bumper Assembly

- Bumper cover
- Closeout panels
- Energy absorber
- Reinforcement
- Brackets and fasteners
- Facebar (full frame)

Notes: \_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Rear Lighting

*Inspect for damage and proper operation.*

*Inspect both sides to ensure transferred energy did not damage parts on the opposite side of the impact.*

## Tail Lamps

- (Right, Left, Both) \_\_\_\_\_
- Lens
  - Housing
  - Mounting locations
  - Wiring, connectors

## Brake Lamps

- (Right, Left, Both) \_\_\_\_\_
- Lens
  - Housing
  - Mounting locations
  - Wiring, connectors

## Rear Turn Signals

- (Right, Left, Both) \_\_\_\_\_
- Lens
  - Housing
  - Mounting locations
  - Wiring, connectors

## Reverse Lamps

- (Right, Left, Both) \_\_\_\_\_
- Lens
  - Housing
  - Mounting locations
  - Wiring, connectors

## Rear Side Markers

- (Right, Left, Both) \_\_\_\_\_
- Lens
  - Housing
  - Mounting locations
  - Wiring, connectors

Notes: \_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_



## MODULE 1-EXTERIOR PANELS DAMAGE ANALYSIS CHECKLIST (CONT'D)

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### Pickup Truck Assembly

- Outer Side Panel  
(Right, Left, Both) \_\_\_\_\_  
Material Type \_\_\_\_\_
  
- Inner Side Panel  
(Right, Left, Both) \_\_\_\_\_  
Material Type \_\_\_\_\_
  
- Front Panel  
Material Type \_\_\_\_\_
  
- Bed Floor  
Material Type \_\_\_\_\_
  
- Bedliner  
(Spay-On, Drop-In) \_\_\_\_\_
  
- Crossmembers  
Material Type \_\_\_\_\_
  
- Tailgate  
Material Type \_\_\_\_\_

### Tailgate Operation

- Lock cylinder, power locks
- Latch
- Striker

Notes: \_\_\_\_\_  
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\_\_\_\_\_