



# “When will my car be ready?”



## THE COLLISION REPAIR PROCESS



Estimate Prepared



Estimated Completion Date Given



Owner Signs Repair Authorization



Insurance Negotiations Completed



Parts Ordered Via Fax Machine



Parts Received



Vehicle Scheduled In For Repairs



Vehicle Disassembled & Re-inspected



Supplement Report Written If Necessary



Supplement Approved



Additional Parts Ordered If Necessary



Scheduled Completion Date Given



Structural & Body Repairs



Vehicle Set Up On Unibody Repair Equipment



New Panels Prepared & Installed



Priming, Sealing & Corrosion Protection



All Work Inspected, Initial Tests Done, Ready For Paint Department



Ready For Paint, Confirmed Completion Date Given



Pressure Washed & Chemically Cleaned



Vehicle Prepped, Primed, Sanded & Sealed



Taped, Bagged, Masked, Blown Off & Placed In Down Draft Spray Booth Oven



Vehicle Undergoes Multi-Step Refinishing Process Using Acrylic Urethane Paint System



Reassembly, Wheel Alignment, Air Conditioning, Detailing, Final Inspection & Test Drive



Repairs Complete, Owner Notified With Confirmation For Delivery