



DAMAGE ANALYSIS, ESTIMATING, AND CUSTOMER SERVICE — ABCT 2103

A. Course Description

- **Credits:** 2.00
- **Lecture Hours/Week:** 2.00
- **Lab Hours/Week:** 0.00
- **OJT Hours/Week:** 0
- **Prerequisites:** None
- **Corequisites:** None
- **MnTC Goals:** None

This course will focus on management duties related to personnel, shop flow and monetary tasks. This course will contain and require handwritten and computer driven estimation procedures and understanding of estimating terminology. Prerequisite: ABCT1230.

B. Course Effective Dates: 8/25/14 – Present

C. Outline of Major Content Areas

As noted on course syllabus

D. Learning Outcomes

1. Acknowledge and/or greet customer/client.
2. Analyze damage to determine appropriate methods for overall repairs. HP-I
3. Apply appropriate estimating and parts nomenclature (terminology). HP-I
4. Apply estimating guide footnotes and headnotes as needed. HP-I
5. Apply math skills to establish charges and totals. HP-I
6. Apply negotiation skills to obtain a mutual agreement. HP-G
7. Deal with angry customer/client. HP-I
8. Determine additional material and charges. HP-G
9. Determine and apply appropriate estimating sequence. HP-I
10. Determine and record customer/vehicle owner information. HP-I
11. Determine labor value, prices, charges, allowances, or fees for non-included operations and miscellaneous items. HP-G
12. Determine parts, components, material type(s) and procedures necessary for a proper repair. HP-I
13. Determine price and source of necessary sublet operations. HP-G

14. Determine refinishing material and charges. HP-I
15. Determine the cost effectiveness of the repair and determine the approximate vehicle retail, and repair value. HP-G
16. Determine the direction, point(s) of impact, and extent of direct, indirect, and inertia damage. HP-G
17. Establish cooperative attitude with customer/client. HP-I
18. Estimate and explain duration of out-of-service time. HP-G
19. Estimate labor value for operations requiring judgment. HP-G
20. Gather details for the incident/accident necessary to determine the full extent of vehicle damage. HP-G
21. Identify add-on accessories. HP-G
22. Identify and record pre-existing damage. HP-I
23. Identify and record prior repairs. HP-G
24. Identify and record vehicle identification number (VIN) information, including nation of origin, make, model, restraint system, body type, production date, engine type, and assembly plant. HP-I
25. Identify and record vehicle options, including trim level, paint code, transmission, accessories, and modifications. HP-I
26. Identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process.
27. Identify damage to add-on accessories and modifications. HP-G
28. Identify impact energy absorbing components. HP-G
29. Identify interior component damage. HP-I
30. Identify plastic/composite components; determine repairability. HP-G
31. Identify procedural differences between computer-assisted systems and manually written estimates. HP-G
32. Identify procedures to restore corrosion protection; establish labor values, and material charges. HP-G
33. Identify safety systems physical damage. HP-G
34. Identify safety systems; determine replacement items. HP-G
35. Identify single (one time) use components. HP-G
36. Identify steel types; determine repairability. HP-G
37. Identify structural damage using measuring tools and equipment. HP-I
38. Identify suspension, electrical, and mechanical component physical damage. HP-G
39. Identify type and condition of finish; determine if refinishing is required. HP-I
40. Identify type of vehicle construction (space frame, unibody, body-over-frame). HP-G
41. Identify vehicle glass components and repair/replacement procedures. HP-G
42. Identify yourself to customer/client; offer assistance. HP-I

43. Interpret and explain manual or computer-assisted estimate to customer/client. HP-I
44. Interpret computer-assisted and manually written estimates; verify the information is current. HP-I
45. Listen to customer/client; collect information and identify customer's/client's concerns, needs, and expectations. HP-I
46. Perform visual inspection of non-structural components and members. HP-I
47. Perform visual inspection of structural components and members. HP-G
48. Position the vehicle for inspection. HP-G
49. Prepare vehicle for inspection by providing access to damaged areas. HP-G
50. Project positive attitude and professional appearance.
51. Provide and review technical and consumer protection information.
52. Provide and review warranty information. HP-I
53. Recognize and apply overlap deductions, included operations, and additions. HP-I
54. Recognize basic claims handling procedures; explain to customer/client. HP-G
55. Recognize the differences in estimation procedures when using different information provider systems. HP-G
56. Recognize the different damage characteristics of space frame, unibody, and body-over-frame vehicles. HP-G
57. Select and price OEM parts; verify availability, compatibility, and condition. HP-G
58. Select and price aftermarket parts; verify availability, compatibility, and condition. HP-G
59. Select and price alternative/optional OEM parts; verify availability, compatibility, and condition. HP-G
60. Select and price re-manufactured, rebuilt, and reconditioned parts; verify availability, compatibility, and condition. HP-G
61. Select and price recyclable/used parts; verify availability, compatibility, and condition. HP-G
62. Select appropriate labor value for each operation (structural, non-structural, mechanical, and refinish). HP-I
63. Utilize estimating guide procedure pages. HP-I
64. Verify accuracy of estimate compared to the actual repair and replacement operations. HP-G

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment

As noted on course syllabus

G. Special Information

None noted

