

Minnesota State College Southeast

ABCT 1416: Damage Analysis and Estimating

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Damage analysis and estimating covers the process of analyzing the vehicle following a collision event looking at preexisting conditions as well as collision related damage. The process of gathering customer information, vehicle information, insurance coverage information, vehicle damage, parts options, parts pricing, labor operation pricing, and other related charges and arriving at cost of repairs is the core of the course. Processes needed to document repairs, identify OEM procedures, and paint companies recommendations are critical and covered in the course. Communication of needed information to the customer and insurance company is also focused on with insurance policies and coverage types included. (Prerequisites: 20 credits of ABCT courses completed or concurrently enrolled in the needed credits) (3 credits: 3 lecture/0 lab)

B. COURSE EFFECTIVE DATES: 03/19/2018 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Identify professional procedures for gathering customer, vehicle, insurance coverages, and collision event information
2. Analysis of collision damage, pre-existing conditions, and other information required to determine repair costs
3. Compiling of parts pricing, labor charges, materials costs, sublet repair charges, sales tax, and calculation of total repair costs
4. Processes for communicating with the insurance companies, vehicle owner, parts suppliers, and sublet repairers
5. Identify vehicle manufacturers repair procedures and recommendations for collision repairs
6. Develop repair plans for damaged vehicles that are consistent with vehicles makers procedures and paint companies recommendations

D. LEARNING OUTCOMES (General)

1. Demonstrate professional and safe estimating procedures
2. Gather collision related information and insurance coverages
3. Determine and record customer/vehicle owner information
4. Analyze damage to determine repairs required and needed parts
5. Identify direct damage, indirect damage, preexisting damage, prior repairs, and customer requested items
6. Locate and identify structural damage, mechanical damage, and body damage
7. Locate and interpret vehicle identification tags
8. Apply appropriate estimating and parts nomenclature
9. Utilize estimating guides procedural pages, footnotes, diagrams, and technical information
10. Identify non-OEM components and collision damage to them
11. Organize the estimate body following recommended guidelines
12. Identify additional items and procedures needed to restore vehicle
13. Calculate parts, sales tax, body labor, mechanical labor, structural labor, sublet items, and materials costs for estimate
14. Compare O.E.M. parts to recycled parts to aftermarket parts
15. Explain estimate to customer and insurance company
16. Identify parts ordering procedures
17. Identify types of insurance coverages
18. Identify customer communication methods and skills
19. Identify customer relation skills needed
20. Identify paint companies recommendations and warranty program requirements
21. Identify none repairable parts according to OEM recommendations
22. Identify vehicle part material type and repair guidelines
23. Explain liabilities of improper repairs
24. Explain pre-scan, post-scan procedures
25. Identify items requiring pre and post repair documentation
26. Identify methods of documentation of the vehicles repairs
27. Demonstrate ability to utilize digital image documentation
28. Review warranty information with customer
29. Identify recalibration procedures needed to restore vehicle system operations
30. Define or explain estimate to customer or insurance company
31. Perform temporary repairs
32. Identify completed repairs match the original estimate
33. Participate in all class discussions
34. Complete required assignments, quizzes, and exams

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

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted