

Dear Dan,

Thank you for your letter regarding refinish breakdown into major categories. Collision repairs frequently include full panel and "group" refinishing. The labor times in the AudaExplore database for repairs which include such refinishing operations are designed to be inclusive, as are all ancillary refinish operations that have an AudaExplore formula, such as blend, two-stage, three-stage, chipguard and two-tone.

When the work relates to commonly performed operations required for refinish, those values are included in the AudaExplore refinish database. For less common or less predictable work, we do not assume any values, as explained more fully below. The AudaExplore Database Reference Manual provides a detailed list of "Included/Not Included" operations for refinish, as well as other AudaExplore labor operations.

While AudaExplore has conducted studies on refinish, including refinish within panel boundaries, no reliable pattern or resulting formula has yet been developed for partial panel or "zone refinish" (refinish within panel boundaries). Wide variations exist in the nature, type, extent, and degree of damage sustained, along with variations in panel contour, size, orientation (vertical versus horizontal), and substrata. These variations resulted in study values that ranged from 25% to 267% of the cost of a full panel refinish.

Since we have not seen any predictable pattern and have been unable to develop a reliable formula which encompasses these variations, AudaExplore currently provides no value or formula for Refinish Within Panel Boundaries (aka, "zone refinish", "blend within a panel", "spot-painting"). When this operation is required for repair, and needs to be included in the estimate, we defer to the estimator to provide a user-entered value. The accuracy of that value is, of course, wholly dependent upon the knowledge, experience, and skill of the professional estimate preparer.

In AudaExplore Refinish studies, the following percentage values were observed:

- 19.1% - Administrative tasks (review of job, vehicle and parts handling, gathering materials, booth operations, move and deliver vehicle)
- 43.6% - Prep (sanding, pre-cleaning, masking, cover car, protect from overspray)
- 6.6% - Mix (paint, one tint, primers, clear)
- 8.6% - Application (primer, color, clear)
- 5.9% - Flash (primer, color, clear)
- 16.1% - Final steps/cleanup

The AudaExplore full panel refinish times may be applied to repaired panels when the repair time and procedures followed restore the panel to the equivalent of a new, undamaged, OEM replacement panel.

I hope that answers your questions. Feel free to send me any additional questions that you may have.



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Sincerely,

A handwritten signature in black ink, appearing to read "Rick E. Tuuri".

Rick E. Tuuri

VP, Industry Relations

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