



Automotive Service Association®

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You keep them going. We keep you going.

September 15, 2014

Dear Insurer:

When the Automotive Service Association was founded in 1951, it committed itself to advancing professionalism in the industry through education, representation and member services. One of our strengths is advocating for our members and the industry.

The ASA Board of Directors and Collision Division Operations Committee continue their focus on refinish issues and their effects on collision repair facilities. We believe working together with all the stakeholders often times will facilitate a solution to even the most difficult and sensitive issues. There are two fundamental issues that ASA intends to resolve:

1. The arbitrary reduction of refinish time on a repaired panel.
2. The lack of acknowledgement and reimbursement for the labor and materials associated with blending the paint on a repaired panel.

Information from various paint manufacturers states that the painting/blending of a repaired panel, requires additional labor and material than refinishing a new undamaged panel.

Transparency among all stakeholders is vital to reaching fair and equitable solutions to these refinish processes. To begin the communication, ASA sent letters to the three information providers requesting information about how their refinish times are developed. Next is this letter which will be sent to the top 10 insurance carriers.

Thereby, on behalf of ASA, its board of directors, and the collision division operations committee, I am requesting a formal written reply expressing your company's position regarding the reduction of refinish time on a repaired panel. Please address the following questions in your reply.

1. Does your field staff reduce the refinish time on estimates when blending the paint on a repaired panel?
2. Does your company request and/or require repair facilities participating in your direct repair programs to reduce the refinish time on estimates when blending the paint on a repaired panel?
3. If you replied yes to either question one or two, what is the formula or processes used to fairly and accurately negotiate a reduction?
4. If you replied yes to either question one or two, does your company acknowledge the additional labor and materials required to properly blend the paint on the repaired panel? Refer to the [attached reference guide created by ASA](#) if you are not familiar with the additional labor and materials required.
5. Would your company be interested in working together with ASA, the information providers and other carriers to gain broader understanding of the issue and devise potential solutions?

If you should have any questions or need further clarity, please contact me. Thanks in advance for your consideration of our request.

Sincerely,

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