

Repairer Driven News

[REDACTED]

From: [REDACTED]
Sent: Tuesday, August 23, 2016
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Post-Collision Vehicle Repair Scanning - Erie Position (?)

[REDACTED]

Erie Insurance is looking into the contention of having to pay for pre and post scans on all collision losses involving Dodge Chrysler vehicles. We have talked with 2 Chrysler dealer affiliated body shops and both have indicated that a pre and post scan is not required. We have requested the Dodge Chrysler regional reps information so we can get an official written opinion from Dodge Chrysler. Based on the information we have been given by Dodge Chrysler body shops at this point indicates that pre and post scans are not required on 2011 Dodge trucks. We are continuing to look into this and once we have the regional reps contact information will be requesting this information in writing.

[REDACTED]



From: [REDACTED]
Sent: Friday, August 12, 2016
To: [REDACTED]
Cc: [REDACTED]
Subject: Post-Collision Vehicle Repair Scanning - Erie Position (?)
Importance: High

[REDACTED]

It has been brought to our attention [REDACTED] that a diagnostic scan required by Chrysler ([Read full story and position here](#)) has been refused for payment with the following email:

[REDACTED] [8/10/16]: <Begin>"Here is the supplement I spoke to my supervisor he said that Erie Insurance dose not blend into the cab panels
When Erie Insurance replace a bed side panel and Erie Insurance does not do a scan on any vehicle without a warning light on"<End>

This is the position from Mopar/FCA explaining that what [REDACTED] is asking for is not a recommendation, but a requirement, for a safe repair:
<https://www.moparrepairconnection.com/document/mopar-scan-tool-usage-position-statement>

*Safety and security related systems, such as antilock brakes, supplemental restraint systems (SRS - air bags), occupant restraint controller (ORC), seat belts, active head restraints, forward facing camera and radar, blind spot monitoring, and other automated electronic driver assistance systems, **MUST be tested for fault codes (DTCs)** that could be active (current) or stored following a collision. Use of the Mopar wiTECH vehicle diagnostic tester is necessary before and after collision repair.*

ANY of the following conditions could trigger DTCs prior to or during collision repairs, which could result in improper vehicle performance:

- ∞ **Vehicle is involved in an accident or collision, even though the damage may appear minor**
- ∞ Vehicle has been in an accident with or without air bag deployment
- ∞ Voltage loss, including battery disconnects and hybrid battery disabling
- ∞ Significant vehicle disassembly including, but not limited to, bumpers, door handles, headlamps and mirrors
- ∞ Interior trim repair or removal
- ∞ Glass removal and replacement operations

These scans are absolutely vital to safety systems, such as airbags, lane departure warnings, radar and more as listed. Many of these systems DO NOT produce a MIL dash warning for codes and could leave the vehicle and occupants dangerously exposed in a subsequent accident. The position of your representative is likely from a lack of access to current information of recent position statements made by many of the OEMs, and surely all will follow suit.

I hope that this information could be utilized to educate your field adjusters with current information relative to vehicle diagnostic scanning for this and other OEM's. Currently, the same position is made with not only FCA (Fiat Chrysler – including Dodge), but also with Nissan/Infiniti, Honda/Acura, and several others. I would implore you to review them all at the OEM1Stop.com website co-produced by the manufacturers: <http://www.oem1stop.com/position-statements>

Would it be possible to have a reconsideration of this, so that [REDACTED] can provide the customer with the necessary scanning?

Thank you in advance for your consideration!