

Auto-Owners Insurance Company

Pre and Post Scan Position Statement

Auto-Owners Insurance Company believes pre and post scans are integral operations needed to bring an automobile to its pre loss condition.

Auto-Owners will honor the vehicle manufacturers who have position statements regarding pre and post scans. A great resource to access the different manufacturer position statements is www.oem1stop.com. Regardless of whether an OEM has a position statement or not, if an automobile with on board diagnostics is involved in a collision that requires an intrusion to the electrical, safety and / or driver assist systems and you are confident the operations will be performed, Auto-Owners will include pre and post scan operations on the initial appraisal. If you are unsure if the operations are needed or will be performed, it is acceptable to address the procedures in the form of a supplement after communication between you and the shop.

Many of the manufacturers indicate that a vehicle with "any" collision damage must be pre scanned and post scanned. Auto-Owners realizes there are instances where minor collision damage occurs with no intrusion to the electrical, safety and driver assist systems. This will be less common on newer vehicles. In these instances, communication with the collision repair facility on whether they are going to perform a pre and post scan is needed. If you and the collision repair facility feel the pre and post scans are warranted, you may write for them up front or agree to write for the procedures in a supplement after receiving the actual scan report.

The cost to perform a pre and post scan has not been established within the major estimating systems. Auto-Owners will pay 1 hour for the pre scan and 1 hour for the post scan at the shop's mechanical rate. If you are presented with an invoice documenting a higher charge, reimbursement through the supplement process is appropriate.

If you have any questions, feel free to reach out to me.

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