NATEF Task List - Collision Repair & Refinish
Damage Analysis, Estimating and Customer Service

Name:_____
Date:_____

For every task in *Damage Analysis, Estimating and Customer Service* , the following safety requirements must be strictly enforced: Comply with personal and environmental safety practices associated with clothing and the use of gloves; respiratory protection; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations.

	A. Damage Analysis	**Week**											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-G	1. Position the vehicle for inspection.												
HP-G	2. Prepare vehicle for inspection by providing access to damaged areas.												
HP-I	3. Analyze damage to determine appropriate methods for overall repairs.												
HP-G	4. Determine the direction, point(s) of impact, and extent of direct, indirect, and inertia damage.												
HP-G	5. Gather details of the incident/accident necessary to determine the full extent of vehicle damage.												
HP-I	6. Identify and record pre-existing damage.												
HP-G	7. Identify and record prior repairs.												
HP-G	8. Perform visual inspection of structural components and members.												
HP-I	9. Identify structural damage using measuring tools and equipment.												
HP-I	10. Perform visual inspection of non-structural components and members.												
HP-I	11. Determine parts, components, material type(s) and procedures necessary for a proper repair.												

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	A. Damage Analysis (continued)	Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-I	12. Identify type and condition of finish; determine if refinishing is required.												
HP-G	13. Identify suspension, electrical, and mechanical component physical damage.												
HP-G	14. Identify safety systems physical damage.												
HP-I	15. Identify interior component damage.												
HP-G	16. Identify damage to add-on accessories and modifications.												
HP-G	17. Identify single (one time) use components.												

	B. Estimating	Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-I	1. Determine and record customer/vehicle owner information.												
HP-I	2. Identify and record vehicle identification number (VIN) information, including nation of origin, make, model, restraint system, body type, production date, engine type, and assembly plant.												
HP-I	3. Identify and record vehicle options, including trim level, paint code, transmission, accessories, and modifications.												
HP-G	4. Identify safety systems; determine replacement items.												
HP-I	5. Apply appropriate estimating and parts nomenclature (terminology).												
HP-I	6. Determine and apply appropriate estimating sequence.												

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B. Estimating (continued)		Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-I	7. Utilize estimating guide procedure pages.												
HP-I	8. Apply estimating guide footnotes and headnotes as needed.												
HP-G	9. Estimate labor value for operations requiring judgment.												
HP-I	10. Select appropriate labor value for each operation (structural, non-structural, mechanical, and refinish).												
HP-G	11. Select and price OEM parts; verify availability, compatibility, and condition.												
HP-G	12. Select and price alternative/optional OEM parts; verify availability, compatibility and condition.												
HP-G	13. Select and price aftermarket parts; verify availability, compatibility, and condition.												
HP-G	14. Select and price recyclable/used parts; verify availability, compatibility and condition.												
HP-G	15. Select and price remanufactured, rebuilt, and reconditioned parts; verify availability, compatibility and condition.												
HP-G	16. Determine price and source of necessary sublet operations.												
HP-G	17. Determine labor value, prices, charges, allowances, or fees for non-included operations and miscellaneous items.												
HP-I	18. Recognize and apply overlap deductions, included operations, and additions.												
HP-G	19. Determine additional material and charges.												

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B. Estimating (continued)		Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-I	20. Determine refinishing material and charges.												
HP-I	21. Apply math skills to establish charges and totals.												
HP-I	22. Interpret computer-assisted and manually written estimates; verify the information is current.												
HP-G	23. Identify procedural differences between computer-assisted systems and manually written estimates.												
HP-G	24. Identify procedures to restore corrosion protection; establish labor values, and material charges.												
HP-G	25. Determine the cost effectiveness of the repair and determine the approximate vehicle retail, and repair value.												
HP-G	26. Recognize the differences in estimation procedures when using different information provider systems.												
HP-G	27. Verify accuracy of estimate compared to the actual repair and replacement operations.												

C. Vehicle Construction and Parts Identification		Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-G	1. Identify type of vehicle construction (space frame, unibody, body-over-frame).												
HP-G	2. Recognize the different damage characteristics of space frame, unibody, and body-over-frame vehicles.												
HP-G	3. Identify impact energy absorbing components.												

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C. Vehicle Construction and Parts Identification		Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-G	4. Identify steel types; determine repairability.												
HP-G	5. Identify aluminum/magnesium components; determine repairability.												
HP-G	6. Identify plastic/composite components; determine repairability.												
HP-G	7. Identify vehicle glass components and repair/replacement procedures.												
HP-G	8. Identify add-on accessories.												

D. Customer Relations and Sales Skills		Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-I	1. Acknowledge and/or greet customer/client.												
HP-I	2. Listen to customer/client; collect information and identify customers/client's concerns, needs and expectations.												
HP-I	3. Establish cooperative attitude with customer/client.												
HP-I	4. Identify yourself to customer/client; offer assistance.												
HP-I	5. Deal with angry customer/client												
HP-G	6. Identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process.												
HP-G	7. Recognize basic claims handling procedures; explain to customer/client.												

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D. Customer Relations and Sales Skills		Week											
		1	2	3	4	5	6	7	8	9	10	11	12
HP-I	8. Project positive attitude and professional appearance.												
HP-I	9. Provide and review warranty information.												
HP-G	10. Provide and review technical and consumer protection information.												
HP-G	11. Estimate and explain duration of out-of-service time.												
HP-G	12. Apply negotiation skills to obtain a mutual agreement.												
HP-I	13. Interpret and explain manual or computer-assisted estimate to customer/client.												