Chapter 10

ASE-STYLE REVIEW QUESTIONS

1. Technician A uses the flat-rate labor times reported in collision damage manuals only as a guide for estimating. Technician B says that flat-rate labor times are based on data reported by vehicle manufacturers. Who is correct?

a. Technician A

b. Technician B

c. Both A and B

d. Neither A nor B

2. How long does an estimate usually remain a firm bid?

a. 1 year

b. 6 months

c. 90 days

d. 30 days

3. Which of the following abbreviations found in collision estimating guides means that the item in question should be removed as an assembly, set aside, and later reinstalled?

a. R&R

b. R&I

c. O&H

d. O/H

4. Many insurance policies contain a \_\_\_ clause, which means that the owner is responsible for a given amount of the estimate (usually the first $500-$1000).

a. premium

b. deductible

c. review

d. final

5. Which of the following conditions is a good sign of minor body distortion?

a. Stress cracking

b. Front clip

c. Side clip

d. All of the above

6. This is used to take photos of a vehicle’s damage and store them in a computer estimating system.

a. Scanner

b. Digital camera

c. Film camera

d. Bar code reader

7. What term describes jobs that can be performed individually but are also part of larger procedures?

a. R&R

b. R&I procedures

c. Included operations

d. Flat rate

8. What is the smallest typical increment in which labor times are listed in crash estimating guides?

a. Hours

b. Half-hours

c. Quarter hours

d. Tenths of an hour

9. Technician A says estimates are used in place of work orders in most shops. Technician B says estimates are used to help write work orders. Who is correct?

a. Technician A

b. Technician B

c. Both A and B

d. Neither A nor B

10. Technician A says a totaled vehicle has no salvage value. Technician B says that a totaled vehicle often has salvage value. Who is correct?

a. Technician A

b. Technician B

c. Both A and B

d. Neither A nor B

11. Which of the following is not included in the refinishing times for painting a new panel?

a. Removing moldings

b. Featheredging body putty

c. Masking handles

d. All of the above

12. Which of the following refinishing operations is generally considered “included” or part of the job in estimating software and flat-rate manuals?

a. Clean panel/light sanding of the repair area

b. Masking the complete vehicle to prevent overspray damage

c. Tinting the colorcoat for a quality color match

d. All of the above

13. Printed collision estimating guides can be used as a reference for \_\_\_\_\_\_\_\_\_\_\_\_\_.

a. final estimated total.

b. checking total-loss threshold.

c. pricing parts.

d. all of the above.

14. What process used in the collision repair industry requires a vehicle tear-down, thorough damage analysis and repair planning?

a. Estimating

b. Blueprinting

c. Damage analysis

d. All of the above

ESSAY QUESTIONS

1. List the advantages of a resident data system.

2. When writing an estimate, what are some of the problems to look for?

3. Doors that are out of alignment and cracked stationary glass are often solid clues to what?

4. What does salvage value mean?

CRITICAL THINKING QUESTIONS

1. If you make your estimate too low or too high, how could it affect the shop operation?

2. A car was driven over a cement median curb at high speed by a drunken driver. You find cracked sealer around the front frame rails. What does this tell you about the vehicle’s damage?

3. What does “deductible clause” mean?

MATH PROBLEMS

1. A repair will require 3.0 hours at $40 per hour. How much will the total labor cost be for this job?
2. A gallon of paint is $95 and you only need a quart for the repair. How much should you charge the customer for the paint?