

Auto Reinspections

- All professional service fees are due upon receipt unless requested by the client or PDA.
- PDA's goal is for all files to meet a **24 hour contact, 48 hour inspection, and 72 hour turnaround time**. If the 72-hour turn-around time is not met, an explanation (**Status Report**) will be provided to the client.
- **Initial Contact/24 Hours:** Contact with insured/claimant within 24 hours of assignment. If unable to make contact within 72 hours, client adjuster notified.
- **Vehicle Inspection/48 Hours:** Report includes date, location of inspection, complete VIN, license number, condition report including any unrelated damage, repairs and/or parts replacements listed will be made in strict accordance with the manufacturer's specifications and recommendations.
- **Turnaround of Complete File/72 Hours:** PDA's complete, final, closed file, including PDA's service invoice, will be sent to the client within 72 hours of assignment date. If this does not occur, a status report explaining the facts and circumstances will be forwarded to the client **every 72 hours until the assignment is completed**

STANDARD TECHNICAL PROCEDURES

PDA Appraisal Standards for Vehicle Damage (Auto Reinspections)

1. **Photographs** A minimum of eight (8) Color Digital photos will be provided on all assignments and will clearly depict damage indicated on the appraisal. A brief description for each photo will be made on the photo comment sheet. Any damage written on the repair estimate should be clearly depicted by photos. PDA's standard of 8 photo images for repairables include: VIN, odometer, an interior image from the driver's door, 2 opposing corners of the vehicle (one of which depicting the license tag), and close-ups of the damage. For total losses, there will be the standard 4 corners images in lieu of the 2 opposing corners.
2. **Exchange/Rebuilt Items:** Where ever possible, exchange bumpers (chrome & material) and bumper reinforcements, will be utilized.
3. **Sectioning:** Where ever possible, sectioning or re-paneling procedures, as opposed to complete replacement operations, will be utilized.
4. **Front-End Alignment:** Front-end corrections will be allowed only in those cases where there is obvious or related damage to the frame, suspension, wheels or the steering apparatus. If an alignment is allowed on the appraisal without the indication of one of the above being damaged, a detailed explanation will be included in the file summary as to why the alignment was allowed.
5. **After-market:** AM parts and CAPA certified sheet metal AM parts will be utilized when the part is of equal or better quality than the part being replaced and LKQ and/or reconditioned parts are not available or are not cost effective with the following exceptions: 1) Current year model and prior year model vehicle 2) Any vehicle with less than 15,000 miles.
6. **Like Kind and Quality:** Wherever possible, LKQ replacement parts will be utilized in all appropriate situations in repairs and/or replacement on all model vehicles with the following exceptions: 1) Tires 2) Steering parts 3) Suspension parts 4) Brake system components 5) Restraint systems. **Where LKO parts are not available, this will be noted on the Condition Report/ Total Loss Report.**
7. **Labor Times:** Accurate time allowances will be established (in hours) on all items to be repaired or replaced, and overlap or included operations will be removed; this also applies to paint times.
8. **Depreciation:** Recommended depreciation will be shown on: (1) paint (2) tires (3) batteries (4) roof coverings (5) electrical items (6) engine components (7) exhaust components (8) floor coverings (9) interior upholstery (10) shock absorbers (11) sound equipment (12) transmissions & any other items that the appraiser feels are applicable and in accordance with generally accepted industry standards.
9. **Reinspection Distribution:** Client will receive one copy of reinspection report along with necessary photos.