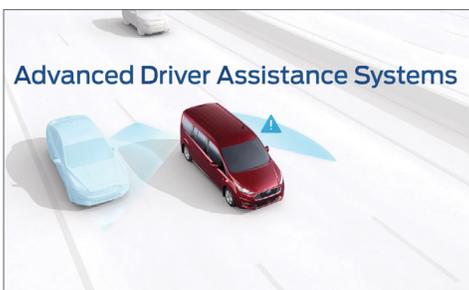




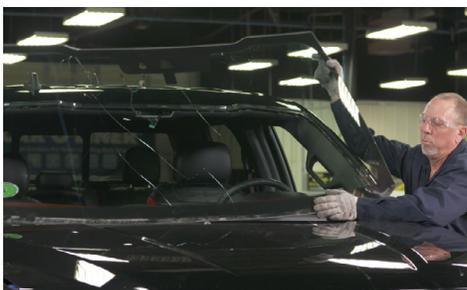
In this issue:

- 2019/20 Ford Ranger: B-Pillar Outer Panel
- 2020 Lincoln Corsair Body Components
- More Diagnostic Methods from Ford
- New I-CAR/Ford Training Classes
- PPG Presents MVP Business Solutions
- 2020 Automotive Industry Events Calendar

COLLISION REPORT



Video One - Driver Assistance Calibration & Functionality



Video Two - Ford OE Windshield & Glass Repair

FORD DETAILS OEM PROCEDURES IN NEW REPAIR VIDEOS

Continuing its efforts to provide repairers with the most up-to-date, official OEM collision repair information, Ford Motor Company has recently released three all-new collision repair videos as part of its *Collision Report series*, designed to provide collision professionals with relevant information directly from Ford on the latest resources to ensure safe and quality repairs.

The three latest topics include:

- Proper calibration and functionality of driver assistance technologies
- Ford OE windshield and OE glass preparation and installation
- Detailed steps on the side-panel sheet metal repair for the Ford Transit

The videos are available on FordCrashParts.com, one of several online resources Ford has established to help inform repairers, refinishers and others involved in the collision repair process.

The first video details Ford driver assistance technologies—collectively referred to within the industry as **Advanced Driver Assistance Systems or ADAS**—and demonstrates the many types of ADAS features found on newer Ford and Lincoln vehicles, noting that repairs to vehicles with driver assistance technologies *require* the use of Ford OEM repair procedures. Once a repair is completed, each ADAS system on a Ford or Lincoln vehicle must be calibrated. The video emphasizes that without proper post-repair calibration, a vehicle with a lane-keeping system may not stay centered in its lane.

Since sensors are located throughout the vehicle, a seemingly minor accident that affects only a single vehicle panel can impact a system's accuracy and effectiveness. The video also notes the importance of **OE glass and proper glass installation**, as an improperly installed windshield can affect how a camera in certain ADAS systems reads and interprets the driving environment.

Video number two goes more in-depth on glass installation. Current automotive glass incorporates a variety of advanced technologies and helps to reduce road noise, lessen interior heat and UV rays, deliver precision support for ADAS sensors and give strength to the vehicle's structure. Ford service replacement OE glass is manufactured to exacting specifications for clarity and fit for Ford and Lincoln vehicles, helping to retain all those important properties.

While many consumers may not realize it, the structural integrity of the vehicle partly depends on the windshield staying in place during a collision. Ford service replacement OE glass is designed to meet specific performance criteria during a collision event.

This video highlights key aspects of glass repair and instructs repairers to check the Ford Workshop Manual for a detailed breakdown of every step involved, and to always refer to the paint manufacturer recommendations for surface preparations for steel or aluminum body vehicles. The video also covers repair procedures for OE windshield replacement for different situations, including additional precautions if a flange repair is required.

More information on OEM replacement windshields and repair procedures can be found on FordCrashParts.com/On-Target.

The third new video provides an overview on the proper repair procedures for the **side-panel sheet metal on a 2019 Ford Transit**, detailing the required tools and equipment as well as removal and installation techniques (see companion repair procedure story on page 2).

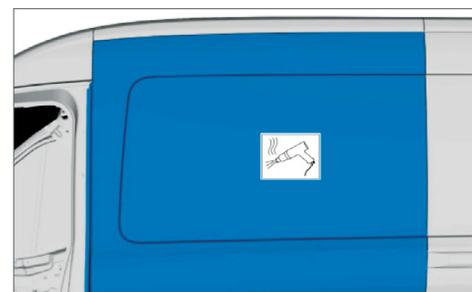
"The *Collision Report* video series is intended for people with a vested interest in the collision repair industry," said Ford Global Collision Business & Strategy Manager Jennifer Boyer. "We remain focused on Ford and Lincoln owners and support everyone who repairs these vehicles to provide safe and quality repairs."

Repairers are reminded that FordCrashParts.com offers additional repair information, including Ford and Lincoln position statements, instruction sheets for the F-150 and Super Duty, information on the Ford Certified Collision Network and much more.

Suggestions for future *Collision Report* videos can be set to cphelp@fordcrashparts.com, and please check back often for new content throughout the year.



Video Three - Transit Side Panel Repair



(For more on the Transit side panel repair, see page 2)

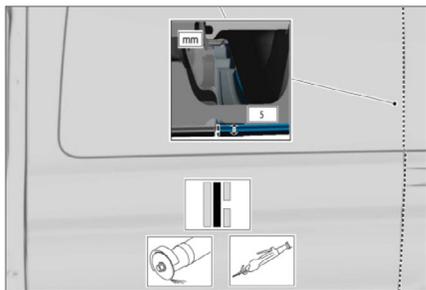


Figure 1

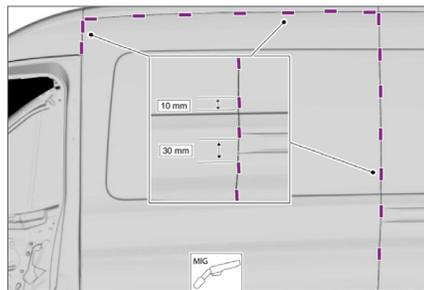


Figure 2

REPAIR SNAPSHOT: 2019 FORD TRANSIT SIDE PANEL

FORD SENIOR DAMAGEABILITY ENGINEER GERRY BONANNI PROVIDES DETAILS ON PROPER REPAIRS.

"In meeting and engaging with repairers at trade shows and other events, I have heard from the industry some issues regarding the correct repair/replacement of the wall panel sheet metal for the Ford Transit," said Gerry Bonanni. "Specifically, the concern appears to be with the removal of the wall panel, and the welds on the new service panel."

This specific service procedure can be found in **Section 501-29: Side Panel Sheet Metal Repairs, Removal and Installation**.

Please note that the following repair information and steps are intended as a general guideline and are not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual (WSM)*, which can be found at Motorcraftservice.com. Repairers are also reminded to fully research and plan a repair before beginning any work.

For this Transit side panel repair, Bonanni advises that, "After the seam sealer is removed, using a hot air gun and a scraper for straight edges, repairers then need to remove the spot welds, using a spot weld drill bit on all areas on the vehicle as noted in the WSM."

The repair procedure also indicates that, by this step, body-side glass should be removed (if equipped), as should the interior trim panels.

"When it comes time to cut and remove the wall panel, the procedure states to *carefully* cut the outer panel only, and—this is important—to leave a 5mm relief area around the perimeter of the removed section," said Bonanni. "This overlap section is important as it ensures enough material is left for repairers to weld in the replacement service panel." (Figure 1)

The procedure directs repairers to pay attention to the location of adhesive foam, which will aid the installation process.

When installing the new replacement service panel, the procedure notes that factory spot welds may be replaced with resistance spot welds or MIG plug welds. Resistance welds

must **not** be placed directly over their original locations. Instead, they must be placed adjacent to the original location.

Echoing previous statements, Bonanni also noted that the number of resistance welds and MIG plug welds must equal the number of factory welds found on the vehicle and may not directly match the images provided in the workshop manual, which is intended as a guide.

When cutting the new service panel to fit the repair area, leave a 5mm lip to weld to the flange created when cutting out the damaged side panel.

"After drilling the plug weld holes and applying the metal bonding adhesive (TA-1, TA-1-B, 3M™ 08115, LORD Fusor® 108B)," said Bonanni, "check from inside the vehicle that the new service panel has full adhesive contact in all locations, adding additional adhesive, as needed, to all areas as the manual instructs."

"Install plug welds, using MIG/MAG welding equipment, as outlined in the manual. Then, repairers can move on to the stitch welds, **placing 10mm stitch welds along the perimeter of the body side with 30mm spaces**," said Bonanni. (Figure 2) Try to keep the heat low to avoid warping the panel, and using a grinder, countersink all stitch welds.

To conclude the repair, metal finish all welds as necessary using typical metal finishing techniques and materials, refinish the panel according to Ford-approved paint systems, apply seam sealer, install NVH foam and reinstall all previously removed components.

For a helpful video on this repair procedure, view the new *Collision Report* installment located on FordCrashParts.com.

MORE ON PROPER VEHICLE DIAGNOSTIC METHODS

In its previous issue, *On Target* detailed checking electrical circuitry, including terminals and power circuits. In this installment, we look at ground-providing circuits.

Please note that the following steps (presented from the 2019/2020 F-150 entry in the official *Ford Workshop Manual*) are intended as a general guideline and are not all-inclusive.

DIAGNOSTIC METHODS, SECTION 100-00: GENERAL INFORMATION – DESCRIPTION AND OPERATION

EFFECTIVE DIAGNOSTIC METHODS

Note: Do not use this document in place of Ford-prescribed Symptom-Based Diagnostics or Workshop Manual Diagnostics. Diagnostic methods are intended to provide Ford vehicle diagnostic information only for support of Ford-prescribed diagnostics.

The following diagnostic process is critical for consistently successful diagnoses. Random methods work inconsistently and often lead to multiple repairs.

CHECKING GROUND-PROVIDING CIRCUITS

- The best method of checking ground circuits is to measure the circuit voltage drop during component operation (or attempted operation).
- The vehicle battery must be disconnected in order to use an ohmmeter accurately.
- **Recommended practice:** Expect less than 2 ohms for most small-diameter (18 gauge and smaller) wires.
- Ohmmeter accuracy is limited to circuits carrying less than approximately 5 amperes (limitations due to very small resistances—undetectable by a Digital Multimeter (DMM)—cause significant voltage loss in higher-current circuits).
- DMM ohmmeter readings are easily corrupted by the normal voltage present (battery connected) in many ground circuits.
 - **Recommended practice:** Reverse the leads and check for changes in the measurement. Reversing the DMM lead connection should never change the resistance measurement (unless the circuit contains a semi-conductor). Measurement (non-semi-conductor) differences when leads are interchanged at the test points indicate invalid test results. The presence of voltage corrupts the reading and causes the meter reading to change when the leads are reversed.

Information on diagnostic methods will continue in future editions of *On Target*.



FOR ADDITIONAL REPAIR QUESTIONS ON THE TRANSIT, OR ANY FORD OR LINCOLN VEHICLE, CONTACT THE FORD CRASH PARTS HOTLINE AT cphelp@fordcrashparts.com.

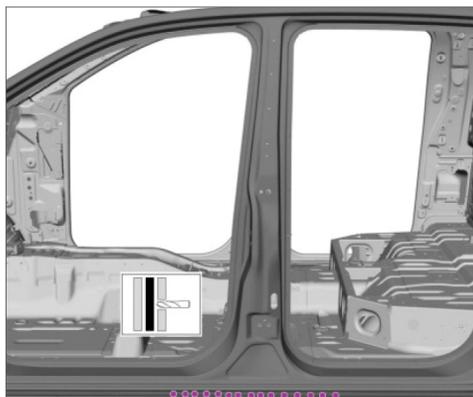


Figure 1

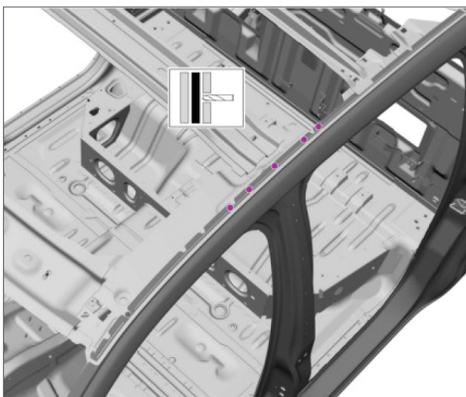


Figure 2

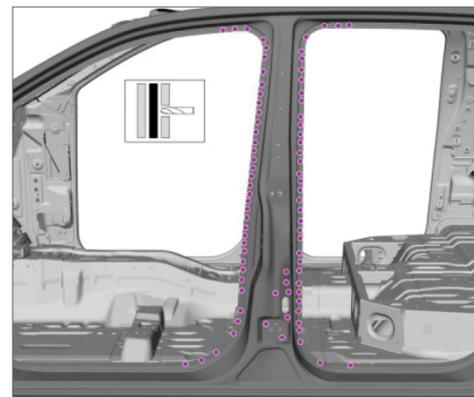


Figure 3

2019/20 FORD RANGER: B-PILLAR OUTER PANEL

FORD SENIOR DAMAGEABILITY ENGINEER GERRY BONANNI CONTINUES CONVERSATION REGARDING REPAIRS ON THE NEW TRUCK.

On Target resumes its discussion on the 2019/20 Ford Ranger with Ford's Senior Damageability Engineer Gerry Bonanni, who previously detailed the Ranger's all-new frame (2018 - Vol. 3), front fender apron (2019 - Vol. 1), removal and installation of the vehicle's A-pillar outer panel (2019 - Vol. 2 and 2019 - Vol. 3) and most recently, the repair for the A-pillar outer panel section and reinforcement (2019 - Vol. 4).

This time, Bonanni discusses the vehicle's B-pillar outer panel repair.

SECTION 501-29: SIDE PANEL SHEET METAL REPAIRS, REMOVAL AND INSTALLATION

The repair procedure begins by detailing the tools, equipment and materials needed for the repair, including:

- Resistance Spot-Welding Equipment
- Spherical Cutter
- Hot Air Gun
- Air Body Saw
- 8mm Drill Bit
- MIG/MAG Welding Equipment
- Spot Welding Drill Bit
- Locking Pliers
- Seam Sealer (Motorcraft® TA2B, 3M™ 08308, or LORD-Fusor® 805DTM)
- Flexible Foam Repair (3M™ 08463, or LORD Fusor® 121)

NOTICE: Body side sectioning is prohibited within 50mm of door hinge, door striker and restraints anchoring points.

NOTE: The body side outer panel only is constructed of mild steel and may be sectioned. The B-pillar inner reinforcement is constructed of boron and may **not** be sectioned.

"Repairers should always fully research the repair before beginning any work," said Bonanni. "Referencing the official Ford workshop manual is the only way to ensure the vehicle is repaired correctly and safely. Repair procedures can also be updated, so it is important to continue to reference the workshop manual, as called out by section numbers below, even for repairs you are accustomed to performing."

To begin removal of the damaged panel, first

de-power the supplemental restraint system (SRS), referring to Section 501-20B, and verify the vehicle is dimensionally correct, referencing Section 501-26. Then, remove the following components:

- Roof panel (Section 501-28) and front safety belt height adjuster (Section 501-20A)
- Front and rear door opening scuff plates, rear door (Section 501-03), rear door hinges, front door striker and door opening weather-strips

"The manual contains a note that the vehicle dimensions provided are minimum measurements to allow access to the B-pillar inner reinforcement," said Bonanni. "Sectioning measurements may be adjusted to meet the specific repair needs."

Repairers are then instructed to measure and cut the B-pillar outer panel using the air body saw and spherical cutter, and to remove the welds using the spot weld drill bit. (Figures 1, 2 and 3). Using the hot air gun, remove the B-pillar outer panel from the vehicle.

"Now, mechanics can begin the installation process," said Bonanni.

NOTE: Factory welds may be replaced with resistance spot welds or MIG plug welds. Resistance spot welds may **not** be placed over the original factory weld location. They must be placed adjacent to the original location but match the number of original factory welds. MIG plug welds must also equal factory welds in both location and quantity.

"The repair procedure also notes that MIG plug weld holes must be pre-drilled to 8mm," cautioned Bonanni.

Carefully measure and cut the replacement panel to fit the repair area using the air body saw and spherical cutter. Drill the plug weld holes using the 8mm drill bit, and then install and properly position the B-pillar outer panel, clamping it into place with the locking pliers.

Install the welds, using the MIG/MAG welding and resistance spot-welding equipment.

Metal finish all welds as required, using typical metal finishing techniques and materials, and install NVH foam in all areas noted during removal (Flexible Foam Repair 3M™ 08463, LORD Fusor® 121).

Install the roof panel and refinish the entire repair using a Ford-approved paint system. Reinstall all components previously removed during the beginning of the repair, including the front safety belt height adjuster, door strikers and other parts.

"The manual also calls out the proper torque to use when reinstalling these components, so repairers should pay careful attention," warned Bonanni.

After the rear door is installed, seal the rear door hinges, using a seam sealer (Motorcraft® TA2B, 3M™ 08308, or LORD-Fusor® 805DTM).

Restore corrosion protection (Section 501-25), and repower the SRS.

On Target will continue detailing repair information on the Ranger in its next issue, continuing with procedures on the B-pillar and reinforcement.

For repair questions on the Ranger, or any Ford or Lincoln vehicle, contact the Ford Crash Parts Hotline cphelp@fordcrashparts.com or visit I-CAR's RTS Portal at [RTS.i-car.com](https://www.rts.i-car.com).

PLEASE NOTE: The above information is intended as a general guideline and is not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual*, found at [Motorcraftservice.com](https://www.motorcraftservice.com).

2020 LINCOLN CORSAIR: VEHICLE-SPECIFIC BODY CONSTRUCTION

Introduced last year, the 2020 Lincoln Corsair is a compact luxury SUV, and the newest addition to Lincoln's lineup. *On Target* introduces the Corsair to repairers by examining the material makeup of some of its key exterior components.

The body of the 2020 Corsair consists of the following:

- Front bumper constructed of high-strength aluminum
- Rear bumper constructed of Boron ultra-high-strength steel
- Front frame rails constructed of Dual Phase (DP) 600 high-strength steel
- Rear frame rails constructed of Boron ultra-high-strength steel
- Fender reinforcement tube constructed of Dual Phase (DP) 800 high-strength steel
- Liftgate panel constructed of mild steel
- Body structure constructed of Boron, Dual Phase (DP) and high-strength steels
- Panoramic or steel roof panel options
- Roof panel reinforcements constructed of Dual Phase (DP) 800, laminated steel, High-Strength Low-Alloy (HSLA) steels
- Bolted, removable front fenders, hinged doors and hood
- Bodyside outer panels constructed of mild steel
- Steel hood hinges
- Mastic pads used on floor pan for sound deadening

PLEASE NOTE: The above information is intended as a general guideline and is not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual*, found at Motorcraftservice.com.

BUMPER BEAMS

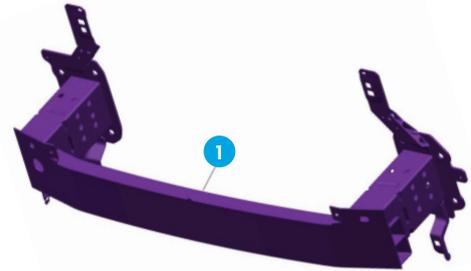
Bumper beams are typically constructed of high-strength or stronger class steel. If the bumper beam shows evidence of a kink or tear, it is **not** repairable and **must** be replaced. The use of heat to repair these components is **not** allowed, as it will weaken the component. Minor damage may be corrected through the cold-straightening method only.

For more information, refer to **Section 501-26: Body Repairs – Vehicle Specific Information and Tolerance Checks, Description and Operation**

On Target plans to include additional repair information on the 2020 Corsair in future issues, continuing with the vehicle-specific body construction details, as well as body-panel sectioning options and important safety notes concerning the hybrid-electric vehicle that all repairers should know.

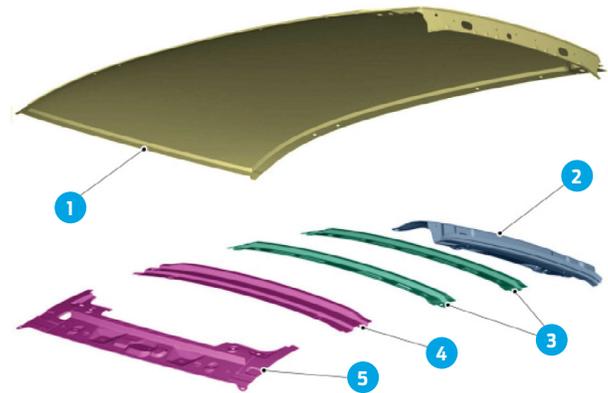
For more information on the Corsair, or any Ford or Lincoln vehicle, contact the Ford Crash Parts Hotline cphelp@fordcrashparts.com or visit I-CAR's RTS Portal at RTS.i-car.com.

2020 CORSAIR-SPECIFIC COMPONENT-LEVEL MATERIAL CONSTRUCTION



FRONT BUMPER

ITEM	DESCRIPTION	STEEL TYPE
1	Bumper Assembly	High-Strength Aluminum



ROOF PANEL

ITEM	DESCRIPTION	STEEL TYPE
1	Roof Panel	Mild Steel
2	Rear Roof Rail Assembly	High-Strength Low-Alloy (HSLA) 350 Steel
3	Roof Bow Assembly	Smart (laminated) Steel
4	Roof Bow Assembly	Dual Phase (DP) 800 Steel
5	Windshield Header Reinforcement	Dual Phase (DP) 800 Steel



REPAIR MESSAGES ON THE FORD GT

From its 3.5L EcoBoost® technology and ultra-efficient, aerodynamically optimized shape, to its multifunctional buttresses, the Ford GT is the culmination of everything engineers do at Ford. It's the same passion for innovation that can be seen throughout the entire Ford vehicle lineup.

Look for Special Service Messages on the Ford GT in future issues of *On Target*.



PPG DETAILS ITS COLLISION REPAIR-FOCUSED MVP BUSINESS SOLUTIONS RESOURCE

PPG's MVP Business Solutions program has been interpreting the needs of collision center customers and delivering value-adding solutions since the mid-1990s but has never been more relevant for customers than today, as shops continually strive to enhance their performance while focusing on different needs, based on previous, individual accomplishments and collision repair business areas in which they are already proficient. The PPG MVP program offers a wide range of diverse, yet comprehensive options and is available for review at PPGMVP.com.

For over 10 years, PPG MVP has offered a **Lean for Collision** educational series, a comprehensive portfolio of training, workshops and in-the-shop support required to transfer the right type of knowledge and skills to a collision organization, preparing them to be successful in driving down cycle time while increasing overall performance. One of the key elements of this training includes an intensive, three-day, hands-on training session we refer to as **MVP Green Belt**.

MVP White Belt is a one-day training version of the **MVP Green Belt** training, delivered on-site to the entire organization to convey enough understanding of the required changes to make everyone within the organization less fearful of changes and more apt to participate.

Lean for Collision also includes a variety of **Rapid Improvement Workshops**: targeted, in-shop initiatives geared to get immediate changes made within the operation. Some of the workshops currently available include:

- **5S Workplace Organization** – A critical first step, this workshop lays a proper foundation to any lean initiative by providing steps to avoid waste caused by disorganization, focusing on Sort, Simplify, Systematic Clean, Standardize and Sustain.
- **X-Ray Repair Planning** – A key, front-end process for creating continuous repair flow through a collision center, helping organizations get past day-to-day obstacles that prevent proper execution.
- **Paint Shop Throughput** – Focuses on improving paint booth utilization by examining current performance, identifying opportunities for improvement and providing an action plan to implement the changes.

PPG MVP also offers a collection of **Business Fundamentals** courses. These one- or two-day classes are targeted at the fundamental skills required to run a competitive collision center today. Course content includes **Estimating Fundamentals, Advanced Estimating, Administrative Process Re-Engineering, Production Management, Professional Selling** and many more.

In 2019, PPG MVP held the two-day Advanced Estimating class 83 times throughout the year, based upon the relevance of the content. This course will be updated frequently as technology and increasing repair complexity drive the need to stay up-to-date on all topics related to proper vehicle repair.

"PPG—along with others in the industry—has been a valued sponsor of the Ford Paint and Body Technology Center. Together, we help repair shops correctly refinish vehicles, not only with their unique coatings but with the useful information supplied from their technical classes. These business operations-type classes demonstrate how our paint suppliers can help Ford shops be successful, with high-level customer service, which remains an important goal for our Ford Certified Collision Network," said Ford Senior Damageability Engineer Gerry Bonanni.

For more information on PPG MVP, visit PPGMVP.com, email mvpmailbox@ppg.com or call (866) 237-8178.

Additional information on PPG and other Ford-approved paint systems can be found at FordCrashParts.com/Ford-Approved-Paint-Systems.



I-CAR® LAUNCHES NEW FORD COLLISION REPAIR TRAINING COURSES

By Mark Bochenek, Principal, OEM Business Development, I-CAR

Ford Motor Company and the Ford Certified Collision Network (FCCN) continue to work closely with I-CAR® to bolster their already strong collision repair education, knowledge and solutions partnership in providing technicians with the most accurate and up-to-date collision repair information and resources available.

As part of those resources, I-CAR currently offers four Ford-specific courses, including one on the Structural Repair for the Ford F-150, one on the Ford Expedition/Lincoln Navigator Aluminum Body and Structural Repair, and two brand-new courses:

- **Ford Ranger Overview and Repair**

Considerations: This one-hour online course features an overview of the Ford Ranger, followed by information on specific body and frame repairs. The electrical/electronic portion of *Ford Ranger Overview and Repair Considerations* covers ADAS repairs and considerations.

Two modules are included in this course.

The first one details the Ranger vehicle construction materials and other repair information, such as welding. The second module focuses on front, roof and side repairs, and includes videos about service parts available for frame sectioning and repairs, and Ford diagnostic tools.

Ford has recently updated the FCCN training standards and requires that one technician from each network shop successfully complete this course.

- **Ford Collision Repair Overview:** This one-hour online course details access to the *Ford Workshop Manual (WSM)*, information and navigation. *Ford Collision Repair Overview* focuses on Ford collision repair procedures and considerations, and features an ADAS overview that examines system operations and repair procedures.

The course includes three different modules in which participants receive a brief overview of Ford Motor Company and available repair information, a summary of the different construction materials that can be found on Ford vehicles and the related repair methods, details about supplemental restraint systems (SRS) and an overview of the occupant classification system (OCS).

To support the enhanced delivery of its classes and programs, I-CAR offers learning opportunities via three different delivery methods: live, online and virtual. This improved student experience is just one aspect of the enhancements I-CAR has introduced to its core education and recognition programs. These updates provide more in-depth courses and programming to give technicians easy access to the

knowledge and skill levels required to repair cars safely and properly.

Ford is also the only OEM that is currently a member of I-CAR's Sustaining Partner™ Program. This innovative program is designed to engage OEMs, insurers, service providers and suppliers at a higher level in supporting I-CAR's vision that every person in the collision repair industry has the information, knowledge and skills required to perform complete, safe and quality repairs for the ultimate benefit of the consumer.

More information about the Ford Certified Collision Network and links to these and other courses is available online at the newly updated [Ford page](#) on I-CAR's website or by visiting the [Ford Certified Collision Network](#).

In addition, I-CAR's Repairability Technical Support® (RTS) Portal hosts a wealth of technical resources and useful information on researching and following Ford OEM repair procedures, including calibration and diagnostics pre- and post-repair scanning, glass replacement and restraints, sectioning and partial part replacement. Visit the RTS Portal at RTS-i-car.com.

2020 INDUSTRY EVENTS CALENDAR

March 20 – 22	NORTHEAST Automotive Services Show	Secaucus, NJ
APRIL 7	SCRS – Board of Directors Meeting (Open)	Jacksonville, FL
APRIL 7	Collision Repair Education Foundation – Golf Outing	Jacksonville, FL
APRIL 8 – 9	Collision Industry Conference – General Meeting	Jacksonville, FL
JUNE 16	AASP-MN – Annual Golf Outing	St. Paul, MN
JUNE 26	ASA/Arizona – Training & Expo	Chandler, AZ
JULY 21	Collision Repair Education Foundation – Golf Outing	Wallingford, PA
JULY 22	SCRS – Board of Directors Meeting (Open)	Philadelphia, PA
JULY 22 – 23	Collision Industry Conference – General Meeting	Philadelphia, PA
OCTOBER 10 – 13	ATRA – Powertrain Expo	Nashville, TN
NOVEMBER 2 – 6	SCRS – Repairer Driven Education Session	Las Vegas, NV
NOVEMBER 3	Collision Industry Conference – General Meeting	Las Vegas, NV
NOVEMBER 3 – 5	Automotive Aftermarket Products Expo (AAPEX)	Las Vegas, NV
NOVEMBER 3 – 6	Specialty Equipment Market Association (SEMA) Show	Las Vegas, NV



On Target

Scheduled to be published four times a year, *On Target* aims to provide Ford and Lincoln dealership parts departments and independent collision repair shops with the technical information needed to deliver efficient, high-quality repairs to Ford and Lincoln vehicle owners.

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On Target Digital

Download *On Target* for free at FordCrashParts.com, or by clicking the Ford page on OEM1Stop.com.

GENUINE PARTING THOUGHTS

Have an idea?

We'd love to hear from you. Your comments and article suggestions can be sent to:

cphelp@fordcrashparts.com

INSIDE THE INDUSTRY

OEM Procedures Reintroduced in NH; R2R in MA

Lawmakers in New Hampshire will try again this year to pass a law requiring that insurers pay for all collision repairs that follow OEM procedures. The legislature passed a similar bill in 2019, but following a veto by the governor, an attempted override fell four votes shy. HB 1455 also requires that shops inform customers if calibration of an advanced driver assistance system is required and if it will be performed prior to any glass repair or replacement.

The Massachusetts Right to Repair Coalition says it has gathered enough voter signatures to get an updated Right to Repair initiative added to the statewide ballot later this year. The Coalition for Safe and Secure Data says the revisions raise consumer data privacy concerns. The state's original Right to Repair law passed in 2012.

P/C Insurers Hit Record Surplus

A strong stock market and a decline in catastrophic losses helped the U.S. private property/casualty insurance industry increase its available surplus by \$70.1 billion dollars through the first nine months of 2019, to a record high of \$812.2 billion. That's according to Verisk and the American Property Casualty Insurance Association, which says the industry's net income declined slightly to \$48.1 billion through September.

Association Updates

The North Carolina Association of Collision and Autobody Repair and South Carolina Association of Collision and Autobody Repair have merged their operations to form a single entity—the Carolinas Collision Association. The new group plans to hold meetings in both states, and is scheduling training events and estimating classes for later this year. For more information, visit CarolinasCollisionAssociation.com.

Collision repairers in Washington state have a new association—the Washington Independent Collision Repair Association (WICRA). Launched in November, WICRA says it's the first autobody trade group in the state, and that one of its priorities will be support of legislation requiring insurers to pay for "repairs that follow the original equipment vehicle manufacturer's instructions and/or guidelines (HB 2782)." Visit WICRA.org for more information.

Esurance to Go Away

Allstate has announced it will phase out its Esurance direct sales auto insurance brand sometime this year. The company says it will give consumers expanded access to Allstate products online, thus eliminating the need for Esurance. Allstate is currently the fourth-largest personal auto insurer in the U.S., after being surpassed by both GEICO and Progressive in recent years.