

# VEHICLE IDENTIFICATION, ESTIMATING SYSTEMS, AND TERMINOLOGY

DAM01

Accuracy and consistency can both impact several areas of a business - including operational efficiencies, customer satisfaction, and cycle time. Understanding how to properly assess vehicle damage, identify refinish considerations, and write complete damage reports can play a large role in creating an efficient workplace.

## Course Content

### Module 1 – Damage Report Overview

The first module of the course identifies different types of damage reports and their functions, as well as how to use estimating guides and P-pages.

### Module 2 – Damage Analysis

As the student moves through the course, he or she will learn how customer information should be organized for a damage report, which vehicle information is needed, and where to access that information.

### Module 3 – Assessing Vehicle Damage

As the student moves through the course, he or she will learn common industry terms and how to use these terms in a damage report. The student will also learn how to use collision estimating guides and identify additional information that should be obtained from the customer prior to writing a damage report.

### Module 4 – Refinish Operations

The fourth module identifies the different types of original equipment manufacturer (OEM) finishes and the processes involved in refinishing vehicle parts. The student will be able to properly record refinish operations on a damage report and explain the importance of corrosion protection.

### Module 5 – Finalizing the Damage Report

The final module offers an explanation of the common causes of supplements. This module will also assist in determining restraint system parts that need to be included in damage reports.

## Recommendations

This class covers an abundance of information related to the basics of writing a damage report. It is strongly recommended that students have an understanding of basic collision repair concepts. Courses that are helpful include:

- Advanced High-Strength Steel Overview (AHS01)

## Registration

To register for Vehicle Identification, Estimating Systems, and Terminology (DAM01), visit the I-CAR website at [www.i-car.com](http://www.i-car.com).

## Course Highlights

**Points:** 1

**Estimated Duration:** 4 hours

**Format Option:**

- Classroom instruction with test

**Meets I-CAR® ProLevel™ or annual training requirements for the following roles:**



ESTIMATOR



AUTO PHYSICAL DAMAGE APPRAISER

**After completing this course, you will be able to:**

- Discuss the important aspects of a damage report and identify the different types of damage reports
- Explain estimating systems and identify necessary customer and vehicle information for writing a damage report.
- Understand common damage report terms and where to apply them on a report
- Identify how pre-existing damage can affect the damage report writing process
- Understand the refinish operation terms associated with writing a complete and accurate damage report



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