

HAIL, THEFT, VANDALISM DAMAGE ANALYSIS

DAM09

Experiencing an act of vandalism or damage caused by the elements happens to unsuspecting vehicle owners often and results in a wide range of emotions – including shock, anger, and confusion. Whether the damage is a minor dent or needs major repair, having the appropriate level of training and expertise is vital. As an industry professional, the ability to identify the source of damage, as well as understand the repair options can improve the overall customer experience and help maintain a positive image for your business.

Course Content

Module 1 – Analyzing Vandalism

In the first module, the student will gain an understanding of the different types of vandalism. The student will become familiar with fluid contamination, finish issues caused by vandalism, interior and underhood damage, and slashed tires. The student will also learn how to identify repair options and repair versus replace considerations.

Module 2 – Theft Analysis

As the student moves through the course, he or she will be able to identify commonly stolen vehicles and parts, as well as determine the difference between theft and prior damage. This course will help students understand potential indicators of fraud and the issues related to damage analysis that may require additional investigation.

Module 3 – Analyzing Damage from Natural Causes

In the final module of the course, the student will be introduced to weather-related vehicle damage, including hail, wind, and lightning. He or she will learn how to identify the source of damage, as well as damage analysis procedures and important inspection considerations. In addition, the student will learn about conventional repair options and paintless dent repair (PDR).

Recommendations

This class covers a range of damage analysis considerations common on many of today's vehicles. It is recommended that students have an understanding of the collision repair process, as well as damage analysis processes.

Registration

To register for Hail, Theft, Vandalism Damage Analysis (DAM09), visit the I-CAR website at www.i-car.com or contact the I-CAR Customer Care team at 800-422-7872.

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:

- Identify different types of vandalism, including fluid contamination, finish issues caused by vandalism, interior and underhood damage, and slashed tires
- Determine repair or replace options for specific vandalized vehicle parts
- Recognize commonly stolen vehicles and their parts, as well identify damage to both factory installed and aftermarket electronics
- Recognize the difference between theft and prior damage and understand potential fraud indicators
- Distinguish hail, wind, and lightning damage and determine repair options
- Understand the considerations around repairing a vehicle affected by infestation and analyze potential damage



I-CAR Training Support Center
5125 Trillium Blvd.
Hoffman Estates, IL 60192
Phone: 800-422-7872
Fax: 800-590-1215
www.i-car.com