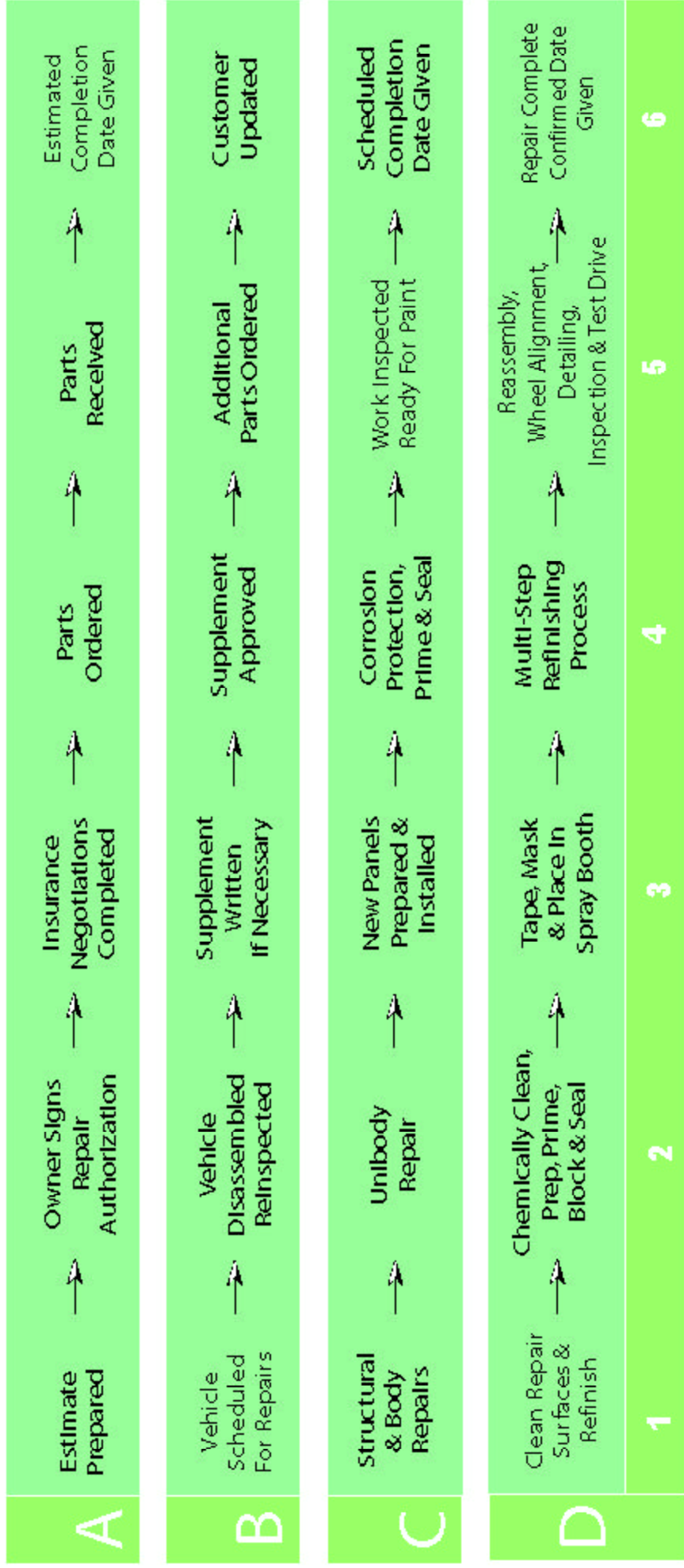


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## Collision Repair Scheduling & Repair Flow Chart

How Vehicles Are Scheduled and Move Through The Collision Repair Process



Use this reference flow chart to better understand the overall collision repair process and to follow your vehicle as it moves through the repair process. Rows (A through D) represents major stages in the collision repair process: estimating, scheduling, structural and body repair, and refinish. Within each repair stage, there are numerous steps which must be completed before the vehicle can advance to the next stage. Unfortunately, delays may occur for numerous reasons and are likely to happen at any stage in the collision repair process. This is why a completion and delivery date can not be given until a vehicle approaches the end of the collision repair process.