



## Hail Protocol Reminder

**All claims are to be handled on a case by case basis, but these tips for hail estimates will ensure consistency and quality as we enter another season!**

- Hail damage **MUST** be documented in the appraiser's photos:
  - We've added a hail damage "Zebra Sheet" to the "Forms" tab on the portal. This sheet is sent on outgoing assignments and is very useful in helping to show hail damages in photographs.
  - Other methods of capturing hail damage in photographs are also acceptable (Example: placing small bits of masking tape at dings/dents on  $\frac{1}{4}$  to  $\frac{1}{2}$  of a major panel to aid in counting/file documentation).
- Headliner Drop Only - This is normally sufficient for access of the PDR tools as well as utilization of the adhesive repair process. Approximately 2.0 to 2.5 hours should be sufficient for most files. Generally, only very severe hail repairs should require the full R&I.
- Sunroof Frame – Like full headliner R&I, most times this will not be needed for PDR and this should rarely be on an original file.
- Bumper and Lamps – Consider if the R&I of a fender liner will give enough access needed for the Repair. Additional R&I of the bumper and/or lamps may or may not be necessary. Only provide for Need within the scope of damage.
- Replacement of Horizontal Surfaces (e.g. Hood, Deck Lid and roof) - When the inspection is not in proper lighting and/or the photos do not justify replacement, defer to PDR until the vehicle is in a shop is and under proper lighting.
- Push to Paint—Many times PDR can be used as a 'Push to Paint' option to save a panel from replacement. The shop may need to utilize PDR and conventional repairs, however make sure this approach is cost effective.
- Corrosion Protection – Application on internal panels should be considered as a reputable PDR vendor will re-apply this after repairs.