

## AUTO HAIL EVENT

### VEHICLE CUSTOMER CHECKLIST

This document is provided to anyone looking to have Paintless Dent Repairs (PDR) to their vehicle due to hail, collision, or everyday life damage to their vehicle regardless of if they file an insurance claim with their insurer or not.

Since no region in the country contains the necessary amount of PDR technicians to provide repairs after a hailstorm or other weather event, contractors from outside your area are needed. This simple fact puts every customer and their vehicle safety in jeopardy.

When beginning your search for a PDR Technician or repair company, there are 4 separate components which need addressed: **Cosmetic quality, structural quality, vehicle safety** and overall **ethical liability** of the technician or repair company repairing your vehicle.

Use this PDR TECHNICIAN SELECTION CHECKLIST as a guideline to select a Professional PDR Technician to ensure the safety of you and your family as well as the value of your vehicle.

### PDR TECHNICIAN SELECTION CHECKLIST

No.	DESCRIPTION	RESPONSES
1	Vale Certified?	Yes or No (Circle One)
2	Vale Certified ID Card	ID No: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
3	Certification Level	<b>Journeyman / Craftsman / Master Craftsman</b> (Circle One)
4	Vale Hail Specialist?	Yes or No (Circle One)
5	Liability Insurance?	Yes or No (Circle One)
6	Insurance Amount	<\$1M / \$2M / \$3M / \$5M / >\$5M (Circle One)
7	*Electric Vehicle Certified?	Yes or No (Circle One)
8	Background Checked?	Yes or No (Circle One)
9	Shop?/Mobile?/Both?	Shop/Mobile/Both (Circle One)
10	Pre-Repair Diagnostic Scanning?	Yes or No (Circle One)
11	Post-Repair Diagnostic Scanning?	Yes or No (Circle One)
12	Rental Car Service Available?	Yes or No (Circle One)
13	PDR Repair Location Restrictions?	Vehicle Sides Only or Whole Vehicle (Circle One)
14	*Aluminum Repair Experience?	Yes or No (Circle One)
15	*Ultra High Strength Experience?	Yes or No (Circle One)
16	Insurance Claim Experience?	Yes or No (Circle One)
17	Will Holes Be Drilled?	Yes or No (Circle One)

\* if relevant to your vehicle

**PRE-REPAIR CHECKLIST**

After selecting your PDR Technician or Repair Shop, take or have with you this list when and before starting any repairs, you and the technician or shop representative should review and document it gives the customer the status of your vehicle. You will have a much better understanding of issues you otherwise would not know to recognize.

Meeting with your technician or shop representative, review each of the items outlined below and Photo Document as noted.

No.	DESCRIPTION	PHOTO	TECH/SHOP
1	While sitting in your vehicle with the engine running and seatbelt on, look at your dashboard and note any lights that may be on. Photo document.	<input type="radio"/>	<input type="text"/>
2	Photo document mileage on the odometer.	<input type="radio"/>	<input type="text"/>
3	Inspect all interior lights are working properly. Photo document.	<input type="radio"/>	<input type="text"/>
4	Inspect all interior trim and headliner for tears, holes, or stains. Photo document.	<input type="radio"/>	<input type="text"/>
5	Verify all cameras and other safety features which may be unique to your vehicle are operational. Photo document.	<input type="radio"/>	<input type="text"/>
6	Open all doors and hatches to inspect inside the door's metal jamb area for any holes drilled and plugged. Photo document.	<input type="radio"/>	<input type="text"/>
7	Inspect all door glass, windshield and rear glass for any chips, cracks, or scratches. Photo document.	<input type="radio"/>	<input type="text"/>
8	Inspect all exterior panels for any scratches, chips or rust on any painted surfaces and moldings. Photo document.	<input type="radio"/>	<input type="text"/>
9	Inspect all lights for cracks, broken lenses and ensure each light is functioning correctly. Photo document.	<input type="radio"/>	<input type="text"/>
10	Inspect all hail/dent damage with the technician or shop representative, note any paint cracks caused by hail/dent damage. Photo document.	<input type="radio"/>	<input type="text"/>
11	Ask if the vehicle will be moved to a remote facility for repairs. If so: Request the repair remote facility address Request the vehicle be towed rather than be driven.	<input type="radio"/>	<input type="text"/>
12	Request a copy of the pre-scan of the vehicle before leaving.	<input type="radio"/>	<input type="text"/>
13	Take all personal belongings with you including your garage door opener if you have one.	<input type="radio"/>	<input type="text"/>
14	Technician or Shop representative and you should both sign this document before leaving the vehicle for repairs.	<input type="radio"/>	<input type="text"/>

**SIGNATURE AREA**

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Technician/Rep Signature

**POST-REPAIR CHECKLIST**

Meeting with your technician or shop representative, review each of the items outlined below to ensure your satisfaction of the work completed.

No.	DESCRIPTION	TECH/SHOP
1	While sitting in the vehicle with the engine running and seatbelt on, look at the dashboard and note any lights that may be on and compare to your pre repair inspection documentation.	<input type="checkbox"/>
2	Verify odometer mileage is close to the same as when it was dropped off.	<input type="checkbox"/>
3	Inspect all interior lights are working properly as when dropped off.	<input type="checkbox"/>
4	Verify no damage to the interior trim and headliner while in possession of the repair facility.	<input type="checkbox"/>
5	Verify all cameras and other safety features which may be unique to your vehicle are operational and in the same condition as when the vehicle was dropped off.	<input type="checkbox"/>
6	Open all doors and hatch to inspect inside the door's metal jamb area for any holes that may have been drilled and covered with a plastic plug during the repair process. Compare to pre-repair checklist and photos.	<input type="checkbox"/>
7	Inspect all door glass, windshield and rear glass for any chips, cracks or scratches and compare to pre checklist and photos.	<input type="checkbox"/>
8	Inspect all lights for cracks, broken lenses and ensure each light is functioning correctly and the same as they were when the vehicle was dropped off.	<input type="checkbox"/>
9	Inspect each exterior panel to ensure all dents were removed and none missed.	<input type="checkbox"/>
10	Go over the entire final estimate and ensure all broken parts, broken paint and glass that were damaged from the hail/dent were replaced and in good working order.	<input type="checkbox"/>
11	Request a copy of the post scan of the vehicle and compare it to the pre-scan before leaving.	<input type="checkbox"/>
12	Inspect your vehicle to make sure no belongings of the technician or the shop remain in your vehicle.	<input type="checkbox"/>
13	Technician or Shop representative and you should both sign this document before leaving the vehicle for repairs.	<input type="checkbox"/>

**SIGNATURE AREA**

Customer Signature

Date

Technician/Rep Signature

## EXPLANATIONS AND INFO

### **PDR TECHNICIAN SELECTION ITEM**

- 1 *Vale Certification ensures that your PDR Technician has the verifiable skill level in the removal of dents.*
- 2 *Some Technicians may say they are Vale Certified but will not provide a verifiable ID number. Go to [ValeCertified.com](http://ValeCertified.com) and select Technician Finder to confirm.*
- 3 *Vale Certification levels include Journeyman, Craftsman and Master Craftsman.*
- 4 *Hail Specialist is a qualification designation specifically for working with Hail.*
- 5 *Ask if your PDR technician has Liability Insurance to protect you, the consumer.*
- 6 *Ensure a minimum of \$1M liability insurance, larger amounts provide more protection.*
- 7 *If you own an EV, make sure your Technicians have EV certification.*
- 8 *A background check is always recommended to protect the consumer.*
- 9 *Obtain as much information as possible about the PDR Technician. Some simply disappear after the job is done.*
- 10 *Pre-Repair Diagnostic scanning should be performed before any repairs are started.*
- 11 *Post-Repair Diagnostic scanning should be performed to ensure the after-repair vehicle safety.*
- 12 *Rental Car Service gives you one less thing to attend to.*
- 13 *Some PDR Technicians will not repair Hoods, Roofs, or Deck Lids leaving these for traditional repair.*
- 14 *Most vehicles have aluminum panels and experience working with aluminum is required.*
- 15 *Some vehicles have ultra and high strength steel panels and experience is preferred.*
- 16 *Insurance Claim Experience helps ensure that your PDR estimate is accurate.*
- 17 *Hole drilling is strictly prohibited by the insurance industry.*

### **PRE-REPAIR CHECKLIST**

- 1 *Be aware of, and document, any warning lights or lack of warning lights on your dash.*
- 2-9 *This holds the Technician/Shop responsible for any damage to your vehicle after it leaves your possession.*
- 10 *Paint cracking or other damage to the surface of your vehicle must be identified as being caused by hail and not by the repair process.*
- 11 *Know where your vehicle will be and whether it is being driven.*
- 12 *A pre-diagnostic scan of your vehicle may uncover additional damage to sensors which must be repaired.*
- 13 *A quick review for belongings can save you time, money and reduce anxiety.*
- 14 *Signatures assure agreement for the state of the vehicle pre-repair.*

### **POST-REPAIR CHECKLIST - Self explanatory**