

# LESSONS LEARNED FROM LOSSES

## MONTHLY NEWSLETTER – FEBRUARY 2022

# REPAIR SHOP PROGRAM

# UPDATE



### THE PROGRAM'S BENEFITS

- Proper stewardship of taxpayer dollars. Money is being saved.
- Safety is prioritized as upfit equipment is removed and replaced properly.
- Minimized delays in the return of repaired vehicle.
- Manufacturer warranties remain in place.

**EXAMPLE** : 2021 FORD EXPLORER WAS INVOLVED IN A MOTOR VEHICLE ACCIDENT. THE FIRST INSPECTION WAS BY 1<sup>ST</sup> ALERT APPRAISALS AT THE INSURED'S SHOP OF CHOICE, WHICH IS A PARTICIPATING SHOP IN THE PROGRAM. 1<sup>ST</sup> ALERT IDENTIFIED WHAT WAS NEEDED TO BE DONE TO THE VEHICLE. THE TOWN ADVISED WHO THEIR UPFIT (RADAR/RADIOS/CAMERAS/LIGHT BAR, ETC.) EQUIPMENT COMPANY WAS AND THEY WERE DIRECTED TO HAVE THE VEHICLE TOWED TO THE UPFIT COMPANY FOR REMOVAL OF CERTAIN PIECES OF EQUIPMENT TO ACCESS THE DAMAGE TO REPAIR. THE VEHICLE IS THEN TOWED BACK TO THE REPAIR FACILITY WHERE REPAIRS TAKE PLACE. THE VEHICLE IS THEN TOWED BACK TO THE UPFIT COMPANY FOR REINSTALLATION OF THE PREVIOUSLY REMOVED EQUIPMENT. COST SAVINGS ON THIS VEHICLE ALONE ARE ALMOST **\$2,000**. THE OFTEN SENSITIVE EQUIPMENT REMOVED BY THE UPFIT COMPANY IS HELD SAFELY AT THEIR LOCATION AND REINSTALLED IN ACCORDANCE WITH MANUFACTURER'S RECOMMENDATIONS.