



SOCIETY OF COLLISION REPAIR SPECIALISTS

Toll Free Phone (877) 841-0660 • Toll Free Fax 877-851-0660

Website: www.scrs.com • E-Mail: info@scrs.com • Mailing: P.O. Box 3037, Mechanicsville, VA 23116

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Addressed to:

drwest@geico.com
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Mr. West and Mr. Hession,

I am contacting you today in my role as Executive Director of the Society of Collision Repair Specialists (SCRS).

I recognize that you may not be the appropriate contact to answer this inquiry, but I am hopeful that you are able to share with the person responsible for leading the relationship with asTech.

As background, SCRS is a national association representing collision repair businesses across the United States. Our organization is responsible for being a source of education, information and representation for collision repair professionals in all aspects of the industry.

SCRS is aware of the recent announcements made to the GEICO Auto Repair Xpress (ARX) network, detailing an agreement between GEICO and asTech, to standardize pricing.

This announcement has created concerns in the industry and stimulated many questions.

SCRS is aware that there was a recent webinar provided by asTech for GEICO shops. This webinar, to our knowledge, did not address questions from the broader industry.

SCRS has fielded questions from the industry around this new relationship and agreement between GEICO, an auto insurance provider, and asTech, a diagnostics and calibrations service provider.

We present these questions to GEICO today in the hopes that your answers can help better inform our constituents.

We look forward to your responses to the following:

1. GEICO has said "our position on the necessity of scanning a vehicle remains unchanged." What is GEICO's position on the necessity of scanning?
2. Does GEICO recognize automaker's positions on the necessity of scanning?
3. When GEICO says all claims will be evaluated on a case-by-case basis, what factors are being considered?
4. GEICO says it will base consideration for pre-/post-scans on the recommendations from the patented and proprietary asTech® Rules Engine.
 - a. How does GEICO validate or assess the responses from the Rules Engine?
 - b. How is GEICO assured the Rules Engine results account for current OEM updates, or changes in rules and requirements?
 - c. How will GEICO base consideration for calibrations?
5. Does GEICO recognize recommendations made by automakers for repair procedures and or scanning, diagnostic and calibration needs?



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Sherwin-Williams Automotive Finishes
SPARK Underwriters
Stellantis
Subaru
Sun Collision
Teroson
Toyota Motor Sales, U.S.A., Inc.
Volkswagen of America, Inc.

- a. Why would an insurance company accept a recommendation from a third-party scan provider over a recommendation from an automaker?
- b. How will GEICO handle situations in which the Rules Engine results conflict with OEM documentation, recommendations or published repair procedures?
6. How will GEICO handle subrogation claims, where the other party used standard retail pricing, and not GEICO standardized pricing?
7. Was endorsement of the asTech product predicated on a pricing agreement?
8. Did GEICO request that asTech develop the rules engine, or did asTech propose the rules engine to GEICO?
9. Has GEICO worked with asTech to exclude any group (Large, multi-location, networks, etc.) from any of the new agreed pricing, or Rules Engine requirements?
10. When did GEICO first discuss the utilization of engine findings with asTech?
11. Has GEICO requested to add any rules to the rules engine?
12. Has GEICO provided any instruction, or intend to provide instruction, to ARX shops about how the rules engine must be configured?
13. Are there any specific settings an ARX facility must use in the rules engine to be compliant with GEICO's program?
14. Does GEICO recognize that some asTech customers may be contractually obligated to a 60-day written notice from asTech for any pricing model change? How will that affect GEICO's expectations of asTech and the repair facility?
15. Does GEICO expect asTech users to upgrade to the All-In-One tool?
16. Does GEICO intend to pursue similar Agreements with other diagnostic scanning and calibration vendors?

Thank you for your review and response,

Aaron Schulenburg
Executive Director
Society of Collision Repair Specialists (SCRS)



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