



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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Amber Alley Chairman	(415) 944-7913 California
Michael Bradshaw Vice-Chairman	(828) 569-1275 North Carolina
Kris Burton Secretary	(703) 820-1800 Virginia
Andy Tylka Treasurer	(219) 322-5220 Indiana
Andrew Batenhorst Director At Large	(818) 691-2590 California
Bruce Halcro Immediate Past Chairman	(406) 442-8611 Montana

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Tony Adams	(913) 207-5265 Kansas
Michael Giarizzo Jr.	(828) 569-1275 Ohio
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Erin Solis	(970) 744-5393 Colorado

Executive Director:

Aaron Schulenburg Executive Director	(302) 423-3537 Delaware
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Addressed to:

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Mr. Chesney, Mr. Vilardi and Mr. Lindle,

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

I am contacting you in your capacity with asTech, as Vice President of Training & Organizational Development, Vice President of Insurance and Estimating Relations, and Executive Chairman, respectively.

As you are all aware, 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 asTech today in the hopes that your answers can help better inform our constituents.

We look forward to your responses to the following:

1. asTech has published promotional material which reflects:

“When you use a scan recommended by the Rules Engine - either our authentic remote OEM scans or our exclusive OEM-Compatible car side scans - we guarantee it to be 100% accurate and back it with our industry-leading warranty and indemnification.”

- a. What does it mean to “be 100% accurate”?
 - b. Is there a disclaimer on every scan report that indicates “...the asTech device, may not, in every circumstance, return the same information that would result from a scan performed with a directly connected OE scan tool.”
 - c. How can “100% accurate” and such a disclaimer coexist?
 - d. Can you elaborate on your warranty and indemnification? What does it entail?
2. Can a repair facility set the Rules Engine rules?
 - a. If so, how?
 3. Can an auto insurance company influence the rules or profile settings in any way?
 - a. If so, which are prioritized, the OEM rules, or the insurance rules?



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

4. Will a customer receive a different outcome from the Rules Engine, if the rules are set up differently?
5. Does your documentation state “asTech OEM Compatible scans are certified to be equivalent to scans performed by an OEM scan tool”?
 - a. If so, who certifies this?
 - b. What does “certified” mean in this case?
 - c. What does “OEM Compatible” mean?
 - d. Is “OEM Compatible” another term for Aftermarket?
 - e. As an integrated partner with CCC, and a participant in the diagnostic workflow product they offer, you must classify the scans you provide as either aftermarket or OE for the CCC validation coding. How does asTech classify an “OEM-C” scan?
 - f. You state, “not all scans are created equal.” Do you believe that any company can certify a product to be the same as OEM? Why/why not?
6. Do all your tools receive asTech’s warranty and indemnification?
7. Are all your tools capable of producing what you call “OEM-compatible” scans?
8. Which tools are capable of producing “authentic OEM scans”?
9. Does asTech use any non-asTech tools (e.g., Launch, Autel, etc.) when you perform remote services for customers? If so, how are these services classified, and/or certified?
10. Do you have guidance for shops who are certified by an OEM and intent on following the manufacturer requirements within a certification program?
11. Are there any indicators if the Rules Engine suggests an “OEM-C” aftermarket scan, and the repair facility chooses an authentic OEM scan?
 - a. Who sees this?
 - b. Is that data produced in a report of any form?
 - c. Will asTech provide insurance companies, like GEICO, with a dashboard or compliance tools?
12. It is our understanding that asTech Mechanical only utilizes remote OEM solutions, enabling shops to remotely connect to OEM tools. Can you explain why asTech Mechanical relies on OEM solutions, and why the Rules Engine is specific to the collision line of business?
13. Was the discount structure, or existing programs offered to the repair facility ever discussed with GEICO, as part of the conversation around Standardized Pricing?
14. At any point do you think your negotiations with GEICO on standardized pricing violated any of the confidentiality clauses within your service agreements with your customers?
15. Does your agreement with your customers allow you to agree to pricing on their behalf?
16. Does asTech intend to solicit or launch similar programs with other insurance carriers?
17. Does your agreement with your customers oblige you to provide them any notice of pricing changes or terms?



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Sherwin-Williams Automotive Finishes
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Stellantis
Subaru
Sun Collision
Teroson
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18. Are all customers charged the same fee for the same services?
19. Has asTech worked with GEICO to exclude any group (Large, multi-location, networks, etc.) from any of the new agreed pricing, or Rules Engine requirements?
20. The standardized fee (amount charged for service) is unique to GEICO, correct?
21. If an asTech customer, who is not an ARX shop, is asked to honor that pricing, do you have resources to help them justify their existing fees?
22. Are your repair customers receiving different cost pricing (amount charged to repair shop) for GEICO vs. non-GEICO claims?
23. How is asTech prioritizing GEICO scans over scans for other carriers?
24. How does asTech know a scan is for a GEICO customer, vs. another insurance company customer?
25. How do you anticipate other insurance companies will react to pricing when handling subrogation?

Thank you for your review and response,

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