



Tennessee Collision Repairers Association

Things To Know Before Having Your Car Repaired

1. Is the shop ASE Certified? Has it achieved I-CAR Gold Class designation?
2. Does the shop offer a written warranty?
3. Are there some insurance companies the shop won't work with?
4. Who is responsible for payment?
5. Do you have rental coverage? Are you responsible for it? How many days do you have the rental?
6. Does the shop plan to use original equipment parts (OEM) or generic?
7. If the shop uses outside Customer Service Indexing (CSI), what is their score?
8. Do they normally repair cars that are the same make and model as yours?
9. Will they document repairs and make the files available to you?
10. Do they have the right equipment, such as a paint booth and 3-dimensional measuring system?