

Forgettables Checklist

“Forgettables” are those additional parts and operations performed during a repair that shops often overlook. They can include items like caulking materials, masking tape, hazardous waste expense fees, color tint and corrosion protection.

A study of two large industry groups determined that written estimates missed an average of at least \$35 on forgettable items.¹ If you fix roughly 500 vehicles per year, that’s \$17,500 just in unbilled losses — and those could add up very quickly.

List of Forgettables

Metal Labor (body labor rate)

Access pulling and cutting (i.e., hard hit in the door and qtr. area, and the door can’t be opened)
Aim lamps
Abnormal test-fitting of replacement parts / Non-OEM parts fit
Align sheet metal
Cover car
Clean vehicle for repairs
Cover interior
Drain and refill fuel tank
Drill time
Mask jambs, openings, and engine compartment
Mud flap R&I
Pinch weld damage from unibody clamps
Remove decals
R&I bed liners
R&I vehicle identification tags
Road test for safety check: (leaks, noises)
Recondition and prep salvage (LKQ) parts (i.e., trim out used parts)
Plug and finish unnecessary holes

1. Mehok, Kevin. “Collision Shop Profits Begin With Writing A Proper Estimate” SearchAutoParts. SearchAutoParts.com, May 31 2009. Web

Power options: (locks, mirrors, windows)
R&R protective coatings and protective film
R&I adhesive moldings
R&R adhesive on moldings
R&I door cylinder, outside handle and interior trim panel for refinishing task
R&R pinstripes (tape)
R&R sound deadener pads
Transfer time (brackets, braces, and reinforcements)
R&R of transparent film protection
Paint removal to refinish (if additional refinish materials will exceed the acceptable level)
Repair existing surface imperfections
Apply gravel guard

Hardware/Parts (parts, miscellaneous or sublet)

A/C O-rings
Alignment shims
Hood insulator clips
Decals or labels (vehicle information)
Wire harness fasteners and tie clips
Fuses
Headlamp adjusters
Door weathering strip "T-type" fasteners
Mini bulbs
Non-reusable nuts, bolts and clips (i.e., suspension hardware)
Seat belts (check manufacturer's service manual or Mitchell's Air Bag Service And Repair Manual)
Seat belt tensioners
Splash shield fasteners
Specialty rivets (door handle and regulators)
Sound deadener pads (Q-pads)
Tire valves
Transparent protective film
Wheel weights (specialty weights on custom wheels)

Interior (body labor rate)

Clean up broken glass
Clean up air bag residue
Cover interior
R&I interior components
Seat belts (check manufacturer's recommendations for replacement)

Refinish Labor (refinish labor rate)

Apply corrosion protection
Blend adjacent panels
Clearcoat edges, jambs and undersides
Color sand and buff
Color tint
Custom colors or multiple stripes
Flex prep (application of special adhesion promoters)
Let down color identification panels: (3-stage colors)
Pinstripes (paint)
Refinish edges, jambs, and undersides
Three-stage paint
Two-stage paint
Two-tone paint

Paint and Materials (p&m)

Rustproofing
Undercoating
Body materials
Specialty seam sealers
Weld-through primer
Cavity wax
Corrosion protection primers
Outer door panel to "intrusion beam" adhesive
Fluorine clearcoat
Foam (expansion materials)
Gravel guard
Stone chip protectant
Flex-additive
Pinstripes (paint)

Electrical (body labor rate)

Disconnect and protect on-board computers
Disconnect and reconnect electrical wiring (D&R)
Disable or enable airbag system
Mask electrical components
Memory function resets
Disconnect battery terminals (before performing any welding operations)

Fluids (parts or sublet)

A/C freon (R-12 or R-134 (including new types manufacturer, amount required and cost))
A/C compressor oil
Brake fluid
Engine coolant: (including new types manufacturer, amount required and cost))
Motor oil
Gear lube
Power steering fluid
Transmission fluid
Windshield washer fluid

Frame (frame labor rate)

Diagnosis and set up time
Structural components
Jig rental

Glass (parts)

Damaged wiper blades from broken glass
Glass reveal molding
Urethane installation kit
R&I glass

Mechanical Labor (mechanical labor rate)

Align wheels
Bleed brakes
Drain fuel
Diagnose
Freon recovery for recycling
Pressure test cooling system
Test A/C system for Freon leaks
R&I exhaust system for pulling or measuring tasks
R&I fuel lines, transmission cooler lines and A/C lines for pulling or panel replacement

Miscellaneous (shop rate)

Hazardous waste removal
Tire disposal
Detailing (cleaning vehicle to pre-accident condition)
Storage
Towing
Freight charges

If You Can Justify it, You Can Charge for It

In the rush to finish an estimate, shops often write repairs with less detail. Do you need a better solution to capture the essentials? Use “long expansions” in Mitchell Estimating to add forgettables to your estimates.

- Long expansions allow your shop to “pre-store” customized charges for specific parts and operations associated with one type of repair, so you can remain confident that you haven’t left anything out of your estimate.
- With long expansions, your shop can add additional line items not already in Mitchell Estimating.
- Long expansions allow you to customize lists for specific carriers and types of repairs. With one double-click, you can add everything from that category into the estimate, then adjust prices as needed.

When you ensure that you’ve accounted for all parts and every aspect of the repair, you’ll have peace of mind knowing that you’re not forgetting your profit behind.

