

Mitchell Diagnostics

Mitchell Diagnostics Enables Safe, Proper Repairs

By Jack Rozint

Vice President of Sales and Service, Mitchell



As a Mitchell customer since the 1960s, Walat was confident in Mitchell and liked that Mitchell Diagnostics is able to calibrate sensors and clear codes

If you've attended an industry event or picked up a trade publication in the past year, you're aware that pre- and post-repair vehicle scanning is a hot topic that is not going anywhere. Although vehicle scanning can enable safe and proper repairs, some repair facilities hesitate to invest in diagnostics equipment due to questions about which solution can offer the best opportunities to properly complete diagnostic work in-house.

Mitchell Diagnostics, the first comprehensive vehicle diagnostic system designed specifically for the collision repair and automotive claims process, can help to answer these questions by improving repair facility efficiency and by providing thorough scanning documentation, which streamlines the claims process. Just ask Harry Walat, owner of

Collision Technique Center in Wauconda, Illinois, who recently started using Mitchell Diagnostics.

The Repair Facility:

The 10,000-square-foot facility employs 12 people and sees an average of 100–120 cars per month, many foreign made. Collision Technique Center is a Mercedes-Benz certified repair facility.

The Problem:

"We were spending between 8–10 hours per week driving to and from dealerships in order to have the vehicles properly scanned," Walat said. "And that's not including the time in which someone was waiting around—if the dealership would even let us wait." Multiple trips to and from the same dealership

for the same vehicle further extended the facility's turnaround time.

Additionally, Collision Technique Center found it difficult to adequately communicate to insurers and document the need for repairs that are otherwise not immediately apparent, increasing the likelihood that it would not be paid for a repair that was necessary to ensure the customer's safety.

"We were on the phone with an insurance representative a few days ago in connection with a request to be reimbursed for a repair," Walat said. "The representative wanted us to take a picture of the light on the dashboard. The problem was since there were so many tripped codes, there wasn't a light on the dash."

Without consistent, reliable documentation, ensuring that shops are consistently reimbursed for all repairs can be difficult, despite the necessity for a safe repair.

"I'm big on safety," Walat said. "I'm not putting a customer in a vehicle that I wouldn't put my kids in."



Collision Technique Center,
Wauconda, Illinois



The Solution:

Walat prides himself on being ahead of industry trends, so as the first system designed specifically for the collision repair and automotive claims process, Mitchell Diagnostics caught his attention. Though Walat already had a scanner at his repair facility, it had limited capabilities and could not complete all needed operations, such as calibration of sensors or clearing codes. As a Mitchell customer since the 1960s, Walat was confident in Mitchell and liked that Mitchell Diagnostics is able to calibrate sensors and clear codes, so he decided to become an early adopter of Mitchell Diagnostics.

The Review:

Collision Technique Center foreman Don Sperling said that Mitchell Diagnostics makes his life easier. He can plug Mitchell Diagnostics in, walk away, and tend to other work while a pre- or post-scan runs. When he comes back, the scan report is ready and waiting for him. "The scan report spells everything out for me," Sperling said. "It breaks everything down and shows exactly what's wrong."

Mitchell Diagnostics' unique scan report format breaks down the scan results into different categories and subcategories. This is particularly helpful when a repair technician has a hunch as to what might be wrong with the vehicle, as he can focus on the specific area and view the vehicle's electronic control units report for that area.

Collision Technique Center chose model MD-350, which includes a camera imbedded in the device that makes snapping photos and sending them to an insurer quick and easy.

"It's hard to discredit a photo. A photo is real" Walat said.

Mitchell Diagnostics provides Walat instant documentation by sending the report directly to his desktop, from which he can print it, email it, or attach it to a claim or repair order.

The Results:

After the phone call with the insurance representative, Walat had the representative come into the facility for a Mitchell Diagnostics demonstration. The foreman, Sperling, plugged the device into the vehicle and showed the representative the resulting scan report.

"The scan report showed him everything—it showed eight codes," Walat said. "He snapped a photo and we were paid. Easy as that."

Walat said that on the low side being able to perform scans using Mitchell Diagnostics saves his repair facility 10 hours a day. Using Mitchell Diagnostics also ensures that he's doing the safest repair possible.

"We've been scanning for years," Walat said, "but never with the ease and success we experience with Mitchell Diagnostics so far. I think in the end, using Mitchell Diagnostics is going to be more cost effective and save both us and the insurers money," Walat said.



“The scan report showed him everything—it showed eight codes,” Walat said. “He snapped a photo and we were paid. Easy as that.”

Mitchell Diagnostics | Scan Report

Scan on 6/16/2017 5:22:43 AM

Scan Tool ID: C3HGOW2117018659ML
Scan ID: 617246
Software Version: 2.10.0.14

2006 Nissan 350Z Base 3.5

VIN

JN1AZ79D96M306735

✓ Verified

System Summary

Total Systems Scanned	7
Systems w/ DTCs	4
Systems w/ Errors	1
Systems w/ No DTCs	2

Code Summary

Current Code Types	3
Other Code Types	1
Pending Code Types	1
History Code Types	1

Diagnostic Trouble Codes

Current Code Types

System	DTC	Code Status
Secondary Controller ENGINE	P1084 Exhaust Valve Timing Circuit Bank 2	Read Codes
Secondary Controller BODY CONTROL (TPMS)	C1725 Low Battery Front-Right	Current Codes
	C1726 Low Battery Rear-Right	Current Codes

Other Code Types

System	DTC	Code Status
Secondary Controller INSTRUMENT CLUSTER	U1000 CAN Communication Faulty Malfunction	Other Codes

Pending Code Types

System	DTC	Code Status
Primary Controller PCM	P0300B Misfire Detected	Fail Since Clear

History Code Types

System	DTC	Code Status
Primary Controller PCM	P0122B Throttle Position Sensor Circuit Volts Low	History Codes

Communication Errors

System	Error
Secondary Controller TPMS	Communication Error: Communication failure or no controller available. Please verify that cables are plugged in properly

No Diagnostic Trouble Codes

Secondary Controller ABS
Secondary Controller AIRBAG