Auto Physical Damage

Mitchell Diagnostics System Enhanced for FCA Secure Gateway and Turbo-Speed Scanning

December 17, 2019
3 MIN READ

SAN DIEGO, CA—Mitchell International, Inc., a leading provider of technology, connectivity and information solutions to the Property & Casualty (P&C) claims and Collision Repair industries, today announced that all devices in the Mitchell Diagnostics system now support access to Fiat Chrysler Automobiles' (FCA) Secure Gateway, which FCA refers to as SGW. The newest software release for the Bosch MD-200 and MD-350 devices enables users to register to access FCA vehicles via the SGW. The release also now offers turbo-speed pre-scans and post-scans, enabling full diagnostic scan completion in less than two minutes in some cases—a fraction of the time to complete scanning with other solutions.

The Mitchell Diagnostics system was designed specifically for the collision repair industry and auto claims process. The patented system links best-in-class scan tools utilizing OEM licensed data and software with cloud-based applications to enable collision repairers to quickly and cost-effectively scan vehicles and perform a variety of diagnostic repairs and ADAS system recalibrations. The product suite is delivered through partnerships between Mitchell and industry leaders Bosch and Drew Technologies.

“Most all-makes or aftermarket scanning solutions cannot access FCA vehicles that are model-year 2018 and newer. Until recently, a repairer would have to utilize an OEM scan tool when repairing a new Jeep Wrangler or Dodge Ram,” explained Jack Rozint, SVP of APD Repair Sales for Mitchell. “With this new capability, Mitchell's MD-200 and MD-350 tools can now access the entire FCA vehicle network and perform accurate and complete scans on FCA vehicles via the SGW.”

FCA is currently the only major OEM with a secure vehicle network, which restricts access to the network to only those tools and systems that are registered with FCA, and requires cloud-connected scan devices that are approved for SGW access by FCA. Mitchell expects other OEMs to follow suit. Mitchell and its partners plan to continue to work directly with OEMs to provide access for the Mitchell Diagnostics tools to OEM secure networks whenever possible.

The turbo-speed scanning enabled by Bosch dramatically reduces the time needed to complete diagnostic scans without loss of fidelity, as all modules on the network are scanned and reported.

“Time is money in this business, and we're constantly looking for tools and systems that help us deliver a proper and safe repair more efficiently,” said Charlie Drake, COO of Classic Collision, a 34 location multi-store

operation. “With the new software update, we're able to scan vehicles accurately in a fraction of the time that it's taken previously—and we can scan FCA SGW vehicles without the added time and transaction fees required with the OEM scanning solutions.”

About Mitchell International

Headquartered in San Diego, California, Mitchell International, Inc. delivers smart technology solutions that simplify and accelerate claims handling and repair processes, driving more accurate, consistent and cost-effective resolutions. Mitchell integrates deep industry expertise into its workflow solutions, providing unparalleled access to data, advanced analytics and decision support tools. Mitchell's comprehensive solution portfolio and robust SaaS infrastructure connect its customers in ways that enable tens of millions of electronic transactions to be processed each month for more than 300 insurance companies, over 30,000 collision repair facilities and countless other Property & Casualty industry supply partners across the Americas and Europe. For more information, please visit mitchell.com.



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