Auto Physical Damage

Mitchell Automates Delivery of OEM Repair Procedures Based on Diagnostic Scan Results

May 11, 2020
3 MIN READ

SAN DIEGO, CA—Mitchell, a leading provider of technology, connectivity and information solutions to the Property & Casualty (P&C) claims and Collision Repair industries, today announced a new, seamless integration between its Mitchell Diagnostics scanning system and the OEM repair procedures in Mitchell's TechAdvisor database. For the first time, technicians using Mitchell's scan tools can link directly from the diagnostic trouble code (DTC) on a scan report to the corresponding OEM repair procedures. The new feature is found in Mitchell's Connect platform, the industry's only fully cloud-based platform for auto claims and collision repair.

This enhanced level of integration gives collision repairers the OEM repair procedures when a given DTC appears, saving them time and providing easy access to information to help facilitate a proper and safe repair. Collision technicians are no longer left wondering how to resolve the DTC following a scan as the integration between Mitchell Diagnostics and Mitchell TechAdvisor instantly delivers the OEM repair procedures necessary to help resolve the issue.

"Prior to this integration, upon completion of the pre-scan, technicians and repair planners often spent hours researching OEM repair information to develop the repair blueprint," said Jack Rozint, Vice President, Repair Sales, Auto Physical Damage, Mitchell. "By systematically linking DTCs to OEM repair information in the cloud, Mitchell has simplified the repair workflow dramatically and delivered a best-in-class solution for vehicle diagnostics."

Designed specifically for the collision repair and automotive claims process, Mitchell Diagnostics combines appraisal and repair workflow applications with Bosch's state-of-the-art aftermarket scan tools. This allows collision repairers to quickly and cost-effectively perform in-house scanning, diagnostic repairs and recalibrations for Advanced Driver-Assistance Systems (ADAS). With Mitchell's TechAdvisor system, repairers have access to a comprehensive database of OEM repair information and procedures that span 30 years.

Existing Mitchell Diagnostics customers without a current subscription to the TechAdvisor feature in Mitchell's Connect platform will receive free access through June 2, 2020. Mitchell and Bosch are also offering a 30-day, no-risk promotion on the MD-350 scan tool that includes a $400 credit after 90 days of use. Interested shops should contact Mitchell for more information.

To receive collision repair and property casualty updates and perspectives, follow Mitchell on Twitter @MitchellClaims and @MitchellRepair.

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 connects 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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