Auto Physical Damage

Diagnostics Systems Key to Proper and Safe Repairs for Fountain Valley Body Shop

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Since opening his Fountain Valley body shop over 40 years ago, owner Dave March has had a front row seat witnessing the evolution of the collision repair industry. In 1974 when his shop opened, only one automobile manufacturer offered airbags, and the NHTSA was still five years away from crash-testing popular cars to encourage manufacturers to improve the safety of their vehicles.[1]

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Vehicle technology, especially as it relates to safety, has advanced exponentially in the last decade. Which means shop owners like Dave have learned first-hand that the old adage "they don't make 'em like they used to," now translates to "you can't repair 'em like you used to." In an age where damage is no longer a predictor of specific necessary repairs, it's vital that collision repair shops invest in solutions that allow them to quickly access the data needed to ensure a proper and safe repair. "When I have these vehicles come in as technical as they do, I really need a tool that gives me that ability to quickly understand what's going on with it," says Dave.

Listen to what the owners of Fountain Valley Bodyworks have to say about the Mitchell Diagnostics and see the first diagnostic system designed specifically for automotive collision repair in action.

Improved Efficiency Keeps Everyone Smiling

Family-owned Fountain Valley Bodyworks is known for making customers smile. In fact, it's considered their trademark. They're so dedicated to pleasing customers that they have a smiley face on their building so large it can be seen from planes flying overhead.[2] What makes the owners and technicians at the No. 1 auto body shop in Orange County happy is getting vehicles back to pre-accident condition and exceeding customer expectations. Fountain Valley Bodyworks, like many of today's leading body shops, recognized that when working on vehicles with advanced driver assistance systems and other electronic safety systems, a diagnostics system and pre- and post-repair vehicle scans help ensure a vehicle is safe to put back on the road. After evaluating systems, they opted for Mitchell Diagnostics systems to help them accurately restore vehicles to pre-accident condition more quickly and efficiently. In addition to ease of use, what General Manager Michael March likes about Mitchell Diagnostics is the confidence it gives him. As Michael explains, "I feel more confident that it's actually resetting the codes. I've had some situations where it was reset, the car leaves and it comes back on. I haven't had that with the Mitchell Diagnostics. When it's cleared, it's cleared and the report shows that."

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Simplify the Claims Management Workflow with Diagnostics Systems

Added bonus—with the Mitchell Diagnostics system collision repair shops spend less time processing the work and more time getting it done. This system features a best-in-class file documentation system that simplifies the claims management workflow. Michael describes what the experience used to be like when there was a light on the dash: "you'd have to take a photo, put it in the estimating system, you'd have to send it to the insurance company, show the customer and show why you need it." With the Mitchell Diagnostic system, "when you scan,

it automatically sends to the computer, and it provides you a report. The report is very thorough. It goes through all the different systems and the vehicle, and we're able to use that in order to get paid for these repairs."

Diagnostics Systems Are a Win-Win

A comprehensive diagnostics system that improves the repair process really was the missing link for Dave and his shop. "I personally think that Mitchell Diagnostics is a real win-win for us and the insurance companies. And now we have something that's efficient and easy to use." Getting in an accident is certainly nothing to smile about, but diagnostics systems contribute to a more efficient process and a positive outcome. In the case of Fountain Valley Bodyworks the Mitchell system helps them deliver "the best auto body experience imaginable." That goes a long way towards making customers happy—and importantly, ensuring proper and safe repairs

[1] https://en.wikipedia.org/wiki/Automobile_safety
[2] https://www.fvbodyworks.com/about-us



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