

Don't Get a Bad Repair

11 questions to ask before you choose any body shop.

We're a body shop telling you how to shop for a body shop, even the ones that aren't us. After a collision, most people choose a shop with almost no information, because nobody ever taught us what to ask. Cars became computers on wheels, and your vehicle now relies on cameras, sensors, and safety systems that need to be tested and recalibrated to work the way they should. There are a lot of great shops out there, these 11 questions just help you find one and feel confident you did. Take this list into any shop and ask.

01 – HOW TO USE

SCORING

Ask each question. Check Yes or No, total your Yes checks, then find your score below.

GOOD FIT

9 - 11

They can speak to all of this.

ASK MORE

5 - 8

Worth a deeper conversation.

KEEP LOOKING

0 - 4

You deserve a yes to all of these.

● 3 SAFETY ESSENTIALS

Questions 1, 6 & 9 (marked ●) are the big ones. Aim for a **Yes** on all three, no matter the total score, these protect your safety most directly.

02 – THE CHECKLIST

11 QUESTIONS

QUESTION	YES	NO
● 1 Will you repair my vehicle according to OEM (manufacturer) procedures even if insurance does not fully cover it? Your safety systems depend on this.	☐	☐
2 Can you make repair decisions independently, without influence from an insurance company? The safest repair decisions are made by following the vehicle manufacturer not an insurance company.	☐	☐
3 Can you show me the OEM repair procedures you will follow for my specific vehicle? If they can't show you, how can they guarantee proper repair?	☐	☐
4 Do you hold current OEM certifications and I-CAR Gold Class status and what do those certifications require you to do differently? Not all shops are trained or equipped the same.	☐	☐
5 What type of parts will you use (OEM, aftermarket, recycled), and who is making that decision? Parts choice impacts safety, fit, long-term value, and potentially your warranty.	☐	☐
● 6 Will you perform all required scans and ADAS calibrations with OEM equipment? These systems must work correctly after a repair.	☐	☐
7 Do you have the proper equipment and certified technicians to repair advanced materials like aluminum, high-strength steel, and electric vehicles? Today's vehicles require specialized tools and training.	☐	☐
8 Will you provide a detailed written repair plan and explain it clearly to me before repairs begin? Transparency matters.	☐	☐
● 9 What happens if additional damage is discovered during the repair process? Will you advocate for proper repairs if insurance challenges it? This is where many repairs are compromised.	☐	☐
10 Will you inspect all safety-related components even those without visible damage such as seat belts, seat structures, and steering components, according to manufacturer requirements? Some of the most critical safety systems can be compromised without obvious signs.	☐	☐
11 Will you perform a final quality and safety review with me before I take delivery of my vehicle? You should leave confident your vehicle is safe.	☐	☐

MY SCORE _____ / 11

Aim for a Yes on all three essentials.

We score 11/11 on our own checklist.

We built this from our own standards and we're happy to walk you through every answer. Already have an estimate? Send it our way for an honest second opinion. No pressure. We just want your car repaired safely, wherever you go.

317-848-6707 • tomwoodcollision.com • 9727 Bauer Dr E Indianapolis, IN 46280

