



4445 Corporate Drive • West Des Moines, Iowa • 50266

To: Auto Repair Facilities
From: The IMT Group D/B/A: IMT Insurance Co. & Wadena Insurance Co.
Date: June 1, 2017
Re: Claim Guideline: Vehicle Health Diagnostic Scans for Collision Repairs

When an IMT Group insured or claimant customer's vehicle is damaged we advise them that we will work with the repair facility of their choice. We believe that we all want the damages restored or replaced with quality work.

It is our preference to work closely with your repair facility for each repair. The IMT Group believes that quality communication between your shop and our company achieves a successful result.

The IMT Group is aware of the OEM vehicle Position Statements regarding Diagnostic Scans of cars and trucks related to repairs as a result of an accident. With this in mind, here is what you need to know:

- IMT would like to work with your shop on a case-by-case basis as to the need for vehicle health scans, recognizing that both IMT and your shop need to consider the Position Statements presented by the manufacturers. As a guideline, we may look at whether or not there is visible damage to the electrical system to the vehicle and/or whether there is an illumination of a Malfunction Indicator Light (MIL).
- In those instances where compliance is necessary, IMT will include the vehicle health scans on our repair estimate. We will include labor time to include the scan, time to read the results to determine further action and work to be performed, and a road test.
 - If your shop has the scanning equipment and software, IMT will allow .5 hours per scan for your labor time.
 - If your shop does not have the software to perform the scan, but rather outsources this aspect to a vendor, IMT will pay for the scan results and add 25% markup. In addition, we will allow the .5 hours per scan for your labor time.
 - If your shop does not have the software to perform the scan, but rather outsources the scanning to a local dealership, IMT will pay for the services and add 25% markup.

The above guidelines are just that – guidelines – and not absolute requirements for any and all situations. Specific claims may require special handling. If you feel a claim requires actions other than those suggested in the guidelines, please contact The IMT Group to review the circumstances.