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MONTHLY QUICK TIPS

from SCRS

About SCRS: Through its direct members and 40 affiliate associations, SCRS is comprised of 6,000 collision repair businesses and 58,500 specialized professionals who work with consumers and insurance companies to repair collision-damaged vehicles. Additional information about SCRS including other news releases is available at the SCRS Website: www.scrs.com. You can e-mail SCRS at the following address: info@scrs.com. These videos were filmed at the I-CAR Training Center in Vernon Hills, IL.



SCRS Quick Tip: Static and Paint Adhesion

This week, Claire Cleland of Static Solutions joins Justin to discuss the role static electricity plays in paint adhesion failures during the refinishing process. Claire explains how static can cause coatings such as adhesion promoters to apply unevenly, particularly on plastic parts, recessed areas, edges, and body lines, increasing the risk of paint flaking and adhesion issues. She also explores the Faraday Cage effect and shares why properly neutralizing static across the entire surface, including hard-to-reach areas, is essential for achieving consistent coating performance and long-lasting refinishing results.



SCRS Quick Tip: Who Determines A Total Loss?

In this conversation, Michael is joined by Sean Preston, Managing Attorney with Coverall Law, to discuss who determines if a vehicle is a total loss and what consumers should know when they disagree with that decision. Sean explains how insurers evaluate repair costs and actual cash value, and why the rules can vary by state. The discussion also covers what consumers can do when they question the numbers that were calculated, including requesting documentation, reviewing the valuation, providing supporting information, and understanding potential appraisal or legal options. Most importantly, Sean emphasizes the importance of asking questions and making sure the insurer can substantiate the numbers behind a total-loss decision.

Disclaimer: This video is provided for informational purposes only. It is not intended to provide legal advice and should not be relied upon as such. Laws and regulations vary by state and individual circumstances. For legal advice regarding a specific situation, consult a qualified attorney licensed in your area.

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SCRS Quick Tip: The Value of Production Meetings

In this conversation, Kris and Michael discuss how effective production meetings can help keep your team aligned, engaged, and focused on the day's goals. They share how their approach has evolved from lengthy meetings covering every vehicle to more focused discussions around key priorities, bottlenecks, work stoppages, and what needs to move through each stage of production.



SCRS Quick Tip: Back to the Basics

In this conversation, Justin, Barry, and Michael reflect on the mentors, experiences, and lessons that shaped their approach to collision repair and customer service. They discuss the importance of shifting your focus toward safe, proper repairs, continuously improving processes, and making changes one step at a time rather than trying to tackle everything at once. They also share how the evolution of their businesses reinforced the importance of focusing on the team, the process, and most importantly, the customer. At the heart of the discussion is a simple principle: a customer is more than an assignment. They are someone who has experienced a stressful event, and the shop's job is to help make a difficult experience better.

These videos were filmed at the I-CAR Chicago Tech Center.

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