OIC Rules Coordinator

From: Haurys Collision <info@hauryscollision.com>
Sent: Monday, October 6, 2025 8:28 AM
To: OIC Rules Coordinator
Subject: Steering in Collision Repair

External Email

Good morning,

We are reaching out regarding steering we've seen in the collision repair industry. To clarify, we are a specialty shop that's certified with 20 manufacturers; we always prioritize completing repairs following all factory specifications.

Our team regularly deals with insurers steering clients prior to the vehicle ever coming in for repairs. One of the primary methods we see this done is a client requesting a vehicle be towed to our facility, but it ends up at a DRP shop instead. Just today, I spoke with a client who has a 2020 VW Passat R with structural damage, and he requested that we arrange the tow because the last time he tried to pick a shop, the insurance towed it to their own shop instead. This unfortunately tends to only be noted after the vehicle arrives elsewhere and not all clients want to deal with the hassle of forcing the insurance to arrange another tow even if they are willing.

The other way we see clients steered on a regular basis is having insurers tell clients that they will not pay the full repair costs at our facility. This has happened with several insurers including those who regularly pay repairs at our shop. We've been forwarded emails from clients detailing this as well as been on three-way phone calls where the adjuster blatantly states this. This has happened before an estimate is even written in several instances, so there really is no justification for their assertions. For several manufacturers, we are the only or one of the only certified shops in the region for them to take their cars to for more significant repairs, so they have no option but to bring it in to us despite these words, and often times the bill is handled anyways.

It is highly frustrating to put in significant work to bring clients in for needed repairs only to have them not have their vehicles fixed or to have them fixed at uncertified shops just because an insurer is pressuring them.

Sincerely,

Samuel Waddleton | Office Manager

Haury's Collision & Vintage

(206) 365-1565 | http://www.hauryscollision.com

11514 Lake City Way NE, Seattle, WA 98125