

Using Calibration Guidelines

Introduction Diagnostic calibration recommendations are available to shops that participate in a Direct Repair Program (DRP) with certain insurance carriers. For these shops, participation in the DRP requires integration with a designated diagnostic provider, which varies depending on the carrier. This integration enables access to diagnostic recommendations specific to the repairs being performed in the workfile.

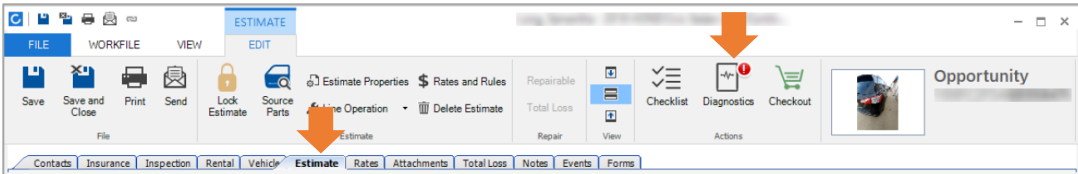
This job aid outlines how to add these recommendations to the estimate lines, ensuring that the necessary diagnostic recommendations are documented accurately in compliance with DRP requirements.

Note: Your shop must be subscribed to Perform or Innovate to use this feature.

Add Diagnostic Estimate Lines Follow the steps below to add diagnostic calibration recommendations to a workfile estimate line:

Note: The DRP associated with the workfile must mandate calibration recommendations tool to view the diagnostic recommendation. You can also view diagnostic recommendations for this and all workfiles if you are subscribed to Diagnostic Workflow.

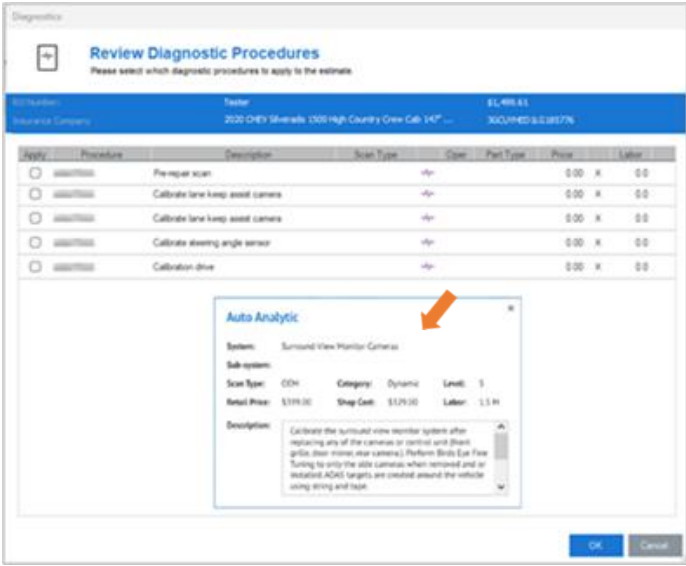
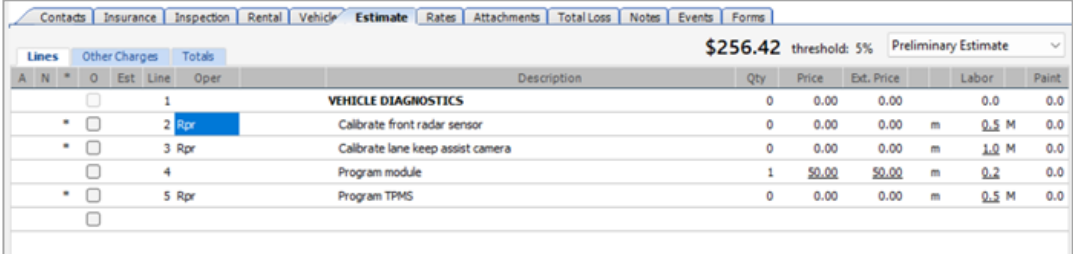
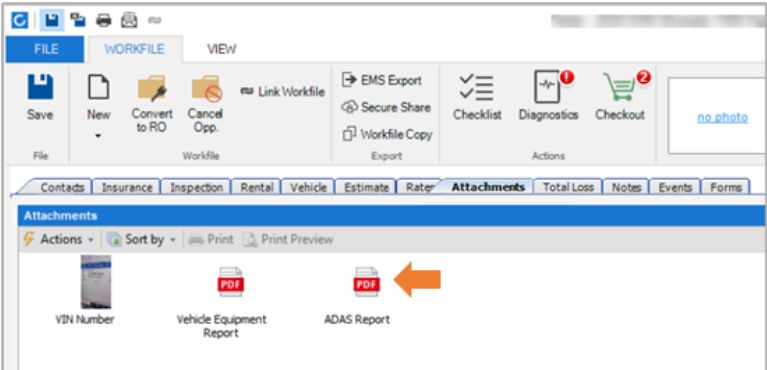
Step	Action
1	Open a Workfile in CCC ONE® desktop version.
2	Select the Estimate tab.
3	Select the Diagnostic button, the Review Diagnostic Procedures window opens. Note: The red exclamation point indicates this workfile has the ability to receive diagnostic recommendations.



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Error! No text of specified style in document., Continued

Add Diagnostic Estimate Lines, continued

Step	Action
4	<p>Use the checkboxes to select the desired diagnostics recommendation to add to the estimate. Then select OK.</p> 
5	<p>The diagnostic estimate lines will appear on the estimate.</p> 
6	<p>The diagnostics report will appear on the workfile's Attachment tab as a PDF once the diagnostic recommendations have been added.</p> 

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Calibration Guidelines, Continued

Error Messages/ Advisor Rule Here is a list of the reasons and resolutions if one of the following error messages appears here:

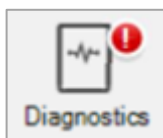
Error Messages:

Message: You do not yet have access to this product. To learn more about CCC Diagnostics Workflow, click [HERE](#).



- **Reason:** The carrier associated with this workfile doesn't mandate the use of diagnostics, therefore diagnostics recommendations are not available without Diagnostics Workflow.
- **Resolution:** Connect to a diagnostic provider or purchase Diagnostic Workflow to receive the benefits for all your workfiles.

Message: To receive calibration recommendations in accordance with this carrier's guidelines, you will need to activate the connection to the appropriate provider. To learn more, click [HERE](#).



- **Reason:** You have the ability to receive diagnostic recommendations for this workfile, however you cannot view them because you have not made a connection to the tool yet.
- **Resolutions:** Make the connection to the appropriate diagnostic provider based on the carriers' requirements. See the **Diagnostic Connection** section.

Advisor Rule:

An Advisor rule can be triggered if diagnostic recommendations have not been ran on a workfile that requires one.

MOTOR Tire Part Codes Review Advisor						
Line Exceptions: 2 Total Score: 55 Report Date: 1/3/2022 5:53:00 PM						
Refresh View Report						
Line ▲	Rule Description	Actual \$	Allowable \$	Variance \$	Score	Parts
	Diagnostic recommendations from ADAS Think not run		0.00	0.00	0.00	11
	The Odometer Reading is not entered.		0.00	0.00	0.00	10
	The Vehicle Exterior Color is not entered.		0.00	0.00	0.00	10
	The License Plate Number is not entered.		0.00	0.00	0.00	10
--	Insulator retainer or hood insulator clip is not included.		0.00	0.00	0.00	5
--	Replace Fender Liner Retainer is not included.		0.00	0.00	0.00	5
--	Decal or label is not included.		0.00	0.00	0.00	5