

**1ST CLASS COLLISION
OF MURRIETA**



First Class Collision of Murrieta, Inc.

"Quality is our #1 Concern"

41729 Eastman Drive

Murrieta CA, 92562

Phone (951) 834-9700 Fax (951) 834-9707

Visit Us Online at www.1stclassmurrieta.com

Email: 1stclass@1stclassmurrieta.com

Letter to Claims Managers

1st Class Collision, Inc. would appreciate an opportunity to showcase our facility and to discuss the possibility of setting up a Direct Repair Relationship Program on our site. We feel our facility has the staff, equipment, and business practices to ensure a successful partnership.

About the Owners:

Bruce Newell has over 30 years of automotive service experience. This strength and his passion for customer service keyed the early success of 1st Class Collision of Murrieta.

To this day, however, it is what drives business - a passion for superior customer service, which has significantly contributed to 1st Class Collision of Murrieta's long term growth.

Bruce recently designed and built a 21,600 square foot state of the art facility in Murrieta, California. The new collision center was built from the ground up to the specifications of Newell and now processes anywhere from 115 to 160 jobs monthly. Sixteen employees work for the company at the new Murrieta location including 3 estimators, 2 claims processors, 6 techs, 2 painters, and 3 helpers.

1st Class Collision has attracted DRP clients from the start, a testimony to its professionalism. Newell built lasting business relationships by leveraging their devotion to customer service and their commitment to quality and integrity. Yes, they had the required equipment - but it was the way 1stclass Collision of Murrieta treated people that made them distinct.

Acknowledging the fact that today's consumer is likely to be in a hurry, all paperwork and insurance claims are processed and ready when the customer walks through the door and placed at his or her immediate disposal.

"Meeting and exceeding customer expectations is important to us and we believe it speaks volumes to those in need of a collision repair facility".

Service:

Established in 1991, 1st Class Collision of Murrieta, Inc. is conveniently located in Murrieta, CA. with easy access from interstate 15. We are a consumer oriented business working on all types of cars and passenger trucks. We take pride in the quality of our work and in the level of customer service we provide to our partners.

Cost Containment:

Our modern, secure and well-equipped facility affords us the ability to meet any type of collision, paint or body repair. Our qualified staff is geared to do the job right the first time and offer a lifetime warranty. We work well with all insurance companies because we understand the tough market place and everyone's concern with cost containment.

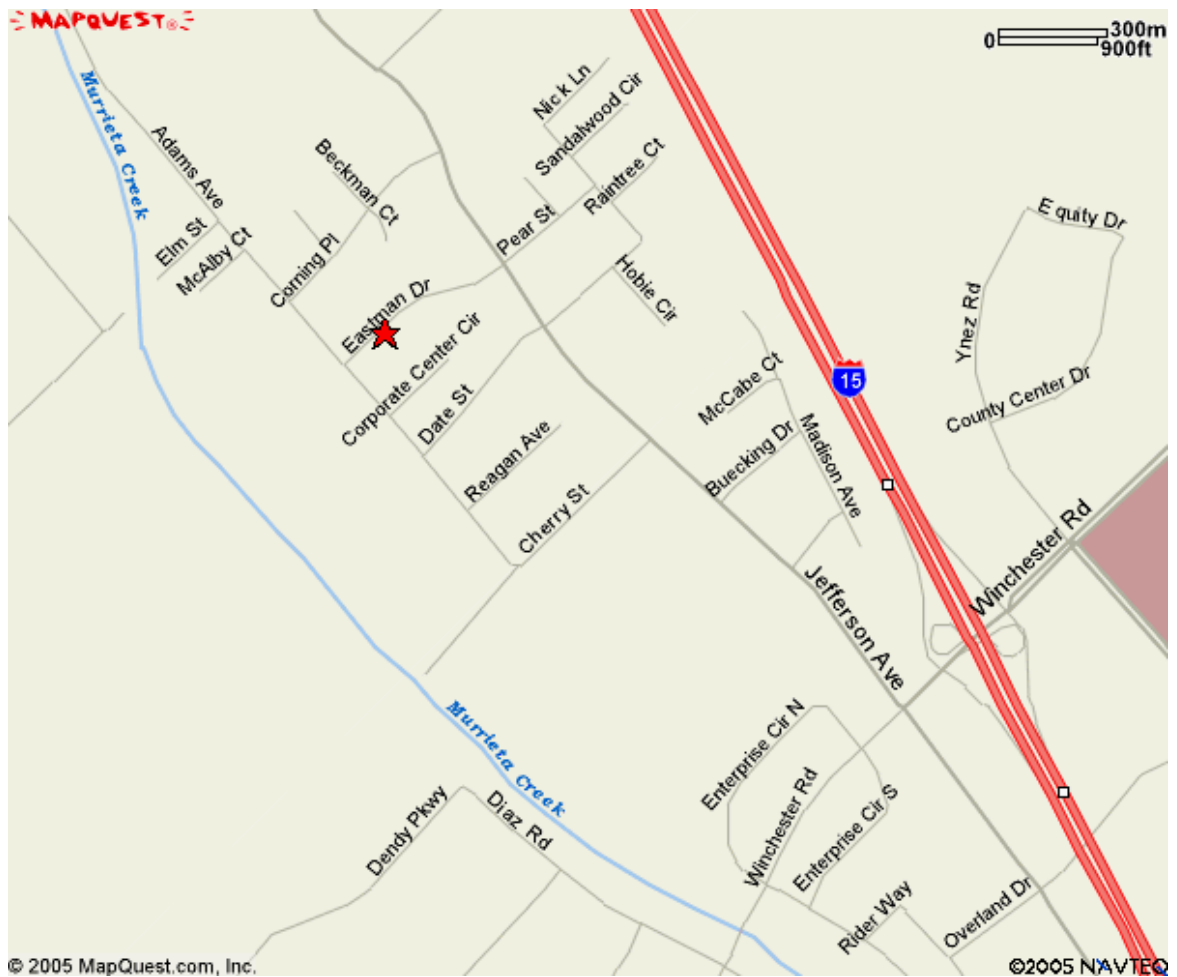
Quality & Pride:

Our technicians take great pride in their work. We are trained technicians working with the top of the line equipment to ensure the highest quality craftsmanship on every vehicle that leaves our facility. This allows us to return the vehicle to pre-accident condition in a timely fashion and still be within factory specifications for fit and finish. We believe strongly that skilled craftsmen and the right tools are the keys to top quality repairs.

Customer Satisfaction:

We fully understand that each customer and their expectations concerning auto body paint and repair are different. Our goal is to treat each person and their vehicle individually in an effort to meet their personal expectations. Total customer satisfaction is the goal with 1st Class Collision of Murrieta, Inc.!

Access: Our shops are conveniently located with easy access from interstate 15 in southern Riverside County. We are in the heart of the Temecula/Murrieta valley.



Equipment: 1st Class Collision of Murrieta is fully equipped with the latest high tech equipment necessary for the expert repair of your vehicle. We use Chief S21 frame straightening equipment, Genesis Velocity Measuring equipment, Chief measuring and diagnostic equipment, Blowtherm paint booths, Sikkens paint, dual prep stations, Blowtherm edging booths, as well as premium quality line welders, electrical analysis equipment, and air conditioning unit recharging equipment. Our computerized paint mixing chambers and downdraft spray booths are state-of-the-art.

Towing and Rental Car Service:

We offer 24 hour towing services. If towed after hours, the vehicle will be protected in an indoor facility until delivered to the shop. We also offer free pick up and delivery within a five mile radius. Rental car services are provided by Enterprise Rent-a-Car. We also offer complete detailing services for all of our customers.

We share your commitment to top-of-the-line customer service while keeping our commitment to keep your cost down. Please contact us to further discuss your DRP Program needs. Allow us to prove to you the potential our business relationship can bring. Visit us online at www.1stclassmurrieta.com and learn more about us and our facility.

Sincerely,

Bruce Newell

1st Class Collision Shop Tour



Our well-trained staff provides superior workmanship by combining the latest techniques and artistic talents. We are committed to training programs such as I-CAR and ASE.

Our friendly, experienced office staff is ready to help you process your claim quickly and efficiently. We work as a team to return your vehicle to its pre-accident condition.



We offer free pick up and delivery within a five mile radius. Rental car services provided by Enterprise Rent-a-Car. We also offer complete detailing services for all of our customers.



We are able to perfectly match your paint by using computerized state-of-the-art color matching systems. We use Sikkens paint products



Our Chief S21 computerized Frame measuring system, diagnoses damage, monitors and document the entire repair process

Our Blowtherm spray booth features the patented, dust-free system, essential to restoring a perfect finish on your vehicle.













For Towing Services:

Sunny Hill Towing

We offer 24 hour towing services. If towed after hours, your vehicle will be protected in an indoor facility until delivered to the shop.

Why Choose 1st Class Collision

-  **1st Class Collision has an excellent reputation** 1st Class Collision of Murrieta maintains a very high CSI rating and a large portion of our business is return customers. This is due to positive referrals from friends or relatives that have had their vehicles repaired by 1st Class Collision of Murrieta.
-  **1st Class Collision is well-organized and well run** Ask to walk through the facility, the offices, reception area, and customer waiting areas are clean and neat. The shop area (where actual work will be done on your car) is an organized and safe working environment. Take notice of other cars being repaired in the facility— the workers are paying attention to details by masking off areas and protecting those areas not damaged in the collision.
-  **Rental or loaner cars are available** so that you have use of a vehicle while yours is being repaired. 1st Class Collision of Murrieta is serviced by Enterprise Rent-A-Car.
-  **24 Hour Towing services are available** If Towed after hours, the vehicle is be protected in an indoor facility until it is delivered to the body shop.
-  **The estimates for repair are computerized and very detailed** providing specifics on every new component needed, the types of repair and/or replacement required, with itemization of all labor and materials. Someone at the repair facility should review every line item of the estimate with you and they should encourage you to ask questions if you don't understand something. Be wary of a repair facility that does not take the time to answer your questions completely.
-  **1st Class Collision has digital photography equipment and communicates electronically** with insurance companies and adjusters. This speeds up the claim process considerably and provides a complete record for all parties.
-  **All frame, unibody, and alignment equipment is computerized and you should be provided** with an accurate printout of tolerance readings—both before and after repairs.
-  **A heated, downdraft paint booth is absolutely crucial** The paint colors on many vehicles manufactured after 1990 can not be matched to factory color specifications without being cured in a paint booth capable of maintaining a 160-degree cycle for 20-60 minutes.
-  **All 1st Class Collision of Murrieta repair facilities include a written guarantee** for all repairs.
-  **A reputable collision repair facility makes every effort to accommodate you.** We are committed to making our relationship work. We have a well trained and hard working staff ready to work with your needs. Our technicians and equipment is top notch, and our commitment to quality and integrity is what makes us a company that is easy to do business with!