



**OREGON MUTUAL INSURANCE COMPANY**

**OREGON MUTUAL INSURANCE COMPANY**  
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## **IMPORTANT NOTICE: NEVADA “CAARS” Auto Repair Program**

With the assistance of your recommendations we have increased the number of qualified Nevada repair shops for our **Customer Automobile Appraisal and Repair Service (or “CAARS”)** program. The additional approved shops contribute to Oregon Mutual’s efforts to provide an increased level of customer claim service and to control claim costs.

You will find a **current listing of approved shops on BizLink®**; select CAARS Repair Shops in the left-hand Quick Links menu (see page 2 of this notice for current list).

### **How the CAARS program works**

When an insured or claimant reports a claim involving automobile damage and needs assistance in selecting a repair shop, please recommend one of the participating CAARS program auto body shops in the area to have their car inspected, appraised, and possibly repaired. The repair shop will report the claim to OMI and confirm coverage. A claim file will be set up and an adjuster assigned to begin the claim handling process. The shop will complete a thorough estimate of repair on the vehicle damage and immediately send a copy to the claim office. If the car owner decides to have repairs completed at the CAARS program shop the repairs can usually begin immediately without waiting for the adjuster to first inspect the vehicle.

### **How the CAARS program increases customer service and controls cost**

1. Customers have the opportunity to fast-track the repair process through use of the CAARS program, but the car owner always has the final say on who does the repair.
2. In most cases repairs are completed in less time because the shop can usually begin repairs right away rather than waiting for an adjuster’s inspection.
3. It has been our experience that policyholders and claimants often do not know where they want to go to have their car looked at and appreciate some guidance in that regard. The program provides this guidance.
4. CAARS shops guarantee their repairs for as long as the customer owns the car.
5. The program saves costs in three ways:
  - Rental car costs are reduced because it will take less time to repair the vehicle.
  - Oregon Mutual will be able to monitor repairs more closely.
  - Appraisal expense is reduced, as the CAARS shops do the appraisal.

### **You can begin recommending CAARS shops to customers immediately.**

If there is a shop in your area you wish to have considered as a CAARS repair program shop, please let us know. If we need more coverage in that area we will consider them. Should you have any questions regarding the program, please contact your local Oregon Mutual Claims Manager or our Home Office Claims Department.

Thank you for helping Oregon Mutual provide your policyholders with exceptional claim service.

Claims Department  
Oregon Mutual Insurance Company



**OREGON MUTUAL INSURANCE GROUP**  
**"CAARS" REPAIR SHOPS**  
**NEVADA**

M4162N (7-10)

**PREFERRED AUTO BODY**

2258 N. Carson Street  
Carson City, NV 89703

**Gary Frazee**

Phone (775) 882-5606  
Fax (775) 882-5640  
Email [Gary@preferredautobody.net](mailto:Gary@preferredautobody.net)

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**TOP GUN COLLISION CENTER**

2570 Alta Vista Drive  
Elko, NV 89801

**Lucius Tjoa**

Phone (775) 778-0411  
Fax (775) 778-3617  
Email [TGCC2001@Yahoo.com](mailto:TGCC2001@Yahoo.com)

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**CARS**

3255 Lone Tree Road  
Fallon, NV 89406

**Bob Soderburg**

Phone (775) 423-8130  
Fax (775) 423-8001  
Email [Bsodie@cocomm.net](mailto:Bsodie@cocomm.net)

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**NORRIS AUTO BODY, INC.**

1433 Industrial Way  
Gardnerville, NV 89410

**Ron Hall**

Phone (775) 782-4133  
Fax (775) 782-2051  
Email [Ron@norrisautobody.com](mailto:Ron@norrisautobody.com)

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**CERTIFIED AUTO BODY**

4542 W. Hacienda Avenue  
Las Vegas, NV 89118

**Kurtis Rosborough (owner)**

Phone (702) 362-9500  
Fax (702) 362-9400  
Email [Kurtis@Certifiedabc.com](mailto:Kurtis@Certifiedabc.com)

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**TUCKER'S COLLISION CENTER**

5140 S Cameron Avenue  
Las Vegas, NV 89118

**Rick Tucker**

Phone (702) 220-4660  
Fax (702) 220-4795  
Email [info@www.tuckerscollisioncenter.com](mailto:info@www.tuckerscollisioncenter.com)

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**COACHCRAFT AUTOBODY INC.**

1401 E 2nd  
Reno, NV 89502

**Perry Smith**

Phone (775) 329-0662  
Fax (775) 329-6705  
Email [Lori@Coachcraftautobody.net](mailto:Lori@Coachcraftautobody.net)

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**FINAL FINISH AUTO BODY**

1350 Freeport Blvd #112  
Sparks, NV 89431

**Eric Collins**

Phone (775) 331-1355  
Fax (775) 331-8770  
Email [FFinish@sbglobal.net](mailto:FFinish@sbglobal.net)

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**SHABER AVENUE BODY SHOP**

1626 Shaber Avenue  
Sparks, NV 89431

**Bruce Monson**

Phone (775) 355-1261  
Fax (775) 355-0886

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**MARTIN'S AUTO BODY**

810 W. 6th Street  
Winnemucca, NV 89445

**Marty Gartiez**

Phone (775) 625-2600  
Fax (775) 625-2626  
Email [MartinsAutoBodyInc@Yahoo.com](mailto:MartinsAutoBodyInc@Yahoo.com)

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