

CHECKLIST

10 Warning Signs a Repair Will Stall Out

A shop-floor checklist for spotting a car about to go idle — before it blows the promise date.

Cars don't blow their promise dates all at once. They stall quietly, one day at a time, while everybody assumes somebody else is moving them. Here are the ten signs a repair is about to go idle, what each one looks like on your floor, and how to catch it early.

1. The car started before parts were confirmed

A tech tears in, the car's in pieces, and then somebody realizes the parts were never mirror-matched against the estimate. Now it sits torn down, waiting on a fender that hasn't even been ordered. This is the most common stall there is, and it's the most avoidable.

What to do: Don't let a body tech start disassembly until parts are confirmed and mirror-matched to the estimate. Make parts confirmation a hard gate before the car moves into repair, not a step somebody catches later.

2. It hasn't changed stage in more than a day

The car's gone quiet. Same stall, same status, no owner chasing it. Nobody's touched it since yesterday and nobody's asking why. A car that isn't moving is a car that's stalling, even if it looks fine sitting there.

What to do: Every car should change stage or have a documented reason it can't. OPVantis Production Boards flag a car that hasn't moved in a set window, so an idle car surfaces on its own instead of hiding in the lot. Chase it the same morning it goes quiet.

3. A supplement is written but not approved

The supplement's done, it's sitting in the queue, and nobody's chasing the approval. The insurer hasn't looked at it, the tech can't order the extra parts, and the car waits. Days go by while everyone assumes the desk is handling it.

What to do: Assign every open supplement to a person and a follow-up time. If it's been sitting more than a day, somebody picks up the phone. An unapproved supplement is a countdown clock, so treat it like one.

4. The blueprint was rushed

Teardown wasn't complete, so the blueprint's built on guesses. Hidden damage is still coming — you just haven't found it yet. Every piece you discover after the plan is written means another parts order, another supplement, another stall.

What to do: Do a full teardown before you blueprint. Slow down at the front so you don't stall in the middle. A complete blueprint is the difference between one clean parts order and three scrambled ones.

5. No single person owns getting this car to the next stage

Ask who's responsible for moving this car and you get shrugs. The estimator thinks it's on the tech, the tech thinks it's on the desk, and the car sits in the gap between them. Shared responsibility means nobody's responsible.

What to do: Put one name on every car. In OPVantis, each car carries a single owner, so there's always somebody accountable for the next move. When one person owns it, it doesn't fall through.

6. Sublet is needed but not scheduled

The car needs glass, an alignment, a calibration, or ADAS work sent out — and nobody's booked it. You'll find out it wasn't scheduled the day the car's ready for it, and then you wait on the vendor's calendar instead of yours.

What to do: Identify every sublet at blueprint and schedule it then, not when the car reaches that stage. Book the vendor early so the car flows into sublet instead of parking in front of it.

7. The promise date was set to please the customer

Somebody quoted a date to make the customer happy, not off what the shop can actually do. It ignored your real workload, your parts lead times, and the sublet calendar. That date was a wish, and wishes stall out.

What to do: Set promise dates off real capacity — your workload, your parts timing, your sublet schedule. OPVantis flags target-date risk automatically when a car's timeline stops matching reality, so you can reset expectations before you're late instead of after.

8. Parts arrived but nobody verified them

The boxes showed up and got stacked on the shelf. Nobody checked them against the estimate. There's a wrong part, a backordered item, or a shorted line hiding in there, and you won't know until the tech opens the box mid-repair and stops cold.

What to do: Check in every parts delivery against the estimate the day it lands. Verify count, part numbers, and condition. Catching a wrong or missing part on the receiving dock is cheap; catching it at the car is a stall.

9. The customer's gone silent

You're waiting on the customer and they've stopped answering. An approval, an authorization, a deductible, a rental decision — something's pending on their side and the car can't move until it clears. Meanwhile it eats a stall you can't control from inside the shop.

What to do: Track customer-side approvals like any other blocker, with an owner and a follow-up. Reach out early and keep a record so everybody can see what the car is waiting on.

10. A required scan or calibration was never planned

The repair's done but the car still needs a QC gate, a post-repair scan, or a calibration that nobody planned for. Now it's ready to deliver on paper but can't leave until that step clears — and the scanning tool or calibration bay is booked.

What to do: Plan required scans and calibrations into the timeline from the start, the same as parts and sublet. These steps are non-negotiable and they're never the place to cut a corner. A car waiting on a required scan is a legitimate stall to schedule around, so build the time in instead of getting surprised by it at the end.

Run this as a daily habit

None of this works as a one-time cleanup. It's a daily discipline. Walk it every morning and the stalls surface while they're still small.

- ☐ Walk the floor every morning and flag any car that hasn't changed stage in 24 hours.
- ☐ Confirm and mirror-match parts before any car starts disassembly.
- ☐ Check in every parts delivery against the estimate the day it arrives.
- ☐ Chase every open supplement and customer approval that's more than a day old.

- ☐ Confirm one owner is assigned to every active car on the board.
- ☐ Book sublet, scans, and calibrations at blueprint, not when the car gets there.
- ☐ Reset any promise date that no longer matches real capacity, and tell the customer early.

WHERE OPVANTIS FITS

OPVantis runs alongside CCC ONE and your DMS, flagging stall-outs and target-date risk so the quiet cars can't hide. **The morning walk is still yours. The board just makes sure nothing slips past it.**