



Carriage Shoppe Adds August Guidance on Evaluating Hail Dents for Paintless Repair

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Carriage Shoppe has added August consumer guidance explaining how technicians evaluate hail dents before determining whether paintless dent repair or another repair approach may be appropriate. The updated information focuses on four factors: dent characteristics, paint condition, panel location and accessibility, and the construction of the affected component.

The new material expands Carriage Shoppe's existing paintless dent repair information by explaining why some dents on the same vehicle may be considered for PDR while others may require a different repair approach.

Carriage Shoppe operates in Fort Collins as part of Yoder Collision Network, the collision repair division of the Yoder Family of Companies. The August update is intended to give consumers a more defined framework for understanding the evaluation that takes place before a hail repair method is selected.

Paintless dent repair, commonly called PDR, is a repair method used for qualifying dents when conditions allow the existing painted finish to be retained. The suitability of the process depends on the actual condition of the affected area rather than the number of dents on the vehicle alone.

The first factor addressed in the August update is dent characteristics.

Diameter provides useful information, but Carriage Shoppe's updated material explains that size alone does not determine whether a dent is suitable for PDR. Depth, shape, impact characteristics, and the condition of the affected area also contribute to the evaluation.

A broad, shallow depression, for example, presents different repair considerations from a smaller dent with a concentrated impact point. Creases and damage near formed areas of a panel can introduce additional considerations.

The purpose of the evaluation is not to place every dent into a category based on a single measurement. Technicians consider the combination of characteristics present on the individual panel before determining which repair approach is applicable.

The second factor is paint condition.

Because PDR is associated with retaining the existing painted finish, the condition of that finish is relevant to repair planning. Hail damage accompanied by cracked, chipped, or otherwise compromised paint can involve considerations beyond reshaping the dent itself.

The August guidance therefore advises against assuming that a small dent automatically qualifies for paintless repair. A technician can evaluate both the deformation of the panel and the condition of the finish before determining whether PDR is appropriate.

Likewise, widespread hail damage does not automatically mean that every affected panel requires conventional body repair and refinishing. Different areas of the same vehicle can present different conditions.

The third factor covered by the update is panel location and accessibility.

A dent located in an open portion of a panel can present different working conditions from damage near an edge, body line, reinforcement, or another formed area. Vehicle construction can also affect how technicians access the damaged section.

Depending on the location, trim or other components may need to be removed to provide appropriate access

during evaluation or repair. Other areas may have reinforcements or adjacent components positioned behind the damaged surface.

These differences help explain why two dents with similar visible dimensions may not necessarily receive the same repair recommendation.

The fourth factor is component construction.

Modern vehicle exteriors can incorporate different materials depending on the make, model, and component. The characteristics of the affected panel and applicable vehicle information can therefore influence the repair method considered for that area.

Carriage Shoppe's August guidance does not establish universal size limits or claim that a particular material automatically qualifies or disqualifies a dent from PDR. Instead, it emphasizes evaluation of the actual component and documented damage.

Industry training information provides additional context for this approach. I-CAR includes paintless dent repair within its collision repair education and technical training resources, reflecting the specialized knowledge involved in evaluating and performing paintless repairs.

Independent collision repair education and technical information is available through I-CAR.

Carriage Shoppe references I-CAR as an independent industry resource. The four-factor framework in Carriage Shoppe's August consumer information is its own educational material and is not presented as an I-CAR standard, publication, sponsorship, or endorsement.

One practical reason for the August update is that hail damage can vary considerably across a single vehicle.

A hood, roof, door, fender, or deck lid may each receive impacts with different characteristics. Paint condition, dent depth, panel shape, access, and component construction can also differ from one affected area to another.

As a result, a hail repair plan does not necessarily need to apply one repair method uniformly across the entire vehicle. Individual panels and damaged areas can be evaluated separately, with the applicable repair method based on their documented condition.

This panel-by-panel distinction is one of the principal additions to Carriage Shoppe's August information.

It also provides consumers with context for why counting visible dents or estimating their diameter from photographs may not be sufficient to determine the complete repair approach. Those observations can help document the vehicle's condition, while the repair decision depends on evaluation of the affected areas.

The updated information further distinguishes between determining that PDR is not appropriate and automatically selecting a particular alternative. If conditions do not support paintless repair for an affected area, the next procedure depends on the component, paint condition, damage characteristics, and applicable repair information.

That may involve conventional body and refinishing procedures when appropriate, but the repair method is determined from the individual vehicle rather than from a general rule about hail-dent size.

For consumers reviewing a hail repair plan, the August framework provides a simpler way to understand why recommendations can differ across a vehicle: technicians evaluate the dent itself, the painted finish, the location and available access, and the construction of the affected component.

The framework also separates the evaluation from the repair method. PDR is one potential repair technique; determining whether it applies comes first.

By adding these four factors to its existing consumer information, Carriage Shoppe is providing a more specific explanation of the decision-making process that precedes paintless dent repair rather than presenting PDR as a universal solution for hail damage.

Carriage Shoppe's updated August information is available through Yoder Collision Network's paintless dent repair resource.

About Carriage Shoppe

Carriage Shoppe is a Fort Collins collision repair facility operating as part of Yoder Collision Network, the collision repair division of the Yoder Family of Companies. The facility provides collision repair, auto body repair, paintless dent repair, and related vehicle restoration services.

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Carriage Shoppe

Carriage Shoppe in Fort Collins provides trusted collision repair, dent repair, structural restoration, and expert auto painting. As part of the Yoder Collision Network, we deliver factory-quality repairs backed by a lifetime warranty.

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