

AirPro Diagnostics Enables Moppert Brothers to Stay on the Leading Edge of Equipment & Technology



by Autobody News Staff

Since opening its doors 47 years ago, *Moppert Brothers Collision Services Group* has focused on providing quality repairs by friendly staff and delivering vehicles on time to customers so there are no surprises. The third-generation family business has locations serving southeastern Pennsylvania and southern New Jersey.

Harry Moppert Sr. and his sons, **Harry Jr.** and **Douglas**, have managed the company together since 2012.

As an I-CAR Gold Class Shop, the Moppert Brothers team understands the importance of training technicians and having in-house experts complete safe and proper repairs.

Over the years, the company has obtained OEM certifications for several brands, including Mercedes-Benz Elite Certified, BMW, Tesla, FCA, Ford, GM, Honda-Acura, Hyundai, Kia, Nissan and Subaru.

"OEM certifications enable us to obtain the right information to repair the cars properly," said Harry Sr. "The industry and consumers recognize that a shop that has certifications is going to do the job right and the motoring public are the ones that benefit from that."

He said the business has always been on the leading edge of the latest equipment and technology in the collision industry.

An important part of that is the company's reliance on AirPro Diagnostics' services. Harry Sr. has known **Michael Quinn**, chief global development officer at AirPro Diagnostics, for many years, and was impressed with the company's scanning, diagnostics and ADAS calibration solutions. As a result, the company has been using their services for a long time.

Moppert Brothers' technicians can connect an AirPro device to a vehicle with OEM-licensed software and multi-brand diagnostic applications that are resident. Then, a remote brand specialist technician performs a full scan and thorough diagnostics. The findings are recorded and stored on ORION, a cloud-based diagnostic management platform, and a complete report is available on the user portal and through email.



Moppert Brothers Collision Services Group has locations serving southeastern Pennsylvania and southern New Jersey.

"It's a convenient and simple process," said Harry Sr. "We have been able to cut out a lot of wasted time scheduling an appointment with third-party vendors to come in or setting up an appointment with an outside vendor that tells us it will be ready tomorrow and they don't look at it for three days."

Instead, he said technicians can connect on the spot when they are ready and dial in to AirPro to do the job. AirPro services 40 automotive brands and offers a pledge to work on a vehicle within 10 minutes of requesting service.

Moppert Brothers has found the price is reasonable for the services offered and the company updates their equipment when appropriate.

"The equipment works well and has been accurate, reliable and easy to use," Harry Sr. said. "The AirPro techs are very knowledgeable and helpful and you can speak to them anytime."

Harry Sr. said his technicians have found the AirPro Diagnostics training very helpful, whether it is in person, over the phone or through Zoom.

"We've made the right choice for the company to choose AirPro as a partner," he said. "They do everything that we can't do in-house and we've had a lot of success with them."

When AirPro introduces additional services to the industry, such as ADAS calibrations equipment and services, Moppert Brothers has reviewed how the offerings will best support their business.

"We are currently evaluating

the Auggie since it works so well for so many vehicle applications," said Harry Sr.

The Auggie is AirPro Diagnostics' patented forward-facing camera (FFC) device, designed to serve the automotive service sectors with quick, mobile and safe recalibrations. It is a wireless, compact solution that saves time and increases efficiency, rendering the ADAS targets and lighting conditions in a theater-like environment to precisely perform FFC calibrations.

Excellent customer service is a top priority at Moppert Brothers and AirPro products have helped the business deliver cars on time. Moppert said this has earned them a reputation for meeting customers' needs.

The business also supports the community in which they live and work. "We're not a big conglomerate; we're a family-owned business that gives back to the community," said Harry Sr.

This includes participation in the National Auto Body Council (NABC) Recycled Rides vehicle gifting program, sponsoring Little League baseball teams and participating in local fundraisers and organizations. They also support trade schools and industry training for employees and encourage staff to be active in local organizations like Rotary Clubs, Kiwanis, the Chamber of Commerce and local church groups.

"From sponsorships to fundraisers, we get involved," said Moppert. "We pride ourselves on being a good neighbor and the community recognizes it."

Moppert Brothers Collision Services Group

Morton, PA
610-544-4444

www.moppertbros.com

Company At A Glance...

Type: Collision Repair

Facility Employees: 47

In Business Since: 1976

Number of Locations: Three

Combined Production Space:

42,000 square feet



Matt Padden and Bobby Averona from Moppert Brothers depend on AirPro Diagnostics equipment to provide quality repairs.



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