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Bebrick Collision Care Center—Three Generations of Quality OEM Repairs

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Dennis Smith II has been in the collision repair business his entire life ... and that's no exaggeration. Just days old, his parents brought him to the family's repair facility on their way home from the hospital. At five, he was sweeping the facility's concrete floors. And before he was old enough to drive, Dennis was taking—and passing—I-CAR certification tests.

Regardless of how the industry evolves, Dennis Smith II remains true to his personal motto, which is a commitment to quality over compensation.

Since its opening in 1962, Bebrick Collision Care Center has been synonymous with high-quality collision repair in Waco and Central Texas. Three generations—grandfather, father and now grandson Dennis—have owned the business. With over a half-century of continuous operation, the family has seen firsthand how much vehicles and their repair have changed. "The only thing constant is change," explained Dennis. Regardless of how cars and the industry evolve, however, Dennis remains true to his personal motto: "commitment to quality over compensation."

Appreciating GM's High Standards

This unwavering commitment is why Dennis considers OEM certifications, procedures and parts essential to proper and safe vehicle repair. Seven manufacturers currently certify his facility.

Originally affiliated with the General Motors parts loyalty program, Dennis jumped at the opportunity to join the [GM Collision Repair Network](#) because GM's high standards match his own. "The program had more teeth to it in terms of what it takes to qualify and remain on it." In addition, he appreciates GM's efforts to bring awareness of the network's members to GM vehicle owners. Building awareness is helpful in a state where GM vehicles are so popular that the automaker makes a special [Texas edition](#) of their best-selling truck.

Saving Valuable Time on Collision Repair

What Dennis loves most about the GM program is how easy it is to locate the correct OEM repair procedures, since "they're right there in Mitchell's software. It goes through all the chapters of the book for you and it takes you directly to the line that you need. That has been great."

With [Mitchell's Integrated Repair Procedures](#), Bebrick technicians save valuable time. "It could take us hours to look up and print the proper repair procedures for a high-severity collision involving a vehicle from a different manufacturer and using a different shop management system. With the GM program and Mitchell platform, we can do the research at least four times faster," Dennis explained.

Just because a car has four wheels and doors that close doesn't mean you can repair it the same way you have been for the past thirty years.—Dennis Smith II

Dennis also recognizes the value of keeping current with automotive technology and regular changes to [OEM repair data](#). Procedures can change quickly, even for the same vehicle make and model. It's essential to ensure that estimates are correct, and vehicles are repaired safely and according to the latest regulations. "Just because a car has four wheels and doors that close doesn't mean you can repair it the same way you have been for the past thirty years."

Upholding a Reputation for Proper and Safe Repairs

Bebrick Collision Care Center has been serving the Waco community for nearly sixty years and plans to be around for many more years to come. Over the next several months, Dennis looks forward to purchasing new frame equipment and paint booths. "We'll stick to our core values, and we'll do the training that we're supposed to do, and have the equipment necessary to do the jobs properly," he said.

Dennis credits much of his ongoing success to hiring "the best set of guys I've ever had working for me." Two of his employees will take over the business when he retires. It just so happens that one of them is his son-in-law—upholding the shop's stellar reputation for another generation.

Do you have a story about proper and safe repairs as part of the GM Collision Repair Network? Share it with us at OENetworkTeam@mitchell.com.



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