



# Truck & Auto Body

[Home](#)    [Services](#)    [The Repair Process](#)    [Guarantee](#)  
[Faqs](#)    [Contact Us](#)    [Customer Survey](#)

## OUR MISSION:

**“To provide our customers with the highest quality repair and make the experience as pleasant and stress free as possible”**

---

—  
**Home**

**J&J Truck and Auto Body is the leading collision repair facility in western South Dakota for all your auto body needs. Cars, pick ups, heavy trucks, semis, motor homes, trailers, we do it all and we do it well. We strive to achieve complete customer satisfaction and have earned a reputation for providing the high quality you expect. We work with all major Insurance Companies.**

**J&J Truck and auto body has been in business at the same location since 1982, and we'll still be here when you need us providing you with work you can trust. All our repairs, whether large or small, are backed by a 100% Guarantee a 100% guarantee.**

**I-CAR Gold Class Shop  
“Excellence through training”**



## **Services**

**100% Guaranteed**

- **Computerized Estimates**
- **Auto & Light Truck Repair and Refinish**
- **Fleet, Heavy Truck & Trailer Repair and Refinish**
- **Motor Home & Trailer Repair and Refinish**
- **Computerized Expert Color Matching**
- **Computerized Frame Measuring & Straightening**
- **Paintless Dent Repair**
- **Fiberglass Repair**
- **Glass Replacement**
- **Fleet Accounts Welcome**
- **Insurance Claims Accepted**
- **Free Shuttle**

**J&J Truck and Auto Body is a proud member of the**

- **South Dakota Auto Body Association**
- **NFIB**
- **Better Business Bureau**
- **Certified First Network**

## **Our Hours**

**Monday - Friday 7:30 to 5:00**

**Saturday - 8:00 to 11:30**

**1513 East Philadelphia Street**

**Rapid City SD 57703**

**(605)348-6802**

**Major Credit Cards Accepted**



## The Repair Process

### The Estimate

J&J Truck and Auto Body will provide you with a detailed computerized estimate. We will make every effort to write a thorough and complete report of the damage. Please remember it is just an estimate, occasionally hidden damage is discovered once the repair process begins or parts prices increase.

used and disposed of in a safe and environmentally sound manner.

### The Repair Process

The repair process will begin after you and/or your insurance company have given us your approval to begin, we then order the required parts and schedule your vehicle in. The repairs will be completed using the most up-to-date equipment and manufacturer techniques to get the job done right. J&J Truck and Auto Body have I-Car and PPG certified technicians to bring your car back to pre-accident condition, and supplies you with a 100% guarantee.

### When will my Car be done?

We make every effort to complete your repairs on time. Unfortunately unexpected delays sometimes occur, there may be parts that are back ordered, hidden damage, or internal delays such as meetings with insurance adjusters, therefore the delivery date can only be estimated. We will strive to keep you updated on the status of your vehicle, and we encourage you to call and check at any time.

### Auto Body Painting

J&J Truck and Auto uses PPG products with computerized color matching for its refinish process. These PPG products are developed, produced, distributed,

### Payment Information

Payment is required upon completion of repairs, before a vehicle leaves our shop, unless other arrangements have been made. We accept VISA, Master Card, and Discover for your convenience.



**Lifetime**  
**WARRANTY**

**J&J TRUCK & AUTO BODY  
1513 EAST PHILADELPHIA ST.  
RAPID CITY SD 57703**

We conditionally guarantee all work performed, including Paintless Dent Repair and all parts installed by J&J Truck & Auto Body, for as long as you own your car. This warranty covers only repairs made necessary due to workmanship, and said repairs must be performed by J&J Truck & Auto Body.

This warranty does not cover conditions resulting from misuse, negligence, alteration, accidents, or rust. Partial repairs insisted upon and so ordered by customer are not covered under this warranty nor will J&J Truck & Auto Body accept liability for such repairs.

This warranty is nontransferable, is a complete and exclusive statement between the customer and repairer, and contains all the representations of the parties. This warranty shall not be varied, supplemented, qualified, or interpreted by any prior course of dealing between the parties or by any usage of trade.

**You not only have J&J Truck and Auto Body's Lifetime Guarantee,  
but you also have PPG's limited Lifetime Guarantee.**

The Lifetime Limited PPG Paint Performance Guarantee covers the areas of the vehicle refinished with specified PPG products, as per their terms and conditions, for as long as the customer owns the car.



The Inter Industry Conference on Automotive Repair educates and certifies employees of both repair shops and insurance companies on important and timely repair procedures and standards. J&J Truck and Auto Body and its employees care enough about their craft, to seek and obtain I-Car certification, achieving I-Car Gold Class Status (the highest possible rating).

## **Faqs**

**Auto accidents are unexpected and stressful, let J&J help prepare you.**

### **In Case of an Accident**

1. Stop at once, and identify yourself.
2. Determine the extent of damage or injuries
3. Call the police, and request ambulance if needed, even in a minor accident it is important to make sure there is a legal accident report.
4. Discuss the accident only with the police and a representative of your insurance company.
5. Get the facts; it is important to note the date, time, and location of accident. Were there any witnesses, request they be interviewed by police. Request the name of the other involved party, phone number and insurance company. Write down the License number, color, make & model of other vehicle.
6. Report the accident to your insurance company.
7. Don't allow your car to be towed to a repair shop you are not familiar with.
8. Read and understand all papers before you sign them.
9. Don't be fooled by the lowest estimate. Compare estimates, a low bid could reflect an incomplete job, or an improper repair.
10. Your estimator will explain the estimate and repairs needed and also estimate the amount of time the repairs will take.
11. With our specialized equipment and using factory and I-Car approved procedures, we are able to straighten or replace damaged parts to within factory approved specs.
12. Supplement payments for repairs to hidden damages found during the original repair process, as well as additional parts or parts price increases will be submitted to your insurance company for payment if applicable.

13. J&J offers you a written Lifetime Warranty, along with PPG's paint performance guarantee.

**You have the right to use the collision repair facility of your choice**

## **Contact J&J truck and Auto Body**

Monday – Friday: 7:30 – 5:00  
Saturday – 8:00 – 11:30

1513 East Philadelphia Street  
Rapid City SD 57703  
(605)348-6802

**[Map](#)**

**[E-Mail](#)**

## **Contact Form**

**Name \***

**Email \***

**Subject \***

**Message \***

# Customer Satisfaction Survey

**Please complete this survey.**

**Name** \_\_\_\_\_ **RO#** \_\_\_\_\_

Phone No. \_\_\_\_\_

**Overall, how would you rate the service? \***

- Very good
- Good
- Neutral
- Bad
- Very Bad

**Were your repairs completed in a timely manner? \***

- yes
- no

**Would you recommend our repair shop to other people? \***

- Definitely
- Probably
- Not Sure
- Probably Not
- Definitely Not

Additional Information (Optional)

**Comments**

 Powered by  EMF [HTML Forms](#)