



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

01-DEC-2008

Reference No.
10250389

OWNER INFORMATION (Type or Print)

Name

Address

City

LOWELL

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 12/01/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

YV1MS38254

Make

VOLVO

Model

S40

Model Year

2004

Date Purchased

08/27/04

Dealer's Name and Telephone Number

Saffarian Volvo 888-240-0336

Engine:

No: Cylinders

5

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Haverhill

State

MA

Zip Code

01832

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

09-SEP-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

31000
37171

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2004 VOLVO S40. WHILE ATTEMPTING TO PARK THE VEHICLE WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE ACCELERATED ON ITS OWN AND CRASHED INTO A TELEPHONE POLE. THE CONTACT WAS UNINJURED. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY REPAIRED THE DAMAGES AT THE COST OF \$8,000. THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 31,000 AND CURRENT MILEAGE WAS 32,171.

37171

38100

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

10/22/2008 at 06:31 AM
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THE HANOVER INSURANCE GROUP
Hanover Insurance
For All Supplements, Call 774-535-5401
440 Lincoln Street
Worcester, MA 01653
(774) 535-5401

SUPPLEMENT OF RECORD 1 SUMMARY

Written By: Barry Mills #10088 10/22/2008 06:31 AM
Adjuster: TONY POSTALE (800) 628-0250x5358

Insured:		Claim	
Owner:		Policy	
Address:		Date of Loss:	09/08/2008 at 06:30 PM
	LOWELL, MA	Type of Loss:	Collision
Business:		Point of Impact:	12. Front
Inspect	Jaffarian Collision Center	Day:	(978) 372-8551
Location:	600 River Street Haverhill, MA 01832	OTHER	
Repair	JAFFARIAN COLLISION CENTER	Business:	(978) 372-8551
Facility:	600 River Street Haverhill, MA 01832	12 Days to Repair	
		License #	

2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

VIN: YV1MS38254 **Lic:** MA **Prod Date:** **Odometer:** 37171

Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Theft Deterrent/Alarm	Message Center	Tinted Glass
Body Side Moldings	Dual Mirrors	Traction Control
Stability Control	Fog Lamps	Headlamp Washers
Clear Coat Paint	Metallic Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	Heated Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Front Side Impact Air Bag	4 Wheel Disc Brakes
Bucket Seats	Recline/Lounge Seats	Heated Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- DELETED ITEMS -----						
2#		Jack's Used Cars and Parts	1			
		1-888-873-5225				
N 3		O/H Front Bumper			-2.3	
4*	Repl	LKQ bumper assy +25%	1	-375.00	Incl.	-2.6
5		Add for Clear Coat				-1.0
6		Add for washer system			-0.3	
42		Deduct for Overlap			--0.5	

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SUPPLEMENT OF RECORD 1 SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
52		EMISSION SYSTEM				
53	Repl	Leak detect pump	1	-304.92		
		----- ADDED ITEMS -----				
2	S01	O/H Front Bumper			2.3	
3*	S01	Repl Bumper cover painted, w/headlamp washers gray	1	632.94	Incl.	0.0
4	S01	Add for h'lamp washer			0.3	
13	S01	Repl RT Upper bracket	1	11.25	Incl.	
14	S01	Repl LT Upper bracket	1	11.25	Incl.	
15	S01	Repl RT H'lamp bracket	1	11.25	Incl.	
16	S01	Repl RT Side bracket	1	16.88	Incl.	
17	S01	Repl LT Side bracket	1	16.88	Incl.	
18	S01	Repl RT Cover headlamp washers	1	21.37	Incl.	
19	S01	Repl LT Cover headlamp washers	1	21.37	Incl.	
20	S01	Repl Cover tow hook	1	22.80	Incl.	
21	S01	Repl Grille	1	214.65	Incl.	
25	S01	Repl LT Headlamp assy	1	332.12	0.4	
29	S01	Repl RT Latch	1	3.74		
37	S01	R&I Fan assy			m Incl.	
38*	S01	Repl Mount bracket	1	50.08	1.0	
39*	S01	Repl Frame	1	111.30	Incl.	
44	S01	Repl Compressor B10%	1	495.79	m 2.0	
47*	S01	Algn RT Hinge			0.3	
48#	S01	Rpr Hood Underside			1.0	0.7
49*	S01	Algn LT Hinge			0.3	
50	S01	Repl Lock w/alarm	1	116.19	Incl.	
54	S01	Repl Washer hose	1	5.95		
60	S01	Deduct for Overlap			-0.5	
67#	S01	Rpr RT Apron, Add. Labor			2.0	
71	S01	R&I LT R&I fender assy			2.0	
72	S01	Deduct for Overlap			-0.5	
73	S01	R&I Mud guard			0.2	
74	S01	R&I Mud guard			0.2	
75	S01	Repl RT Fender support	1	3.99		
77	S01	Repl P/S pump B10%	1	443.83	m 0.5	
79	S01	Repl P/S pump bracket	1	43.59		
80	S01	Repl Hose & tube assy	1	169.25	m 0.9	
81	S01	Deduct for Overlap			-0.3	
82	S01	ELECTRICAL				
83	S01	Repl Alternator B10%	1	472.55	m 1.5	
84	S01	R&I RT Horn high tone to CH# 289822			m 0.2	
85	S01	R&I LT Horn low tone to CH# 289822			m 0.2	
86	S01	TIRES				
87*	S01	Repl MICH 205/55R16 ENERGY MXV4 PLUS 91H	1	152.75	0.3	
88#	S01	Subl Mount, Balance & Valve Stem	1	10.00		
89	S01	PILLARS, ROCKER & FLOOR				

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SUPPLEMENT OF RECORD 1 SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
N 90*	S01	Rpr RT Hinge pillar			s 0.5	1.0
91	S01	Overlap Major Non-Adj. Panel				-0.2
N 116#	S01	Subl Four Wheel Alignment	1	89.95		
117#	S01	Subl Coolant/Antifreeze	1	10.00		
118#	S01	Subl P/S Fluid	1	8.00	X	
119#	S01	Rpr Pinchwelds			0.5	0.5
120#	S01	Subl Miscs Clips/Hardware	1	30.00	X	
N 121#	S01	Subl Mitchell P&M	1	70.91		
Subtotals ==>				2920.71	13.2	-1.6

Line 90 : Spot Refinish w Clearcoat
Line 116: Concession
Line 121: Code 462

Parts		2882.71
Body Labor	13.2 hrs @ \$ 36.00/hr	475.20
Paint Labor	-1.6 hrs @ \$ 36.00/hr	-57.60
Paint Supplies	-1.6 hrs @ \$ 20.00/hr	-32.00
Sublet/Misc.		38.00

SUBTOTAL		\$ 3306.31
Sales Tax	\$ 2850.71 @ 5.0000%	142.54

TOTAL SUPPLEMENT AMOUNT \$ 3448.85

ADJUSTMENTS:

Compressor B10%	52.06
P/S pump B10%	46.60
Alternator B10%	49.62

SUPPLEMENT ADJUSTMENTS \$ 148.28

NET COST OF SUPPLEMENT \$ 3300.57

Estimate 4707.66 Barry Mills
Supplement S01 3448.85 Barry Mills

Workfile Total \$ 8156.51

TOTAL ADJUSTMENTS \$ 1148.28
NET COST OF REPAIRS \$ 7008.23

SUPPLEMENTAL REPAIR CHARGES MUST BE APPROVED PRIOR TO REPAIR OF REQUESTED ITEM(S).

IT IS YOUR RESPONSIBILITY TO PRESENT THIS APPRAISAL TO YOUR REPAIRER. IF THE REPAIRER PERFORMS REPAIRS ON THIS VEHICLE WITHOUT THE APPRAISAL, YOU MAY INCUR ADDITIONAL COSTS. THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR/REPAIRS MUST BE AUTHORIZED BY OWNER. THIS IS NOT A REPAIR ORDER.

10/22/2008 AT 06:31 AM
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THE HANOVER INSURANCE GROUP
HANOVER INSURANCE
FOR ALL SUPPLEMENTS, CALL 774-535-5401
440 LINCOLN STREET
WORCESTER, MA 01653
(774) 535-5401

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: BARRY MILLS #10088 10/22/2008 06:31 AM
ADJUSTER: TONY POSTALE (800) 628-0250X5358

INSURED: [REDACTED] CLAIM
OWNER: [REDACTED] POLICY [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 09/08/2008 AT 06:30 PM
LOWELL, MA TYPE OF LOSS: COLLISION
BUSINESS: [REDACTED] POINT OF IMPACT: 12. FRONT

INSPECT JAFFARIAN COLLISION CENTER
LOCATION: 600 RIVER STREET
HAVERHILL, MA 01832

DAY: (978) 372-8551
OTHER

REPAIR JAFFARIAN COLLISION CENTER
FACILITY: 600 RIVER STREET
HAVERHILL, MA 01832

BUSINESS: (978) 372-8551
12 DAYS TO REPAIR
LICENSE #

2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:
VIN: YV1MS38254 C: [REDACTED] MA PROD DATE: ODOMETER: 37171

CONDITION: GOOD	REAR DEFOGGER	TILT WHEEL
AIR CONDITIONING	INTERMITTENT WIPERS	KEYLESS ENTRY
CRUISE CONTROL	MESSAGE CENTER	TINTED GLASS
THEFT DETERRENT/ALARM	DUAL MIRRORS	TRACTION CONTROL
BODY SIDE MOLDINGS	FOG LAMPS	HEADLAMP WASHERS
STABILITY CONTROL	METALLIC PAINT	POWER STEERING
CLEAR COAT PAINT	POWER WINDOWS	POWER LOCKS
POWER BRAKES	HEATED MIRRORS	POWER TRUNK/TAILGATE
POWER MIRRORS	FM RADIO	STEREO
AM RADIO	ANTI-LOCK BRAKES (4)	DRIVER AIR BAG
CD PLAYER	FRONT SIDE IMPACT AIR BAG	4 WHEEL DISC BRAKES
PASSENGER AIR BAG	RECLINE/LOUNGE SEATS	HEATED SEATS
BUCKET SEATS	OVERDRIVE	ALUMINUM/ALLOY WHEELS
AUTOMATIC TRANSMISSION		

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER & GRILLE				2.3	
2	S01	O/H FRONT BUMPER	1	632.94		INCL.	0.0*
3*	S01	REPL BUMPER COVER PAINTED, W/HEADLAMP WASHERS GRAY					
4	S01	ADD FOR H'LAMP WASHER				0.3	
5		REPL LOWER SHIELD TO CH# 63999	1	56.98		INCL.	
6		REPL SPOILER W/O TURBO	1	115.39		INCL.	
7		REPL REINFORCEMENT (BOR)	1	307.62		0.5	

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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8		REPL LOWER GRILLE	1	15.39	INCL.	
9		REPL RT CORNER TRIM W/FOG LAMPS	1	25.65	INCL.	
10		REPL ABSORBER	1	49.23	INCL.	
11		REPL LICENSE BRACKET	1	12.90	0.3	
12		REPL AIR GUIDE LOWER 2.4L	1	67.08	INCL.	
13	S01	REPL RT UPPER BRACKET	1	11.25	INCL.	
14	S01	REPL LT UPPER BRACKET	1	11.25	INCL.	
15	S01	REPL RT H'LAMP BRACKET	1	11.25	INCL.	
16	S01	REPL RT SIDE BRACKET	1	16.88	INCL.	
17	S01	REPL LT SIDE BRACKET	1	16.88	INCL.	
18	S01	REPL RT COVER HEADLAMP WASHERS	1	21.37	INCL.	
19	S01	REPL LT COVER HEADLAMP WASHERS	1	21.37	INCL.	
20	S01	REPL COVER TOW HOOK	1	22.80	INCL.	
21	S01	REPL GRILLE	1	214.65	INCL.	
22		FRONT LAMPS				
23		REPL RT HEADLAMP ASSY	1	332.12	0.4	
24		AIM HEADLAMPS			0.5	
25	S01	REPL LT HEADLAMP ASSY	1	332.12	0.4	
26		REPL RT HEADLAMP WASHER	1	53.48	INCL.	
27		REPL RT WASHER NOZZLE	1	23.17		
28		REPL FOG LAMP ASSY KIT	1	135.38	INCL.	
29	S01	REPL RT LATCH	1	3.74		
30		RADIATOR SUPPORT				
31		REPL RADIATOR SUPPORT	1	199.28	5.0	1.0
32		EVACUATE & RECHARGE			M 1.4	
33		REFRIGERANT RECOVERY			M 0.4	
34		COOLING				
35		R&I RADIATOR TO CH# 258815			MINCL.	
36		R&I EXPANSION TANK			M 0.3	
37	S01	R&I FAN ASSY	1	50.08	MINCL.	
38*	S01	REPL MOUNT BRACKET	1	111.30	1.0*	
39*	S01	REPL FRAME	1		INCL.*	
40		AIR CONDITIONER & HEATER				
41		R&I CONDENSER			M 1.8	
42		DEDUCT FOR OVERLAP			-1.2	
43		REPL DEHYDRATOR	1	134.68	M 0.8	
44	S01	REPL COMPRESSOR B10%	1	495.79	M 2.0	
45		HOOD				
46		BLND HOOD				1.3
47*	S01	ALGN RT HINGE			0.3*	
48#	S01	RPR HOOD UNDERSIDE			1.0	0.7
49*	S01	ALGN LT HINGE			0.3*	
50	S01	REPL LOCK W/ALARM	1	116.19	INCL.	
51		WINDSHIELD				
52		R&I RT WASHER NOZZLE			0.2	
53		R&I LT WASHER NOZZLE			0.2	
54	S01	REPL WASHER HOSE	1	5.95		
55		FENDER				

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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
56	REPL	RT FENDER	1	255.17	2.4	1.8
57		ADD FOR CLEAR COAT				0.7
58		ADD FOR EDGING				0.5
59		ADD FOR CLEAR COAT				0.1
60	S01	DEDUCT FOR OVERLAP			-0.5	
N 61*	RPR	LT FENDER			0.5*	1.1*
62		OVERLAP MAJOR NON-ADJ. PANEL				-0.2
63*		ADD FOR CLEAR COAT				0.3*
64	REPL	RT FENDER LINER	1	56.06	INCL.	
65*	RPR	RT APRON ASSY TO CH# 63807			S 2.0*	1.2
66		OVERLAP MAJOR NON-ADJ. PANEL				-0.2
67#	S01	RPR RT APRON, ADD. LABOR			2.0	
68*	RPR	RT INNER RAIL			S 4.0*	0.6
69		OVERLAP MINOR PANEL				-0.2
70	REPL	RT STAY	1	31.18		
71	S01	R&I LT R&I FENDER ASSY			2.0	
72	S01	DEDUCT FOR OVERLAP			-0.5	
73	S01	R&I MUD GUARD			0.2	
74	S01	R&I MUD GUARD			0.2	
75	S01	REPL RT FENDER SUPPORT	1	3.99		
76		STEERING GEAR & LINKAGE				
77	S01	REPL P/S PUMP B10%	1	443.83	M 0.5	
78*	R&I	FILLER NECK			0.3*	
79	S01	REPL P/S PUMP BRACKET	1.	43.59		
80	S01	REPL HOSE & TUBE ASSY	1	169.25	M 0.9	
81	S01	DEDUCT FOR OVERLAP			-0.3	
82	S01	ELECTRICAL				
83	S01	REPL ALTERNATOR B10%	1	472.55	M 1.5	
84	S01	R&I RT HORN HIGH TONE TO CH# 289822			M 0.2	
85	S01	R&I LT HORN LOW TONE TO CH# 289822			M 0.2	
86	S01	TIRES				
87*	S01	REPL MICH 205/55R16 ENERGY MXV4 PLUS 91H	1	152.75	0.3	
88#	S01	SUBL MOUNT, BALANCE & VALVE STEM	1	10.00		
89	S01	PILLARS, ROCKER & FLOOR				
N 90*	S01	RPR RT HINGE PILLAR			S 0.5*	1.0*
91	S01	OVERLAP MAJOR NON-ADJ. PANEL				-0.2
92		FRONT DOOR				
N 93*	RPR	RT OUTER PANEL			0.5*	1.4*
94		OVERLAP MAJOR ADJ. PANEL				-0.4
95*		ADD FOR CLEAR COAT				0.3*
96	R&I	RT BELT MOLDING			0.3	
97*	R&I	RT BODY SIDE MLDG GRAY			0.2*	
98	R&I	RT R&I MIRROR			0.4	
99	R&I	RT HANDLE, OUTSIDE W/KEYLESS			0.3	
100	R&I	RT R&I TRIM PANEL			0.4	
101#	SUBL	FRONT END ALIGNMENT	1	39.95		

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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
102#	SUBL	R-134A FREON & OIL	1	15.00		1.5	
103#	RPR	COLOR SAND & BUFF					
104#	SUBL	FLEX ADDITIVE/ADH. PROMOTER	1	12.00		2.0	F
105#	RPR	SETUP & MEASURE				4.0	F
106#	RPR	UNIBODY REALIGNMENT					
107#	SUBL	RESTORE CORRISION PROTECTION	1	3.00		0.2	
108#	RPR	RESTORE CORRISION PROTECTION					
109#	SUBL	UNDERCOAT	1	8.00			
110#	SUBL	CAR COVER	1	5.00			
111#	RPR	DETAIL MASKING				0.2	
112#	RPR	CLEAN & RETAPE ADH MOULDING				0.2	
113#	SUBL	HAZ WASTE ALLOWANCE	1	3.00			
114#	SUBL	SEAM SEALER	1	6.00			
115#	RPR	COLOR TINT & MATCH				0.5	
N 116#	S01	SUBL FOUR WHEEL ALIGNMENT	1	89.95			
117#	S01	SUBL COOLANT/ANTIFREEZE	1	10.00			
118#	S01	SUBL P/S FLUID	1	8.00	X	0.5	0.5
119#	S01	RPR PINCHWELDS					
120#	S01	SUBL MISCS CLIPS/HARDWARE	1	30.00	X		
N 121#	S01	SUBL MITCHELL P&M	1	70.91			
SUBTOTALS ==>				5563.34		45.8	11.3

LINE 61 : SPOT REFINISH W CLEARCOAT
LINE 90 : SPOT REFINISH W CLEARCOAT
LINE 93 : SPOT REFINISH W CLEARCOAT
LINE 116: CONCESSION
LINE 121: CODE 462

PARTS				5525.34
BODY LABOR	39.8 HRS	@ \$ 36.00/HR		1432.80
PAINT LABOR	11.3 HRS	@ \$ 36.00/HR		406.80
FRAME LABOR	6.0 HRS	@ \$ 40.00/HR		240.00
PAINT SUPPLIES	11.3 HRS	@ \$ 20.00/HR		226.00
SUBLET/MISC.				38.00
SUBTOTAL				\$ 7868.94
SALES TAX	\$ 5751.34	@ 5.0000%		287.57
TOTAL COST OF REPAIRS				\$ 8156.51

ADJUSTMENTS:				
DEDUCTIBLE				1000.00
COMPRESSOR B10%				52.06
P/S PUMP B10%				46.60
ALTERNATOR B10%				49.62

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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

TOTAL ADJUSTMENTS	\$ 1148.28
NET COST OF REPAIRS	\$ 7008.23

SUPPLEMENTAL REPAIR CHARGES MUST BE APPROVED PRIOR TO REPAIR OF REQUESTED ITEM(S).

IT IS YOUR RESPONSIBILITY TO PRESENT THIS APPRAISAL TO YOUR REPAIRER. IF THE REPAIRER PERFORMS REPAIRS ON THIS VEHICLE WITHOUT THE APPRAISAL, YOU MAY INCUR ADDITIONAL COSTS. THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR/REPAIRS MUST BE AUTHORIZED BY OWNER. THIS IS NOT A REPAIR ORDER.

PER MASSACHUSETTS REG. TITLE 212 CHAPTER 2.02(5), THIS ESTIMATE HAS BEEN PREPARED AND SWORN TO UNDER THE PENALTIES OF PERJURY.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ERN9726, CCC DATA DATE 09/02/2008, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

10/22/2008 AT 06:31 AM
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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- DELETED ITEMS-----						
2#		JACK'S USED CARS AND PARTS	1			
		1-888-873-5225				
N 3		O/H FRONT BUMPER			-2.3	
4*	REPL	LKQ BUMPER ASSY +25%	1	-375.00*	INCL.	-2.6
5		ADD FOR CLEAR COAT				-1.0
6		ADD FOR WASHER SYSTEM			-0.3	
42		DEDUCT FOR OVERLAP			--0.5	
52		EMISSION SYSTEM				
53	REPL	LEAK DETECT PUMP	1	-304.92		
----- ADDED ITEMS -----						
2	S01	O/H FRONT BUMPER			2.3	
3*	S01	REPL BUMPER COVER PAINTED, W/HEADLAMP WASHERS GRAY	1	632.94	INCL.	0.0*
4	S01	ADD FOR H'LAMP WASHER			0.3	
13	S01	REPL RT UPPER BRACKET	1	11.25	INCL.	
14	S01	REPL LT UPPER BRACKET	1	11.25	INCL.	
15	S01	REPL RT H'LAMP BRACKET	1	11.25	INCL.	
16	S01	REPL RT SIDE BRACKET	1	16.88	INCL.	
17	S01	REPL LT SIDE BRACKET	1	16.88	INCL.	
18	S01	REPL RT COVER HEADLAMP WASHERS	1	21.37	INCL.	
19	S01	REPL LT COVER HEADLAMP WASHERS	1	21.37	INCL.	
20	S01	REPL COVER TOW HOOK	1	22.80	INCL.	
21	S01	REPL GRILLE	1	214.65	INCL.	
25	S01	REPL LT HEADLAMP ASSY	1	332.12	0.4	
29	S01	REPL RT LATCH	1	3.74		
37	S01	R&I FAN ASSY			MINCL.	
38*	S01	REPL MOUNT BRACKET	1	50.08	1.0*	
39*	S01	REPL FRAME	1	111.30	INCL.*	
44	S01	REPL COMPRESSOR B10%	1	495.79	M 2.0	
47*	S01	ALGN RT HINGE			0.3*	
48#	S01	RPR HOOD UNDERSIDE			1.0	0.7
49*	S01	ALGN LT HINGE			0.3*	
50	S01	REPL LOCK W/ALARM	1	116.19	INCL.	
54	S01	REPL WASHER HOSE	1	5.95		
60	S01	DEDUCT FOR OVERLAP			-0.5	
67#	S01	RPR RT APRON, ADD. LABOR			2.0	
71	S01	R&I LT R&I FENDER ASSY			2.0	
72	S01	DEDUCT FOR OVERLAP			-0.5	
73	S01	R&I MUD GUARD			0.2	
74	S01	R&I MUD GUARD			0.2	
75	S01	REPL RT FENDER SUPPORT	1	3.99		
77	S01	REPL P/S PUMP B10%	1	443.83	M 0.5	
79	S01	REPL P/S PUMP BRACKET	1	43.59		
80	S01	REPL HOSE & TUBE ASSY	1	169.25	M 0.9	
81	S01	DEDUCT FOR OVERLAP			-0.3	
82	S01	ELECTRICAL				
83	S01	REPL ALTERNATOR B10%	1	472.55	M 1.5	

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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
84	S01	R&I RT HORN HIGH TONE TO CH# 289822				M 0.2	
85	S01	R&I LT HORN LOW TONE TO CH# 289822				M 0.2	
86	S01	TIRES					
87*	S01	REPL MICH 205/55R16 ENERGY MXV4 PLUS 91H	1	152.75		0.3	
88#	S01	SUBL MOUNT, BALANCE & VALVE STEM	1	10.00			
89	S01	PILLARS, ROCKER & FLOOR					
N 90*	S01	RPR RT HINGE PILLAR				S 0.5*	1.0*
91	S01	OVERLAP MAJOR NON-ADJ. PANEL					-0.2
N 116#	S01	SUBL FOUR WHEEL ALIGNMENT	1	89.95			
117#	S01	SUBL COOLANT/ANTIFREEZE	1	10.00			
118#	S01	SUBL P/S FLUID	1	8.00	X		
119#	S01	RPR PINCHWELDS				0.5	0.5
120#	S01	SUBL MISCS CLIPS/HARDWARE	1	30.00	X		
N 121#	S01	SUBL MITCHELL P&M	1	70.91			
SUBTOTALS ==>				2920.71		13.2	-1.6

LINE 90 : SPOT REFINISH W CLEARCOAT
LINE 116: CONCESSION
LINE 121: CODE 462

PARTS				2882.71
BODY LABOR	13.2 HRS	@ \$ 36.00/HR		475.20
PAINT LABOR	-1.6 HRS	@ \$ 36.00/HR		-57.60
PAINT SUPPLIES	-1.6 HRS	@ \$ 20.00/HR		-32.00
SUBLET/MISC.				38.00

SUBTOTAL			\$ 3306.31
SALES TAX	\$ 2850.71	@ 5.0000%	142.54

TOTAL SUPPLEMENT AMOUNT		\$ 3448.85
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ADJUSTMENTS:		
COMPRESSOR B10%		52.06
P/S PUMP B10%		46.60
ALTERNATOR B10%		49.62

SUPPLEMENT ADJUSTMENTS		\$ 148.28
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NET COST OF SUPPLEMENT		\$ 3300.57
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10/22/2008 AT 06:31 AM
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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

ESTIMATE 4707.66 BARRY MILLS
SUPPLEMENT S01 3448.85 BARRY MILLS

WORKFILE TOTAL \$ 8156.51

TOTAL ADJUSTMENTS \$ 1148.28
NET COST OF REPAIRS \$ 7008.23

SUPPLEMENTAL REPAIR CHARGES MUST BE APPROVED PRIOR TO REPAIR OF REQUESTED ITEM(S).

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10/22/2008 AT 06:31 AM
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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

TIRE PARTS SUPPLIERS

87 MICH 205/55R16 ENERGY MXV4 PLU

PRICE: \$ 152.75

MAYNARD & LESIEUR
31 W. HOLLIS ST
NASHUA, NH 03061

PHONE: (603)883-7739
FAX:

10/22/2008 AT 06:31 AM
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SUPPLEMENT OF RECORD 1 WITH SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED GRAY INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 1

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

11/05/2008 at 07:08 AM
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THE HANOVER INSURANCE GROUP

Hanover Insurance

For All Supplements, Call 774-535-5401
440 Lincoln Street
Worcester, MA 01653
(774) 535-5401

SUPPLEMENT OF RECORD 2 SUMMARY

Written By: Barry Mills #10088 11/05/2008 07:08 AM
Adjuster: TONY POSTALE (800) 628-0250x5358

Insured:		Claim #	
Owner:		Policy #	
Address:		Date of Loss:	09/08/2008 at 06:30 PM
	LOWELL, MA	Type of Loss:	Collision
Business:		Point of Impact:	12. Front
Inspect	Jaffarian Collision Center	Business:	(978) 372-8551
Location:	600 River Street		REPAIR_SHOP
	Haverhill, MA 01832		
Repair	JAFFARIAN COLLISION CENTER	Business:	(978) 372-8551
Facility:	600 River Street		16 Days to Repair
	Haverhill, MA 01832	License #	

2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

VIN: YV1MS38254 **Lic:** MA **Prod Date:** **Odometer:** 37171

Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Theft Deterrent/Alarm	Message Center	Tinted Glass
Body Side Moldings	Dual Mirrors	Traction Control
Stability Control	Fog Lamps	Headlamp Washers
Clear Coat Paint	Metallic Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	Heated Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Front Side Impact Air Bag	4 Wheel Disc Brakes
Bucket Seats	Recline/Lounge Seats	Heated Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
----- CHANGED ITEMS -----							
4	Repl	Lower shield to CH# 63999	1	-56.98	Incl.		
5* S02	Repl	Lower shield to CH# 63999	1	59.27	Incl.		
6	Repl	Reinforcement (BOR)	1	-307.62	-0.5		
7* S02	Repl	Reinforcement (BOR)	1	320.02	0.5		
9	Repl	Absorber	1	-49.23	Incl.		
10* S02	Repl	Absorber	1	51.21	Incl.		
10	Repl	License bracket	1	-12.90	-0.3		

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SUPPLEMENT OF RECORD 2 SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11*	S02	Repl License bracket	1	<u>13.42</u>	0.3	
11		Repl Air guide lower 2.4L	1	-67.08	Incl.	
12*	S02	Repl Air guide lower 2.4L	1	<u>69.79</u>	Incl.	
12	S01	Repl RT Upper bracket	1	-11.25	Incl.	
13*	S02	Repl RT Upper bracket	1	<u>11.71</u>	Incl.	
13	S01	Repl LT Upper bracket	1	-11.25	Incl.	
14*	S02	Repl LT Upper bracket	1	<u>11.71</u>	Incl.	
14	S01	Repl RT H'lamp bracket	1	-11.25	Incl.	
15*	S02	Repl RT H'lamp bracket	1	<u>11.71</u>	Incl.	
15	S01	Repl RT Side bracket	1	-16.88	Incl.	
16*	S02	Repl RT Side bracket	1	<u>17.56</u>	Incl.	
16	S01	Repl LT Side bracket	1	-16.88	Incl.	
17*	S02	Repl LT Side bracket	1	<u>17.56</u>	Incl.	
26		Repl RT Washer nozzle	1	-23.17		
28*	S02	Repl RT Washer nozzle	1	<u>24.10</u>		
27		Repl Fog lamp assy kit	1	-135.38	Incl.	
29*	S02	Repl Fog lamp assy kit	1	<u>202.06</u>	Incl.	
30		Repl Radiator support	1	-199.28	-5.0	-1.0
32*	S02	Repl Radiator support	1	<u>207.32</u>	5.0	1.0
37*	S01	Repl Mount bracket	1	-50.08	-1.0	
39*	S02	Repl Mount bracket	1	<u>52.10</u>	<u>1.0</u>	
38*	S01	Repl Frame	1	-111.30	Incl.	
40*	S02	Repl Frame	1	<u>115.70</u>	<u>Incl.</u>	
42		Repl Dehydrator	1	-134.68	m -0.8	
44*	S02	Repl Dehydrator	1	<u>140.11</u>	m 0.8	
43	S01	Repl Compressor B10%	1	-495.79	m -2.0	
45*	S02	Repl Compressor B10%	1	<u>503.79</u>	m 2.0	
53	S01	Repl Washer hose	1	-5.95		
55*	S02	Repl Washer hose	1	<u>72.48</u>		
63		Repl RT Fender liner	1	-56.06	Incl.	
65*	S02	Repl RT Fender liner	1	<u>58.32</u>	Incl.	
69		Repl RT Stay	1	-31.18		
71*	S02	Repl RT Stay	1	<u>32.44</u>		
76	S01	Repl P/S pump B10%	1	-443.83	m -0.5	
78*	S02	Repl P/S pump B10%	1	<u>495.78</u>	m 0.5	
78	S01	Repl P/S pump bracket	1	-43.59		
80*	S02	Repl P/S pump bracket	1	<u>45.35</u>		
79	S01	Repl Hose & tube assy	1	-169.25	m -0.9	
81*	S02	Repl Hose & tube assy	1	<u>176.08</u>	m 0.9	
82	S01	Repl Alternator B10%	1	-472.55	m -1.5	
84*	S02	Repl Alternator B10%	1	<u>480.18</u>	m 1.5	
86*	S01	Repl MICH 205/55R16 ENERGY MXV4 PLUS 91H	1	-152.75	-0.3	
90*	S02	Repl MICH 205/55R16 ENERGY MXV4 PLUS 91H	1	<u>206.55</u>	0.3	
----- DELETED ITEMS -----						
69		Overlap Minor Panel				0.2

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SUPPLEMENT OF RECORD 2 SUMMARY
2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- ADDED ITEMS -----						
22* S02	Repl	RT Side bracket clip	1	4.44	Incl.	
70 S02		Overlap Minor Panel				-0.2
87* S02	Repl	Ignition switch	1	182.33	0.5 M	
88# S02	Rpr	Ignition Wiring			3.8 M	
125# S02	Repl	Power Steering Module Harness	1	42.02	1.0 M	
126# S02	Subl	Reset Elec, Service Dept	1	95.00 X		

Other Charges:

----- ADDED ITEMS -----						
# S02	Towing		1	166.60		

Subtotals ==>				800.55	5.3	0.0

Parts		538.95
Paint Labor	-0.0 hrs @ \$ 36.00/hr	-0.00
Mechanical Labor	5.3 hrs @ \$ 45.00/hr	238.50
Paint Supplies	-0.0 hrs @ \$ 20.00/hr	-0.00
Sublet/Misc.		95.00
Other Charges		166.60

SUBTOTAL		\$ 1039.05
Sales Tax	\$ 538.95 @ 5.0000%	26.95
Additional Supplement Taxes		-0.01

TOTAL SUPPLEMENT AMOUNT \$ 1065.99

SUPPLEMENT ADJUSTMENTS \$ 7.10

NET COST OF SUPPLEMENT \$ 1058.89

Estimate 4707.66 Barry Mills
Supplement S01 3448.85 Barry Mills
Supplement S02 1065.99 Barry Mills

Workfile Total \$ 9222.50

TOTAL ADJUSTMENTS \$ 1155.38
NET COST OF REPAIRS \$ 8067.12

SUPPLEMENTAL REPAIR CHARGES MUST BE APPROVED PRIOR TO REPAIR OF REQUESTED ITEM(S).

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11/05/2008 at 07:08 AM
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SUPPLEMENT OF RECORD 2 SUMMARY

2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

PER MASSACHUSETTS REG. TITLE 212 CHAPTER 2.02(5), "THIS ESTIMATE HAS BEEN PREPARED AND SWORN TO UNDER THE PENALTIES OF PERJURY."

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERN9726, CCC Data Date 10/01/2008, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2009 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

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09/14/2008 at 08:22 PM
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THE HANOVER INSURANCE GROUP

Hanover Insurance

For All Supplements, Call 774-535-5401
440 Lincoln Street
Worcester, MA 01653
(774) 535-5401

ESTIMATE OF RECORD

Written By: Barry Mills #10088 09/14/2008 08:22 PM
Adjuster: TONY POSTALE (800) 628-0250x5358

Insured:
Owner:
Address:

LOWELL, MA

Business:

Claim
Policy

Date of Loss: 09/08/2008 at 06:30 PM

Type of Loss: Collision

Point of Impact: 12. Front

Inspect Jaffarian Collision Center
Location: 600 River Street
Haverhill, MA 01832

Day: (978) 372-8551
OTHER

Repair JAFFARIAN COLLISION CENTER
Facility: 600 River Street
Haverhill, MA 01832

Business: (978) 372-8551
12 Days to Repair
License #

2004 VOLV S40 5-2.4L-FI 4D SED Grav Int:

VIN: YV1MS38254

Lic:

MA **Prod Date:**

Odometer: 37171

Condition: Good

Air Conditioning
Cruise Control
Theft Deterrent/Alarm
Body Side Moldings
Stability Control
Clear Coat Paint
Power Brakes
Power Mirrors
AM Radio
CD Player
Passenger Air Bag
Bucket Seats
Automatic Transmission

Rear Defogger
Intermittent Wipers
Message Center
Dual Mirrors
Fog Lamps
Metallic Paint
Power Windows
Heated Mirrors
FM Radio
Anti-Lock Brakes (4)
Front Side Impact Air Bag
Recline/Lounge Seats
Overdrive

Tilt Wheel
Keyless Entry
Tinted Glass
Traction Control
Headlamp Washers
Power Steering
Power Locks
Power Trunk/Tailgate
Stereo
Driver Air Bag
4 Wheel Disc Brakes
Heated Seats
Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER & GRILLE					
2#		Jack's Used Cars and Parts 1-888-873-5225	1				
N 3		O/H Front Bumper				2.3	
4*	Repl	LKQ bumper assy +25%	1	375.00	Incl.		2.6
5		Add for Clear Coat					1.0
6		Add for washer system				0.3	
7	Repl	Lower shield to CH# 63999	1	56.98	Incl.		

09/14/2008 at 08:22 PM
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ESTIMATE OF RECORD

2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8	Repl	Spoiler w/o turbo	1	115.39	Incl.	
9	Repl	Reinforcement (BOR)	1	307.62	0.5	
10	Repl	Lower grille	1	15.39	Incl.	
11	Repl	RT Corner trim w/fog lamps	1	25.65	Incl.	
12	Repl	Absorber	1	49.23	Incl.	
13	Repl	License bracket	1	12.90	0.3	
14	Repl	Air guide lower 2.4L	1	67.08	Incl.	
15		FRONT LAMPS				
16	Repl	RT Headlamp assy	1	332.12	0.4	
17		Aim headlamps			0.5	
18	Repl	RT Headlamp washer	1	53.48	Incl.	
19	Repl	RT Washer nozzle	1	23.17		
20	Repl	Fog lamp assy kit	1	135.38	Incl.	
21		RADIATOR SUPPORT				
22	Repl	Radiator support	1	199.28	5.0	1.0
23		Evacuate & recharge			m 1.4	
24		Refrigerant recovery			m 0.4	
25		COOLING				
26	R&I	Radiator to CH# 258815			m Incl.	
27	R&I	Expansion tank			m 0.3	
28		AIR CONDITIONER & HEATER				
29	R&I	Condenser			m 1.8	
30		Deduct for Overlap			-1.2	
31	Repl	Dehydrator	1	134.68	m 0.8	
32		HOOD				
33	Blnd	Hood				1.3
34		WINDSHIELD				
35	R&I	RT Washer nozzle			0.2	
36	R&I	LT Washer nozzle			0.2	
37		FENDER				
38	Repl	RT Fender	1	255.17	2.4	1.8
39		Add for Clear Coat				0.7
40		Add for Edging				0.5
41		Add for Clear Coat				0.1
42		Deduct for Overlap			-0.5	
N 43*	Rpr	LT Fender			<u>0.5</u>	<u>1.1</u>
44		Overlap Major Non-Adj. Panel				-0.2
45*		Add for Clear Coat				<u>0.3</u>
46	Repl	RT Fender liner	1	56.06	Incl.	
47*	Rpr	RT Apron assy to CH# 63807			s <u>2.0</u>	1.2
48		Overlap Major Non-Adj. Panel				-0.2
49*	Rpr	RT Inner rail			s <u>4.0</u>	0.6
50		Overlap Minor Panel				-0.2
51	Repl	RT Stay	1	31.18		
52		EMISSION SYSTEM				
53	Repl	Leak detect pump	1	304.92		
54		STEERING GEAR & LINKAGE				
55*	R&I	Filler neck			<u>0.3</u>	

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2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
56		FRONT DOOR				
N 57*	Rpr	RT Outer panel			0.5	1.4
58		Overlap Major Adj. Panel				-0.4
59*		Add for Clear Coat				0.3
60	R&I	RT Belt molding			0.3	
61*	R&I	RT Body side mldg gray			0.2	
62	R&I	RT R&I mirror			0.4	
63	R&I	RT Handle, outside w/keyless			0.3	
64	R&I	RT R&I trim panel			0.4	
65#	Subl	Front End Alignment	1	39.95		
66#	Subl	R-134A Freon & Oil	1	15.00		
67#	Rpr	Color Sand & Buff			1.5	
68#	Subl	Flex Additive/Adh. Promoter	1	12.00		
69#	Rpr	Setup & Measure			2.0 F	
70#	Rpr	Unibody Realignment			4.0 F	
71#	Subl	Restore Corrosion Protection	1	3.00		
72#	Rpr	Restore Corrosion Protection			0.2	
73#	Subl	Undercoat	1	8.00		
74#	Subl	Car Cover	1	5.00		
75#	Rpr	Detail Masking			0.2	
76#	Rpr	Clean & Retape Adh Moulding			0.2	
77#	Subl	Haz Waste Allowance	1	3.00		
78#	Subl	Seam Sealer	1	6.00		
79#	Rpr	Color Tint & Match			0.5	
Subtotals ==>			2642.63		32.6	12.9

Line 3 : Jack's Used Cars and Parts USA-MA(North-Billerica) 1-888-873-5225
Line 43 : Spot Refinish w Clearcoat
Line 57 : Spot Refinish w Clearcoat

Parts		2642.63
Body Labor	26.6 hrs @ \$ 36.00/hr	957.60
Paint Labor	12.9 hrs @ \$ 36.00/hr	464.40
Frame Labor	6.0 hrs @ \$ 40.00/hr	240.00
Paint Supplies	12.9 hrs @ \$ 20.00/hr	258.00

SUBTOTAL		\$ 4562.63
Sales Tax	\$ 2900.63 @ 5.0000%	145.03

TOTAL COST OF REPAIRS \$ 4707.66

ADJUSTMENTS:

Deductible		1000.00
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TOTAL ADJUSTMENTS		\$ 1000.00
NET COST OF REPAIRS		\$ 3707.66

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ESTIMATE OF RECORD

2004 VOLV S40 5-2.4L-FI 4D SED Gray Int:

SUPPLEMENTAL REPAIR CHARGES MUST BE APPROVED PRIOR TO REPAIR OF REQUESTED ITEM(S).

IT IS YOUR RESPONSIBILITY TO PRESENT THIS APPRAISAL TO YOUR REPAIRER. IF THE REPAIRER PERFORMS REPAIRS ON THIS VEHICLE WITHOUT THE APPRAISAL, YOU MAY INCUR ADDITIONAL COSTS. THIS INSTRUMENT IS NOT AN AUTHORIZATION TO REPAIR/REPAIRS MUST BE AUTHORIZED BY OWNER. THIS IS NOT A REPAIR ORDER.

PER MASSACHUSETTS REG. TITLE 212 CHAPTER 2.02(5), "THIS ESTIMATE HAS BEEN PREPARED AND SWORN TO UNDER THE PENALTIES OF PERJURY."

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERN9726, CCC Data Date 08/01/2008, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.