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MAY 26 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

STATE OF GEORGIA  
GOVERNOR'S OFFICE OF CONSUMER AFFAIRS  
2 MARTIN LUTHER KING, JR. DRIVE, SE, SUITE 356  
ATLANTA, GEORGIA 30334-4600  
404-651-8600  
www.consumer.ga.gov

Sonny Perdue  
GOVERNOR

Joseph B. Doyle  
ADMINISTRATOR

May 14, 2010

[Redacted]

Atlanta, Georgia [Redacted]

Re: Reference File Number 259469  
Business Name: Lexus

Dear Ms. [Redacted]

The Georgia Governor's Office of Consumer Affairs has received your complaint regarding Lexus. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint and any and all enclosures to the NHTSA for further review. Please direct all future correspondence to them at the following address:

Mr. David L. Strickland, Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, West Bldg.  
Washington, DC 20590  
Phone: 888-327-4236  
TTY: 800-424-9153  
Web site: <http://www.nhtsa.dot.gov>

Thank you for bringing this situation to our attention.

Sincerely,

*Virginia Harris*  
Virginia Harris  
Customer Service Representative

JBD:vh  
cc: National Highway Traffic Safety Administration ✓

EXECUTIVE SECRETARIAT  
2010 MAY 25  
RECEIVED

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TGW



**GEORGIA GOVERNOR'S OFFICE OF CONSUMER AFFAIRS**

2 MARTIN LUTHER KING, JR. DRIVE SE, SUITE 356

ATLANTA, GEORGIA 30334-4600

PHONE: 404-651-8600 (ATLANTA)

TOLL-FREE IN GA OUTSIDE METRO ATLANTA: 800-869-1123

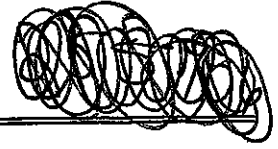
FAX: 404-651-9018

GOVERNOR'S OFFICE OF  
CONSUMER AFFAIRS

2010 APR 21 PM 3:36

WFID# 259469  
# 2258858

**CONSUMER COMPLAINT FORM**



The Governor's Office of Consumer Affairs has the authority to investigate business or trade practices and take legal action on behalf of the State of Georgia, in order to stop false, misleading, deceptive or unfair business acts and practices.

We request that you first work with the company or individual you are reporting in an effort to resolve your dispute before filing a complaint. If this proves unsuccessful, we invite you to submit this form to the address above. Please be sure to enclose copies of important papers concerning the matter, such as contracts, invoices, proof of payment, and correspondence to and from the business. Do not send original documents.

**By submitting this form, you are acknowledging that:**

• This form, its attachments and all subsequent correspondence may in our discretion be sent to the business or person identified in the complaint in an effort to resolve the dispute.

• This complaint form and all items or documents you send us are public records and subject to Georgia's Open Records Act. This law requires nearly all public records (with the exception of your personal identifying information) to be available for inspection to anyone upon request after the closure of your complaint.

Should you wish to submit information to this office anonymously, you should not provide any identifying information such as your name, address or telephone number.

The office is prohibited by law from providing legal advice to private parties and cannot act as your private attorney. To preserve any legal rights you have, you may also wish to contact a private attorney.

• This office represents the public by enforcing laws prohibiting fraudulent activities. If you are a victim of a scam, the Governor's Office of Consumer Affairs will investigate and represent you in court to seek the return of their money or other personal remedies. You also understand that the filing of this complaint notifies the office of activities of a company and this information may be used to establish violations of Georgia law.

• The information provided on this form is true and correct to the best of your knowledge.

\_\_\_\_\_  
\_\_\_\_\_  
DATE: 4/20-2010  
people 60 or older are subject to additional penalties.



**CONSUMER'S CONTACT INFORMATION:**

Mr./ Ms. Ms. First Name: [REDACTED] Middle: [REDACTED] Last Name: [REDACTED]

Mailing Address: [REDACTED]

City: ATLANTA State: Ga. 9-Digit ZIP Code: [REDACTED]

Home Phone: [REDACTED] E-mail: [REDACTED]

Business Phone: ( ) - None Fax: ( ) - [REDACTED]

We can accept complaints from third parties on behalf of consumers only in limited circumstances. If you are filing on behalf of another person, please give your contact information.

Mr./ Ms. [ ] First Name: [ ] Middle: [ ] Last Name: [ ]

Mailing Address: [ ]

Phone: ( ) - [ ] E-mail: [ ]

Relationship to Consumer: [ ]

**INFORMATION ABOUT THE BUSINESS:**

Name: LEXUS Financial Services

Address: 19001 SOUTH WESTERN AVE

City: TORRANCE State: CA. 9-Digit ZIP Code: 90509

Phone: 11800 874 - 8822 Web Address: [ ]

Dates you complained to the business: MAY 2008

Name(s) and title(s) of individuals at business with whom you dealt:  
Ido NOT know the name, however it WAS with a dept. CALLED "Customer experiences", I WAS told that there WASN'T any place to Forward complaint

06/09/2008 AT 09:18 AM  
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GEICO  
GEICO ATLANTA OFFICE  
FAX SUPPLEMENT REINSPECT REQUESTS TO 305-328-4129  
VISIT US AT GEICO.COM  
PO BOX 1281  
POWDER SPRINGS, GA 30127

SUPPLEMENT OF RECORD 2 WITH SUMMARY

WRITTEN BY: BRIAN PAGE 06/09/2008 09:18 AM  
ADJUSTER: F688

INSURED: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 05/28/2008  
KENNESAW, GA TYPE OF LOSS: COLLISION  
EVENING: [REDACTED] POINT OF IMPACT: 12. FRONT

INSPECT CLASSIC COLLISION NON\_DRIVE\_IN  
LOCATION: 2075 AIRPORT INDUSTRIAL PARK DR  
MARIETTA, GA 30060

REPAIR CLASSIC COLLISION MARIETTA BUSINESS: (770)953-3366  
FACILITY: 2075 AIRPORT INDUSTRIAL PARK DR 5 DAYS TO REPAIR  
MARIETTA, GA 30060 LICENSE #

2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:  
VIN: JTHBD192040 [REDACTED] LIC: WI06VL GA PROD DATE: ODOMETER: 34527  
AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY  
THEFT DETERRENT/ALARM DUAL MIRRORS CONSOLE/STORAGE  
ELECTRIC GLASS SUNROOF TRACTION CONTROL FOG LAMPS  
THREE STAGE PAINT POWER STEERING POWER BRAKES  
POWER WINDOWS POWER LOCKS POWER MIRRORS  
HEATED MIRRORS AM RADIO FM RADIO  
STEREO CD CHANGER/STACKER ANTI-LOCK BRAKES (4)  
DRIVER AIR BAG PASSENGER AIR BAG FRONT SIDE IMPACT AIR BAG  
4 WHEEL DISC BRAKES CLOTH SEATS BUCKET SEATS  
5 SPEED TRANSMISSION OVERDRIVE ALUMINUM/ALLOY WHEELS

| NO.   | OP. | DESCRIPTION                        | QTY | EXT. PRICE | LABOR | PAINT |
|-------|-----|------------------------------------|-----|------------|-------|-------|
| 1     |     | FRONT BUMPER                       |     |            |       |       |
| 2     | S01 | O/H FRONT BUMPER                   |     |            | 1.2   |       |
| N 3   | S01 | REPL BUMPER COVER W/O LMP WASHER   | 1   | 298.04     | INCL. | 2.6   |
| 4     | S01 | ADD FOR THREE STAGE                |     |            |       | 1.8   |
| 5     |     | REPL ENERGY ABSORBER               | 1   | 47.77      | INCL. |       |
| N 6   | S01 | REPL REINF BEAM                    | 1   | 254.80     | INCL. |       |
| 7     |     | FRONT LAMPS                        |     |            |       |       |
| N 8   |     | REPL RT FOG LAMP ASSY W/SPORT PKG. | 1   | 425.71     | INCL. |       |
| 9     | R&I | RT HEADLAMP ASSY TO 1/04           |     |            | 0.4   |       |
| N 10* | RPR | RT HEADLAMP ASSY TO 1/04           |     |            | 0.5*  |       |

N 11.

R&amp;I LT HEADLAMP ASSY TO 1/04

0.4

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OZIT29CCSUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

| NO.           | OP.  | DESCRIPTION                    | QTY | EXT.    | PRICE | LABOR  | PAINT |
|---------------|------|--------------------------------|-----|---------|-------|--------|-------|
| 12            |      | RADIATOR SUPPORT               |     |         |       |        |       |
| N 13          | REPL | SUPPORT ASSY                   | 1   | 260.10  | S     | 7.0    | 1.5   |
| 14            |      | AIM HEADLAMPS                  |     |         |       | 0.5    |       |
| 15            |      | EVACUATE & RECHARGE            |     |         |       | M 1.4  | M     |
| 16            |      | REFRIGERANT RECOVERY           |     |         |       | M 0.4  | M     |
| N 17          | REPL | UNDER COVER FRONT              | 1   | 160.08  |       | INCL.  |       |
| 18            |      | COOLING                        |     |         |       |        |       |
| N 19          | R&I  | RADIATOR ASSY MANUAL TRANS     |     |         |       | MINCL. |       |
| 20            |      | AIR CONDITIONER & HEATER       |     |         |       |        |       |
| N 21**        | REPL | QUAL REPL PARTS CONDENSER ASSY | 1   | 275.00* |       | MINCL. |       |
| 22            |      | FENDER                         |     |         |       |        |       |
| N 23*         | R&I  | RT R&I FENDER ASSY             |     |         |       | 0.5*   |       |
| N 24          | REPL | RT BUMPER BRACKET              | 1   | 47.45   |       |        |       |
| N 25 S01      | REPL | RT FENDER LINER SEDAN          | 1   | 78.13   |       | 0.6    |       |
| N 26*         | R&I  | LT R&I FENDER ASSY             |     |         |       | 0.5*   |       |
| N 27*         | SECT | RT LOWER RAIL                  | 1   | 846.37  | S     | 6.0*   | 1.0   |
| 28            |      | OVERLAP MAJOR ADJ. PANEL       |     |         |       |        | -0.4  |
| N 29*         | RPR  | RT APRON ASSY                  |     |         | S     | 2.0*   | 1.0*  |
| 30            |      | OVERLAP MAJOR ADJ. PANEL       |     |         |       |        | -0.4  |
| 31            |      | ENGINE                         |     |         |       |        |       |
| N 32          | R&I  | AIR CLEANER ASSY               |     |         | M     | 0.5    | M     |
| 33            |      | WINDSHIELD                     |     |         |       |        |       |
| N 34          | R&I  | RESERVOIR                      |     |         |       | INCL.  |       |
| 35            |      | MISCELLANEOUS OPERATIONS       |     |         |       |        |       |
| N 36*         | REPL | COVER CAR/BAG                  | 1   |         |       | 0.0*   | 0.2*  |
| N 37#         |      | FRONT END ALIGNMENT            | 1   | 59.95   | X     |        |       |
| 38#           | RPR  | SETUP AND MEASURE              |     |         |       | 2.0    |       |
| N 39#         | RPR  | UNIBODY PULL                   |     |         |       | 3.0    | F     |
| 40#           | R&I  | WIREING                        |     |         |       | 1.0    |       |
| 41# S02       |      |                                | 1   |         |       |        |       |
| 42            |      | OTHER CHARGES                  |     |         |       |        |       |
| 43#           |      | E.P.C.                         | 1   | 3.00    |       |        |       |
| SUBTOTALS ==> |      |                                |     | 2756.40 |       | 27.9   | 7.3   |

LINE 3 : A/M NOT AVAILABLE AT TIME OF REPAIR AS PER KEYSTONE 404 691 6930 AND ACTION CRASH 770 775 2700. LKQ NOT AVAILABLE AT PER WEAVERS 770 964 8868 AND LKQ ATLANTA 770 775 2700.

LINE 6 : A/M NOT AVAILABLE AT TIME OF REPAIR AS PER KEYSTONE 404 691 6930 AND ACTION CRASH 770 775 2700. LKQ NOT AVAILABLE AT PER WEAVERS 770 964 8868 AND LKQ ATLANTA 770 775 2700.

- LINE 9 : A/M NOT AVAILABLE AT TIME OF REPAIR AS PER KEYSTONE 404 691 6930 AND ACTION CRASH 770 775 2700. LKQ NOT AVAILABLE AT PER WEAVERS 770 964 8868 AND LKQ ATLANTA 770 775 2700. LENS IS SCRATCHED
- LINE 10 : TO BUFF SCRATCHES
- LINE 11 : TO ACCESS REPAIR
- LINE 13 : LOWER TIE BAR IS DAMAGED AND RT BAFFLE IS DAMAGED, LEFT BAFFLE WILL BE DAMAGED WHEN LOWER TIE BAR REPLACED.

2

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SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

- LINE 17 : PART RIPPED AWAY
- LINE 19 : NECESSARY FOR REPAIR.
- LINE 21 : PRICE VERIFIED THROUGH SHOP PARTS DEPT.
- LINE 23 : TO ACCESS REPAIR
- LINE 24 : PART IS CRUSHED
- LINE 25 : A/M NOT AVAILABLE AT TIME OF REPAIR AS PER KEYSTONE 404 691 6930 AND ACTION CRASH 770 775 2700. LKQ NOT AVAILABLE AT PER WEAVERS 770 964 8868 AND LKQ ATLANTA 770 775 2700.
- LINE 26 : TP ACCESS REPAIR
- LINE 27 : FOR RAIL THAT IS MASHED. COMPLETE ASSY WILL MAKE FOR A BETTER REPAIR AS OPPOSED TO PIECING SEVERAL SEPARATE PARTS TOGETHER.
- LINE 29 : FRONT IS ROLLED BACK
- LINE 32 : TO ACCESS REPAIR
- LINE 34 : TP ACCESS REPAIR
- LINE 36 : NECESSARY FOR REPAIR.
- LINE 37 : STRUCTURAL DAMAGE
- LINE 39 : FOR RAIL AND CORE SUPPORT

-----  
ESTIMATE NOTES:

ADJUSTEMENT MADE FOR CUSTOMER SERVICE. CUSTOMER DISPUTED DED AND WAS NEVER CALLED BACK TO FINALIZE ISSUE PRIOR TO COMPLETION OF CAR. APPROVED BY SUPERVISOR.

A/M- Y  
VENDORS SEARCHED - KEYSTONE  
LKQ- N  
VENDORS SEARCHED - DAMRONS / WEAVERS  
TOW/STORAGE- NA CAR DRIVEN TO SHOP  
CHECK NUMBER- SYS GEN TO CLASSIC COLLISION  
RENTAL/ESTIMATED DOWNTIME DISCUSSED. \_\_\_X\_\_\_Y \_\_\_ N  
PC2V

PRIOR TO PLACING YOUR VEHICLE IN THE SHOP FOR REPAIRS, PLEASE ENSURE ALL OF YOUR PARTS HAVE BEEN ORDERED AND THAT YOUR REPAIR FACILITY CAN BEGIN WORK THE DAY YOU DROP OFF YOUR CAR.

-----  
PRIOR DAMAGE NOTES:

RT FRT DOOR DING

|                  |                   |               |  |            |
|------------------|-------------------|---------------|--|------------|
| PARTS            |                   |               |  |            |
| BODY LABOR       | 22.6 HRS          | @ \$ 40.00/HR |  | 2693.45    |
| PAINT LABOR      | 7.3 HRS           | @ \$ 40.00/HR |  | 904.00     |
| MECHANICAL LABOR | 2.3 HRS           | @ \$ 65.00/HR |  | 292.00     |
| FRAME LABOR      | 3.0 HRS           | @ \$ 60.00/HR |  | 149.50     |
| PAINT SUPPLIES   | 7.3 HRS           | @ \$ 26.00/HR |  | 180.00     |
| SUBLET/MISC.     |                   |               |  | 189.80     |
| OTHER CHARGES    |                   |               |  | 59.95      |
|                  |                   |               |  | 3.00       |
| -----            |                   |               |  |            |
| SUBTOTAL         |                   |               |  | \$ 4471.70 |
| SALES TAX        | TIER 1 \$ 2883.25 | @ 6.0000%     |  | 173.00     |

3

06/09/2008 AT 09:18 AM  
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SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

|                       |  |            |
|-----------------------|--|------------|
| TOTAL COST OF REPAIRS |  | \$ 4644.70 |
| ADJUSTMENTS:          |  |            |
| DEDUCTIBLE            |  | 500.00     |
| APPEARANCE ALLOWANCE  |  | -300.00    |
| -----                 |  |            |
| TOTAL ADJUSTMENTS     |  | \$ 200.00  |
| NET COST OF REPAIRS   |  | \$ 4444.70 |

IF YOU ARE INSURED WITH GEICO OR ONE OF IT'S AFFILIATED COMPANIES, WE  
RECOGNIZE YOU MAY BE ENTITLED TO COMPENSATION FOR DIMINISHED VALUE IN  
CONNECTION WITH THIS CLAIM AS A RESULT OF A RECENT GEORGIA SUPREME COURT  
DECISION.

\*\*\*\*\*THIS IS NOT A NOTICE TO  
REPAIR\*\*\*\*\*

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO.

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR  
PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE  
VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR  
VEHICLE.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS  
SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE  
AFTER MARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE  
WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE  
MANUFACTURER OF YOUR VEHICLE.

06/09/2008 AT 09:18 AM  
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SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

GEICO DIRECT  
ALTERNATE PARTS DISCLAIMER

IF QUALITY REPLACEMENT PART (QRP) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

\*\*\* IN ADDITION TO ANY SUCH WARRANTIES, GEICO PROVIDES THE FOLLOWING:

\*\*\*\* OWNER LIMITED WARRANTY \*\*\*\*

WE WARRANT THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR WARRANTY WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS WARRANTY COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS WARRANTY DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARB8915, CCC DATA DATE 05/01/2008, 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. RECORDED 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.

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SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

| NO.           | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|---------------|-----|-------------|-----|------|-------|-------|-------|
| 41#           | S02 | ADDED ITEMS | 1   |      |       |       |       |
| SUBTOTALS ==> |     |             |     |      | 0.00  | 0.0   | 0.0   |

ESTIMATE NOTES:

ADJUSTEMENT MADE FOR CUSTOMER SERVICE. CUSTOMER DISPUTED DED AND WAS NEVER CALLED BACK TO FINALIZE ISSUE PRIOR TO COMPLETION OF CAR. APPROVED BY SUPERVISOR.

A/M- Y  
VENDORS SEARCHED - KEYSTONE  
LKQ- N  
VENDORS SEARCHED - DAMRONS / WEAVERS  
TOW/STORAGE- NA CAR DRIVEN TO SHOP

CHECK NUMBER- SYS GEN TO CLASSIC COLLISION  
RENTAL/ESTIMATED DOWNTIME DISCUSSED.    X    Y    N  
PC2V

PRIOR TO PLACING YOUR VEHICLE IN THE SHOP FOR REPAIRS, PLEASE ENSURE ALL OF YOUR PARTS HAVE BEEN ORDERED AND THAT YOUR REPAIR FACILITY CAN BEGIN WORK THE DAY YOU DROP OFF YOUR CAR.

-----  
PRIOR DAMAGE NOTES:  
RT FRT DOOR DING

ADJUSTMENTS CHANGES:

APPEAR ALLOW \$ 0.00 TO \$ 300.00

|                                 |            |
|---------------------------------|------------|
| PARTS                           | 0.00       |
| -----                           |            |
| SUBTOTAL                        | \$ 0.00    |
| ADJUSTMENTS:                    |            |
| ADDITIONAL APPEARANCE ALLOWANCE | -300.00    |
| -----                           |            |
| SUPPLEMENT ADJUSTMENTS          | \$ -300.00 |
| NET COST OF SUPPLEMENT          | \$ 300.00  |

6

06/09/2008 AT 09:18 AM  
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SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

|                |                    |
|----------------|--------------------|
| ESTIMATE       | 4453.91 BRIAN PAGE |
| SUPPLEMENT S01 | 190.79 BRIAN PAGE  |
| SUPPLEMENT S02 | 0.00 BRIAN PAGE    |

WORKFILE TOTAL \$ 4644.70

TOTAL ADJUSTMENTS \$ 200.00  
NET COST OF REPAIRS \$ 4444.70

IF YOU ARE INSURED WITH GEICO OR ONE OF IT'S AFFILIATED COMPANIES, WE RECOGNIZE YOU MAY BE ENTITLED TO COMPENSATION FOR DIMINISHED VALUE IN CONNECTION WITH THIS CLAIM AS A RESULT OF A RECENT GEORGIA SUPREME COURT DECISION.

\*\*\*\*\*THIS IS NOT A NOTICE TO

REPAIR\*\*\*\*\*

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NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTER MARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

GEICO DIRECT  
ALTERNATE PARTS DISCLAIMER

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7

06/09/2008 AT 09:18 AM  
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0ZIT29CC

SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2004 LEXU IS 300 6-3.0L-FI 4D SED BEIGE INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARB8915, CCC DATA DATE 05/01/2008, 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. RECORDED 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.

8

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ALTERNATE PARTS SUPPLIERS

| 21. QUAL REPL PARTS CONDENSER A                                 | PART NO. CNDDPI3076              | PRICE 275.00 |
|---|----------------------------------|--------------|
| KEYSTONE - PPS<br>777 A WHARTON DRIVE<br>ATLANTA, GA 30336      | (800) 476-1274<br>(404) 691-6930 |              |
| KEYSTONE - PPS<br>895 THIRD STREET<br>MACON, GA 31201           | (800) 554-4122<br>(478) 746-5164 |              |
| KEYSTONE - PPS<br>209 ALAMAR STREET<br>FT. OGLETHORPE, GA 30742 | (706) 866-9199<br>(800) 875-0673 |              |
| KEYSTONE - PPS<br>429 TALLEYRAND AVE.<br>JACKSONVILLE, FL 32202 | (800) 432-8019<br>(904) 354-2400 |              |
| KEYSTONE - PPS<br>4170 PERIMETER DRIVE<br>COLUMBUS, OH 43228    | (800) 820-3962<br>(614) 272-8600 |              |
| KEYSTONE - PPS<br>1424 BROAD STREET<br>AUGUSTA, GA 30903        | (706) 724-0201                   |              |

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SUPPLEMENT OF RECORD 2 WITH SUMMARY  
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ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 7

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 1

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: AUTOMATICALLY 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: 6

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: 2

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

11



**GOVERNOR'S OFFICE OF CONSUMER AFFAIRS**  
2 Martin Luther King, Jr. Dr. • Suite 356 • Atlanta, Georgia 30334-4600

Mr. David L. Strickland, Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, West Bldg.  
Washington, DC 20590

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SECURIT