

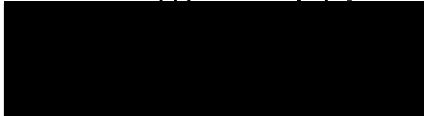
FEB 10 2015

 U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)				Date Received 18-NOV-2014	
Name [REDACTED]				Repository ☐	
Address [REDACTED]				Reference No. 10658836	
City HAMPTON		State VA		Zip Code [REDACTED]	
Daytime Telephone Number [REDACTED]				E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FAPP34NX5W [REDACTED]			Make FORD		Model FOCUS
			Model Year 2005		
Date Purchased 3/29/2006		Dealer's Name and Telephone Number BOWDOITCH FORD		Engine: No: Cylinders	
Original Owner ☐		Dealer's City NEWPORT NEWS VA		Fuel Type: GAS	
State VA		Zip Code 23601			
Transmission Type AUTOMATIC		☒ Antilock Brakes		Incident Date(s) 08-OCT-2014	
☐ Cruise Control		Powertrain		Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS SHORT IN MODULE, CODE B1231				Failure Mileage 97000	
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: DOTM9ABC036)		☐ 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 2005 FORD FOCUS. WHILE MAKING A LEFT TURN, THE FRONT DRIVER SIDE AIR BAG DEPLOYED WITHOUT WARNING. THE DRIVER LOST CONTROL OF THE VEHICLE AND STRUCK A CURB. THE DRIVER DID NOT SUSTAIN ANY INJURIES. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. IN ADDITION, THE VEHICLE WAS INVOLVED IN A CRASH IN MARCH OF 2007. THE FRONT DRIVER SIDE AIR BAG FAILED TO DEPLOY. THE FAILURE MILEAGE WAS 97,000. There was smoke that came out of air bag, thought car was on fire. No one at Ford seemed to care that I just let my granddaughter out at school. And we just got off inter state. I have been a afraid to drive car. Ford said they would not let there family drive but, didnt seem to minded					
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.					

If I drove it safe or. Not. Thank you for your help. Lawrence Fuller.

OVER →

P.S. AS A FORD MAN ALL MY LIFE, THAT I HAD
TO ~~TURN~~ TURN IN TO INSURANCE COMPANY TO BE FIXED,
AFTER ALL THE RECALLS ON AIR BAGS, I AM VERY
DISAPPOINTED IN FORD.
uuuu

THANK YOU
FOR LOOKING
INTO THIS MATTER


1800 392 3673

CUSTOMER #:



INVOICE

WYNNE FORD
1020 W. MERCURY BLVD. · HAMPTON, VIRGINIA 23666
(757) 838-3673
wynneford.com

DUPLICATE 1

PAGE 1

HAMPTON, VA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 6706 TIMOTHY CUPP

BUS: CELL: SERVICE: 073

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	05	FORD FOCUS	1FAPP34NX5W		97539/97539		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN05 DD			20:00 16OCT14			SD	17OCT14
R.O. OPENED		READY	OPTIONS: DLR:		ENG:2.0_Liter_DOHC		

08:00 16OCT14 09:30 17OCT14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S THE AIR BAG DEPLOYED ON HER IN THE PARKING LOT. SEE JUAN

DIAG CUSTOMER (DECLINED AIRBAG REPAIR)

8761 CP

90.00 90.00

97539 DIAGNOSED AIR BAG SYSTEM, 1.0HR, HAS CODES B1231, B1868,

B1932, B2232. SYSTEM STATED THAT AIR BAG DEPLOYED DUE TO LONGITUDAL

ACCELERATION THRESHOLD EXCEEDED. FOUND EVIDENCE OF IMPACT UNDER CAR AT UNIBODY AND OIL PAN NEAR RT FT OF VEHICLE.

BAG IN MODULE

B MULTI-POINT INSPECTION REPORT CARD AS RECOMMENDED BY FORD MOTOR COMPANY. Wheels torqued to ft/lbs by

and verified

by

99P MULTI-POINT INSPECTION REPORT CARD AS

RECOMMENDED BY FORD MOTOR COMPANY. Wheels

torqued to ft/lbs by

and verified

by

8761 CP

0.00 0.00

GTIRE TIRES WERE CHECKED AND MEASURE AT 7/32NDS

OR GREATER

8761 CP

0.00 0.00

GBK BRAKES INSPECTED AND OK AT THIS VISIT

8761 CP

0.00 0.00

GBATT COLD CRANKING AMPS MATCH MANUFACTURERS

SPECIFICATION

8761 CP

0.00 0.00

97539 99P

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #:



INVOICE

WYNNE FORD
1020 W. MERCURY BLVD. - HAMPTON, VIRGINIA 23666
(757) 838-3673
wynneford.com

DUPLICATE 1
PAGE 2

HAMPTON, VA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 6706 TIMOTHY CUPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	FORD FOCUS	1FAPP34NX5W		97539/97539	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN05 DD			20:00 16OCT14			SD
R.O. OPENED	READY	OPTIONS: DLR: ENG:2.0_Liter_DOHC				

08:00 16OCT14 09:30 17OCT14

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

THANK YOU FOR VISITING THE BEST DEALERSHIP IN
HAMPTON ROADS. OUR GOAL IS TO HAVE COMPLETELY
SATISFIED LIFETIME WYNNE FORD CUSTOMERS. IF
FOR SOME REASON YOU ARE NOT COMPLETELY SATISF
IED, PLEASE NOTIFY YOUR SERVICE ADVISOR AND
THEY WILL PUT YOU IN CONTACT WITH THE SERVICE
MANAGER. THANK YOU FOR YOUR BUSINESS.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	90.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	90.00
LESS INSURANCE	90.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

RECEIPT

DATE 10/30/14

No. [REDACTED]

RECEIVED FROM [REDACTED]

\$ 500.00

Five hundred & 00/100

DOLLARS

☐ FOR RENT

☐ FOR

Elite Auto Body

ACCOUNT	
PAYMENT	
BAL. DUE	

☒ CASH

☐ CHECK

☐ MONEY
ORDER

☐ CREDIT
CARD

FROM

TO

BY

L. Wall



Allstate

You're in good hands.

Express Office

PO BOX 650506

DALLAS TX 752650506

[REDACTED]
[REDACTED]
HAMPTON VA [REDACTED]

October 23, 2014

INSURED: [REDACTED]
DATE OF LOSS: October 08, 2014
CLAIM NUMBER: [REDACTED]

PHONE NUMBER: 800-255-7828
FAX NUMBER: 866-447-4293
OFFICE HOURS:
Open 24 hours a day, 7 days a week

Re: Claim Acknowledgement

Dear [REDACTED]

We are writing to let you know that we received your claim and started working on it. Losses are always difficult, but please be assured that we will work to resolve your claim quickly and fairly.

Please feel free to call us 24 hours a day, 7 days a week at 1-800-ALLSTATE® (1-800-255-7828) if you have any questions or concerns regarding your claim. When calling, please be sure to refer to the claim number listed above.

Sincerely,

Your Claim Team

Your Claim Team
800-255-7828
Allstate Insurance Company



ELITE AUTO BODY - HAMPTON

Workfile ID: [REDACTED]

203 E. Mercury Blvd, Hampton, VA 23669

Phone: (757) 265-9848

FAX: (757) 224-0411

Preliminary Estimate**Customer:** [REDACTED]

Written By: Thomas Rockwell

Insured: [REDACTED]

Policy #:

Claim #: [REDACTED]

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner: [REDACTED]**Inspection Location:**

ELITE AUTO BODY - HAMPTON

203 E. Mercury Blvd

Hampton, VA 23669

Repair Facility

(757) 265-9848 Business

Insurance Company:

ALLSTATE

(800) 377-5177 Business

VEHICLE

Year: 2005

Body Style: 4D SED

VIN: 1FAFP34NXSW [REDACTED]

Mileage In: 97606

Make: FORD

Engine: 4-2.0L-FI

License:

Mileage Out:

Model: FOCUS ZX4 S

Production Date:

State:

Vehicle Out:

Color: Int:

Condition:

Job #:

TRANSMISSION

Overdrive

5 Speed Transmission

POWER

Power Steering

Power Brakes

DECOR

Dual Mirrors

Tinted Glass

Console/Storage

CONVENIENCE

Intermittent Wipers

Rear Defogger

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

SAFETY

Drivers Side Air Bag

Passenger Air Bag

SEATS

Cloth Seats

Bucket Seats

WHEELS

Wheel Covers

PAINT

Clear Coat Paint

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2005 FORD FOCUS ZX4 S 4D SED 4-2.0L-FI

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		RESTRAINT SYSTEMS					
2	Repl	Driver air bag all pebble	5S4Z54043B13AAA	1	655.97 m	Ind. M	
3	Repl	Clockspring	7S4Z14A664A	1	167.63 m	1.0 M	
4	Repl	Front sensor	2M5Z14B004AB	1	104.82 m	0.4 M	
SUBTOTALS					928.42	1.4	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			928.42
Parts Discount	\$ 928.42	-5.0 %	-46.42
Mechanical Labor	1.4 hrs @	\$ 72.00 /hr	100.80
Subtotal			982.80
Sales Tax	\$ 882.00 @	6.0000 %	52.92
Grand Total			1,035.72
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,035.72

LIMITED NATIONWIDE LIFETIME WARRANTY FOR WORKMANSHIP & REFINISH FOR AS LONG AS CUSTOMER OWNS VEHICLE

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2005 FORD FOCUS ZX4 S 4D SED 4-2.0L-FI

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2JK00, CCC Data Date 10/17/2014, 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. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, 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 2015 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 CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

U=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blend=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2005 FORD FOCUS ZX4 S 4D SED 4-2.0L-FI

IMPORTANT INFORMATION ABOUT THE NAMED INSURANCE COMPANY'S CHOICE OF PARTS POLICY.

THIS ESTIMATE MAY LIST PARTS FOR USE IN THE REPAIR OF YOUR VEHICLE THAT ARE MANUFACTURED BY A COMPANY OTHER THAN THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. THESE PARTS ARE COMMONLY REFERRED TO AS AFTERMARKET PARTS OR COMPETITIVE PARTS, AND MAY INCLUDE COSMETIC OUTER BODY CRASH PARTS SUCH AS HOODS, FENDERS, BUMPER COVERS, ETC. THE INSURANCE COMPANY GUARANTEES THE FIT AND CORROSION RESISTANCE OF ANY AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT ARE LISTED ON THIS ESTIMATE AND ACTUALLY USED IN THE REPAIR OF YOUR VEHICLE FOR AS LONG AS YOU OWN IT. IF A PROBLEM DEVELOPS WITH THE FIT OR CORROSION RESISTANCE OF THESE PARTS, THEY WILL BE REPAIRED OR REPLACED AT THE INSURANCE COMPANY'S EXPENSE. THIS GUARANTEE IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART. HOWEVER, IF YOU CHOOSE NOT TO USE ONE OR MORE OF THE AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT MAY BE LISTED ON THIS ESTIMATE IN THE REPAIR OF YOUR VEHICLE, THE INSURANCE COMPANY WILL SPECIFY THE USE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, EITHER NEW OR RECYCLED AT THE INSURANCE COMPANY'S OPTION, AT NO ADDITIONAL COST TO YOU. THE INSURANCE COMPANY DOES NOT SEPARATELY GUARANTEE THE PERFORMANCE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, AND MAKES NO REPRESENTATION ABOUT THE AVAILABILITY OF ANY MANUFACTURER'S GUARANTEE.

ELITE AUTO BODY - HAMPTON

Workfile ID: [REDACTED]

203 E. Mercury Blvd, Hampton, VA 23669

Phone: (757) 265-9848

FAX: (757) 224-0411

Final Bill**RO Number:** [REDACTED]

Customer: [REDACTED]

Insurance: [REDACTED]

Adjuster: [REDACTED]

Estimator: Thomas Rockwell

10/20/2014

Phone: [REDACTED]

Create Date: 10/20/2014

Claim: [REDACTED]

HAMPTON, VA [REDACTED]

Loss Date: 10/8/2014

Deductible: 500.00

Year: 2005	Style: 4D SED	VIN: 1FAP34NX5W [REDACTED]	Mileage In: 97606
Make: FORD	Color: Multi		Mileage Out:
Model: FOCUS ZX4 S	License: [REDACTED]	Job Number:	Vehicle Out: 10/30/2014

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		VEHICLE DRIVABLE						
2	E01		SCHEDULED IN DATE: 10/20/2014						
3	E01		SCHEDULED OUT DATE: 10/29/2014						
4	E01		COPY OF INITIAL ESTIMATE PROVIDED TO CUSTOMER						
5	S02		FINAL BILL - 10/30/2014						
6	S02		COPY OF GUARANTEE & FINAL ESTIMATE PROVIDED TO CUSTOMER						
7	E01		RESTRAINT SYSTEMS						
8	E01	Remove/Replace	Driver air bag all pebble	1	655.97T	OEM	0.0	Mech	
9	E01	Remove/Replace	Clockspring	1	167.63T	OEM	1.0	Mech	
10	E01	Remove/Replace	Front sensor	1	104.82T	OEM	0.4	Mech	
11	S01	Remove/Replace	Diagnostic unit all	1	323.10T	OEM	0.8	Mech	
12	S01		RADIATOR SUPPORT						
13	S01	Remove/Install	Sight shield				0.1	Body	
14	E01		FRONT SUSPENSION						
15	E01	Remove/Replace	RT Lower cntrl arm	1	50.00T	Used	1.5	Mech	
16	E01	Remove/Replace	Susp crossmember	1	90.00T	Used	6.0	Mech	
17	E01	Remove/Replace	Deduct for Overlap				(0.5)	Mech	
18	E01	Remove/Install	Stabilizer bar w/o rr stabl bar				0.0	Mech	
19	E01	Remove/Install	RT Axle assy manual trans MTX75 5 speed				1.5	Mech	
20	E01		2 WHEEL ALIGNMENT	1	49.95	Other			
21	S02	Sublet	PROGRAM AIRBAG MODULE	1	93.33	Sublet			

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts	(62.58)	35.00			1,413.89
Sublet/Miscellaneous					93.33

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

Final Bill

RO Number: [REDACTED]

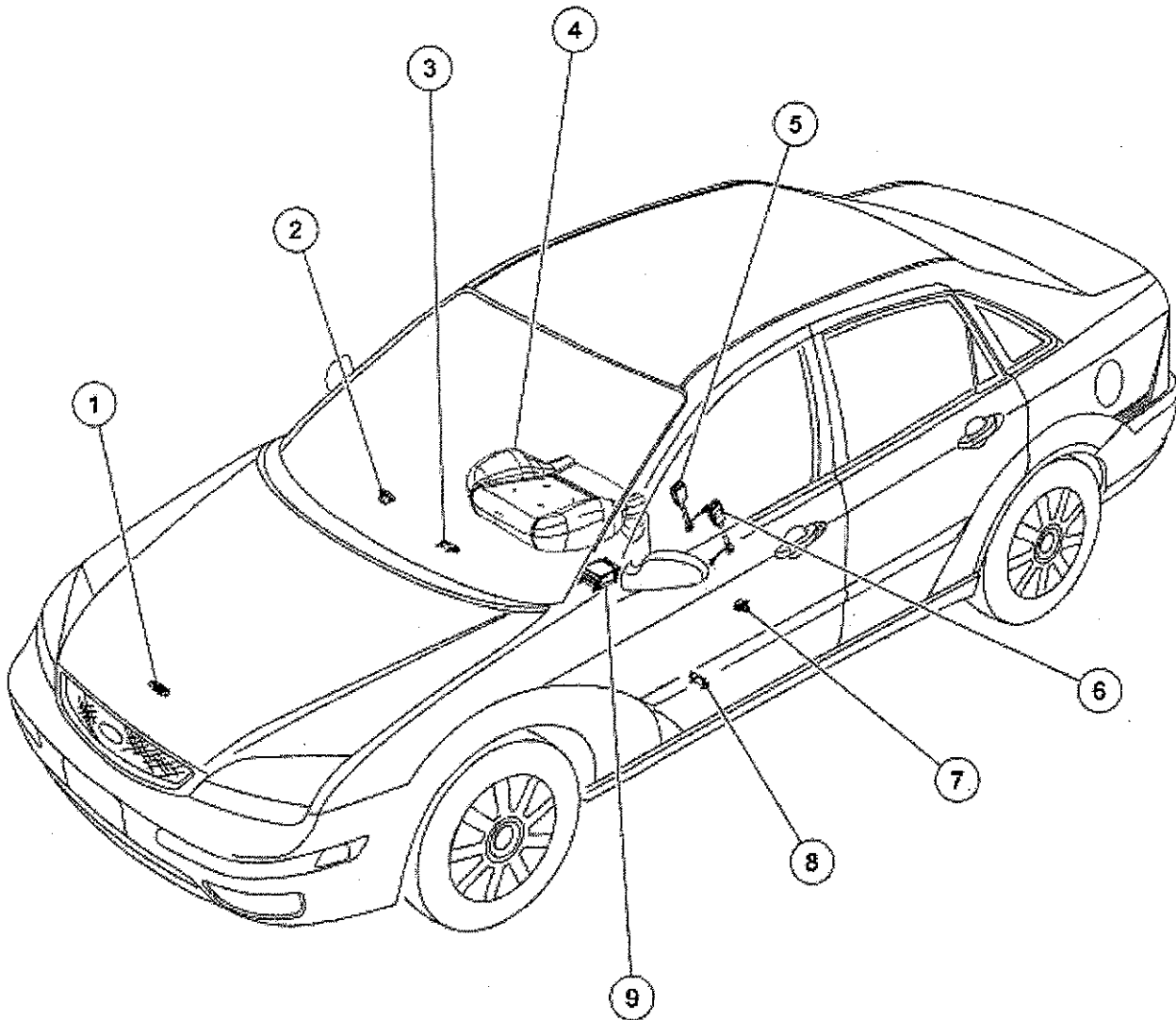
Vehicle: 2005 FORD FOCUS ZX4 S 4D SED 4-2.0L-FI Multi

Labor, Body	42.00	0.1	4.20
Labor, Mechanical	72.00	10.7	770.40
Subtotal			2,281.82
Sales Tax			81.84
Grand Total			2,363.66
Deductible			(500.00)
Net Total			1,863.66

Estimate Version	Total \$
Original	1,883.17
Supplement S01	387.16
Supplement S02	93.33

Insurance Total \$:	1,863.66
Received from Insurance \$:	0.00
Balance due from Insurance \$:	1,863.66

Customer Total \$:	500.00
Received from Customer \$:	0.00
Balance due from Customer \$:	500.00



N0004631

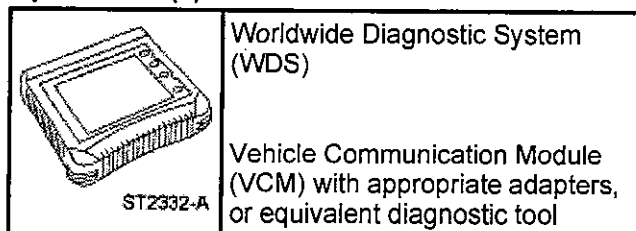
Item	Part Number	Description
1	14B004	Front impact severity sensor
2	—	Hazard flasher switch (includes passenger air bag deactivation (PAD) indicator)
3	14B345	Passenger side impact sensor (if equipped)
4	603B02	Occupant classification sensor (OCS) system
5	61202	Passenger safety belt buckle (includes safety belt buckle switch and belt tension sensor)
6	61203	Driver safety belt buckle (includes safety belt buckle switch)
7	—	Driver seat position sensor (part of 61704)
8	14B345	Driver side impact sensor (if equipped)
9	14B321	Restraints control module

501-20B Supplemental Restraint System
REMOVAL AND INSTALLATION

2005 Focus
Procedure revision date: 05/10/2004

Restraints Control Module (RCM)

Special Tool(s)



Removal

⚠ WARNING: Always wear safety glasses when repairing an air bag supplemental restraint system (SRS) vehicle and when handling an air bag module. This will reduce the risk of injury in the event of an accidental deployment.

⚠ WARNING: The restraints control module (RCM) orientation is critical for correct air bag supplemental restraint system (SRS) operation. If a vehicle equipped with an SRS system has been involved in a collision in which the center tunnel area has been damaged, inspect the mounting and bracket for deformation. If damaged, the RCM must be replaced whether or not the air bags have deployed. In addition, make sure the area of the RCM is restored to its original condition.

⚠ WARNING: To reduce the risk of personal injury, do not use any memory saver devices.

NOTICE: Electronic modules are sensitive to static electrical charges. If exposed to these charges, damage can result.

NOTICE: Prior to removal of the module, it is necessary to upload module configuration information to the diagnostic tool. This information needs to be downloaded into the new module once installed. For additional information, refer to Section 418-00.

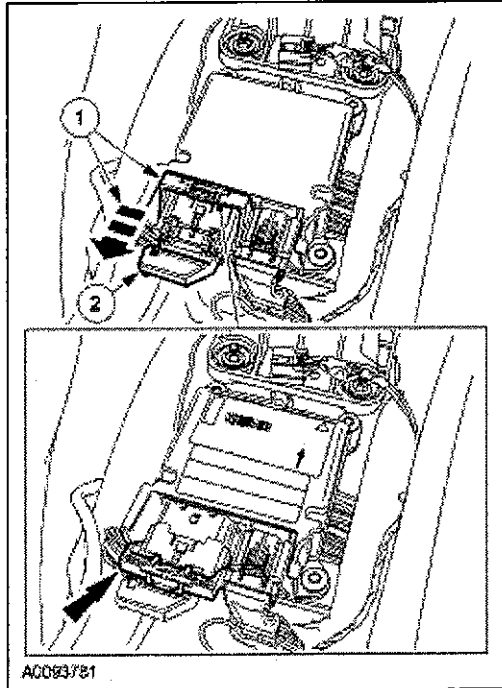
NOTE: The air bag warning lamp illuminates when the RCM fuse is removed and the ignition switch is ON. This is normal operation and does not indicate a supplemental restraint system (SRS) fault.

NOTE: The SRS must be fully operational and free of faults before releasing the vehicle to the customer.

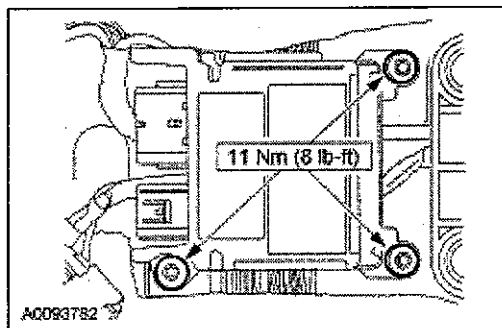
NOTE: Repair is made by installing a new part only. If the new part does not correct the condition, install the original part and carry out the diagnostic procedure again.

1. Depower the system. For additional information, refer to Supplemental Restraint System (SRS) Depowering and Repowering in this section.
2. Remove the center console. For additional information, refer to Section 501-12.
3. Disconnect the large restraints control module (RCM) electrical connector.
 1. Pinch the thumb tab and pivot the connector position assurance lever all the way back until it stops.

2. Pull out and disconnect the large RCM electrical connector.



4. Disconnect the small RCM electrical connector.
5. Remove the restraints control module bolts.



6. Remove the restraints control module.

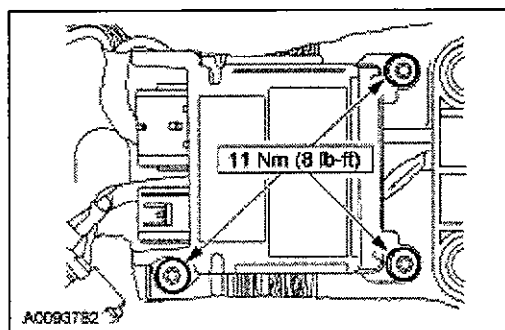
Installation

1. **⚠ WARNING: A new RCM must be configured following installation. Failure to follow this instruction may result in personal injury.**

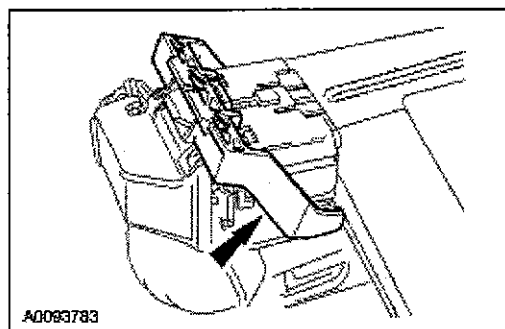
Position the restraints control module.

2. **⚠ WARNING: The tightening torque of the air bag RCM retaining bolts is critical for correct system operation.**

Install the RCM bolts.



3. Connect the small RCM electrical connector.
4. Make sure the large RCM electrical connector position assurance lever is in the full release position before attempting to connect the connector.

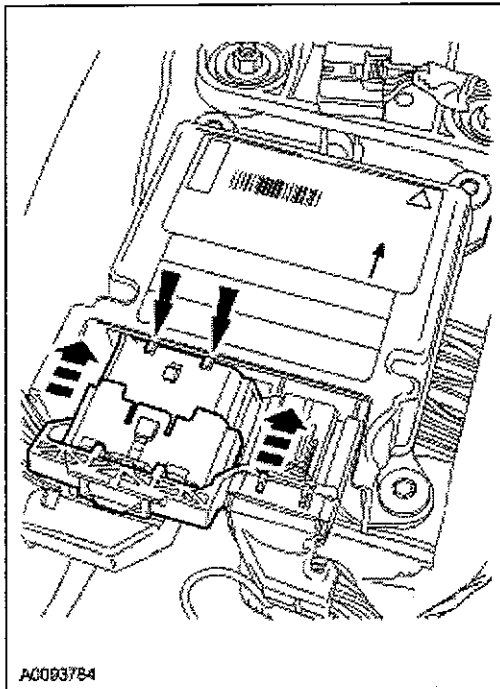


5. **NOTICE:** Placing the large RCM electrical wiring connector into the RCM at an angle can cause bad electrical connections and damage components.

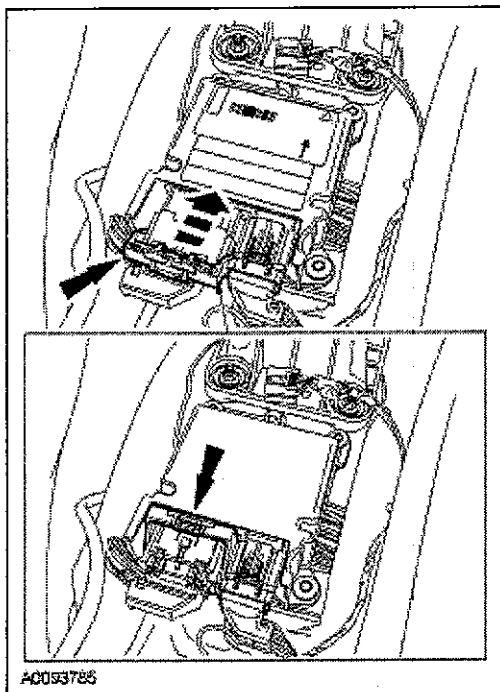
Position the large RCM electrical wiring connector into the RCM.

- **NOTICE:** Do not push the connector to where the lever pivots and seats itself. Light pressure is needed to get the connector into position on the RCM before using the lever to fully seat the connector.

With the large RCM electrical wiring connector uniformly aligned to the RCM, lightly push in until a subtle audible click is heard and a slight resistance is felt.



6. Connect the large RCM electrical wiring connector.
 - Using the connector position assurance lever, pivot it toward the RCM, drawing the connector into the RCM.
 - Make sure the thumb tab is engaged to the retainer on the RCM and locked in place.



7. Install the center console. For additional information, refer to Section 501-12.
8. Repower the system. **Do not prove out the SRS at this time.** For additional information, refer to Supplemental Restraint System (SRS) Depowering and Repowering in this section.

9. When installing a new RCM, download the saved RCM module configuration information from the diagnostic tool to the new RCM. For additional information, refer to Section 418-00.

10. Prove out the supplemental restraint system (SRS) as follows:

Turn the ignition key from ON to OFF. Wait 10 seconds, then turn the key back to ON and visually monitor the air bag indicator with the air bag modules installed. The air bag indicator will light continuously for approximately six seconds and then turn off. If an air bag supplemental restraint system (SRS) fault is present, the air bag indicator will either:

- fail to light.
- remain lit continuously.
- flash.

The flashing might not occur until approximately 30 seconds after the ignition switch has been turned from the OFF to the ON position. This is the time required for the restraints control module (RCM) to complete the testing of the SRS. If the air bag indicator is inoperative and a SRS fault exists, a chime will sound in a pattern of five sets of five beeps. If this occurs, the air bag indicator and any SRS fault discovered must be diagnosed and repaired.

Clear all continuous DTCs from the restraints control module using a scan tool.

RO: [REDACTED]

Detailed Customer Invoice

3/09/07 4:36PM

Page: 1

Bowditch Ford Collision Repair
11061 Warwick Blvd. - P.O. Box 1548
Newport News, VA. 23601-0548
Phone (757)591-3630 Fax (757)599-8442

[REDACTED] HAMPTON, VA [REDACTED] Home: [REDACTED] Work: [REDACTED] EX00000 Est.: SCOTT M Received: 2/21/07 Del. Date: Date Paid: 3/09/07		Date of Loss: Year: 05 Make: FORD Model: FOCUS Type: Style: Color: BEIGE License: VA [REDACTED] Mileage: 25,570 VIN: 1FAFP34NX5W [REDACTED]	ALLSTATE INSURANCE COMPANY Phone: Fax: Adjuster: Claim #: [REDACTED] Policy: Betterment: Deductible: 500.00
--	--	--	--

Ln.	Description	Parts	Labor Amt	Team	Refin Amt	Team	Other
1	TOW						110.00
2	COPY OF ESTIMATE TO CUSTOMER			CRAIG			
3	DATE IN 2/20/07			CRAIG			
4	FRONT BUMPER			CRAIG			
5	O/H bumper assy		72.20	CRAIG			
6	Bumper cover w/o appearance	259.78		CRAIG	58.81	TEAM COLLIN	
7	Add for Clear Coat				38.00	TEAM COLLIN	
8	LT Cover w/o fog lamps	21.45	7.60	CRAIG			
9	GRILLE			CRAIG			
10	Grille w/o appearance pkg. ebo	85.40	7.60	CRAIG			
11	FRONT LAMPS			CRAIG			
12	RT Headlamp assy w/o SVT	181.13		CRAIG			
13	Aim headlamps		19.00	CRAIG			
14	LT Headlamp assy w/o SVT	189.33		CRAIG			
15	LT Side marker lamp w/o high i	22.95		CRAIG			
16	RADIATOR SUPPORT			CRAIG			
17	Radiator support	114.82	171.00	CRAIG	49.40	TEAM COLLIN	
18	Evacuate & recharge		91.00	CRAIG			
19	Refrigerant recovery		26.00	JOEY			
20	Add for auto trans		13.00	JOEY			
22	Lower tie bar	33.98	19.00	CRAIG			
23	Lower shield	44.42	11.40	CRAIG			
24	Sight shield	15.53	3.80	CRAIG			
25	HOOD			CRAIG			
26	Hood		57.00	CRAIG	98.80	TEAM COLLIN	
27	Add for Clear Coat				38.00	TEAM COLLIN	
28	NOZZLES		15.20	CRAIG			
29	RT Hinge	31.12	11.40	CRAIG	11.40	TEAM COLLIN	
30	Add for Clear Coat				3.80	TEAM COLLIN	
31	LT Hinge	31.12	11.40	CRAIG	11.40	TEAM COLLIN	
32	Add for Clear Coat				3.80	TEAM COLLIN	
33	FENDER			CRAIG			
34	RT Fender		152.00	CRAIG	68.40	TEAM COLLIN	
35	Overlap Major Adj. Panel				-15.20	TEAM COLLIN	
36	Add for Clear Coat				11.40	TEAM COLLIN	
37	LKQ LT fender assy +25%	125.00	38.00	CRAIG	68.40	TEAM COLLIN	

38	Overlap Major Adj. Panel				-15.20	TEAM COLLIN	
39	Add for Clear Coat				11.40	TEAM COLLIN	
40	Deduct for Overlap		-19.00	CRAIG			
41	Refn edges				19.00	TEAM COLLIN	
42	RT Apron assy		114.00	CRAIG	19.00	TEAM COLLIN	
43	Overlap Major Non-Adj. Panel				-7.60	TEAM COLLIN	
44	LT Apron assy		95.00	CRAIG	19.00	TEAM COLLIN	
45	Overlap Major Non-Adj. Panel				-7.60	TEAM COLLIN	
46	LT LOWER RAIL		76.00	CRAIG			
47	SET UP AND MEASURE		76.00	CRAIG			
48	PULL & ALIGN FRONT SWAY/ SAG		228.00	CRAIG			
49	ELECTRICAL			CRAIG			
50	Battery 2.0 liter			CRAIG			
51	Battery tray 2.0 liter		19.00	CRAIG			
52	FRONT DOOR			CRAIG			
53	RT Outer panel				41.80	TEAM COLLIN	
54	LT Outer panel				41.80	TEAM COLLIN	
55	RT Belt w/strip		7.60	CRAIG			
56	LT Belt w/strip		7.60	CRAIG			
57	RT Mirror assy power w/o heate		22.80	CRAIG			
58	LT Mirror assy power w/o heate		22.80	CRAIG			
59	RT Handle, outside		15.20	CRAIG			
60	LT Handle, outside		15.20	CRAIG			
61	RT R&I trim panel		15.20	CRAIG			
62	LT R&I trim panel		15.20	CRAIG			
63	TWO WHEEL ALIGNMENT		50.00	JOEY			
64	A/M FLEX ADDITIVE						11.01
65	A/M COVER CAR		11.40	CRAIG			10.00
66	MASK UNDER HOOD				19.00	TEAM COLLIN	
67	Parts Discount/Markup						-132.70
69	Paint Materials						299.20
72	CRAIG/MARKED PARTS RCVD						
73	LKQ		62.50	CRAIG			
74	LT Fender liner w/o 16 in. whe	37.28	11.40	CRAIG			
75	ENGINE / TRANSAXLE			CRAIG			
76	Air cleaner assy	259.33	19.00	CRAIG			
79	Hood		-19.00	CRAIG			
80	Add for Clear Coat				-11.40	TEAM COLLIN	
81	LT Apron assy		-38.00	CRAIG			
82	SEAM SEALER						10.00
83	SUPPLEMENT TS			CRAIG			
85	Hood				-98.80	TEAM COLLIN	
86	NOZZLES		-15.20	CRAIG			
87	Overlap Major Adj. Panel				15.20	TEAM COLLIN	
88	Add for Clear Coat				-11.40	TEAM COLLIN	
89	Overlap Major Adj. Panel				15.20	TEAM COLLIN	
90	RT Apron assy		-114.00	CRAIG			
91	RT Apron assy				-19.00	TEAM COLLIN	
92	LT AIR GUIDE 4S4Z8311AA	19.32					
93	a/c label 2u5a-19a286ca	12.00					
94	refinish hood				43.50	TEAM COLLIN	
	Totals	1,483.96	1,405.30		520.31		307.51

	Total Category		Rate	Units	Est.	Suppl.	Total
--	----------------	--	------	-------	------	--------	-------

RO: [REDACTED]

Detailed Customer Invoice

Page: 3

3/09/07 4:36PM

BODY LABOR	36.00	26.60	1,090.60	-93.30	997.30
MECHANICAL LABOR	65.00	3.00	180.00		180.00
FRAME LABOR	38.00	6.00	228.00		228.00
PAINT LABOR	36.00	16.50	630.51	-110.20	520.31
PARTS			1,023.33	327.93	1,351.26
PAINT MATERIAL	22.00		320.21	10.00	330.21
SUBLET			110.00		110.00
Subtotals		52.10	3,582.65	134.43	3,717.08
SALES TAX			67.17	16.90	84.07
Grand Total:		52.10	3,649.82	151.33	3,801.15

Date	Payment	Received By	Method	Charge Type	Amount
3/09/07	VISA DEBIT CARD	Office	Credit		500.00
	Total Payments:				500.00
	Balance Due:				3,301.15

Notes

Date: 2/26/07 Time: 9:04AM Written By: SCOTT M
L/M FOR CUST NEED AUTH

Date: 3/05/07 Time: 11:37AM Written By: SCOTT M
UPDATED CUST CAR IN PAINT

Date: 3/06/07 Time: 9:48AM Written By: SCOTT M
T/S APPROVED SUPPLEMENT

Bowditch Ford Collision Repair
11061 Warwick Blvd. - P.O. Box 1548
Newport News, VA. 23601-0548
Phone (757)591-3630 Fax (757)599-8442

Signature _____ Date _____

02/26/2007 at 10:37 AM

Job Number:

BOWDITCH FORD, INC.
Federal ID #:540489405
11076 WARWICK BLVD
PO BOX 1548
NEWPORT NEWS, VA 23601-0548
(757)591-3630 Fax: (757)599-8442

ESTIMATE OF RECORD

Written By: SCOTT MOORE 02/26/2007 10:36 AM
Adjuster: DD 36284270NBD02192 (804)627-5800

Insured:

Owner:

Address:

Day:

HAMPTON, VA

Claim #

Policy #ALLSTATE INS. CO.

Deductible: \$500.00

Date of Loss: 02/19/2007

Type of Loss: Collision

Point of Impact: 12. Front

Inspect BOWDITCH FORD, INC.
Location: 11076 WARWICK BLVD
PO BOX 1548
NEWPORT NEWS, VA 23601-0548

Fax: (757)599-8442

Insurance ALLSTATE INSURANCE COMPANY
Company: 8801 Park Central Drive
Suite 500
Richmond, VA 23227

Business: (804)627-5800
19 Days to Repair

2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE Int:TAN

VIN: 1FAFP34NX5W Lic: VA Prod Date: 08/2004 Odometer: 25570

Air Conditioning	Rear Defogger	Intermittent Wipers
Dual Mirrors	Clear Coat Paint	Power Steering
Power Brakes	Power Mirrors	AM Radio
FM Radio	Stereo	Search/Seek
CD Player	Driver Air Bag	Passenger Air Bag
Cloth Seats	Bucket Seats	Automatic Transmission
Overdrive		

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		COPY OF ESTIMATE TO CUSTOMER	1				
2#		DATE IN 2/20/07	1				
3		FRONT BUMPER					
4		O/H bumper assy				1.9	
N 5	Repl	Bumper cover w/o appearance	1	259.78	Incl.		2.6
6		Add for Clear Coat					1.0
7	Repl	LT Cover w/o fog lamps	1	21.45		0.2	
8		GRILLE					
N 9	Repl	Grille w/o appearance pkg. ebony	1	85.40		0.2	
10		FRONT LAMPS					
N 11	Repl	RT Headlamp assy w/o SVT	1	181.13	Incl.		

ESTIMATE OF RECORD

2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12		Aim headlamps				0.5	
N 13	Repl	LT Headlamp assy w/o SVT	1	189.33		Incl.	
N 14	Repl	LT Side marker lamp w/o high intensity	1	22.95		Incl.	
15		RADIATOR SUPPORT					
16	Repl	Radiator support	1	114.82		4.5	1.3
17		Evacuate & recharge			m	1.4 M	
18		Refrigerant recovery			m	0.4 M	
19		Add for auto trans			m	0.2 M	
20#	Subl	FREON R134 1.62LBS	1	40.50	X		
21	Repl	Lower tie bar	1	33.98		0.5	
22	Repl	Lower shield	1	44.42		0.3	
23	Repl	Sight shield	1	15.53		0.1	
24		HOOD					
25*	Rpr	Hood				1.5	2.6
26		Add for Clear Coat					1.0
27#	R&I	NOZZLES				0.4	
N 28	Repl	RT Hinge	1	31.12		0.3	0.3
29		Add for Clear Coat					0.1
N 30	Repl	LT Hinge	1	31.12		0.3	0.3
31		Add for Clear Coat					0.1
32		FENDER					
N 33*	Rpr	RT Fender				4.0	1.8
34		Overlap Major Adj. Panel					-0.4
35		Add for Clear Coat					0.3
36*	Repl	LKQ LT fender assy +25%	1	187.50		1.0	1.8
37		Overlap Major Adj. Panel					-0.4
38		Add for Clear Coat					0.3
39		Deduct for Overlap				-0.5	
40		Refn edges					0.5
41*	Rpr	RT Apron assy				s 3.0	0.5
42		Overlap Major Non-Adj. Panel					-0.2
43*	Rpr	LT Apron assy				s 2.5	0.5
44		Overlap Major Non-Adj. Panel					-0.2
45#	Rpr	LT LOWER RAIL				2.0	
46#	Rpr	SET UP AND MEASURE				2.0	
47#	Rpr	PULL & ALIGN FRONT SWAY/ SAG				6.0 F	
48		ELECTRICAL					
49	R&I	Battery 2.0 liter				Incl.	
50	R&I	Battery tray 2.0 liter				0.5	
51		FRONT DOOR					
52	Blnd	RT Outer panel					1.1
53	Blnd	LT Outer panel					1.1
54	R&I	RT Belt w'strip				0.2	
55	R&I	LT Belt w'strip				0.2	
56	R&I	RT Mirror assy power w/o heated glass				0.6	

ESTIMATE OF RECORD

2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
57	R&I	LT Mirror assy power w/o heated glass				0.6	
58	R&I	RT Handle, outside				0.4	
59	R&I	LT Handle, outside				0.4	
60	R&I	RT R&I trim panel				0.4	
61	R&I	LT R&I trim panel				0.4	
62#	Subl	TWO WHEEL ALIGNMENT	1	50.00	X		
63**	Repl	A/M FLEX ADDITIVE	1	12.00			
64**		A/M COVER CAR	1	10.00		0.3	
65#		MASK UNDER HOOD	1				0.5
66		OTHER CHARGES					
67#	Towing		1	110.00			

Subtotals ==> 1441.03 36.7 16.5

Line 5 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , A/M DO NOT FIT

Line 9 : NO A/M AVAIL

Line 11 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , NO A/M CAPA AVAIL

Line 13 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , A/M DO NOT FIT

Line 14 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , A/M CAPA NOT AVAIL

Line 28 : NO INS QUALITY LKQ AVAIL NORFOLK RECYCLING QUOTE #76679 GARY RAN LINE AND CHECKED CAR-PART.COM 622-5388

Line 30 : NO INS QUALITY LKQ AVAIL NORFOLK RECYCLING QUOTE #76679 GARY RAN LINE AND CHECKED CAR-PART.COM 622-5388

Line 33 : INCLUDES 2 BUCKLES AND TIME TO ROLL THE FENDER IN

Prior Damage Notes:

RT QUARTER DING, DOOR DINGS, TRUNK LID DENT, LT RR DOOR DING

Parts		1240.53
Parts Discount	\$ 1031.03 -10.0%	-103.10
Body Labor	28.7 hrs @ \$ 38.00/hr	1090.60
Paint Labor	16.5 hrs @ \$ 38.00/hr	627.00
Mechanical Labor	2.0 hrs @ \$ 65.00/hr	130.00
Frame Labor	6.0 hrs @ \$ 38.00/hr	228.00
Paint Supplies		325.00
Sublet/Misc.		90.50
Other Charges		110.00
SUBTOTAL		\$ 3738.53
Sales Tax	\$ 1462.43 @ 5.0000%	73.12

ESTIMATE OF RECORD

2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE Int:TAN

GRAND TOTAL	\$ 3811.65

ADJUSTMENTS:	
Deductible	500.00

CUSTOMER PAY	\$ 500.00
INSURANCE PAY	\$ 3311.65

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. DAMAGED OR WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE ONLY. NO GUARANTEES ON RUST REPAIRS. ALL WORK GUARANTEED FOR AS LONG AS YOU OWN THE VEHICLE.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

Estimate calculated using a preset user threshold amount for the paint and material cost.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

ESTIMATE OF RECORD

2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE Int:TAN

IMPORTANT INFORMATION ABOUT ALLSTATE'S CHOICE OF PARTS POLICY

This estimate may list parts for use in the repair of your vehicle that are manufactured by a company other than the original manufacturer of your vehicle. These parts are commonly referred to as aftermarket parts or competitive parts, and may include cosmetic outer body crash parts such as hoods, fenders, bumper covers, etc. Allstate guarantees the fit and corrosion resistance of any aftermarket/competitive outer body crash parts that are listed on this estimate and actually used in the repair of your vehicle for as long as you own it. If a problem develops with the fit or corrosion resistance of these parts, they will be repaired or replaced at Allstate's expense. This guarantee is limited to the repair or replacement of the part.

However, if you choose not to use one or more of the aftermarket/competitive outer body crash parts that may be listed on this estimate in the repair of your vehicle, Allstate will specify the use of original equipment manufacturer parts, either new or recycled at Allstate's option, at no additional cost to you. Allstate does not separately guarantee the performance of original equipment manufacturer parts, and makes no representation about the availability of any manufacturer's guarantee.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR2JK00 Database Date 02/2007, CCC Data Date 02/2007, 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.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

BOWDITCH FORD, INC.
FEDERAL ID #:540489405
11076 WARWICK BLVD
PO BOX 1548
NEWPORT NEWS, VA 23601-0548
(757)591-3630 FAX: (757)599-8442

SUPPLEMENT OF RECORD 5 WITH SUMMARY

WRITTEN BY: SCOTT MOORE 03/12/2007 09:00 AM
ADJUSTER: DD 36284270NBD02192 (804)627-5800

INSURED:
OWNER:
ADDRESS:

HAMPTON, VA

DAY:

CLAIM # [REDACTED]
POLICY #ALLSTATE INS. CO.
DEDUCTIBLE: \$500.00
DATE OF LOSS: 02/19/2007
TYPE OF LOSS: COLLISION
POINT OF IMPACT: 12. FRONT

INSPECT BOWDITCH FORD, INC.
LOCATION: 11076 WARWICK BLVD
PO BOX 1548
NEWPORT NEWS, VA 23601-0548

FAX: (757)599-8442

INSURANCE ALLSTATE INSURANCE COMPANY
COMPANY: 8801 PARK CENTRAL DRIVE
SUITE 500
RICHMOND, VA 23227

BUSINESS: (804)627-5800
19 DAYS TO REPAIR

2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN
VIN: 1FAFP34NX5W [REDACTED] LIC: [REDACTED] VA PROD DATE: 08/2004 ODOMETER: 25570
AIR CONDITIONING REAR DEFOGGER INTERMITTENT WIPERS
DUAL MIRRORS CLEAR COAT PAINT POWER STEERING
POWER BRAKES POWER MIRRORS AM RADIO
FM RADIO STEREO SEARCH/SEEK
CD PLAYER DRIVER AIR BAG PASSENGER AIR BAG
CLOTH SEATS BUCKET SEATS AUTOMATIC TRANSMISSION
OVERDRIVE

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#	S05	VEHICLE COMPLETED ON 03/09/07	1				
		READY TO BE PAID					
2#		COPY OF ESTIMATE TO CUSTOMER	1				
3#		DATE IN 2/20/07	1				
4		FRONT BUMPER					
5		O/H BUMPER ASSY				1.9	
N 6	S01	REPL BUMPER COVER W/O APPEARANCE	1	259.78		INCL.	2.6
7		ADD FOR CLEAR COAT					1.0
8		REPL LT COVER W/O FOG LAMPS	1	21.45		0.2	
9		GRILLE					
N 10	S01	REPL GRILLE W/O APPEARANCE PKG. EBONY	1	85.40		0.2	

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11		FRONT LAMPS				
N 12	S01	REPL RT HEADLAMP ASSY W/O SVT	1	181.13	INCL.	
13		AIM HEADLAMPS			0.5	
N 14	S01	REPL LT HEADLAMP ASSY W/O SVT	1	189.33	INCL.	
N 15	S01	REPL LT SIDE MARKER LAMP W/O HIGH INTENSITY	1	22.95	INCL.	
16		RADIATOR SUPPORT				
17	REPL	RADIATOR SUPPORT	1	114.82	4.5	1.3
18		EVACUATE & RECHARGE			M 1.4	M
19*		REFRIGERANT RECOVERY			M 0.0*	M
20		ADD FOR AUTO TRANS			M 0.2	M
21#	S02	REFRIGERANT RECOVERY	1		0.4	M
22	REPL	LOWER TIE BAR	1	33.98	0.5	
23	REPL	LOWER SHIELD	1	44.42	0.3	
24	REPL	SIGHT SHIELD	1	15.53	0.1	
25		HOOD				
N 26*	S02	RPR HOOD			1.0*	0.0*
N 27	S01	REPL RT HINGE	1	31.12	0.3	0.3
28		ADD FOR CLEAR COAT				0.1
N 29	S01	REPL LT HINGE	1	31.12	0.3	0.3
30		ADD FOR CLEAR COAT				0.1
31		FENDER				
N 32*	RPR	RT FENDER			4.0*	1.8
33		ADD FOR CLEAR COAT				0.7
34*	REPL	LKQ LT FENDER ASSY +25%	1	187.50*	1.0	1.8
35		OVERLAP MAJOR NON-ADJ. PANEL				-0.2
36		ADD FOR CLEAR COAT				0.3
37		REFN EDGES				0.5
38		DEDUCT FOR OVERLAP			-0.5	
N 39	S01	REPL LT FENDER LINER W/O 16 IN. WHEELS	1	37.28	0.3	
40*	S02	RPR LT APRON ASSY			S 1.5*	0.5*
41		OVERLAP MAJOR NON-ADJ. PANEL				-0.2
42#	RPR	LT LOWER RAIL			2.0	
43#	RPR	SET UP AND MEASURE			2.0	
44#	RPR	PULL & ALIGN FRONT SWAY/ SAG			6.0	F
45		ELECTRICAL				
46	R&I	BATTERY 2.0 LITER			INCL.	
47	R&I	BATTERY TRAY 2.0 LITER			0.5	
48		FRONT DOOR				
49	BLND	RT OUTER PANEL				1.1
50	BLND	LT OUTER PANEL				1.1
51	R&I	RT BELT W'STRIP			0.2	
52	R&I	LT BELT W'STRIP			0.2	
53	R&I	RT MIRROR ASSY POWER W/O HEATED GLASS			0.6	
54	R&I	LT MIRROR ASSY POWER W/O HEATED GLASS			0.6	

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
55	R&I	RT HANDLE, OUTSIDE				0.4	
56	R&I	LT HANDLE, OUTSIDE				0.4	
57	R&I	RT R&I TRIM PANEL				0.4	
58	R&I	LT R&I TRIM PANEL				0.4	
59#	SUBL	TWO WHEEL ALIGNMENT	1	50.00	X		
60**	REPL	A/M FLEX ADDITIVE	1	12.00			
61**		A/M COVER CAR	1	10.00		0.3	
62#		MASK UNDER HOOD	1				0.5
63 S01		ENGINE / TRANSAXLE					
N 64 S01	REPL	AIR CLEANER ASSY	1	258.70	M	0.5	
65# S02	REPL	SEAM SEALER	1	10.00			
66# S03		SUPPLEMENT TS2	1				
67# S03	REPL	LT AIR GUIDE 4S4Z8311AA	1	19.32			
68# S04	REPL	A/C LABEL 2U5A-19A286CA	1	12.00			
69		OTHER CHARGES					
70#		TOWING	1	110.00			
SUBTOTALS ==>				1737.83		32.6	13.6

LINE 6 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , A/M DO NOT FIT

LINE 10 : NO A/M AVAIL

LINE 12 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , NO A/M CAPA AVAIL CUST DOES NOT WANT A/M

LINE 14 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , A/M DO NOT FIT CUST DOES NOT WANT A/M

LINE 15 : NO RECYCLED AVAIL NORFOLK RECYCLING QUOTE# 76663 GARY ALSO RAN LINE, CAR-PART.COM , A/M CAPA NOT AVAIL CUST DOES NOT WANT A/M

LINE 26 : NO PAINT NEEDED, ALIGN HOOD

LINE 27 : NO INS QUALITY LKQ AVAIL NORFOLK RECYCLING QUOTE #76679 GARY RAN LINE AND CHECKED CAR-PART.COM 622-5388 CUST DOES NOT WANT A/M

LINE 29 : NO INS QUALITY LKQ AVAIL NORFOLK RECYCLING QUOTE #76679 GARY RAN LINE AND CHECKED CAR-PART.COM 622-5388 CUST DOES NOT WANT A/M

LINE 32 : INCLUDES 2 BUCKLES AND TIME TO ROLL THE FENDER IN

LINE 39 : NO LKQ NORFOLK RECYCLING QUOTE #77013 ALSO RAN LINE AND CAR-PART.COM, CUST DOES NOT WANT A/M

LINE 64 : NO LKQ NORFOLK RECYCLING QUOTE #77013 ALSO RAN LINE AND CAR-PART.COM, CUST DOES NOT WANT A/M

PRIOR DAMAGE NOTES:

RT QUARTER DING, DOOR DINGS, TRUNK LID DENT, LT RR DOOR DING

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

PARTS		1577.83
PARTS DISCOUNT	\$ 1327.01 -10.0%	-132.70
BODY LABOR	24.6 HRS @\$ 38.00/HR	934.80
PAINT LABOR	13.6 HRS @\$ 38.00/HR	516.80
MECHANICAL LABOR	2.0 HRS @\$ 65.00/HR	130.00
FRAME LABOR	5.0 HRS @\$ 38.00/HR	228.00
PAINT SUPPLIES	13.6 HRS @\$ 22.00/HR	299.20
SUBLET/MISC.		50.00
OTHER CHARGES		110.00

SUBTOTAL		\$ 3713.93
SALES TAX	\$ 1744.33 @ 5.0000%	87.22

GRAND TOTAL		\$ 3801.15
ADJUSTMENTS:		
DEDUCTIBLE		500.00

CUSTOMER PAY		\$ 500.00
INSURANCE PAY		\$ 3301.15

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. DAMAGED OR WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE ONLY. NO GUARANTEES ON RUST REPAIRS. ALL WORK GUARANTEED FOR AS LONG AS YOU OWN THE VEHICLE.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

IMPORTANT INFORMATION ABOUT ALLSTATE'S CHOICE OF PARTS POLICY

THIS ESTIMATE MAY LIST PARTS FOR USE IN THE REPAIR OF YOUR VEHICLE THAT ARE MANUFACTURED BY A COMPANY OTHER THAN THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. THESE PARTS ARE COMMONLY REFERRED TO AS AFTERMARKET PARTS OR COMPETITIVE PARTS, AND MAY INCLUDE COSMETIC OUTER BODY CRASH PARTS SUCH AS HOODS, FENDERS, BUMPER COVERS, ETC. ALLSTATE GUARANTEES THE FIT AND CORROSION RESISTANCE OF ANY AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT ARE LISTED ON THIS ESTIMATE AND ACTUALLY USED IN THE REPAIR OF YOUR VEHICLE FOR AS LONG AS YOU OWN IT. IF A PROBLEM DEVELOPS WITH THE FIT OR CORROSION RESISTANCE OF THESE PARTS, THEY WILL BE REPAIRED OR REPLACED AT ALLSTATE'S EXPENSE. THIS GUARANTEE IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART.

HOWEVER, IF YOU CHOOSE NOT TO USE ONE OR MORE OF THE AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT MAY BE LISTED ON THIS ESTIMATE IN THE REPAIR OF YOUR VEHICLE, ALLSTATE WILL SPECIFY THE USE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, EITHER NEW OR RECYCLED AT ALLSTATE'S OPTION, AT NO ADDITIONAL COST TO YOU. ALLSTATE DOES NOT SEPARATELY GUARANTEE THE PERFORMANCE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, AND MAKES NO REPRESENTATION ABOUT THE AVAILABILITY OF ANY MANUFACTURER'S GUARANTEE.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR2JK00 DATABASE DATE 02/2007, CCC DATA DATE 02/2007, 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 CLASS 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.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1# S05		----- ADDED ITEMS ----- VEHICLE COMPLETED ON 03/09/07 READY TO BE PAID	1				
SUBTOTALS ==>					0.00	0.0	0.0

PRIOR DAMAGE NOTES:

RT QUARTER DING, DOOR DINGS, TRUNK LID DENT, LT RR DOOR DING

PARTS	0.00
SUBTOTAL	\$ 0.00

ESTIMATE	3811.65	SCOTT MOORE
SUPPLEMENT S01	310.10	SCOTT MOORE
SUPPLEMENT S02	-353.49	SCOTT MOORE
SUPPLEMENT S03	20.29	SCOTT MOORE
SUPPLEMENT S04	12.60	SCOTT MOORE
SUPPLEMENT S05	0.00	SCOTT MOORE

JOB TOTAL \$ 3801.15

CUSTOMER PAY \$ 500.00
INSURANCE PAY \$ 3301.15

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. DAMAGED OR WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE ONLY. NO GUARANTEES ON RUST REPAIRS. ALL WORK GUARANTEED FOR AS LONG AS YOU OWN THE VEHICLE.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

IMPORTANT INFORMATION ABOUT ALLSTATE'S CHOICE OF PARTS POLICY

THIS ESTIMATE MAY LIST PARTS FOR USE IN THE REPAIR OF YOUR VEHICLE THAT ARE MANUFACTURED BY A COMPANY OTHER THAN THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. THESE PARTS ARE COMMONLY REFERRED TO AS AFTERMARKET PARTS OR COMPETITIVE PARTS, AND MAY INCLUDE COSMETIC OUTER BODY CRASH PARTS SUCH AS HOODS, FENDERS, BUMPER COVERS, ETC. ALLSTATE GUARANTEES THE FIT AND CORROSION RESISTANCE OF ANY AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT ARE LISTED ON THIS ESTIMATE AND ACTUALLY USED IN THE REPAIR OF YOUR VEHICLE FOR AS LONG AS YOU OWN IT. IF A PROBLEM DEVELOPS WITH THE FIT OR CORROSION RESISTANCE OF THESE PARTS, THEY WILL BE REPAIRED OR REPLACED AT ALLSTATE'S EXPENSE. THIS GUARANTEE IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PART.

HOWEVER, IF YOU CHOOSE NOT TO USE ONE OR MORE OF THE AFTERMARKET/COMPETITIVE OUTER BODY CRASH PARTS THAT MAY BE LISTED ON THIS ESTIMATE IN THE REPAIR OF YOUR VEHICLE, ALLSTATE WILL SPECIFY THE USE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, EITHER NEW OR RECYCLED AT ALLSTATE'S OPTION, AT NO ADDITIONAL COST TO YOU. ALLSTATE DOES NOT SEPARATELY GUARANTEE THE PERFORMANCE OF ORIGINAL EQUIPMENT MANUFACTURER PARTS, AND MAKES NO REPRESENTATION ABOUT THE AVAILABILITY OF ANY MANUFACTURER'S GUARANTEE.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR2JK00 DATABASE DATE 02/2007, CCC DATA DATE 02/2007, 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.

03/12/2007 AT 09:00 AM

JOB NUMBER: [REDACTED]

SUPPLEMENT OF RECORD 5 WITH SUMMARY
2005 FORD FOCUS ZX4 S 4-2.0L-FI 4D SED BEIGE INT:TAN

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 25

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 2

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: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 4

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: 7

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