

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

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------|---------------|
| <br>U.S. Department of Transportation<br><b>National Highway Traffic Safety Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                     | <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET:www.nhtsa.dot.gov/hotline</b> |                   | FOR AGENCY USE ONLY 100148                                       |               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                     | Date Received<br>07-JAN-2016<br><b>APR 01 2016</b>                                                                                                                                                                   |                   | Repository <input type="checkbox"/><br>Reference No.<br>10818596 |               |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                     | [REDACTED]                                                                                                                                                                                                           |                   | Daytime Telephone Number                                         |               |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                     | [REDACTED]                                                                                                                                                                                                           |                   | E-mail Address                                                   |               |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                     | State                                                                                                                                                                                                                | Zip Code          | Evening Telephone Number                                         |               |
| WICKLIFFE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     | OH                                                                                                                                                                                                                   | [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).                                                                                                                                                                                                                                                                   |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                     | Make                                                                                                                                                                                                                 | Model             | Model Year                                                       |               |
| 4T4BF1FK9CK [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     | TOYOTA                                                                                                                                                                                                               | CAMRY             | 2012                                                             |               |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's Name and Telephone Number                                  |                                                                                                                                                                                                                      | Engine:           | Fuel Type:                                                       |               |
| 7-2012                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | METRO TOYOTA                                                        |                                                                                                                                                                                                                      | 4-2.5L-           | Unleaded                                                         |               |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's City                                                       | State                                                                                                                                                                                                                | Zip Code          |                                                                  |               |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CLEVELAND                                                           | OH                                                                                                                                                                                                                   | [REDACTED]        |                                                                  |               |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <input checked="" type="checkbox"/> Antilock Brakes                 | Powertrain                                                                                                                                                                                                           | Multiple Failure: | Incident Date(s)                                                 |               |
| Automatic                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> Cruise Control                  |                                                                                                                                                                                                                      |                   | 06-JAN-2016                                                      |               |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| Vehicle Component Codes: VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                     |                                                                                                                                                                                                                      |                   | Failure Mileage                                                  | Failure Speed |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                     |                                                                                                                                                                                                                      |                   | 25000                                                            | 5             |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     | Tire Model (Name or Number)                                                                                                                                                                                          |                   | Tire Size (Example P215/65R15)                                   |               |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                     | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                                                                                 |                   | Failure Location:                                                |               |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                     |                                                                                                                                                                                                                      |                   | Tire Failure Type:                                               |               |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                     | Date Manufactured:                                                                                                                                                                                                   |                   | Model No./Name:                                                  |               |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                     | Installation System:                                                                                                                                                                                                 |                   |                                                                  |               |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                     | Failed Part:                                                                                                                                                                                                         |                   |                                                                  |               |
| <b>APPLICABLE INCIDENT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| Crash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Fire                                                                | Number of Persons Injured                                                                                                                                                                                            | Number of Deaths  | Reported to Police                                               |               |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                                                                                                                                                                                                                      |                   | N                                                                |               |
| <b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b><br>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 2012 TOYOTA CAMRY. WHILE MAKING A TURN AT APPROXIMATELY 5 MPH, THE SUN ROOF EXPLODED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000. THE VIN WAS NOT AVAILABLE. SEE ABOVE & ALSO SEE POLICE REPORT & REPAIR INVOICE ENCLOSED                                                                                                                                                                                                                                   |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| INCIDENT NUMBER [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |
| 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. |                                                                     |                                                                                                                                                                                                                      |                   |                                                                  |               |

State Farm

PO Box 52250  
Phoenix AZ 85072-2250



009141 3160-01

AT1

WICKLIFFE OH



ST-0101-0000

## IMPORTANT INFORMATION

# We Received Your Claim

Claim Number: [REDACTED]

January 8, 2016

We received a claim regarding your 2012 TOYOTA CAMRY. A member of our team, Express Team E, will review your coverage and get your claim moving through the process as soon as possible. We'll contact you if we need additional information.

### Claim Information

- Claim number: [REDACTED]
- Date of loss: 01/06/2016
- Named Insured: [REDACTED]
- Claim associate(s): Express Team E
- Contact number: 855-341-8184
- Claims office hours: Mon-Fri: 6:30 a.m. - 9:00 p.m. Pacific  
Sat: 7:30 a.m. - 8:00 p.m. Pacific  
Sun: 8:30 a.m. - 7:00 p.m. Pacific

### What's Next?

Now that we're reviewing your claim, you can track the status on [statefarm.com](http://statefarm.com)®. After logging in, select the **Claims** tab and click on **Check Claims Status**. If you are not already registered, you may do so there.

**Check Claims Status** provides information about our Select Service® Program, repair facilities, estimates and payments on your claim(s), and other claim-related information. You'll find our Select Service repair facilities by clicking on Find a Repair Facility.

*Please Note: Protecting your personal information is important to us. **Check Claims Status** will ask you to log in with a user name and password each time you access this site.*

**THANK YOU FOR CHOOSING STATE FARM®. WE APPRECIATE YOUR BUSINESS.**

*Questions? Call us at the number listed above.*

**WICKLIFFE**

Incident Number

WICKLIFFE

## Incident / Offense Report

|                                                                       |                                      |                                          |                                 |                                                      |
|-----------------------------------------------------------------------|--------------------------------------|------------------------------------------|---------------------------------|------------------------------------------------------|
| Method Received<br><b>R</b>                                           | Time Received<br><b>19:32:57</b>     | Time Dispatched<br><b>19:32:57</b>       | Time Arrived<br><b>19:32:57</b> | Time Cleared:<br><b>19:47:46</b>                     |
| Report Date / Time<br>Date Time                                       |                                      | Incident Occurred From<br>Date Time      |                                 | Incident Occurred To<br>Date Time                    |
| <b>Wednesday 01/07/2015 00:08:00</b>                                  |                                      | <b>Wednesday 01/06/2016 19:32:57</b>     |                                 | <b>Wednesday 01/06/2016 19:47:46</b>                 |
| Location of the Incident (Street #, Street, Apt. #, City, State, Zip) |                                      |                                          |                                 | Zone                                                 |
| <b>WICKLIFFE OH ABB AUTOMATION INC</b>                                |                                      |                                          |                                 | <b>B1</b>                                            |
| Persons Involved:<br>-<br>-<br>-<br>-                                 |                                      | Property: <b>SUNROOF</b><br><br>Amount:  |                                 |                                                      |
| Units: <b>0755</b>                                                    |                                      | Officers: <b>DAVID COOK</b>              |                                 |                                                      |
| 1st:                                                                  |                                      |                                          |                                 |                                                      |
| 2nd:                                                                  |                                      |                                          |                                 |                                                      |
| 3rd:                                                                  |                                      |                                          |                                 |                                                      |
| 4th:                                                                  |                                      |                                          |                                 |                                                      |
| 5th:                                                                  |                                      | Photos: <b>0</b>                         |                                 |                                                      |
| Codes: <b>2999</b>                                                    | Descriptions: <b>DAMAGE PROPERTY</b> |                                          | OFFENSES                        |                                                      |
| Weapons Used:                                                         |                                      | Trade Marks:                             |                                 | Hate Bias                                            |
| Entry:                                                                |                                      | Location Type:<br>Highway/roadway/street |                                 |                                                      |
| Refer to Arrest:                                                      | Incident #:                          | Tow#:                                    | Dispatcher: <b>0303</b>         | Officer in Charge: <b>0148</b> Entry Id: <b>0303</b> |
| Case Status: <b>Closed</b>                                            | Cleared Date: <b>01/06/2016</b>      |                                          | Cleared By: <b>0151</b>         |                                                      |

Narrative: 16-00045 Page: 1

While on patrol, I observed a female flagging me down in the parking lot of ABB (29801 Euclid). I stopped to assist the female, identified as [REDACTED] who was highly upset and crying. I learned from [REDACTED] that she had just left work and was heading home, westbound on Euclid. As she was turning northbound on Worden, she heard a loud crash and pulled to the side of the road. [REDACTED] then found that the sunroof of her vehicle had been shattered. [REDACTED] stated she was unsure what caused the damage, but she did observe two males walking westbound on Euclid near the area where her car was damaged. [REDACTED] suggested that maybe one of the males threw something at her vehicle causing the sunroof to shatter. I checked the sunroof and found that nearly all of the pieces of glass were contained by the sunroof visor. I did not observe any other objects contained by the visor. I photographed the damage before checking the area for the males with negative results.

Ptl. David Cook 36/151

|                       |                    |                |
|-----------------------|--------------------|----------------|
| Reviewing Supervisor: | Bureau Supervisor: | PTL DAVID COOK |
|                       |                    | Officer:       |

# WICKLIFFE

Incident Number

Page # 2

Persons Involved with Incident

|                 |              |            |           |                  |        |
|-----------------|--------------|------------|-----------|------------------|--------|
| Incident #:     | Relation:    | Arrest #:  | CAD #:    | Date of Contact: | Phone: |
|                 | PRP          |            |           | 01/06/2016       |        |
| First Name:     | Middle       | Last Name: | Tit:      | DOB:             | SSN:   |
|                 |              |            |           |                  |        |
| Street #:       | Street Name: | Apt:       | City:     | St:              | Zip:   |
|                 |              |            | WICKLIFFE | OH               |        |
| Hgt:            | Wgt:         | Hair:      | Eyes:     | Race:            | Sex:   |
| 502             | 125          | BRO        | HAZ       |                  | P      |
| Physical Marks: |              |            |           |                  |        |

Offenses:

|                 |                     |              |
|-----------------|---------------------|--------------|
| Resident Class: | Suspected of using: | Victim Type: |
|                 | /                   | /            |

Reviewing Supervisor:

Bureau Supervisor:

PTL DAVID COOK  
Officer:

**WICKLIFFE**

Incident Number

Page # 3

*Property Involved with Incident*

Item #: Item :

001 SUNROOF

NCIC#

Property Tag #

Make:

Model:

Serial #:

Quantity: Unit Measure:

1.00

Value:

Owner Applied Number:

Type:

UCR Property Code:

Destroyed / Damaged

Miscellaneous

NCIC Entry:

NCIC Remove:

Notes:

\_\_\_\_\_  
Reviewing Supervisor:

\_\_\_\_\_  
Bureau Supervisor:

\_\_\_\_\_  
PTL DAVID COOK  
Officer:

# WICKLIFFE

Incident Number

Page # 4

Vehicles Involved with the Incident

No: 001 Value: Plate: [REDACTED] LIC St.: OH LIC Yr.: LIC Type: PC VIN #: 4T4BF1PK9CR [REDACTED]  
Year: 2012 Make: TOYT Model: OTH Style: 4W Color: UNK / Ownership Verification: Tow No: Date of Theft:  
Recovery Condition: Recover Date: Recover Location: NCIC# Owner Applied #:

## Damaged Missing:

Front: NO Rear: NO Doors : NO Deck : NO NCIC Entry:  
Interior: NO Engine: NO Trans : NO Dash: NO  
Vin Plate: NO LIC Plate: NO Ignition: NO Other: NCIC Remove:  
Misc:

Reviewing Supervisor:

Bureau Supervisor:

PTI. DAVID COOK  
Officer:

No. 6592 P. 4

Jan. 8, 2016 9:59AM

**WICKLIFFE AUTO BODY**  
Celebrating Our 45th Anniversary!  
30054 LAKELAND BLVD, WICKLIFFE, OH 44092  
Phone: (440) 585-3080  
FAX: (440) 585-4644

Workfile ID: [REDACTED]  
Federal ID: 34-1600115

COPY

**Supplement of Record 1 with Summary**

**Customer:** [REDACTED]

**Job Number:**

Written By: DAN McCURDY, 1/20/2016 1:47:51 PM  
Adjuster: Express Team E, (855) 341-8184 Day

Insured: [REDACTED]  
Type of Loss: Comprehensive  
Point of Impact:

Policy #: [REDACTED]  
Date of Loss: 1/6/2016 7:30 PM

Claim #: [REDACTED]  
Days to Repair: 0

**Owner:**  
[REDACTED]  
WICKLIFFE, OH [REDACTED]  
Business  
Other

**Inspection Location:**  
Unknown  
Other

**Insurance Company:**  
STATE FARM INSURANCE COMPANIES

**Vehicle Drop Off Date:** 01/13/2016      **Promise Date:** 01/20/2016      **Repair Start Date:** 01/14/2016

**VEHICLE**

|                   |                    |                             |                        |
|-------------------|--------------------|-----------------------------|------------------------|
| Year: 2012        | Body Style: 4D SED | VIN: 4T4BF1FK9CR [REDACTED] | Mileage In: 24596      |
| Make: TOYO        | Engine: 4-2.5L-FI  | License: [REDACTED]         | Mileage Out:           |
| Model: CAMRY XLE  | Production Date:   | State: OH                   | Vehicle Out: 1/20/2016 |
| Color: Green Int: | Condition:         | Job #:                      |                        |

**TRANSMISSION**

Automatic Transmission  
Overdrive  
Traction Control

**SEATS**

Power Driver Seat  
Bucket Seats  
Cloth Seats  
Lumbar Adjustment

**STEERING**

Power Steering  
Tilt Wheel  
Telescopic Wheel

Steering Wheel Controls

**BRAKES**

Power Brakes  
4 Wheel Disc Brakes  
Anti-Lock Brakes (4)

**ROOF**

Electric Glass Sunroof

**GLASS**

Tinted Glass  
Rear Defogger  
Power Windows

**WHEELS**

Aluminum/Alloy Wheels

**RADIO**

AM Radio  
FM Radio  
Stereo  
Search/Seek

CD Player

**INTERIOR**

Power Locks  
Power Trunk/Tailgate  
Air Conditioning  
Cruise Control  
Driver Air Bag  
Passenger Air Bag

Front Side Impact Air Bags

Console/Storage  
Intermittent Wipers  
Wood Interior Trim

**EXTERIOR**

Power Mirrors  
Dual Mirrors  
Fog Lamps  
Keyless Entry

**PAINT**

Clear Coat Paint

# Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2012 TOYO CAMRY XLE 4D SED 4-2.5L-FI Green

| Line | Oper | Description                                                                                                                                                                                   | Part Number | Qty | Extended Price \$ | Labor | Paint |
|------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----|-------------------|-------|-------|
| 1    |      | <b>ROOF</b>                                                                                                                                                                                   |             |     |                   |       |       |
| 2    | *    | Rpr Roof panel w/Convenience package<br>Note: Repair necessary due to foreign object that apparently bounced across roof before and after striking the sunroof glass.                         |             |     |                   | 2.5   | 3.2   |
| 3    |      | Add for Clear Coat                                                                                                                                                                            |             |     |                   |       | 1.3   |
| 4    |      | R&I R&I sunroof assy<br>Note: Necessary to R&I due to glass particles in the tracks, which are embedded in the grease covering each track. Unable to clean tracks with sunroof assy in place. |             |     |                   | 1.4   |       |
| 5    | *    | Repl LKQ Sunroof glass +25%                                                                                                                                                                   | 6320106060  | 1   | 311.25            | 0.6   |       |
| 6    |      | R&I R&I headliner                                                                                                                                                                             |             |     |                   | 2.4   |       |
| 7    |      | R&I RT Sunvisor ash                                                                                                                                                                           |             |     |                   | 0.2   |       |
| 8    |      | R&I LT Sunvisor ash                                                                                                                                                                           |             |     |                   | 0.2   |       |
| 9    | S01  | Repl Weatherstrip                                                                                                                                                                             | 632510E010  | 1   | 32.17             | 0.5   |       |
| 10   |      | <b>PILLARS, ROCKER &amp; FLOOR</b>                                                                                                                                                            |             |     |                   |       |       |
| 11   |      | R&I RT Wndshld plr trim ash                                                                                                                                                                   |             |     |                   | 0.2   |       |
| 12   |      | R&I LT Wndshld plr trim ash                                                                                                                                                                   |             |     |                   | 0.2   |       |
| 13   |      | R&I RT Uptr ctr plr trim ash                                                                                                                                                                  |             |     |                   | 0.5   |       |
| 14   |      | R&I LT Uptr ctr plr trim ash                                                                                                                                                                  |             |     |                   | 0.5   |       |
| 15   |      | <b>FRONT DOOR</b>                                                                                                                                                                             |             |     |                   |       |       |
| 16   | *    | R&I RT Surround w/strip<br>Note: Partial R&I for access.                                                                                                                                      |             |     |                   | 0.4   |       |
| 17   | *    | R&I LT Surround w/strip<br>Note: Partial R&I for access.                                                                                                                                      |             |     |                   | 0.4   |       |
| 18   |      | <b>REAR DOOR</b>                                                                                                                                                                              |             |     |                   |       |       |
| 19   | *    | R&I RT Surround w/strip<br>Note: Partial R&I for access.                                                                                                                                      |             |     |                   | 0.4   |       |
| 20   | *    | R&I LT Surround w/strip<br>Note: Partial R&I for access.                                                                                                                                      |             |     |                   | 0.4   |       |
| 21   |      | <b>CONSOLE</b>                                                                                                                                                                                |             |     |                   |       |       |
| 22   |      | R&I Overhead console XLE model, w/garage door opener ash                                                                                                                                      |             |     |                   | 0.5   |       |
| 23   |      | <b>HOOD</b>                                                                                                                                                                                   |             |     |                   |       |       |
| 24   | *    | Rpr Rub & buff hood<br>Note: To remove minor scratches and marks from shattered glass.                                                                                                        |             |     |                   | 0.6   | 0.0   |
| 25   |      | <b>ELECTRICAL</b>                                                                                                                                                                             |             |     |                   |       |       |
| 26   | *    | Rpr Disconnect & reconnect battery<br>Note: Necessary to prevent deployment of curtain air bags during R&I of headliner and sunroof assy                                                      |             |     | m                 | 0.2   |       |
| 27   | #    | Re-program radio<br>Note: Necessary once battery has been disconnected                                                                                                                        |             | 1   |                   | 0.5   |       |
| 28   |      | <b>QUARTER PANEL</b>                                                                                                                                                                          |             |     |                   |       |       |
| 29   |      | R&I RT Upper qtr trim ash                                                                                                                                                                     |             |     |                   | 0.2   |       |
| 30   |      | R&I LT Upper qtr trim ash                                                                                                                                                                     |             |     |                   | 0.2   |       |

## Supplement of Record 1 with Summary

**Customer:** [REDACTED]

**Job Number:**

Vehicle: 2012 TOYO CAMRY XLE 4D SED 4-2.5L-FI Green

|                  |                    |      |                                                                          |   |               |   |  |             |            |
|------------------|--------------------|------|--------------------------------------------------------------------------|---|---------------|---|--|-------------|------------|
| 31               | <b>TRUNK LID</b>   |      |                                                                          |   |               |   |  |             |            |
| 32               | *                  | Rpr  | <u>Rub &amp; buff trunk lid XLE</u>                                      |   |               |   |  | 0.5         | 0.0        |
|                  |                    |      | Note: To remove minor scratches and marks from shattered glass.          |   |               |   |  |             |            |
| 33               | #                  |      | Clean broken glass from vehicle                                          | 1 |               |   |  | 1.0         |            |
|                  |                    |      | Note: Includes time to remove glass shards from sun roof track and cover |   |               |   |  |             |            |
| 34               | *                  | R&I  | <u>Weatherstrip (on body at deck lid opening)</u>                        |   |               |   |  | 0.2         |            |
|                  |                    |      | Note: Partial R&I for access to broken glass removal                     |   |               |   |  |             |            |
| 35               | <b>REAR BUMPER</b> |      |                                                                          |   |               |   |  |             |            |
| 36               | *                  | Rpr  | <u>Rub and buff rear bumper cover</u>                                    |   |               |   |  | 0.5         | 0.0        |
|                  |                    |      | Note: To remove minor scratches and marks from shattered glass.          |   |               |   |  |             |            |
| 37               | #                  | Repl | Restore Corrosion Protection                                             | 1 |               | T |  |             | 0.1        |
| 38               | #                  | Repl | Cover Car                                                                | 1 |               | T |  |             | 0.2        |
| 39               | #                  | Subl | Hazardous Waste Removal                                                  | 1 | 3.00          | T |  |             |            |
| <b>SUBTOTALS</b> |                    |      |                                                                          |   | <b>346.42</b> |   |  | <b>15.2</b> | <b>4.8</b> |

### ESTIMATE TOTALS

| Category             | Basis       |   | Rate         | Cost \$         |
|----------------------|-------------|---|--------------|-----------------|
| Parts                |             |   |              | 343.42          |
| Body Labor           | 15.2 hrs    | @ | \$ 46.00 /hr | 699.20          |
| Paint Labor          | 4.8 hrs     | @ | \$ 46.00 /hr | 220.80          |
| Paint Supplies       | 4.8 hrs     | @ | \$ 28.00 /hr | 134.40          |
| Miscellaneous        |             |   |              | 3.00            |
| Subtotal             |             |   |              | 1,400.82        |
| Sales Tax            | \$ 1,400.82 | @ | 7.0000 %     | 98.06           |
| <b>Grand Total</b>   |             |   |              | <b>1,498.88</b> |
| Deductible           |             |   |              | 100.00          |
| <b>CUSTOMER PAY</b>  |             |   |              | <b>100.00</b>   |
| <b>INSURANCE PAY</b> |             |   |              | <b>1,398.88</b> |

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: [REDACTED] or QR code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to [REDACTED] and select Check the Status of a Claim. If you are already registered, thank you!

## Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2012 TOYO CAMRY XLE 4D SED 4-2.5L-FI Green

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ARM8524, CCC Data Date 1/11/2016, and potentially other third party sources of data; and (b) the parts presented 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 data provided by third party sources of data 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, A/M or NAGS. 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 2016 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 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:

D=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.

## Supplement of Record 1 with Summary

Customer:



Job Number:

Vehicle: 2012 TOYO CAMRY XLE 4D SED 4-2.5L-FI Green

### ALTERNATE PARTS SUPPLIERS

| Line | Supplier                                                                                | Description                           | Price     |
|------|-----------------------------------------------------------------------------------------|---------------------------------------|-----------|
| 5    | Bessler Auto Parts (Team PRP)<br>106 Williams Way<br>Newport KY 41076<br>(614) 779-0003 | #6320106060<br>LKQ Sunroof glass +25% | \$ 311.25 |

# Limited Warranty

## Wickliffe Auto Body

30054 Lakeland Blvd. Wickliffe, OH 44092  
(440) 585-3080

*Wickliffe Auto Body* hereby provides a Limited Warranty on repairs performed by the shop. This Limited Warranty is valid only for as long as you own the vehicle stated herein, and is for the person to whom this Limited Warranty is granted and whose name appears herein and on the original work order. This is a labor only, fragmented four part Limited Warranty, and stipulations pertaining to each fragmented part are stated hereafter:

1. **Metalwork:** *Wickliffe Auto Body* provides a **Lifetime Limited Warranty** on all metalwork, to include welding and the application of materials utilized in making collision repairs against cracking, flaking, pitting or deterioration, excluding rust repairs. The Shop will repair and repaint, excluding rust repairs, any metalwork warranted hereby, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.
2. **Painting, Stripes and Decals:** *Wickliffe Auto Body* provides a **Lifetime Limited Warranty** on painting-related priming and painting work against solvent blistering, peeling, hazing, and excessive loss of pigmentation, and, a **Lifetime Limited Warranty** on the application and adhesion of decorative stripes and decals, excluding those defects which are caused by extreme environmental conditions to which the vehicle may be exposed. The Shop will re-prime, repaint, re-stripe or re-decal the specific section or sections of the vehicle warranted hereby (excluding rust repair), when claim is made within warranted period, unless caused by

or damaged resulting from unreasonable use, maintenance or care of the vehicle.

3. **Mechanical Repairs:** *Wickliffe Auto Body* provides a **Lifetime Limited Warranty** on all mechanical repairs pertaining directly to original collision damage. The Shop will repair any mechanical assembly or component warranted hereby, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.
4. **Parts:** *Wickliffe Auto Body* provides a **Lifetime Limited Warranty**, unless mfg. warranty is less or more, on new parts installed by or at the Shop. (Please Note: Shop warranty does not exceed mfg. warranty.) The Shop will repair or replace any defective part warranted hereby, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of vehicle.

Limited Warranty stipulations printed on this document are made a part hereof as though fully incorporated herein, and that said Shop agrees to be bound by each and every one thereof

**This Written Warranty shall be null and void if the repair is altered, adjusted or tampered with by any person not authorized by Warranty Grantor. This Warranty is not transferable.**

**SPECIFICALLY EXCLUDED:**

- A. Incidental costs, such as towing fees, car rental charges, travel expenses, or assemblies and components which are not specifically covered by this **Limited Warranty**, nor are consequential damages such as damage to other assemblies and components resulting from a defective part or installation of such part installed or repaired during the repair.**
- B. Rust through, and/or damage caused by rusting of interior or exterior non-replaced panels not covered.**

**THIS STATES ALL THE LIMITED WARRANTIES** made by the Shop and contains the only promises for which it will be responsible.

**CUSTOMER OBLIGATIONS:** In order to obtain the benefits of this warranty, the owner of the vehicle must do the following:

- A.** Present the owner's copy of this warranty document to the warrantor before requesting warranted repairs or parts.
- B.** Have any warranted repair, adjustment, or inspection made only at the premises of the warrantor during normal business hours.

**All Warranties** implied by law, including the warranties of the merchantability and fitness for a particular purpose, are hereby limited to the warranty period herein and shall expire at the end of such period.

**NAME:** [REDACTED]

VEHICLE: 2012 Toyota Camry

**DATE:** January 20, 2016

**INS. CO:** State Farm Insurance

**CLAIM #:** [REDACTED]