



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
DOT Auto Safety Hotline

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

FOR AGENCY USE ONLY 100148

Date Received
18-NOV-2016

Repository

Reference No.
1092 ~~MAY~~ 26 2017

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LAGUNA WOODS State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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: 1FAHP34N47W [REDACTED]
Make FORD Model FOCUS Model Year 2007
Date Purchased 10/4/06 Dealer's Name and Telephone Number TUTTLE CLICK FORD
Original Owner Dealer's City IRVINE State CA Zip Code 92618
Engine: No: Cylinders 4 Fuel Type: REG
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 17-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 180000 VEHICLE SPEED CONTROL, 030000 BRAKES (PWS) Failure Mileage 26000 Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

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

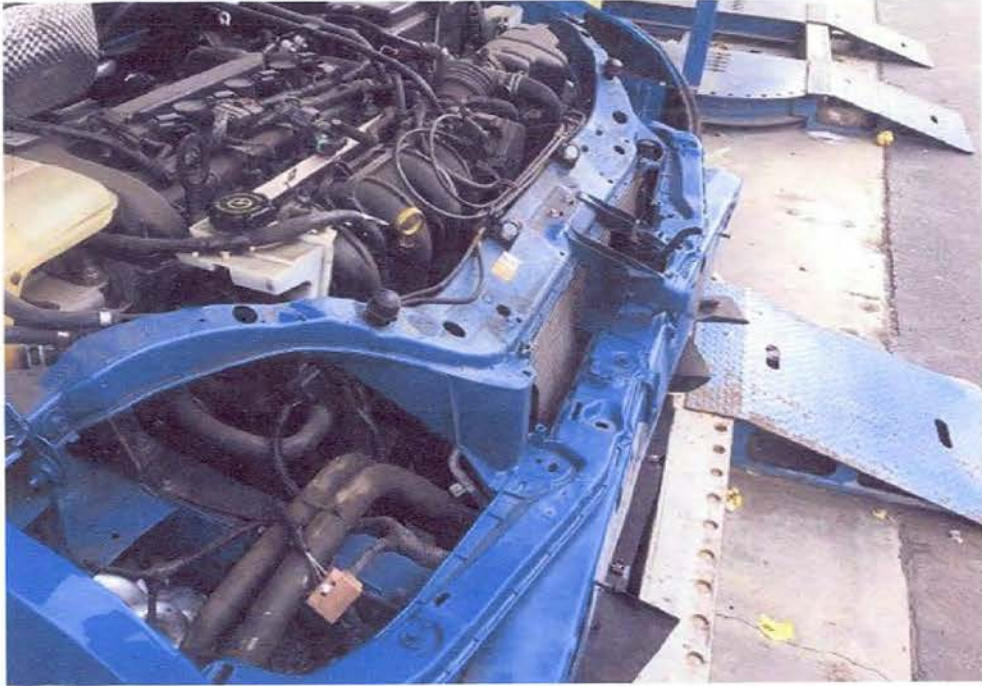
Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

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 2007 FORD FOCUS. WHEN THE BRAKE PEDAL WAS DEPRESSED AT 30 MPH, THE VEHICLE CONTINUED TO ACCELERATE WITHOUT WARNING. AS A RESULT, THE CONTACT CRASHED INTO THE REAR OF ANOTHER VEHICLE. THE AIR BAGS DID NOT DEPLOY. AFTER THE FAILURE OCCURRED, THE DRIVER SIDE AIR BAG WARNING INDICATOR ILLUMINATED. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 26,000.

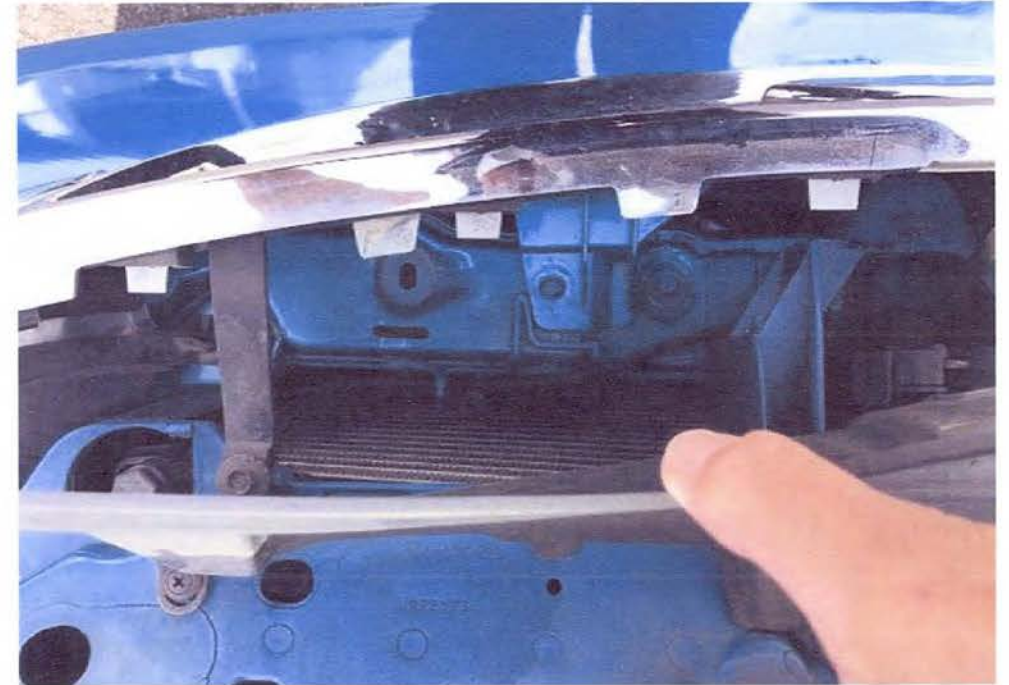
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

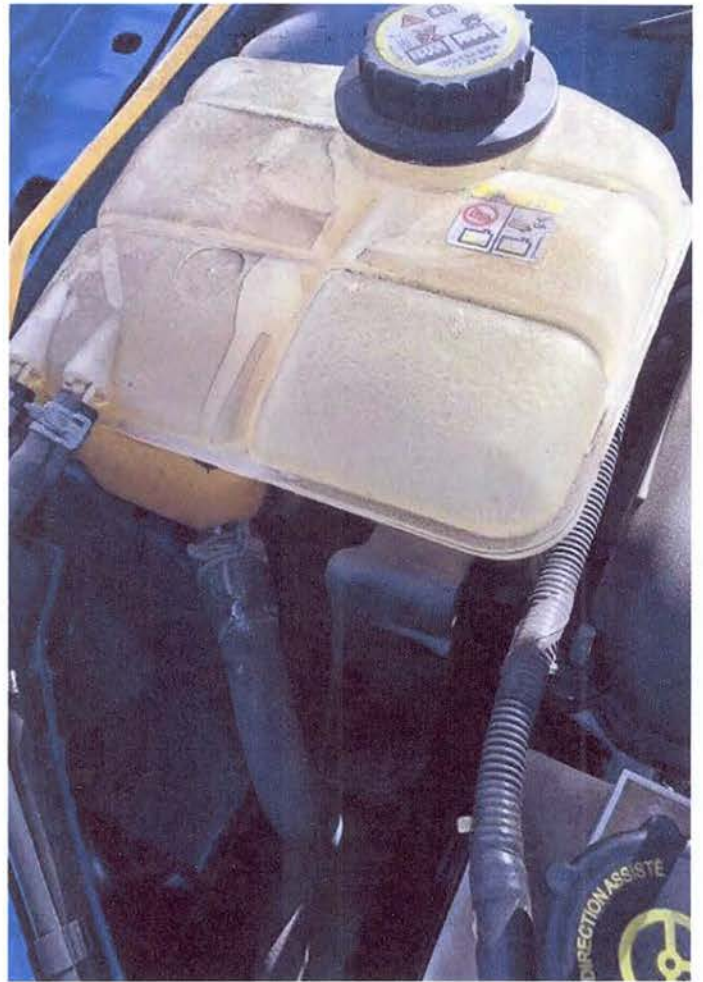
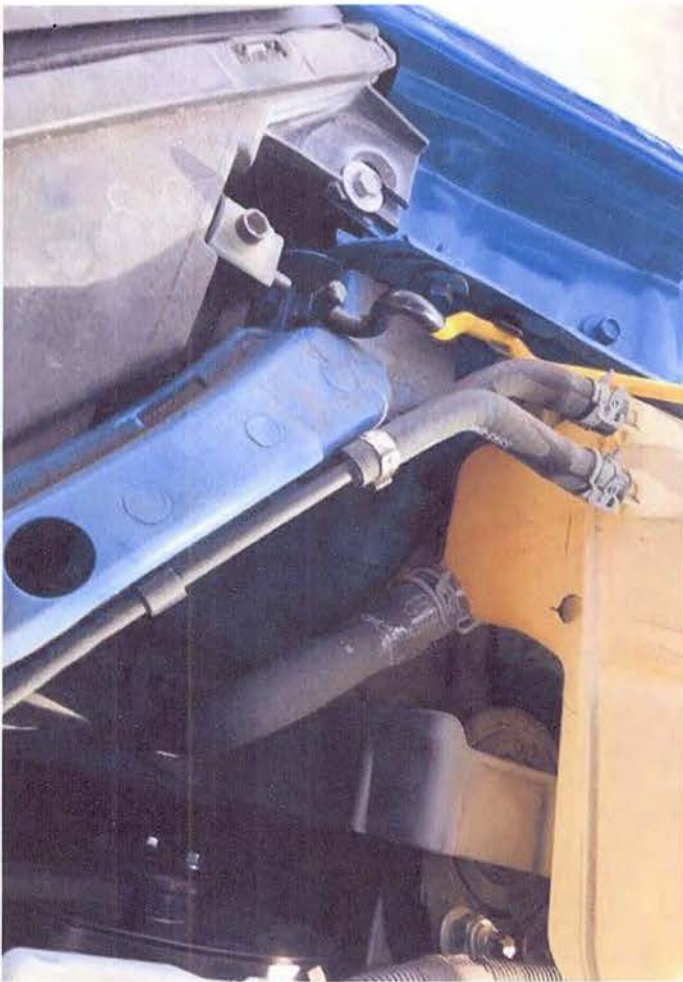
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.













LINCOLN



TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

43 AUTO CENTER DRIVE
IRVINE, CA 92618
(949) 472-5200

Visit our website @ www.tuttleclick.com

EPA # CAD981978364
B.A.R. # ARD-080698

TC MOTORSPORT

Quick Lane

DEALER CODE 71D169	F & A CODE 05556
54T170	



CELL: [REDACTED]

CUSTOMER NO [REDACTED]	NAME/DOB NADER OSHANA 4216 1249	TAG NO 1249	INVOICE DATE 12/15/16
[REDACTED]	LICENSE NO [REDACTED]	MILEAGE 26,356	COLOR AQUA BLUE M
LAGUNA WOODS, CA [REDACTED]	YEAR / MAKE / MODEL 07 / FORD / FOCUS / SDN 4DR SE	DELIVERY DATE 10/04/06	DELIVERY MILES 5
[REDACTED]	VEHICLE I.D. NO. 1FAHP34N47W [REDACTED]	SELLING DEALER NO. 1	WARRANTY END DATE 11/22/16
[REDACTED]	COMMENTS E# 99N	MO: [REDACTED]	

JOB# 1 CHARGES

LABOR
J# 1 90FOZAAA1 AAA BODY TECH(S):3556 744.20
TEARDOWN & INSPECT VEHICLE FOR DAMAGES TO PREPARE ESTIMATE FOR AUTO CLUB. NOTE: DISASSEMBLY MAY PREVENT REASSEMBLY. REPAIRED PER ESTIMATE REPR FRT END

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	1	6S4Z-17D957-DA	COVER	444.52	238.48	238.48
1	1	5S4Z-17C882-AB	ISOLATOR ASY	107.95	69.20	69.20
1	1	5S4Z-5810812-AA	CROSS MEMBER	258.84	185.15	185.15
1	1	5S4Z-8200-AAA	GRILLE ASSY	130.41	64.69	64.69
1	1	7S4Z-13008-E	HEADLAMP ASY	219.03	219.03	219.03
1	1	7S4Z-13008-F	HEADLAMP ASY	219.58	219.58	219.58
1	1	5S4Z-16K689-AA	STRIKER ASY	52.30	52.30	52.30
1	1	6S4Z-16700-A	LATCH ASY - H	143.99	95.23	95.23
1	1	6S4Z-8A284-AA	REINFORCEMENT	371.38	265.65	265.65
1	1	5S4Z-14B056-AC	MONITOR - AIR	418.27	418.27	418.27
1	1	6S4Z-54611B09-C	SEAT BELT ASY	219.45	219.45	219.45
2	2	VC-7-B	ANTI-FREEZE	17.95	16.71	33.42
1	1	RADIATOR		135.00	135.00	135.00
1	1	AC COND		114.00	114.00	114.00
1	1	INV# [REDACTED]				
1	1	5S4Z-6038-CB	BRACKET - INS	200.11	132.35	132.35
				TOTAL - PARTS		2461.80

IMPORTANT

You may receive a service questionnaire from Ford Motor Co. in the next few weeks. If for any reason you cannot give us "COMPLETELY SATISFIED" please contact the Customer Relations Center or your Service Advisor immediately! Your satisfaction is our #1 concern at Tuttle-Click Ford Lincoln & Collision Center. Thank You.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
X _____
AUTHORIZED SIGNATURE & DATE

Fifty dollar per day storage charges may be imposed if vehicle is not picked up within three business days of notice of completion.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. IF YOU HAVE SPECIAL ORDERED PARTS YOU WILL BE NOTIFIED UPON THEIR ARRIVAL.

FOR YOUR CONVENIENCE.
SERVICE PARTS AND COLLISION CENTER HOURS.
MON. - FRI. 7:00 a.m. - 7:00 p.m.
SAT. 8:00 a.m. - 5:00 p.m.

POWER OF ATTORNEY
The undersigned, nominator called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto as settlement for insured's claim for damages to the above described automobile.

YORK X
INSURED X

PROGRAM CODE(S)	APPROVAL CODE(S)	COMMENTS

LABOR
J# 2 93FOZAAA1 AAA PAINT TECH(S):3556 400.00
REPAIR PER ESTIMATE
REPAIRED PER ESTIMATE
REFN FRT END

G.O.G. & SUPPLIES	QTY	PRICE	TOTAL
1.0 PAINT MATERIALS	@ 430.000 /UNIT		430.00
TOTAL - GOG			430.00

JOB# 2 TOTALS
LABOR 400.00
G.O.G. 430.00
JOB# 2 JOURNAL PREFIX F2CB JOB# 2 TOTAL 830.00

JOB# 1 TOTALS

LABOR	744.20
PARTS	2461.80
MISC	-221.56
TOTAL	2984.44

JOB# 2 CHARGES

LABOR
J# 2 93FOZAAA1 AAA PAINT TECH(S):3556 400.00
REPAIR PER ESTIMATE
REPAIRED PER ESTIMATE
REFN FRT END

G.O.G. & SUPPLIES
1.0 PAINT MATERIALS @ 430.000 /UNIT 430.00
TOTAL - GOG 430.00

JOB# 2 TOTALS

LABOR	400.00
G.O.G.	430.00
TOTAL	830.00

JOB# 2 JOURNAL PREFIX F2CB JOB# 2 TOTAL 830.00

"ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE"
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

The Reynolds and Reynolds Company EVANSTON, IL 60120



LINCOLN



TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

43 AUTO CENTER DRIVE

IRVINE, CA 92618

(949) 472-5200

Visit our website @ www.tuttleclick.com

EPA # CAD981978364

B.A.R. # ARD-080698



HEALTH CODE	P.S. & CODE
237069	05556
54T170	

CELL: [REDACTED]

CUSTOMER NO	AGENCY	AGENCY ID	INV. NO	INVOICE DATE	INVOICE TO
[REDACTED]	NADER OSHANA	4216	1249	12/15/16	[REDACTED]
ADDRESS	STOCK NO	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
[REDACTED]		07/FORD/FOCUS/SDN 4DR SE	10/04/06	5	
LAGUNA WOODS, CA	VEHICLE ID NO	FILE NO	P.O. NO	R.O. DATE	
	1FAHP34N47W [REDACTED]		DUN	11/22/16	
RE [REDACTED]	BUSINESS PHONE	COMMENTS			
		E# 99N			MO: [REDACTED]

JOB# 3 CHARGES

LABOR

J# 3+92F0ZAA1 AAA MECH TECH(S):4433 377.30

Added Operation (2NATHANO @ 12/14/2016 17:02)

REPAIR PER ESTIMATE

REPAIRED PER ESTIMATE

JOB# 3 TOTALS

LABOR 377.30

JOB# 3 JOURNAL PREFIX F2CB JOB# 3 TOTAL 377.30

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$4405.36 (+TAX)

COMMENTS

AAA 012563085 FRT END

--LEFT FRONT SEAT BELT INOP

--AIRBAG LIGHT IS ON

--OWNER WENT TO APPLY BRAKE AND VEHICLE ACCELERATED

11-29 9:38 L/M TO OWNER RE: UPDATE ON THE REPAIR AND EMAIL COPY OF ESTI. ALSO.

12-15 2:45 ADVISE OWNER VEHICLE IS READY FOR PICKUP.

RECOMMENDATIONS

AAA

TOTALS

* [] CASH	[] CHECK CK NO. []	*
* [] VISA	[] MASTERCARD [] DISCOVER	*
* [] OTHER	[] CHARGE	
* DATE	/ /	

WE NOW OFFER 24MO/24K MILE LTD WARRANTY EXCLUDING MAINT & WEAR ITEMS, AND COMMERCIAL VEHICLES. SEE HANDBOOK FOR DETAILS

* THE TUTTLE-CLICK AUTOMOTIVE GROUP WOULD LIKE YOUR PERMISSION TO CONTACT YOU USING THE PHONE NUMBER YOU PROVIDED. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGE AT THE NUMBER PROVIDED ON THIS FORM. THIS MAY INCLUDE RELEVANT SALES, SERVICE, MARKETING AND/OR OTHER GENERAL INFORMATION *

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

IMPORTANT

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

X _____ AUTHORIZED SIGNATURE & DATE

Fifty dollar per day storage charges may be imposed if vehicle is not picked up within three business days of notice of completion.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. IF YOU HAVE SPECIAL ORDERED PARTS YOU WILL BE NOTIFIED UPON THEIR ARRIVAL.

FOR YOUR CONVENIENCE.

SERVICE PARTS AND COLLISION CENTER HOURS.

MON. - FRI. 7:00 a.m. - 7:00 p.m.

SAT. 8:00 a.m. - 5:00 p.m.

POWER OF ATTORNEY

The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile

(DATE) X (INSURED)

(DATE) X (INSURED)

PROGRAM CODE(S)	APPROVAL DATE OR NO	EXAMINER CODE
REPAIR #		

INFORMATION OF CONSUMER: THIS IS A SERVICE FORM. IT IS NOT A WARRANTY. THE INFORMATION CONTAINED HEREIN IS SUBJECT TO THE TERMS AND CONDITIONS OF THE WARRANTY. THE WARRANTY IS NOT A CONTRACT. THE WARRANTY IS NOT A GUARANTEE. THE WARRANTY IS NOT A PROMISE. THE WARRANTY IS NOT A STATEMENT OF FACT. THE WARRANTY IS NOT A REPRESENTATION. THE WARRANTY IS NOT A WARRANTY OF MERCHANTABILITY. THE WARRANTY IS NOT A WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THE WARRANTY IS NOT A WARRANTY OF TITLE. THE WARRANTY IS NOT A WARRANTY OF QUIET ENJOYMENT. THE WARRANTY IS NOT A WARRANTY OF POSSESSION. THE WARRANTY IS NOT A WARRANTY OF USE. THE WARRANTY IS NOT A WARRANTY OF VALUE. THE WARRANTY IS NOT A WARRANTY OF RENT. THE WARRANTY IS NOT A WARRANTY OF PROFITS. THE WARRANTY IS NOT A WARRANTY OF INDEMNIFICATION. THE WARRANTY IS NOT A WARRANTY OF CONSEQUENTIAL DAMAGES. THE WARRANTY IS NOT A WARRANTY OF PUNITIVE DAMAGES. THE WARRANTY IS NOT A WARRANTY OF ATTORNEY'S FEES. THE WARRANTY IS NOT A WARRANTY OF COSTS. THE WARRANTY IS NOT A WARRANTY OF REASONABLE ATTORNEY'S FEES. THE WARRANTY IS NOT A WARRANTY OF REASONABLE COSTS. THE WARRANTY IS NOT A WARRANTY OF REASONABLE ATTORNEY'S FEES AND REASONABLE COSTS. THE WARRANTY IS NOT A WARRANTY OF REASONABLE ATTORNEY'S FEES AND REASONABLE COSTS.

The Form(s) and Form(s) Company, ELIMINATED, COT24013 © (12/14)

"ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE"

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

Date: 12/19/2016 08:17 AM
 Estimate ID: [REDACTED]
 Estimate Version: 2
 Supplement: 1 (F F) 12/19/2016 08:16:34 AM
 Profile ID: AAA

Tuttle-Click Collision Center

43 Auto Center Drive, Irvine, CA 92618
 (949) 472-5394
 Fax: (949) 472-5363
 Tax ID: 953513528 BAR #: ARD00080698 EPA #: CAD981978364

Supplement Delta Report
 Comparison of Estimate [REDACTED] Supplement 0 and Supplement 1

Damage Assessed By: Nathan O
 Supplemented By: Nathan O

Insured: [REDACTED]
 Owner: [REDACTED]
 Vehicle Description: 2007 Ford Focus ZX4 SE
 Date of Loss: 11/17/2016

Line Item	Labor Type	Operation	Line Item Description	Part Type	Dollar Amount	Labor Units	CEG Unit
Changed Entries							
11	BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	USED	85.00 *	INC	0.2T
S1 11	BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	7S4Z 13008 E<	219.03 <	INC	0.2T
15	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly	USED	85.00 *	INC	0.2T
S1 15	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly	7S4Z 13008 F<	219.58 <	INC	0.2T
20	BDY	REMOVE/REPLACE	Cooling Radiator	** QUAL REPL PART	180.00 *	1.7	1.7T
S1 19<	BDY	REMOVE/REPLACE	Cooling Radiator	** QUAL REPL PART	135.00 *<	1.7	1.7T
21		ADD'L COST	Coolant		22.00 *	0.0	T
S1 20<		ADD'L COST	Coolant		33.42 *<	0.0	T
24	MCH	REMOVE/REPLACE	A/C Condenser -M	** QUAL REPL PART	142.00 *	1.1	1.1T
S1 23<	MCH	REMOVE/REPLACE	A/C Condenser -M	** QUAL REPL PART	114.00 *<	1.1	1.1T
Deleted Entries							
14			Line Markup %20.00		17.00	0.0	
16			Line Markup %20.00		17.00	0.0	
Added Entries							
14			LKQ CAME DAMAGE			0.0	
S1 36	BDY	REMOVE/REPLACE	Frnt Eng Supt Mount	5S4Z 6038 CB	132.35	0.6	0.6T
S1 57	BDS	ADD'L LABOR OP	***** FINAL BILL *****	Existing		0.0*	
S1 58	BDS	ADD'L LABOR OP	*****OWNER PROVIDED WITH COPY OF *****	Existing		0.0*	
59			*****ESTIMATE & FINAL BILL*****			0.0	

Global Changes

No Deductible, Customer Responsibility, Labor Rate, or Part Adjustment changes were made.

ESTIMATE RECALL NUMBER: 11/28/2016 15:53:01 [REDACTED]

Software Version: 7.1.212

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Page 1 of 2

Date: 12/19/2016 08:17 AM
Estimate ID: [REDACTED]
Estimate Version: 2
Supplement: 1 (F F) 12/19/2016 08:16:34 AM
Profile ID: AAA

	Amount
Original Estimate:	4,108.24
Supplement 1	297.12
Orig Total Tax	192.35
Supp 1 Total Tax	212.67
Net Supplement Amount	297.12
Net Total	4,405.36

	Program Calc Versions	Data Versions
Supp 0	7.1.212	NOV_16_V
Supp 1	7.1.212	NOV_16_V

ESTIMATE RECALL NUMBER: 11/28/2016 15:53:01 [REDACTED]

Software Version: 7.1.212

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Page 2 of 2

Date: 12/19/2016 08:17 AM
 Estimate ID: [REDACTED]
 Estimate Version: 2
 Supplement: 1 (F F) 12/19/2016 08:16:34 AM
 FINAL
 Profile ID: AAA

Provided a copy of the appraisal and MPR brochure to the insured.

Tuttle-Click Collision Center

43 Auto Center Drive, Irvine, CA 92618
 (949) 472-5394
 Fax: (949) 472-5363
 Tax ID: 953513528 BAR #: ARD00080698 EPA #: CAD981978364

Damage Assessed By: Nathan O

Appraised For: Benilyn Locquiao
 (714) 435-8437

Supplemented By: Nathan O
 Classification:

Condition Code: Good
 Date of Loss: 11/17/2016
 Deductible: WAIVED
 Policy No: [REDACTED]

Type of Loss: Collision

Claim Number: [REDACTED]

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] LAGUNA WOODS, CA [REDACTED]
 Telephone: [REDACTED]

Cell Phone: [REDACTED] Contact Phone: [REDACTED]

Mitchell Service: 910626

Description: 2007 Ford Focus ZX4 SE
 Body Style: 4D Sed
 VIN: 1FAHP34N47W [REDACTED]
 Mileage: 26,356
 OEM/ALT: O

Drive Train: 2.0L Inj 4 Cyl 4A FWD
 License: [REDACTED]

Search Code: None

Color: Aqua Blue Metallic
 Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
 AIR CONDITION, AM/FM STEREO, DRIVER AIRBAG, CD PLAYER
 POWER ADJUSTABLE EXTERIOR MIRROR, FIRST ROW BUCKET SEAT, CLOTH SEAT, MP3 PLAYER
 KEYLESS ENTRY SYSTEM, REAR BENCH SEAT

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
<u>Front Bumper</u>							
1		BDY	OVERHAUL	Frt Bumper Assy			1.7 #
2	008194	BDY	REMOVE/REPLACE	Frt Bumper Cover	6S4Z 17D957 DA	238.48	INC #
3		REF	REFINISH	Frt Bumper Cover			C 2.5
4				L.K.Q PART SEARCH WITH LAKENOR			
5				562-944-6422 NOT AVAIL REF 4365727			
6	008205	BDY	REMOVE/REPLACE	Frt Bumper Impact Absorber	5S4Z 17C882 AB	69.20	INC
7	008207	BDY	REMOVE/REPLACE	Frt Bumper Impact Bar	5S4Z 5810812 AA	185.15	1.5 #
8		REF	REFINISH	Frt Impact Bar			1.4
9		BDY	REMOVE/INSTALL	Frt Bumper Cover			INC #
<u>Grille</u>							
10	005645	BDY	REMOVE/REPLACE	Grille	5S4Z 8200 AAA	64.69	INC
<u>Front Lamps</u>							
S1 11	005658	BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	7S4Z 13008 E	219.03	INC #
12		BDY	CHECK/ADJUST	Headlamps			0.4
13		BDY	REMOVE/INSTALL	Grille Assy			INC
14				LKQ CAME DAMAGE			

ESTIMATE RECALL NUMBER: 11/28/2016 15:53:0 [REDACTED]
 Mitchell Data Version: OEM: NOV_16_V

Software Version: 7.1.212

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Page 1 of 4

Date: 12/19/2016 08:17 AM
 Estimate ID: [REDACTED]
 Estimate Version: 2
 Supplement: 1 (F F) 12/19/2016 08:16:34 AM
 FINAL
 Profile ID: AAA

Item	Qty	Part No	Unit	Description	Part No	Price	Unit	Notes
S1 15	005659	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly <u>Hood</u>	7S4Z 13008 F	219.58	INC #	
16	005689	BDY	ALIGN	Hood Panel	Existing		0.5*	
17	005680	BDY	REMOVE/REPLACE	Hood Striker	5S4Z 16K689 AA	52.30	0.2	
18	005695	BDY	REMOVE/REPLACE	Hood Latch	6S4Z 16700 A	95.23	INC #	
				<u>Cooling</u>				
S1 19	005697	BDY	REMOVE/REPLACE	Cooling Radiator	** QUAL REPL PART	135.00	* 1.7	
				<u>Additional Costs & Materials</u>				
S1 20	936003		ADD'L COST	Coolant		33.42	*	
				<u>A/C /Heater/Ventilation</u>				
21	000116	MCH	REMOVE/REPLACE	Evacuate & Recharge A/C -M			1.4 #	
22	000117	MCH	REMOVE/REPLACE	A/C Refrigerant Recovery -M			0.3 #	
S1 23	005725	MCH	REMOVE/REPLACE	A/C Condenser -M	** QUAL REPL PART	114.00	* 1.1	
				<u>Front Fender</u>				
24	005767	BDY	ALIGN	R Fender Panel	Existing		0.5* #	
25	005768	BDY	ALIGN	L Fender Panel	Existing		0.5* #	
				<u>Front Inner Structure</u>				
26	001736	BDY	REMOVE/REPLACE	Frt Body Radiator Support	6S4Z 8A284 AA	265.65	4.2 #	
27		REF	REFINISH	Radiator Support			1.5	
28	008849	BDY	REPAIR	R Frt Body Side Rail -S	Existing		1.0* #	
29		REF	REFINISH/REPAIR	R Frt Body Side Rail -S			0.8*	
30	008850	BDY	REPAIR	L Frt Body Side Rail -S	Existing		1.0* #	
31		REF	REFINISH/REPAIR	L Frt Body Side Rail -S			0.8*	
				<u>Air Bag System</u>				
32	000210	MCH	REMOVE/REPLACE	Disable & Enable Air Bag System -M			INC	
33	000211	MCH	REMOVE/REPLACE	Air Bag System Diagnosis -M			1.3 #	
34	008082	MCH	REMOVE/REPLACE	Air Bag Restraint Control Module -M	5S4Z 14B056 AC	418.27	0.5 #	
35		BDY	REMOVE/INSTALL	Ctr Console			0.4	
				<u>Engine/Trans Mounts</u>				
S1 36	005951	BDY	REMOVE/REPLACE	Frt Eng Supt Mount	5S4Z 6038 CB	132.35	0.6	
				<u>Air Cleaner</u>				
37	008103	BDY	REMOVE/INSTALL	Air Cleaner Assy			0.5 #	
				<u>Emission System</u>				
38	006037	MCH	REMOVE/INSTALL	Emission Sys Purge Control Valve -M	Existing		0.3 r	
39				AT RIGHT FRONT RAIL				
				<u>Seat Belts</u>				
40	008781	BDY	REMOVE/REPLACE	L Frt Seat Belt	6S4Z 54611B09 C	219.45	0.8 #	
				<u>Additional Costs & Materials</u>				
41	936012		ADD'L COST	Hazardous Waste Disposal		5.00	*	
42	936014		ADD'L COST	Flex Additive		2.50	*	
43	936018		ADD'L COST	R134A Freon & Oil		6.50	*	
44				UNRECOVERED				
45				INCLUDES OIL & DYE KIT				
				<u>Additional Operations</u>				
46	933036	BDY *	ADD'L OPR	Sheetmetal Pull			2.0*	
47	933003	BDS *	ADD'L OPR	Tint Color		10.00	* 1.0*	
48	933018	BDS *	ADD'L OPR	Mask For Overspray		15.00	* 0.0*	
49		REF	ADD'L OPR	De-Nib And Finesse			0.5	
50		REF	ADD'L OPR	Clear Coat			1.0	
				<u>Additional Costs & Materials</u>				
51			ADD'L COST	Paint/Materials		377.98	*	
				<u>Special/Manual Entry</u>				
52	900500	BDS *	ADD'L LABOR OP	COVER CAR FOR PRIMER OVERSPRAY	Sublet	3.00	* 0.2*	
53	900500	BDS *	ADD'L LABOR OP	MASK ENGINE -3M TAPE	Sublet	3.00	* 0.3*	
54	900500	BDY *	REPAIR	SET CAR FOR SHEET METAL PULL	Existing		2.0*	
55	900500	BDY *	REMOVE/REPLACE	ALUMINUM RVTS @ REINF BAR ABSORBER 3@2.11	New	6.32	* 0.0*	
56				ONE TIME USE				
S1 57	900500	BDS *	ADD'L LABOR OP	***** FINAL BILL *****	Existing		0.0*	
S1 58	900500	BDS *	ADD'L LABOR OP	*****OWNER PROVIDED WITH COPY OF *****	Existing		0.0*	
59				*****ESTIMATE & FINAL BILL*****				

ESTIMATE RECALL NUMBER: 11/28/2016 15:53:01 [REDACTED]
 Mitchell Data Version: OEM: NOV_16_V

Software Version: 7.1.212

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Date: 12/19/2016 08:17 AM
 Estimate ID: [REDACTED]
 Estimate Version: 2
 Supplement: 1 (F F) 12/19/2016 08:16:34 AM
 FINAL
 Profile ID: AAA

* - Judgment Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc
 r - CEG R&R Time Used For This Labor Operation

Customer provided copy of the estimate.

Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary			Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	Taxable Parts			
Body	19.5	38.00	0.00	0.00	741.00	Parts Adjustments		196.71-	
Bdy-S	1.5	38.00	25.00	6.00	88.00	Sales Tax	@ 8.000%	179.04	
Refinish	8.5	38.00	0.00	0.00	323.00				
Mechanical	4.9	77.00	0.00	0.00	377.30				
	Non-Taxable Labor				1,529.30	Total Replacement Parts Amount		2,417.03	
Labor Summary	34.4				1,529.30				
III. Additional Costs						IV. Adjustments			Amount
					Amount	Insurance Deductible		WAIVED	
Taxable Costs					420.40	Customer Responsibility		0.00	
Sales Tax			@	8.000%	33.63				
Non-Taxable Costs					5.00				
Total Additional Costs					459.03				
Paint Material Method: RMC									
						i. Total Labor:		1,529.30	
						ii. Total Replacement Parts:		2,417.03	
						iii. Total Additional Costs:		459.03	
						Gross Total:		4,405.36	
						IV. Total Adjustments:		0.00	
						Net Total:		4,405.36	
						Less Original Net Total:		4,108.24	
						Net Supplement Amount:		297.12	
						S1: Nathan O		297.12	

Point(s) of Impact
 12 Front Center (P)

Insurance Co: AAA California

ESTIMATE RECALL NUMBER: 11/28/2016 15:53:01 [REDACTED]
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Date: 12/19/2016 08:17 AM
Estimate ID: [REDACTED]
Estimate Version: 2
Supplement: 1 (F F) 12/19/2016 08:16:34 AM
FINAL
Profile ID: AAA

Inspection Site: Repair Shop
Address: 43 AUTO CENTER DR
Irvine, CA 92618-2803
(949) 472-5394
Inspection Date: 11/28/2016

Body Shop: TUTTLE CLICK FORD
Address: 41 AUTO CENTER DR
IRVINE, CA 92618-2803
Fax Phone: (949) 586-8714

Insured provided a copy of the estimate and IRP Brochure

ESTIMATE RECALL NUMBER: 11/28/2016 15:53:01 [REDACTED]
Mitchell Data Version: OEM: NOV_16_V

Software Version: 7.1.212

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