

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

National Highway Traffic Safety Administration		1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Date Received		Repository <input type="checkbox"/>		Reference No.	
19-MAY-2020				11325109	
OWNER INFORMATION (Type or Print)		Daytime Telephone Number		E-mail Address	
Name					
Address					
City		State		Zip Code	
UPPER DARBY		PA			
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 notices. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
4S4BRDKC982		SUBARU	OUTBACK	2011	
Date Purchased	Dealer's Name and Telephone Number		Engine: 3.6L	Fuel Type:	
11/1/2010	RAFFERTY SUBARU 610-353-6900		No: Cylinders	GAS	
Original Owner	Dealer's City		State	Zip Code	
<input checked="" type="checkbox"/>	NEWTOWN SQUARE		PA	19073	6
Transmission Type	<input checked="" type="checkbox"/> Anti-lock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	AWD			01-JUN-2019
FAILED COMPONENT(S)/ PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 180000 VEHICLE SPEED CONTROL, 060000 ENGINE (PWS)				Failure Mileage	Failure Speed
				80000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury (ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NONE	NONE	Y <input checked="" type="checkbox"/>	
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 2011 SUBARU OUTBACK. THE CONTACT STATED THAT WHILE HIS WIFE WAS ATTEMPTING TO PARALLEL PARK THE VEHICLE SUDDENLY ACCELERATED COLLIDING WITH THE VEHICLE IN FRONT. THE CONTACT STATED THAT HIS WIFE SHIFTED TO DRIVE, THE ENGINE REVVED AND SHE LOST CONTROL THE VEHICLE. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO AN AUTO BODY REPAIR FACILITY. THERE WERE NO INJURIES SUSTAINED. THE VEHICLE WAS THEN TAKEN TO RAFFERTY SUBARU (4700 WEST CHESTER PIKE, NEWTOWN SQUARE, PA 19073 PHONE: (610) 353-6900) WHO STATED THEY WERE UNABLE TO FIND A CAUSE FOR THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OFFERED APOLOGETIC GESTURES REGARDING THE MATTER, HOWEVER, A CASE WAS NOT OPENED. THE CONTACT STATED THEY FOUND THAT THERE WAS A CLASS ACTION LAWSUIT IN HIS STATE OF RESIDENCY REGARDING THE SAME FAILURE HIS WIFE HAD EXPERIENCED. THE APPROXIMATE FAILURE MILEAGE WAS 80,000. THE VIN WAS NOT AVAILABLE.					
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 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.					



SERVICE KING #199 CARLSON

Workfile ID:
Federal ID:

To schedule repairs please call 1-866-730-5464
515 E MARKET STREET, WEST CHESTER, PA
19380
Phone: (610) 431-2582
FAX: (610) 431-6352

Supplement of Record 1 with Summary

Customer: [REDACTED]

Written By: Geoffrey Hesser, PA Lic 797908, 6/3/2019 8:06:34 AM

Insured: [REDACTED]
Type of Loss: Collision
Point of Impact: 01 Right Front

Policy #: [REDACTED]
Date of Loss: 5/19/2019 12:00 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner:
[REDACTED]
UPPER DARBY, PA [REDACTED]
[REDACTED] Cell
[REDACTED] Day

Inspection Location:
SERVICE KING #199 CARLSON
515 E MARKET STREET
WEST CHESTER, PA 19380
Repair Facility
(610) 431-2582 Business

Insurance Company:
ALLSTATE FIRE & CASUALTY INS CO
LAKESIDE
602 Office Center Drive
Suite 300
Ft. Washington, PA 19034
(800) 776-4510 Business

VEHICLE

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

VIN: 4S4BRDKC9B2 [REDACTED] Interior Color: Mileage In: 87,696 Vehicle Out:
License: [REDACTED] Exterior Color: Red Mileage Out:
State: PA Production Date: 8/2010 Condition: Job #:

- TRANSMISSION**
- Automatic Transmission
- 4 Wheel Drive
- POWER**
- Power Steering
- Power Brakes
- Power Windows
- Power Locks
- Power Mirrors
- Heated Mirrors
- Power Driver Seat
- Power Passenger Seat
- DECOR**
- Dual Mirrors
- Privacy Glass
- Console/Storage
- Overhead Console

- Wood Interior Trim
- CONVENIENCE**
- Air Conditioning
- Intermittent Wipers
- Tilt Wheel
- Cruise Control
- Rear Defogger
- Keyless Entry
- Alarm
- Steering Wheel Touch Controls
- Rear Window Wiper
- Telescopic Wheel
- Climate Control
- Backup Camera
- Home Link
- RADIO**
- AM Radio

- FM Radio
- Stereo
- Search/Seek
- CD Player
- Auxiliary Audio Connection
- Premium Radio
- Satellite Radio
- CD Changer/Stacker
- SAFETY**
- Drivers Side Air Bag
- Passenger Air Bag
- Anti-Lock Brakes (4)
- 4 Wheel Disc Brakes
- Front Side Impact Air Bags
- Head/Curtain Air Bags
- Hands Free Device
- ROOF**

- Luggage/Roof Rack
- Electric Glass Sunroof
- SEATS**
- Bucket Seats
- Leather Seats
- Heated Seats
- WHEELS**
- Aluminum/Alloy Wheels
- PAINT**
- Clear Coat Paint
- OTHER**
- Fog Lamps
- Traction Control
- Stability Control

Supplement of Record 1 with Summary

Customer

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	#	Allstate DRP Pro Non Driveable		1			
2	#	Drop off date 5/29		1			
3	# S01	GCD Date 6/7		1			
4	FRONT BUMPER						
5		O/H front bumper				1.6	
6	** <>	Repl A/M CAPA Bumper cover	57704AJ09A	1	152.31	Ind.	3.0
7		Add for Clear Coat					1.2
8		Add for fog lamps				0.4	
9	**	Repl A/M RT Lamp cover w/fog lamp	57731AJ42A	1	36.00	Ind.	
10		Repl RT Corner support	57707AJ48A	1	39.45	0.1	
11		Repl RT Side bracket	57707AJ52A	1	7.92	Incl.	
12		Repl Bumper cover dip	909140007	5	12.90	Incl.	
13	**	Repl A/M CAPA Energy absorber	57705AJ03A	1	51.67	Incl.	
14	**	Repl A/M NSF Reinforce bar	57711AJ00A9P	1	173.33	0.3	
15		R&I Spoiler accessory				0.3	
16	*	Rpr Spoiler accessory				0.5	0.8
17		Overlap Minor Panel					-0.2
18		Add for Clear Coat					0.1
19		Repl Front cover	57731AJ28A	1	9.05	Ind.	0.2
20		Add for Clear Coat					0.1
21	GRILLE						
22	**	Repl A/M CAPA Grille outback	91121AJ04B	1	159.00	Incl.	
23		R&I Grille bracket				Incl.	
24	FRONT LAMPS						
25	**	Repl A/M NSF RT Headlamp assy	84001AJ00G	1	211.00	0.3	
26		Aim headlamps				0.5	
27	**	Repl A/M CAPA RT Fog lamp assy	84501AJ00A	1	47.00	Incl.	
28		Aim fog lamps				0.3	
29	*	R&I LT Fog lamp assy				Incl.	
30		R&I LT Headlamp assy				0.3	
31	RADIATOR SUPPORT						
32	*	Rpr Radiator support				s 2.0	0.5
33	COOLING						
34		R&I Radiator assy				m 1.7	
35	*	R&I Shroud				m 0.5	
36	AIR CONDITIONER & HEATER						
37		R&I Condenser assy				m 1.1	
38		Deduct for Overlap					-0.2
39		Repl AC Service evacuate & recharge		1		m 1.4	
40	FENDER						
41	**	Repl A/M CAPA RT Fender Outback	57120AJ06A9P	1	209.00	2.1	2.0
42		Overlap Major Non-Adj. Panel					-0.2
43		Add for Clear Coat					0.4

Supplement of Record 1 with Summary

Customer [REDACTED]

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

44			Add for Edging						0.5	
45		R&I	RT Inner cover					0.1		
46		R&I	RT Fender liner Outback					Incl.		
47	*	S01	Repl Flare kit Outback accessory	E201SAJ000	1	439.95		1.0		
48		R&I	RT Lower molding Outback primed					0.2		
49		Repl	RT Fender liner clip	909130067	4	6.00		Incl.		
50	*	Rpr	RT Fender liner Outback Note: Heat and reshape					0.5		
51	*	Rpr	RT Apron assy					1.5	0.5	
52			Overlap Major Non-Adj. Panel						-0.2	
53			FRONT DOOR							
54	*	Rpr	RT Door shell Outback					0.5	2.0	
55			Overlap Major Adj. Panel						-0.4	
56			Add for Clear Coat						0.3	
57		R&I	RT Lower molding Outback					0.2		
58		R&I	RT Belt w/strip					0.3		
59		R&I	RT R&I mirror					0.3		
60		R&I	RT Handle, outside					0.4		
61		R&I	RT R&I trim panel					0.3		
62	#	Refn	Basecoat Reduction (Full Clear)						-0.3	
63			MISCELLANEOUS OPERATIONS							
64	*	Repl	*****		1			0.0		
65	#		Hazardous Waste Removal		1	3.00				
66	#	Subl	Pre Scan Vehicle Diagnostics		1	99.50				
67	#	Subl	Post Scan Vehicle Diagnostics (Price included with Pre Scan)		1					
68	#	Repl	Corrosion Protection		1	8.00	T			
69	#	Repl	Cover Car		1	5.00	T	0.3		
70	#		Flex Additive		1	8.00				
71	#	Rpr	Clean & Retape Emblems/Moldings					0.2		
72	**		A/M Coolant - A/M per gallon		1	12.00				
73			OTHER CHARGES							
74	#		Towing		1	265.00				
						SUBTOTALS		1,955.08	19.0	10.3

NOTES

Estimate Notes:

Estimate Prepared by Geoffrey Hesser (Electronic Signature)

Prior Damage Notes:

Lt rear/front door damage

Hood dents

Rt qtr prior repairs

Supplement of Record 1 with Summary

Customer: [REDACTED]

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,677.08
Parts Discount	\$ 515.27	-5.0 %	-25.76
Body Labor	19.0 hrs @	\$ 52.00 /hr	988.00
Paint Labor	10.3 hrs @	\$ 52.00 /hr	535.60
Paint Supplies	10.3 hrs @	\$ 32.00 /hr	329.60
Miscellaneous			13.00
Other Charges			265.00
Subtotal			3,782.52
Sales Tax	\$ 3,517.52 @	6.0000 %	211.05
Grand Total			3,993.57
Deductible			500.00
Deductible Credit			-200.00
CUSTOMER PAY			300.00
INSURANCE PAY			3,693.57

Supplement of Record 1 with Summary

Customer: [REDACTED]

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items							
46	*	Repl Flare kit Outback accessory	E201SAJ000	1	-399.95	-1.0	
47	*	S01 Repl Flare kit Outback accessory	E201SAJ000	1	439.95	1.0	
SUBTOTALS					40.00	0.0	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			40.00
Parts Discount	\$ 40.00	-5.0 %	-2.00
Subtotal			38.00
Sales Tax	\$ 38.00 @	6.0000 %	2.28
Total Supplement Amount			40.28
NET COST OF SUPPLEMENT			40.28

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	3,953.29	Geoffrey Hesser
Supplement S01	40.28	Geoffrey Hesser
Job Total:	\$ 3,993.57	
CUSTOMER PAY:	\$ 300.00	
INSURANCE PAY:	\$ 3,693.57	

Deductible Reduction Credit: Your policy includes a deductible reduction feature that has been applied to reduce the Collision deductible applicable to this loss.

THIS ESTIMATE IS BASED ON A VISIBLE DAMAGE INSPECTION ONLY. UPON STARTING REPAIRS, THE POSSIBILITY OF HIDDEN DAMAGE MAY REQUIRE ADDITIONAL PARTS AND/OR LABOR NECESSARY TO COMPLETE THE REPAIRS.

I hereby accept and acknowledge a receipt of final bill and vehicle

Date ____/____/____ Signature _____

Customer

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

AFTERMARKET CRASH PART - A NONORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NONMECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS. THIS APPRAISAL WILL INDICATE IF AFTERMARKET CRASH PARTS ARE SPECIFIED. IF THE USE OF SUCH PARTS VOIDS THE WARRANTY ON THE PART BEING REPLACED OR ON ANY OTHER PART, THE AFTER MARKET CRASH PART SHALL HAVE A WARRANTY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY.

AFTERMARKET CRASH PART - A NONORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NONMECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS. THIS APPRAISAL WILL INDICATE IF AFTERMARKET CRASH PARTS ARE SPECIFIED. IF THE USE OF SUCH PARTS VOIDS THE WARRANTY ON THE PART BEING REPLACED OR ON ANY OTHER PART, THE AFTER MARKET CRASH PART WILL BE WARRANTED BY THE MANUFACTURER OR INSURANCE COMPANY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY.

Supplement of Record 1 with Summary

Customer [REDACTED]

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

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 ARL7526, CCC Data Date 05/16/2019, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. 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 with discounted pricing. 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 2019 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. Blnd=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: [REDACTED]

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

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

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

Supplement of Record 1 with Summary

Customer: [REDACTED]

2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

PARTS SUPPLIER LIST

Line	Supplier	Description	Price
6	Empire Auto Parts 15 JACKSON ROAD TOTOWA NJ 07512 (800) 624-4561 (973) 772-0515	#S020G A/M CAPA Bumper cover	\$ 152.31
9	Lehigh Valley Bumper 1338 N. IRVING ST. ALLENTOWN PA 18109 (610) 434-5895 (610) 434-5898	#SU1039101 A/M RT Lamp cover w/fog lamp	\$ 36.00
13	Continental Auto Parts 13 JEANNE DR. NEWBURGH NY 12550 (845) 787-0030 (845) 787-5984	#2404.0669C A/M CAPA Energy absorber	\$ 51.67
14	Continental Auto Parts 13 JEANNE DR. NEWBURGH NY 12550 (845) 787-0030 (845) 787-5984	#2404.0990S A/M NSF Reinforce bar	\$ 173.33
22	Lehigh Valley Bumper 1338 N. IRVING ST. ALLENTOWN PA 18109 (610) 434-5895 (610) 434-5898	#SU1200143C A/M CAPA Grille outback	\$ 159.00
25	All Star Auto Lights - PA 1039 S. 13TH STREET HARRISBURG PA 17104 (734) 710-9460 (734) 710-9466	#SU2503136N A/M NSF RT Headlamp assy	\$ 211.00
27	Lehigh Valley Bumper 1338 N. IRVING ST. ALLENTOWN PA 18109 (610) 434-5895 (610) 434-5898	#SU2592120C A/M CAPA RT Fog lamp assy	\$ 47.00
41	Lehigh Valley Bumper 1338 N. IRVING ST.	#SU1241131C A/M CAPA RT Fender Outback	\$ 209.00

Supplement of Record 1 with Summary

Customer:



2011 SUBA Outback R Limited Automatic w/Power Moonroof 4D WGN 6-3.6L Gasoline - TBD - Red

ALLENTOWN PA



Upper Darby Police Department

Accident Details

Accident ID: [REDACTED]

Type: Non-reportable Accident Date: 05/19/2019 13:47 Current Status: Closed

Principal Roadway: [REDACTED] (Speed Limit: 15 MPH) Highway Type: Not Physically Divided
 Access Control: No Controls (unlimited Access) Traffic Device: Stop Sign

Intersecting Road: [REDACTED] (Speed Limit: 15 MPH) Highway Type: Not Physically Divided
 Access Control: No Controls (unlimited Access) Traffic Device: Stop Sign

Municipality: Upper Darby County: Delaware (23) Total Units: 2
 Weather: No Adverse Conditions Total Injured: 0
 Lighting: Daylight Area: Sector 3 Total Killed: 0

Roadway Condition: Dry Traffic Device Working:
 Hit and Run: No DUI Related Accident: No Photos Taken: No
 Work Zone: No, Not Applicable Over Dollar Minimum: No
 Worker's Present: No School Bus Involvement: Not Involved On Bridge: No

Investigated By: Wheatley, Robert Date: 5/19/2019 Arrival Time: 13:52
 Approved By: Report Complete: Yes

Accident Units

1) Maroon 2001 Subaru Outback Station Wagon

Registration: [REDACTED] PA Year Registered: 2020
 Title No: [REDACTED] VIN: 2B3HD46R81H6 [REDACTED]
 Owner: [REDACTED] Upper Darby, PA [REDACTED] Ownership Type: Private Vehicle Owned By Driver
 Insurance: Allstate Policy No: [REDACTED] Status: Insurance

Legally Parked: N/A Pre-accident Location: Driving Status: Not Applicable
 Gradient: Up Hill Speed: 0 Direction: W Occupants: 1
 Most Harmful Event: Impact Points: 03 Clock Point
 Vehicle Damage: Moderate Damage Location: Fire Related: No
 Towed By: Disposition: Driven Away

Body Type: 4 Door Special Usage: Not Applicable

Driver: [REDACTED] Upper Darby, PA [REDACTED] Gender: Female
 Phone No: [REDACTED] DOB: Driver Condition: Appeared Normal
 License Status: Driver Present: Driver Operated Vehicle Driver Cited: No DUI: No
 Contributing Factors: Probable Use Test: Not Applicable/no Test Given Probable Use Results:

Probable Use: None

Accident Details

Accident ID [REDACTED]

Accident Units

2) Black 2017 Dodge Durango Station Wagon

Category: Automobile

Registration: [REDACTED] PA

Year Registered: 2020

Title No: [REDACTED]

VIN: 1C4RDJDG6HC [REDACTED]

Owner: [REDACTED]

Ownership Type: Private Vehicle Owned By Driver

Insurance: State Farm Policy No: [REDACTED] Upper Darby, PA [REDACTED]

Status: Insurance

Legally Parked: Yes

Pre-accident Location:

Driving Status: Legally Parked

Gradient: Up Hill

Speed: 0

Direction:

Occupants: 0

Most Harmful Event:

Impact Points: 06 Clock Point; 07 Clock Point; 08 Clock Point; 09 Clock Point

Vehicle Damage: Moderate

Damage Location:

Fire Related: No

Towed By:

Disposition: Remained At Scene

Body Type: 4 Door

Special Usage: Not Applicable

Phone No:

DOB:

Contributing Factors:

Driver Cited: No DUI: No

Persons Involved

1) [REDACTED] Upper Darby, PA [REDACTED]

Unit #0

Phone No: [REDACTED] (Home) Date of Birth:

Gender: Female

Seat Position: Condition:

Ejection:

Restraint Used: Active Restraint:

Passive Restraint:

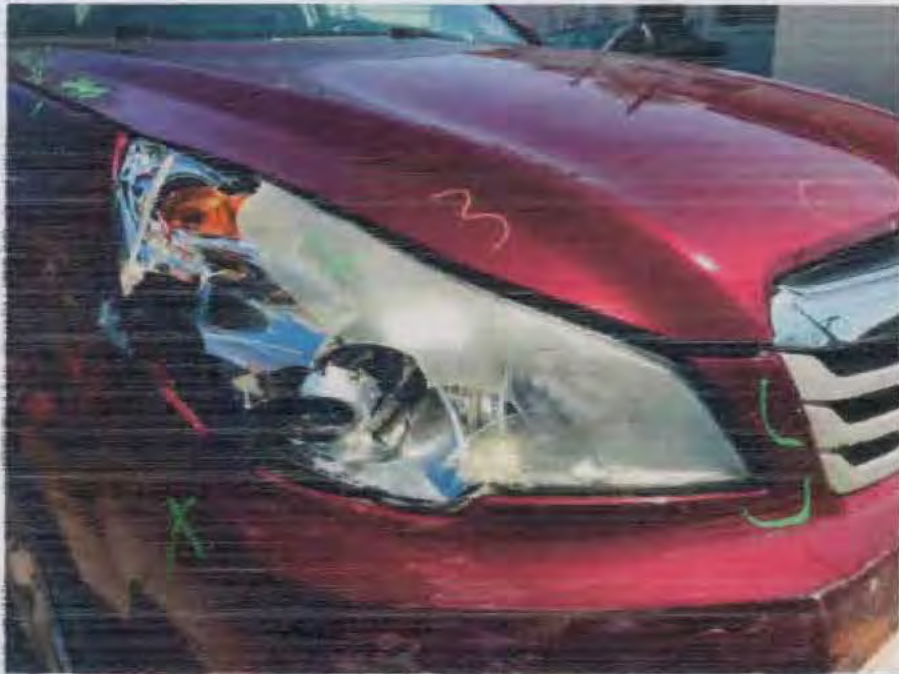
Injury Type: Injury Area:

Narratives

Driver of unit # 1 stated that she was traveling on [REDACTED] Ave at the intersection of [REDACTED]. At this time she lost control of her vehicle, possibly due to the mechanical malfunction, and collided with unit # 2. Unit # 2 was parked legally and unoccupied at the corner. R/O attempted to make contact with the owner of unit # 2 with negative results. Business card was left on the windshield of the car.

No injuries and both cars were moderately damaged. Both appeared driveable.

Notes



Suppen Acceleration
May 19th 2019.

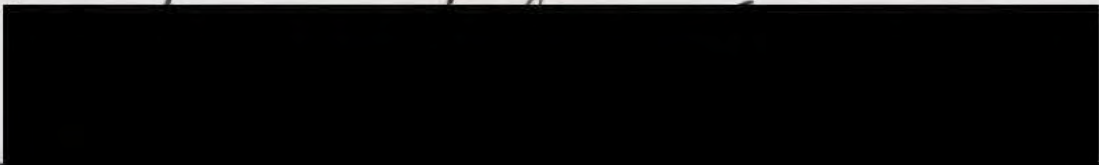


2011, SUBARU OutBack.



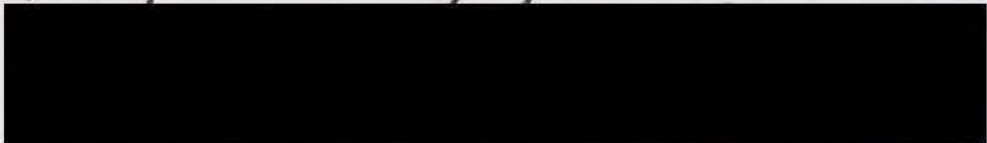


2011 SUBARU Outback





2011 SUBARU outback

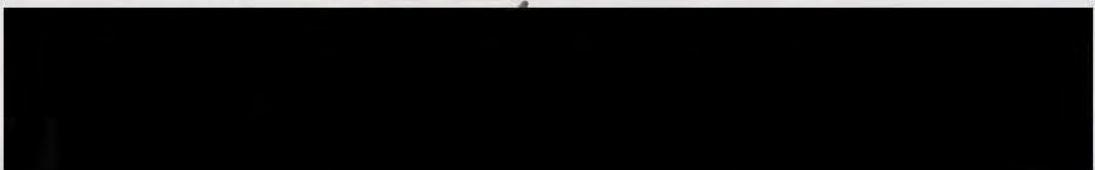




2011 SUBARU outBack



2011 SUBURU outback



2011 Subaru Outback



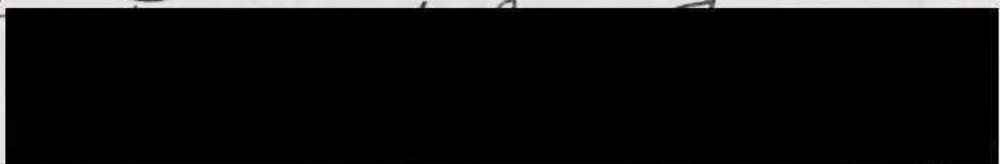


2011 SUBARU OUTBACK





2011 SUBURU OUTBACK.

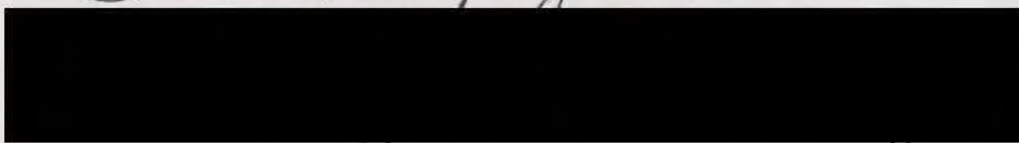


2011 Suburban Outback.



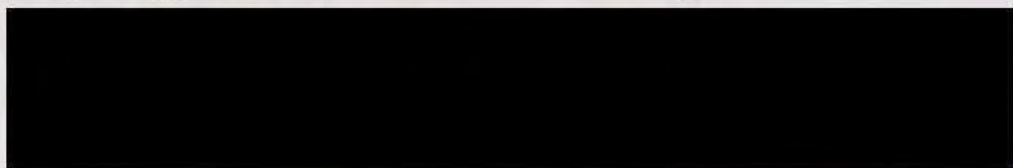


2011 SUBURU OUTBACK





2011 SUBARU outback .





2011 SUBARU OutBack