

April 29, 2023

To: Toyota Motor Sales, USA, Inc.
National
National Transportation Safety
Board (NTSB)
National Highway Traffic
Safety Administration (NHTSA)

From:

[REDACTED]
Fayetteville, NC [REDACTED]

RE: 2019 Toyota Highlander
4 Dr, AWD, V6, LTD
VIN 5TDDZRFH7KS [REDACTED]

Toyota sent out notices about safety recalls before my accident.
attachment #1 Toyota safety recall.
Attachment #2 Class Action
Attachment #3 NHTSA safety recall.
The first accident was on June [REDACTED] 2020. My car was in the front of my garage. My car was put in reverse and car surged ahead through ~~garage~~ garage. Prior to my accident the car was doing strange things

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on the open road when decreasing my speed and accelerating the surging.

After my accident on June 20, 2020, I tried to get Toyota to tow my car in to be checked out before taking to repair shop. I had to get AAA to tow my car to Hendrick Toyota on June 26, 2020. It sat on the lot until July 1, 2020. (Attachment #4 First accident car towed to Hendrick Toyota in Apex)

There was a special technician sent to look over my car. The total damage to my vehicle was \$9,750.46 on the final bill dated September 23, 2020 (attached #5 Hendrick Collision Center, Cary NC).

My second accident was on August 20, 2022. I was traveling on Hwy west and starting trying to break my speed to exit on heading south in Greensboro, NC. I kept applying my brakes

and could not stop. My car only stopped when I crashed into a car that was traveling in the outside lane that was also headed in the same direction. I was in the inside lane and the other car was in the outside lane. The light was a solid green light. I was pumping my brakes. (Attachment #6 two pictures of my car and two pictures of the car I hit at the scene)

The accident report made out by the police officers. (Attachment #7 police report)

My car had 47,152 miles when I had the second accident. I reported the accident to Toyota. They denied that there was a problem. (Attachment #8 Toyota response to the second accident) I feel that the hard hit did something to make it so I could stop my car. If I had not stopped by the impact I would have gone over the ramp in the west bound traffic that was traveling on busby interstate [redacted] I have.

been dealing with stress since my last accident. The police at the scene requested a record service. The car was stored until USAA paid them for storage. They paid for my car to be towed to Caliber Collision in Fayetteville, NC. The Caliber Collision estimate. (attachment # 9) My car was a total loss before it left Caliber Collision. USAA called me and asked me to release my car to Copart Salvage. USAA made me an offer after Copart finished checking out my car.

Please assist me in any way possible. I have more information and documents. If any other ^{other} information is needed please let me know.

Sincerely,

[REDACTED]
Fayetteville, NC [REDACTED]



Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024

T361 P14 FAYETTEVILLE, NC
[Redacted]

INTERIM NOTICE
We are currently preparing the remedy. We will notify you again when the remedy is available.

This notice applies to your vehicle:
VIN 5TDDZRFH7KS [Redacted]

IMPORTANT SAFETY RECALL (Interim Notice)

**Multiple Models and Model Years
Vehicle May Stall While Driving
NHTSA Recall No. 20V-012**

Dear [Redacted]:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in your 2019 model year Highlander.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

What will Toyota do?

Toyota is currently preparing the remedy. When the remedy becomes available, any authorized Toyota dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. You will receive a second notification when the remedy is available.

What Should You Do?

We appreciate your patience while we prepare the remedy for this issue. **We will notify you again when the remedy is available.** Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.

Cheng, et al., v. Toyota Motor Corporation, et al., Case
No. [REDACTED] (E.D.N.Y.) c/o Kroll
Settlement Administration
P.O. Box 5324
New York, NY 10150-5324

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
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Important Legal Notice

If you purchased, own(ed), or lease(d) certain Toyota or Lexus vehicles equipped with Denso fuel pumps, you may be eligible to benefit from a class action Settlement.

Si desea recibir esta notificación en español, llámenos o visite nuestra página web.

KEEP THIS IN YOUR GLOVEBOX

If certain warning lights/messages appear on your dashboard, point your smartphone camera at the QR Code below to obtain instructions about eligibility for a cost-free tow or loaner vehicle and other warranty-related information



If you do not have a QR code reader: visit www.ToyotaSettlement.com and click on QR Code information to view Vehicle Benefits.

Postal Service Please do not mark barcode



Class Member ID: [REDACTED]

***AUTO** ALL FOR AADC 283

[REDACTED]
17 FAYETTEVILLE, NC [REDACTED]



There is a proposed settlement in a class action alleging that certain Toyota and Lexus vehicles equipped with fuel pumps manufactured by Denso International America, Inc. and its affiliates ("Denso") contain a defective component. Toyota and Denso deny the allegations and the Court has not decided who is right. The purpose of this notice is to inform you of the proposed settlement so you can decide what to do.

Who's Included in the Settlement? Toyota's records indicate that you may be a Class Member. The Settlement offers benefits to purchasers and current and former owners and lessees of certain Toyota and Lexus Vehicles equipped with Denso fuel pumps ("Covered Vehicles"), subject to certain exclusions. A complete list of Covered Vehicles included in the Settlement is posted on www.ToyotaFuelPumpsSettlement.com. This Settlement does not involve claims of personal injury, wrongful death, or actual physical property damage arising from an accident involving the Covered Vehicles.

What Are the Settlement Terms? The Settlement offers several benefits, depending on the vehicle, including a Customer Support Program which will provide prospective coverage of 15 years, measured from the date of original sale, for any repairs to correct defects in the fuel pumps, or an Extended New Parts Warranty of 15 years, measured from July 15, 2021, or 150,000 miles, whichever comes first. The Settlement also offers a complimentary Loaner/Towing Program for vehicles undergoing repairs; reimbursement of certain out-of-pocket expenses; a reconsideration procedure; and settlement oversight by a Settlement Special Master. For further details about the Settlement, including the relief, eligibility, and release, please go to www.ToyotaFuelPumpsSettlement.com.

How Can I Receive Settlement Benefits? To receive reimbursement for previously paid out-of-pocket expenses incurred to repair or replace a fuel pump in a Covered Vehicle, you must file a timely Claim postmarked by a date to be set, which will be no earlier than 90 days after the Court's issuance of the Final Order and Final Judgment. The Claim Form shall be available on the Settlement Website and can be submitted in either hard-copy or online. All deadlines will be posted on the website when they are known. If you do not file a timely Claim for reimbursement of previously paid out-of-pocket expenses, you may still be entitled to the other benefits under the Settlement, including the Customer Support Program or the Extended New Parts Warranty, unless you exclude yourself from the Settlement.

Your Other Options. If you do not want to be legally bound by the Settlement, you must exclude yourself by **December 2, 2022**. If you do not exclude yourself, you will release any claims you may have against Toyota, Denso, and the Released Parties and receive certain settlement benefits. You may object to the Settlement, and/or Attorneys' Fees, Costs, and Expenses and Class Representative service awards by **November 25, 2022**. You cannot both exclude yourself from and object to the Settlement. The Long Form Notice available on the website listed below explains the Settlement, including how to exclude yourself or object. The Court will hold a hearing on **December 14, 2022** at 10:00 a.m. to consider whether to finally approve the Settlement. You may appear at the hearing, either yourself or through an attorney hired by you but are not required to appear to obtain benefits under the Settlement or object to the Settlement.

Please consult www.ToyotaFuelPumpsSettlement.com or call 1-833-512-2318 to determine how this Settlement may affect you.

www.ToyotaFuelPumpsSettlement.com

Model	Highlander	▼
Year	2019	▼
Search recalls		

NHTSA safety recall results (3)

Recall information provided by National Highway Traffic Safety Administration

Fuel system, gasoline: Delivery: Fuel pump

Recall date
2020-11-03

Recall no.
20V682000

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2018-2019 4Runner, 2019-2020 Avalon, 2019 Corolla Hatchback, 2017-2019 Highlander, 2018-2020 Camry, 2020 Corolla, 2018-2019 Land Cruiser, 2017-2020 Tacoma, 2019-2020 RAV4, 2019-2020 Sequoia, 2017-2020 Sienna, 2019-2020 Tundra, 2018-2020 Lexus ES350, 2017 Lexus GS200t, 2017-2019 Lexus GS350, 2019 Lexus GS300, 2018-2020 Lexus LC500h, 2019-2020 Lexus LS500, 2018-2019 Lexus GX460, 2017 Lexus IS200t, 2019 Lexus IS300, 2019 Lexus IS350, 2018-2020 Lexus LC500, 2018 Lexus LS500, 2019 Lexus LS500h, 2018-2019 Lexus LX570, 2017 Lexus RC200t, 2019 Lexus RC300, RC350, 2017 and 2019-2020 Lexus RX350, 2018-2020 RX350L, 2019 Lexus UX200, 2018-2019 Lexus NX300 vehicles. The low-pressure fuel pump inside the fuel tank may fail.

[View details](#) ▼

Fuel system, gasoline: Delivery: Fuel

2019 Corolla Hatchback, 2017-2019 Highlander, 2018-2020 Camry, 2020 Corolla, 2018-2019 Land Cruiser, 2017-2020 Tacoma, 2019-2020 RAV4, 2019-2020 Sequoia, 2017-2020 Sienna, 2019-2020 Tundra, 2018-2020 Lexus ES350, 2017 Lexus GS200t, 2017-2019 Lexus GS350, 2019 Lexus GS300, 2018-2020 Lexus LC500h, 2019-2020 Lexus LS500, 2018-2019 Lexus GX460, 2017 Lexus IS200t, 2019 Lexus IS300, 2019 Lexus IS350, 2018-2020 Lexus LC500, 2018 Lexus LS500, 2019 Lexus LS500h, 2018-2019 Lexus LX570, 2017 Lexus RC200t, 2019 Lexus RC300, RC350, 2017 and 2019-2020 Lexus RX350, 2018-2020 RX350L, 2019 Lexus UX200, 2018-2019 Lexus NX300 vehicles. The low-pressure fuel pump inside the fuel tank may fail.

[View details](#) ▾

Fuel system, gasoline: Delivery: Fuel pump

Recall date	Recall no.
2020-01-12	20V012000

Toyota Motor Engineering & Manufacturing (Toyota) recalled certain 2018-2019 4Runner, Highlander, Camry, Land Cruiser, Sequoia, Sienna, Tacoma and Tundra, and Lexus RC 300, RC 350, GS 350, GX 460, IS 300, LC 500, LS 500, LX 570, RX 350L, and 2019 Toyota Avalon and Corolla, and certain Lexus NX 300, and ES 350 vehicles on January 13, 2020. On March 4, 2020, Toyota expanded the recall to include certain 2014-2015 Toyota 4Runner and Land Cruiser, 2018 Avalon, Corolla, 2014 FJ Cruiser, 2017 Sienna and Lexus 2018 ES 350, 2018-2019 GS 300, 2013-2014 GS350, 2014-2015 GX 460, IS 350 and LX 570, 2014 IS F, 2018-2019 IS 350, LC 500H and LS 500H, 2013-2015 LS 460, 2015 NX 200T and RC350, 2017 RC 200T and RX 350. Toyota also removed the 2018-2019 Toyota 4Runner and Land Cruiser and 2018-2019 Lexus GX 460 and LX 570 and 2019 NX300 from inclusion in this recall. On March 19, 2020, Toyota expanded the recall to include 2015 Lexus GS350 vehicles. The low-pressure fuel pump inside the fuel tank may ...

[View details](#) ▾

[View details](#) ▾

Equipment: Other: Labels

Recall date
2019-03-26

Recall no.
19V244000

Gulf States Toyota (GST) is recalling certain 2019 C-HR, 4Runner, Avalon, Avalon Hybrid, Camry, Camry Hybrid, Highlander, Land Cruiser, Prius, RAV4, Sequoia, Tacoma, Sienna, Tundra and Yaris vehicles. The text on the load capacity label may become illegible. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 110, "Tire Selection and Rims."

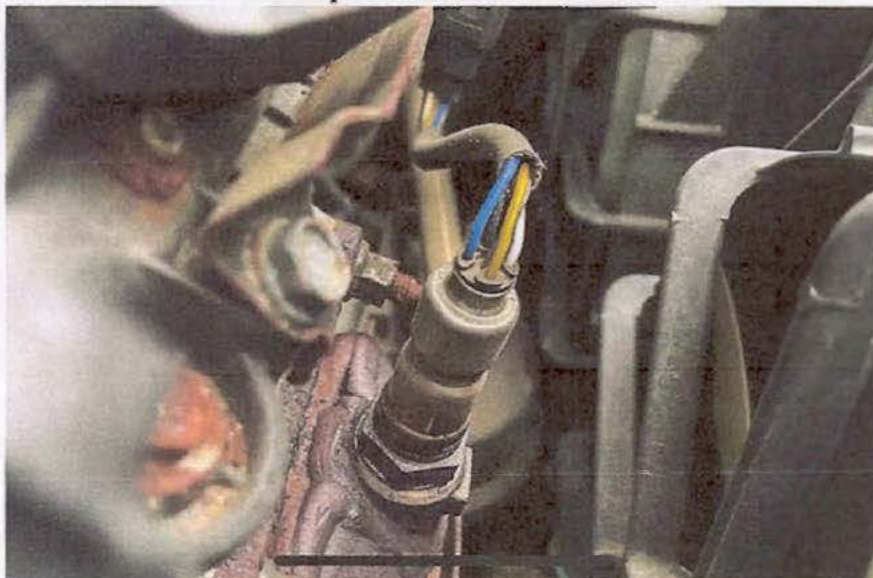
[View details](#) ▾

[Prev](#)

[Next](#)

10 results per page

Recall news & expert advice



≡ Your Mech

mechanic will check

hoses and gasket. If

the leak, the mec

components and s

the leak has been fixed.



To check a bad fuel pump, a mechanic may have to remove the gas tank. Many modern cars have electric pumps located inside the gas tank. The mechanic will examine the fuel pump to see if it is the cause of the poor performance and jerking sensation. If it is the culprit, the mechanic will replace it and reinstall the gas tank, if necessary.

In all cases, your mechanic will make the necessary repairs and start the engine to ensure that it is now running properly. Once the repairs are completed, the mechanic can use the code reader/scanner to remove error codes and turn off the Check Engine light.

How important is this service?

A car that surges or jerks at high speed is potentially dangerous, especially in heavy traffic or in bad weather. If your vehicle jerks at high speed, you should stop driving it and have it inspected by a mechanic. Because many of the issues that would cause this jerking sensation also trigger a warning lights, being diligent and having a mechanic inspect a vehicle with a warning light can help limit potential damage and avoid more costly repairs.



1210 Laura Village Drive
Apex, NC, 27523
Phone: 919-335-1603
toyotaofapex.com

Attachment # 4



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR AMBER BOEGER	404	TAG [REDACTED]	INVOICE DATE 07/06/20	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 16,388	COLOR CELESTIAL S	[REDACTED]
FAYETTEVILLE, NC [REDACTED]	YEAR/MAKE/MODEL 19/TOYOTA/HIGHLANDER/4DR AWD V6 LTD		DELIVERY DATE 04/22/19	DELIVERY MILES 60	
[REDACTED]	VEHICLE I.D. NO. 5TDDZRFH7KS [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 07/01/20	REPRINT# 1
[REDACTED]	BUSINESS PHONE		COMMENTS		MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

J# 1 10TOZ00TBO ORIVABILITY TECH(S):12S 102.26

CUSTOMER STATED THAT WHEN SHE STARTED HER VEHICLE IN HER GARAGE AND PUT IN REVERSE, THE CAR ACCELERATED ON ITS OWN AND CRASHED THRU HER GARAGE DOOR. TOYOTA IS HAVING AN INSPECTOR COMING TO INSPECT. INSPECTOR WILL PAY ONE HOUR LABOR AT WARRANTY RATE AND WILL NEED ASSISTANCE FROM A TECH AND A LIFT FOR ABOUT AN HOUR. NO SHOP SUPPLIES WILL BE PAID BUT TAX WILL.

PERFORMED LEGAL INSPECTION PER TMS GUIDELINES. DEALER TECHNICIAN REMOVED, REINSTALLED AND TORQUED WHEELS TO SPECS FOR TOYOTA INSPECTOR'S BRAKE INSPECTION. COMPLETE.

JOB# 1 TOTALS-----

LABOR 102.26

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 102.26

JOB# 2 CHARGES-----

LABOR-----

J# 2 55TOZ SSC CERTIFIED TECH TECH(S):12S 814 WARRANTY

55TOZ OP CODE SET IS FOR SSC REQUIRING A CERTIFIED TECHNICIAN. PLEASE PERFORM FUEL PUMP RECALL. OPP CODE TAO207 TIME 3.4 HOURS T1-99 T2-99 PERFORMED 2DTA02 RECALL COMPLETED.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	WARRANTY-----
	1	04D09-86531	KIT, PUMP, FUEL			WARRANTY
	1	04D09-9520C	HOLDER, FT PIPE,			WARRANTY
			TOTAL - PARTS			D.00

JOB# 2 TOTALS-----

LABOR 0.00

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$125.00 (+TAX)

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.

Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

I hereby acknowledge that a copy of your Privacy Policy has been made available to me and that I may access your Privacy Policy at www.hendrickprivacy.com/privacy_policy.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

The Reynolds and Reynolds Company FORM 700000 Q (05/20)



1210 Laura Village Drive
Apex, NC, 27523
Phone: 919-335-1603
toyotaofapex.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR AMBER BOEGER	404	TAG NO. [REDACTED]	INVOICE DATE 07/06/20	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 16,388	COLOR CELESTIAL S	[REDACTED]
FAYETTEVILLE, NC [REDACTED]	YEAR / MAKE / MODEL 19/TOYOTA/HIGHLANDER/4DR AWD V6 LTD		DELIVERY DATE 04/22/19	DELIVERY MILES 60	
[REDACTED]	VEHICLE I.D. NO. 5 T D D Z R F H 7 K S [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 07/01/20	REPRINT# 1
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			MO: [REDACTED]

TOTALS

I WOULD LIKE TO THANK YOU FOR CHOOSING HENDRICK TOYOTA SCION FOR ALL YOUR SERVICE NEEDS. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU. YOU MAY RECEIVE A SURVEY VIA EMAIL FROM TOYOTA REGARDING YOUR SERVICE EXPERIENCE WITH US. WE DO STRIVE FOR TRULY EXCEPTIONAL OR 10'S AS A PASSING SCORE. I HOPE WE HAVE EARNED THAT TODAY. IF WE FAILED, PLEASE GIVE ME A CALL SO I MAY TRY AND HELP WITH THE SITUATION. THANK YOU AGAIN FOR YOUR BUSINESS!!	TOTAL LABOR....	102.26
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	7.41
	TOTAL INVOICE \$	109.67

BRIAN FLICK, SERVICE DIRECTOR 919-335-1589

CUSTOMER SIGNATURE

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

I hereby acknowledge that a copy of your Privacy Policy has been made available to me and that I may access your Privacy Policy at www.hendrickprivacy.com/privacy_policy.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

3



1-800-858-5256

TRANSACTION RECEIPT

DATE: 9/23/2020 Time: 10:57 AM

Merchant: HENDRICK CHEVROLET

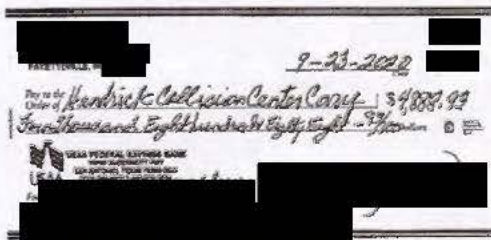
Merchant ID: 017393-0902

Ref Number: 4888.93

Account #: [REDACTED]

Check Number: [REDACTED]

Check Amount: 4,888.93



AUTH NUM [REDACTED]

I authorize the merchant to deposit my check, or to convert my check to an electronic funds transfer ("EFT") or paper draft. In the event that my check, draft or EFT is returned unpaid, I agree that a service fee of \$25.00 or the maximum service fee allowed by law may be charged to my account via draft or EFT.

I understand that in the event my check, draft, or EFT is returned unpaid, the merchant with which I am transacting may be requested to provide information to UTA or its agents or contractors concerning my transaction with merchant. In the event my check, draft, or EFT is returned unpaid, UTA may request, and merchant may provide, all such information to UTA for collection purposes, to obtain payment from me, or to contact me regarding my check or electronic payment. In the event my check, draft, or EFT is returned unpaid, I hereby expressly authorize and consent to merchant disclosing to UTA all personal, nonpublic information which merchant has in its possession concerning me, including but not limited to my bank account, my check or electronic payment, my purchase agreement, contract, buyer's orders, credit application, finance contract and application for financing, and/or current address, social security number and telephone number in the event UTA requests such information from merchant, and I release merchant and its employees and other representatives from any and all liability or damages associated with such a disclosure(s) to UTA.

Phone Number: [REDACTED]

Printed Name: [REDACTED]

X _____ (signature)

CUSTOMER COPY

Ph. (919) 462-1277
Fax (919) 462-1288



121 Team Hendrick Way
Cary, NC 27511

Written Warranty HENDRICK COLLISION CENTER - CARY

THIS CERTIFICATE assures the repairs to which you and "HENDRICK COLLISION CENTER - CARY" have agreed on Repair Order No. [REDACTED] have been completed. We guarantee the work performed at HENDRICK COLLISION CENTER - CARY so long as said vehicle shall remain under the present ownership. Items on the repair order, such as Sublet work and Sublet labor are subject to the guarantee of those suppliers. This warranty shall only apply if the defects occurred under normal driving conditions and not where any vehicle has been subjected to accidents, negligence, abuse or misuse. Specifically excluded from this Written Warranty is rust coming through the metal, scratches and gravel marks acquired from driving conditions. This is fragmented, four parts Written Warranty, and specific additional stipulations pertaining to each fragmented part are stated hereafter:

METALWORK

1. "HENDRICK COLLISION CENTER - CARY" provides a Lifetime Written Warranty against defective workmanship to include welding and the application of materials utilized in making Collision repairs against cracking, flaking, pitting, or deterioration. The Shop will, at its sole option, repair and re-paint any metal work warranted hereby.

PAINTING, STRIPES AND DECALS

2. "HENDRICK COLLISION CENTER - CARY" Provides a Lifetime Written Warranty on painting -- related priming and painting work against solvent blistering, peeling, hazing and excessive loss of pigmentation; and a Lifetime Written Warranty on the application of adhesion of decorative stripes and decals, excluding defects that are caused by extreme environmental conditions to which the vehicle may be exposed. The Shop will, at its sole option, re-prime, re-paint, re-stripe or re-decal the specific section or sections of the vehicle warranted hereby. Paint Warranty is valid only when paint is applied over original factory finishes that are free of defect.

MECHANICAL REPAIRS

3. "HENDRICK COLLISION CENTER - CARY" provides a Lifetime Written Warranty on all mechanical repairs pertaining directly to original collision damage, excluding suspension, air conditioning or other electrical assemblies or components. The Shop will, at its sole option, Repair any mechanical assembly or component warranted hereby.

PARTS

4. "HENDRICK COLLISION CENTER - CARY" guarantees the parts or materials used are of first quality. Those parts or materials are subject to the guarantee of that supplier. We will assist you with handling any claim under the supplier's guarantee. We guarantee that used parts or other than original equipment manufactured parts were not used without authorization from you as noted on the Repair Order.

Specifically Excluded are incidental costs, such as towing fees, car rental charges, travel expenses or assemblies and components which are not specifically covered by the Written Warranty, nor are consequential damages such as damage to other assemblies or components resulting from a defective part or installation of such parts or repaired during the repair included in this Written Warranty.

This Written Warranty shall not be varied, supplemented, qualified or interpreted by any prior course of dealings.

Presented To:

Name: [REDACTED]

Vehicle: 2019 TOYT HILNDR LTD/PLAT

RO #: [REDACTED]

Date of Repair: September 18, 2020

Authorized By:
[REDACTED]

HENDRICK COLLISION CENTER - CARY

Printed: 09/18/20 10:07 AM
 Created: 08/28/20

Estimate: [REDACTED]
 Repair Order: [REDACTED]
 Tow Status C276

FINAL BILL

121 Team Hendrick Way
 Cary, NC 27511
 (919) 462-1277

Customer: Insured	Vehicle:	Ins. Company:
[REDACTED] PAYETTEVILLE, NC Home: [REDACTED] Work: [REDACTED] Email: [REDACTED]	TOYT HILNDR LTD/PLAT YEAR: 2019 Color: Grey License: UNKNOWN Mileage In: 16395 VIN: 5TDDZRFH7KS [REDACTED] Sched. Arrival Date: 08/26/20 Arrival Date: 08/26/20 Proj. Delivery Date: 09/30/20 Drivable: Unknown	USAA Claim Number: [REDACTED] Policy Number: [REDACTED] Date of Loss: [REDACTED]/20 Deductible: 500.00 Painted ? : NO

Written by: PIRHALLA, MATT

Item	Price	Ext. Price	Labor Units	Paint Units	PT	BT
1 APPERANCE ALLOWANCE \$500-SCRAPES TO SUNR						
2 FRONT BUMPER						
3 O/H front bumper			2.5 B			
4 REMOVE/RE-INSTALL R&I bumper cover			Incl.			
5 REPAIR Bumper cover w/park sensor			5.0 B	2.7		
6 REMOVE/REPLACE RT Hole cover w/o fog lamp	106.68	106.68	Incl.			0
9 REMOVE/RE-INSTALL LT Hole cover w/o fog lamp			Incl.			
10 REMOVE/RE-INSTALL Center support			Incl.			
11 REMOVE/RE-INSTALL Energy absorber			0.1 B			
12 REMOVE/RE-INSTALL RT Side retainer			Incl.			
13 REMOVE/RE-INSTALL LT Side retainer			Incl.			
14 REMOVE/REPLACE RT Side retainer tape	6.03	6.03				0
15 REMOVE/REPLACE LT Side retainer tape	6.03	6.03				0
16 REMOVE/RE-INSTALL RT Side support			0.1 B			
17 REMOVE/RE-INSTALL LT Side support			0.1 B			
18 REMOVE/REPLACE RT Hole cover w/fog lamp	99.90	99.90	Incl.			0
19 GRILLE						
20 REMOVE/REPLACE Grille assy chrome	410.23	410.23	0.4 B			0
21 REMOVE/REPLACE Emblem w/o hybrid	422.37	422.37	Incl.			0
22 REMOVE/REPLACE Emblem nut	0.95 (2)	1.90				0
23 REMOVE/REPLACE Lower grille chrome w/surround view	309.65	309.65	Incl.			0
24 FRONT LAMPS						
25 REMOVE/REPLACE RT Headlamp assy w/LED DRL w/black accen	461.55	461.55	0.3 B			0
26 Aim headlamps			0.5 B			
27 REMOVE/RE-INSTALL LT Headlamp assy w/o LED DRL			0.3 B			
28 REMOVE/RE-INSTALL RT Fog lamp assy			0.2 B			
29 REMOVE/RE-INSTALL LT Fog lamp assy			0.2 B			
30 RADIATOR SUPPORT						
31 REMOVE/RE-INSTALL Sight shield			0.2 B			
32 HOOD						
33 REMOVE/RE-INSTALL R&I hood assy			0.6 B			
34 REPAIR Hood (HSS)			5.0 B	2.8		
35 Overlap Major Non-Adj. Panel				-0.2		
36 REMOVE/RE-INSTALL Insulator			0.2 B			
37 REMOVE/RE-INSTALL Seal to hood			0.2 B			
38 REMOVE/RE-INSTALL Seal to radiator support			0.1 B			

HENDRICK COLLISION CENTER - CARY

Estimate: [REDACTED]
 Repair Order: [REDACTED]
 TOW Status C276

Printed: 08/26/20 10:07 AM

FINAL BILL

Created: 08/26/20

Written by: PIRHALLA, MATT				Labor	Paint		
Item	Price	Ext. Price	Units	Units	PT	BT	
39	FENDER						
40	REPAIR RT Fender (HSS)			3.0B			2.2
41	Overlap Major Adj. Panel						-0.4
42	REPAIR LT Fender (HSS)			1.0B			2.2
43	Overlap Major Non-Adj. Panel						-0.2
44	REMOVE/RE-INSTALL RT Fender liner 3.5 liter all			0.4B			
45	REMOVE/RE-INSTALL LT Fender liner 3.5 liter all			0.4B			
46	REMOVE/RE-INSTALL RT Shield			0.2B			
47	REMOVE/RE-INSTALL LT Shield			0.2B			
48	115.70	115.70	Incl.				O
49	REMOVE/RE-INSTALL RT Molding assy painted black			0.2B			
50	115.70	115.70	Incl.				O
51	REMOVE/RE-INSTALL LT Molding assy painted black			0.2B			
52	ELECTRICAL						
53	REMOVE/RE-INSTALL Antenna w/o Safety Connect			Incl.			
54	WINDSHIELD						
55	REPAIR Windshield Toyota, w/o Hybrid w/o rain s			0.5B			
56	43.73	43.73	Incl.				O
57	REMOVE/RE-INSTALL LT Side molding			Incl.			
58	761.72	761.72	Incl.				
59	23.30	23.30					O
60	187.50	187.50					U
61	REMOVE/RE-INSTALL RT Wiper arm			Incl.			
62	REMOVE/RE-INSTALL LT Wiper arm			Incl.			
63	COWL						
64	REMOVE/RE-INSTALL RT Cowl grille seal			Incl.			
65	REMOVE/RE-INSTALL LT Cowl grille seal			Incl.			
66	REMOVE/RE-INSTALL Cowl grille			0.6B			
67	ROOF						
68	REPAIR Roof panel w/satellite radio			4.0B			3.3
69	Overlap Major Adj. Panel						-0.4
70	REMOVE/RE-INSTALL R&I sunroof assy			2.0B			
71	471.21	471.21	0.4B				O
72	471.21	471.21	0.4B				O
73	20.46 (2)	40.92					O
74	REMOVE/RE-INSTALL R&I headliner			3.7B			
75	Deduct for Overlap			-3.2B			
76	20.46 (2)	40.92					O
77	REPAIR ATTEMPTED REPAIRS			1.0B			
78	FRONT DOOR						
79	REMOVE/RE-INSTALL LT R&I door assy			Incl.			
80	455.58	455.58	6.4B				2.1 O
81	Overlap Major Adj. Panel						-0.4
82	Add for Edging						0.5
83	Add for Clear Coat						0.1
84	Clear Coat						2.5
85	REMOVE/RE-INSTALL LT Weatherstrip			Incl.			

HENDRICK COLLISION CENTER - CARY

Printed: 09/18/20 10:07 AM
Created: 08/26/20

Estimate: [REDACTED]
Repair Order: [REDACTED]
Tow Status C276

FINAL BILL

Written by: PIRHALLA, MATT

Item	Price	Ext. Price	Labor Units	Paint		
				Units	PT	BT
painted gray mica						
89 REMOVE/REPLACE LT Rocker molding pad	11.49	11.49				O
90 REMOVE/RE-INSTALL LT R&I mirror			Incl.			
91 REMOVE/RE-INSTALL LT Handle, outside w/o Smart Key black			Incl.			
92 REMOVE/RE-INSTALL LT R&I trim panel			Incl.			
93 REMOVE/REPLACE LT Frame molding rivet	0.75 (6)	4.50				O
94 REMOVE/REPLACE LT Applique	50.40	50.40	Incl.			O
95 REMOVE/REPLACE LT Belt molding	105.39	105.39	Incl.			O
96 REAR DOOR						
97 BLEND LT Outer panel (HSS)						1.1
98 REMOVE/REPLACE LT Weatherstrip front	13.82	13.82	0.2 B			O
99 REMOVE/RE-INSTALL LT Belt molding			0.3 B			
100 REMOVE/REPLACE LT Stone guard	14.85	14.85	0.2 B			O
101 REMOVE/REPLACE LT Lower molding	71.40	71.40	0.3 B			O
102 REMOVE/RE-INSTALL LT Handle, outside black			0.3 B			
103 REMOVE/RE-INSTALL LT R&I trim panel			0.5 B			
104 REMOVE/RE-INSTALL LT Water shield			0.1 B			
105 REMOVE/REPLACE LT Rocker molding pad	11.49	11.49				O
106 VEHICLE DIAGNOSTICS						
107 REMOVE/REPLACE Pre-repair scan	119.95*	119.95	1.0 M			O
108 SU POST REPAIR CALIBRATIONS	1,075.00	1,075.00				U
110 CAR COVER	5.00	5.00				0.3
111 FLEX ADDITIVE	10.00	10.00				
112 EPA WASTE	6.00	6.00				
113 CORROSION PROTECTION	10.00	10.00	0.8 B			
114 DISCONNECT BATTERY			0.3 B			
115 Sanitize Vehicle-USAA	15.00	15.00	0.5 B			
116 SEAM SEALER	20.00	20.00	0.8 B			
117 PANEL BONDING ADHESIVE	25.00	25.00				
118 REMOVE/REPLACE CLEAR PAINT PROTECTION FILM	20.00	20.00	1.0 B			
119 Import Generated Appearance Allowance Line	500.00	500.00				AP
120 CLEAN FOR DELIVERY Clean for delivery			3.0 D			NC

FINAL BILL SUMMARY

	PARTS			LABOR						
	Regular	Supp	Total	Department	Units	Supp	Units	Rate	Total	Units
New (OEM) Parts:	\$4,005.90	\$0.00	\$4,005.90	Body	43.4	0.0		\$46.00	\$1,996.40	43.4
Other parts:	\$872.72	\$0.00	\$872.72	Mechanical	1.0	0.0		\$75.00	\$75.00	1.0
				Paint	18.2	0.0		\$46.00	\$837.20	18.2

	Regular	Supp	Total
Sublet:	\$1,262.50	\$0.00	\$1,262.50
Parts Total:	\$4,878.62	\$0.00	\$4,878.62
Labor Total:	\$2,908.60	\$0.00	\$2,908.60
Paint/Material:	\$500.00	\$0.00	\$500.00
Pre-Tax Discount:	\$458.38	\$0.00	\$458.38
Tax:	\$859.12	\$0.00	\$859.12
Total:			\$9,750.46

USAA PAYABLE REPAIR TOTAL TOTAL \$9,750.46

HENDRICK COLLISION CENTER - CARY

Estimate [REDACTED]
Repair Order [REDACTED]
Tow Status C276

Printed: 09/18/20 10:07 AM

FINAL BILL

Created: 08/26/20

AUTHORIZED AND ACCEPTED: You are hereby authorized to make the above specified repairs. I understand that payment in full will be due upon release of the vehicle, including additional supplemental damage charges, and hereby grant you and/or your employees permission to operate the vehicle herein described on the street, highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Parts removed from the above vehicle will be discarded unless otherwise instructed.

Repair Order authorized by _____

Labor Dept Codes: B-Body D-Detail I-Parts Ordered E-Supplement pending F-Structural/Frame G-Glass M-Mechanical P-Paint S-Sublet/Service A-Aluminum 1-User-defined1 2-User-defined2 3-User-defined3

PT - Price Types:

O - OEM, A - Aftermarket, V - Salvage, R - Remanufactured, Space - No Type
L - Labor, M - Material, H - Hazardous, S - Storage, T - Towing, U - Sublet

BT - Billing Types:

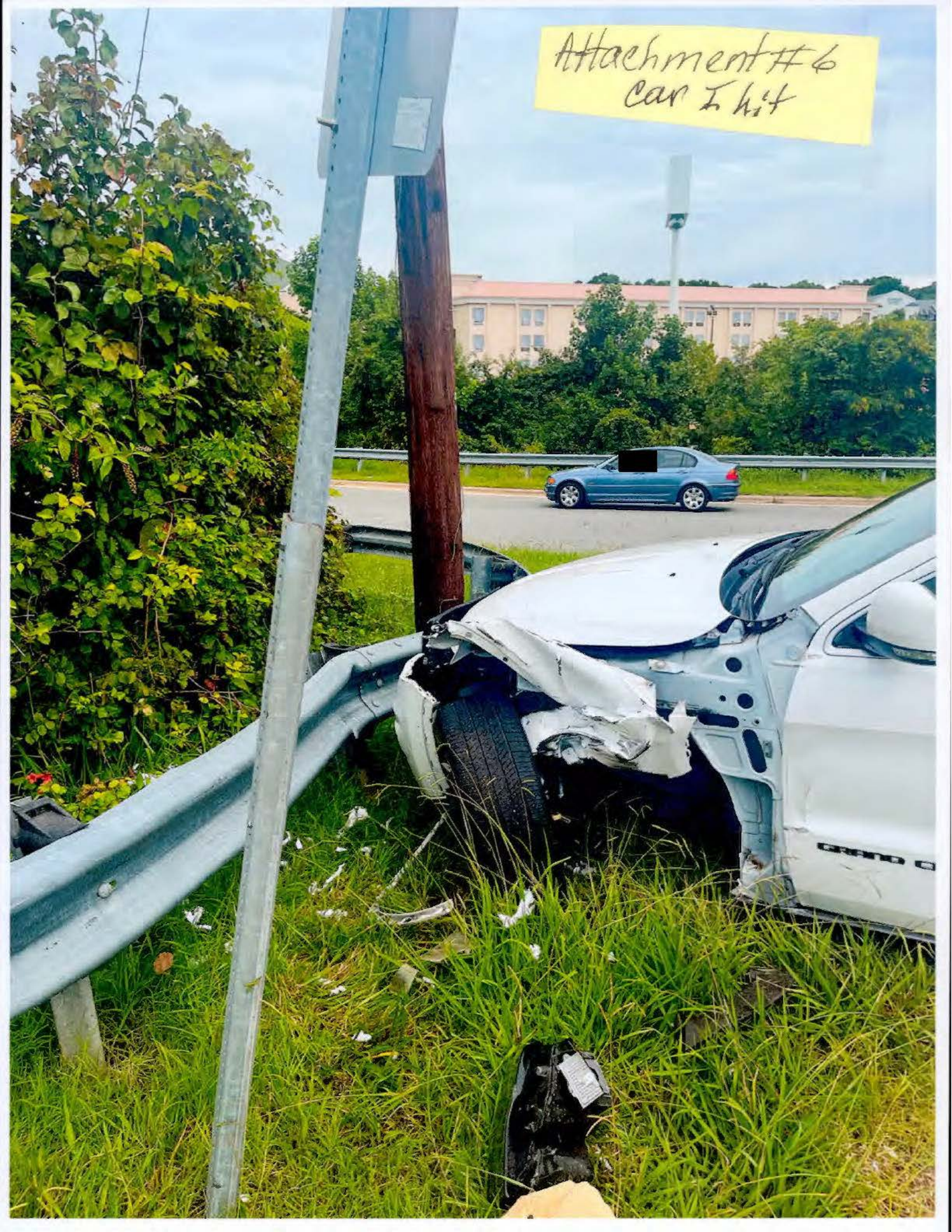
No Code - Insurance Charge, CC - Customer Charge, BT - Betterment, AP - Appearance Allowance
PD - Prior Damage, NC - No Charge

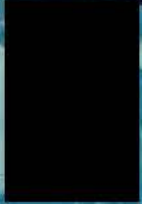
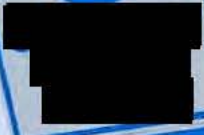
(*) Indicates Estimator Judgement
Underline Indicates Supplement.

CCC One Data, Copyright 1995 CCC Information Services
The elements of data used to calculate this Estimate were obtained from a CCC Database.

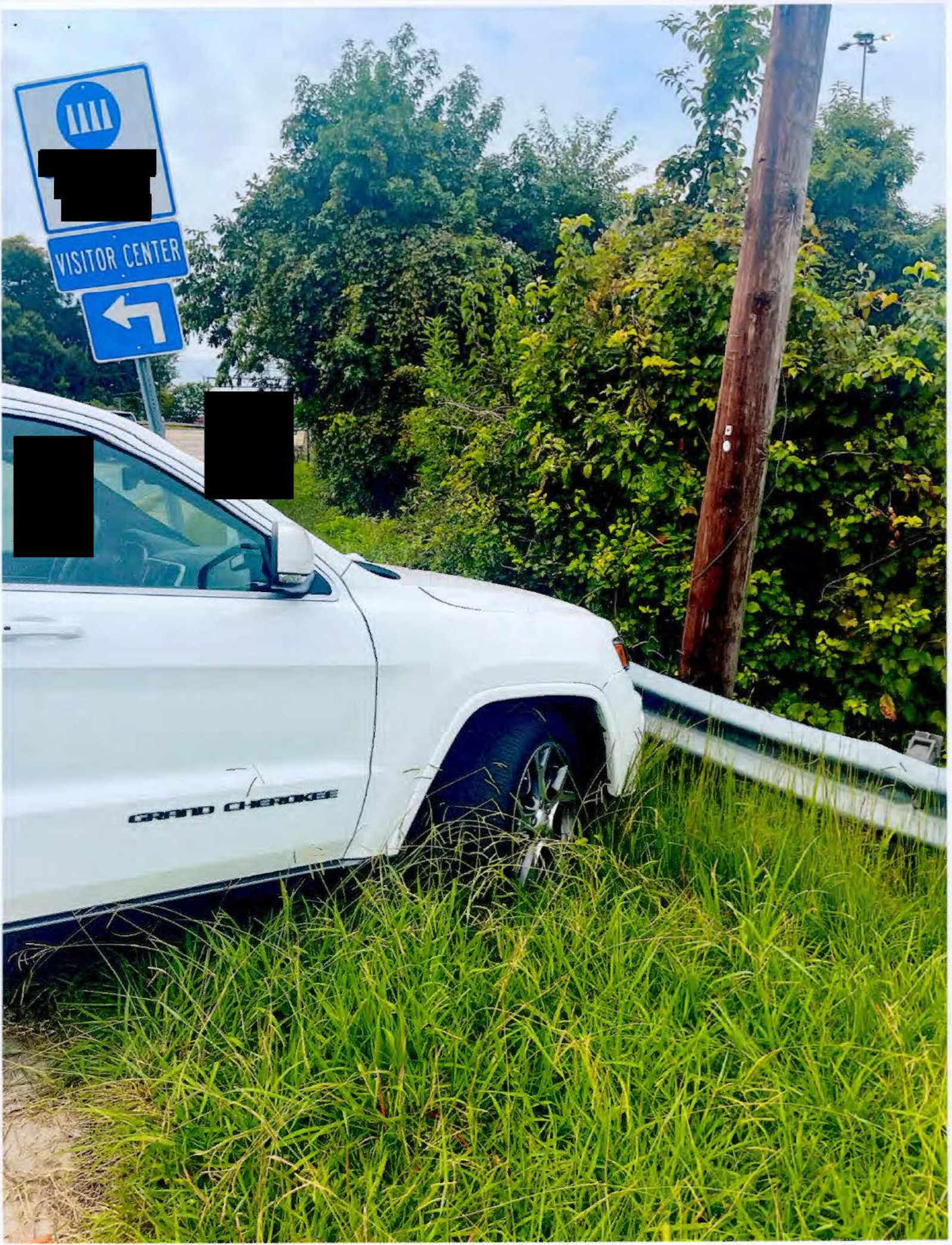
Calculations of the Estimate are performed by a computer program created by Axalta Coating Systems, LLC.

Attachment #6
Car I hit



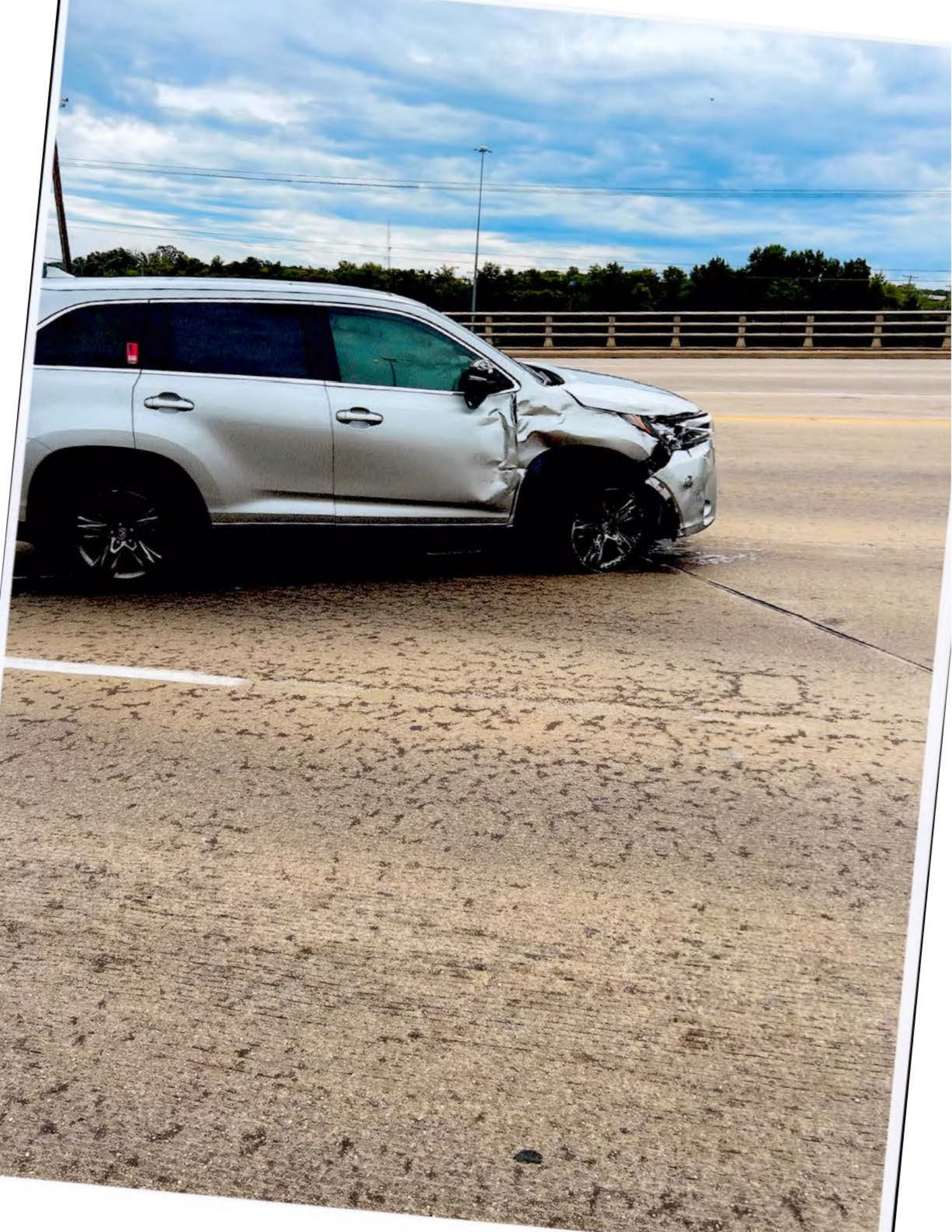


GRAND CHEROKEE



my car
Attachment #6





Attachment #7

DMV-349 (Rev. 1/2009)

THIS REPORT IS FOR THE USE OF THE DIVISION OF MOTOR VEHICLES. THE DATA IS COLLECTED FOR STATISTICAL ANALYSIS AND SUBSEQUENT HIGHWAY SAFETY PROGRAMMING. DETERMINATIONS OF "FAULT" ARE THE RESPONSIBILITY OF INSURERS OR OF THE STATE'S COURTS.

Do not write in these spaces

2

No. of Units Involved

Form 1 of 2

Supplemental Report

Non-Reportable

Date Received by DMV

Crash Date: 08 [REDACTED] 2022
 County: GUILFORD
 Time: [REDACTED]
 Local Use/Patrol Area: TRACT 320

33 Relation to Roadway Surface: 1
 Crash occurred in Greensboro Municipality
 or outside municipality
 Highway Number, or Highway, Street, or Ramp or Service Road, indicate on line
 Ramp or Service Road:
 (R.R. Crossing #) _____
 Miles N S E W _____
 (if available)
 Use Highway Number, Street Name or Adjacent County or State Line
 N S E W
 Use Highway Number, Street Name or Adjacent County or State Line
 N S E W
 Latitude _____
 Longitude _____
 Altitude _____

UNIT # 1 VEHICLE PEDESTRIAN HIT & RUN COMMERCIAL VEHICLE
 UNIT # 2 VEHICLE PEDESTRIAN HIT & RUN OTHER

Driver: [REDACTED]
 Address: [REDACTED]
 City: BURLINGTON State: NC Zip: [REDACTED]
 Same Address on Driver's License? Yes No
 Driver's Phone Numbers W () _____
 D.L. # _____ D.L. Class: C State: NC
 CDL License
 DOB _____ 34 Vision Obstruction: 0 35 Physical Condition: 1 36 D.L. Restrictions: 0
 37 Alcohol/Drugs Suspected: 0 38 Alcohol/Drugs Test: 0 39 Results (if known): 0 40 Vehicle Seizure (DWI):

Driver: [REDACTED]
 Address: [REDACTED]
 City: FAYETTEVILLE State: NC Zip: [REDACTED]
 Same Address on Driver's License? Yes No
 Driver's Phone Numbers W () _____
 D.L. # _____ D.L. Class: C State: NC
 CDL License
 DOB _____ 34 Vision Obstruction: 0 35 Physical Condition: 1 36 D.L. Restrictions: 1
 37 Alcohol/Drugs Suspected: 0 38 Alcohol/Drugs Test: 0 39 Results (if known): 0 40 Vehicle Seizure (DWI):

Owner: [REDACTED]
 Address: [REDACTED]
 City: BURLINGTON State: NC Zip: [REDACTED]
 Plate # [REDACTED] Plate: NC Plate Year: 2022
 VIN: 1C4RJFBG4JC [REDACTED]
 Vehicle: JEEP Vehicle Year: 2018 41 Vehicle Style (Type): 4 42 Vehicle Drivable: Yes No
 43 TAD: [REDACTED] 44 Estimated Damage: \$10,000.00
 Insurance Company: FARM BUREAU INSURANCE CO OF N
 Policy #: [REDACTED]

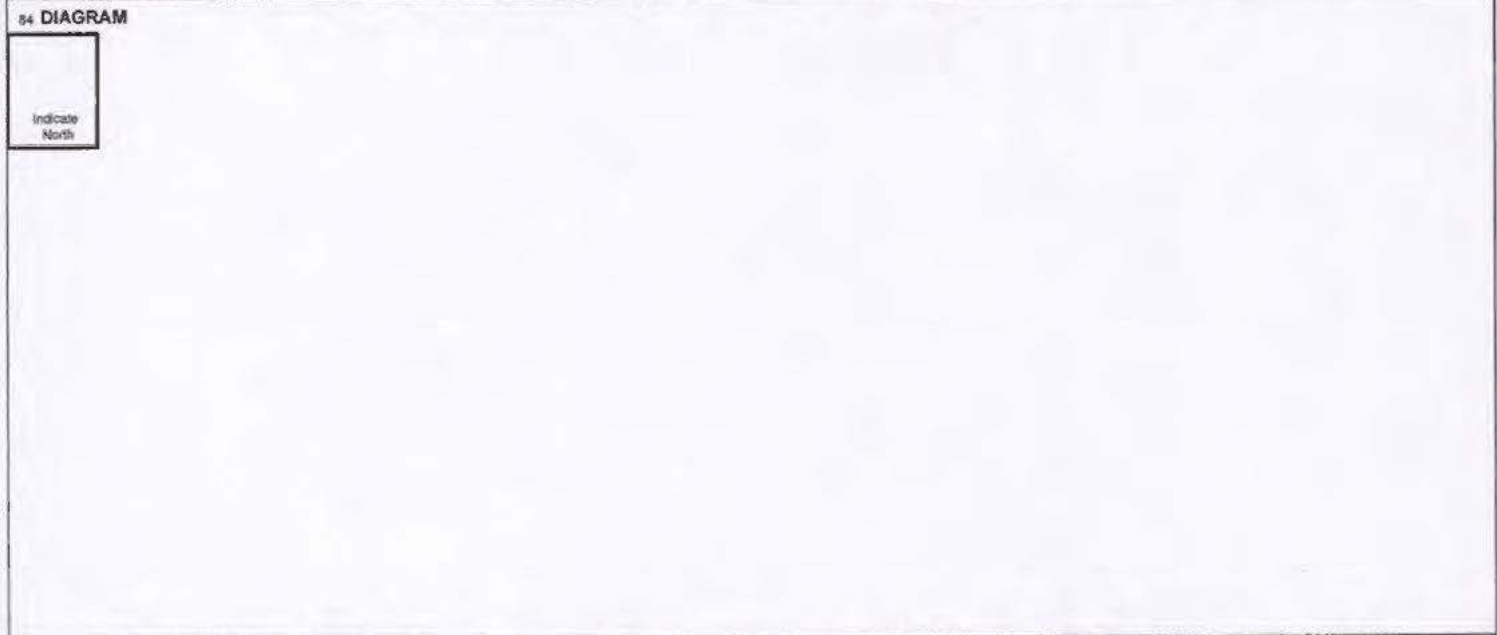
Owner: [REDACTED]
 Address: [REDACTED]
 City: FAYETTEVILLE State: NC Zip: [REDACTED]
 Plate # [REDACTED] Plate: NC Plate Year: 2022
 VIN: 5TDDZRFH7KS [REDACTED]
 Vehicle: TOYT Vehicle Year: 2019 41 Vehicle Style (Type): 4 42 Vehicle Drivable: Yes No
 43 TAD: [REDACTED] 44 Estimated Damage: \$8,000.00
 Insurance Company: UNITED SERVICES AUTOMOBILE AS
 Policy #: [REDACTED]

20 COMMERCIAL VEHICLE: Cargo, Carrier Name, Address, Source
 Unit: _____ 45 Cargo Body Type: _____ Same Address as Owner?
 Source: Truck Shipping papers Driver
 Carrier Identification Numbers, GVWR, Axles
 US DOT# _____ ICC# _____ Axles on Vehicle including Trailers _____
 State _____ State# _____ IFTA# _____
 FE# _____ Fleet# _____ Gross Vehicle Weight Rating _____

	21	22	23	24	25	26	27	28	29	30	31	32	Names and Addresses for All Persons (Unit 1, Unit 2 Drv, Ped, etc. - See Above); Use check blocks if address same as Driver
A	1	1	1		2	1	1	2	1	3	see above	see above	Unit 1 Towed To/By: TOWING COMPANY REGIONAL AUTO CENTER
B	2	1	1		2	3	1	2	1	5	see above	see above	Unit 2 Towed To/By: TOWING COMPANY REGIONAL AUTO CENTER
C	1	2	3		2	0	1	2	1	5	X		[REDACTED]
D													
E													
F													
G													
H													

46 Name of EMS: A,B,C NONE
 47 Injured Taken by EMS to: A,B,C (Treatment Facility and City or Town)
 48 Name of EMS: ---
 49 Injured Taken by EMS to: --- (Treatment Facility and City or Town)

48 POINTS OF INITIAL CONTACT (Write in Codes)	Unit 1		Unit 2		VEHICLE INFO.		Veh # 1	Veh # 2	ROADWAY INFO.		WORK ZONE RELATED									
	Unit 1	Unit 2	Unit 1	Unit 2	60 Authorized Speed Limit	61 Estimate of Original Traveling Speed	62 Estimate of Speed at Impact	63 Tire Impressions Before Impact (ft.)	64 Distance Traveled After Impact (ft.)	65 Emergency Vehicle Use	66 Post Crash Fire (if "Yes" check block)	67 School Bus - Contact Vehicle	68 School Bus - Noncontact Vehicle							
	4	5			45	45			89 Road Feature	15		78 Workzone Area	5							
	20	21				25	45		70 Road Character	1		79 Work Activity								
49 Vehicle Maneuver/Action			8	8		25	45		71 Road Classification	5		80 Work Area Marked								
50 Non-Motorist Action									72 Road Surface Type	3		81 Crash Location								
51 Non-Motorist Location Prior to Impact									73 Road Configuration	2	TRAILER INFO.		Unit 1	Unit 2						
52 Crash Sequence - First Event for This Unit			23	23					74 Access Control	1	82 Trailer Type	00	00							
53 Crash Sequence - Second Event									75 Number of Lanes	8	1st Trailer No. Axles									
54 Crash Sequence - Third Event									76 Traffic Control Type	3	Width (inches)									
55 Crash Sequence - Fourth Event									77 Traffic Control Oper	1	Length (feet)									
56 Most Harmful Event for This Unit			23	23	COMMERCIAL VEHICLE: Hazardous Materials Involvement Haz Mat Placard <input type="checkbox"/> Yes <input type="checkbox"/> No From Placard Indicate: Hazardous Cargo Released (does not include fuel from fuel tank) <input type="checkbox"/> Yes <input type="checkbox"/> No 4-digit placard number or name from diamond or box 1-digit number from bottom of diamond Carrying Haz Mat <input type="checkbox"/> Yes <input type="checkbox"/> No										83 Unit#	Overwidth Permit #				
57 Distance/Direction to Object Struck			0	0															84 Unit#	Overwidth Trailer and Overwidth Mobile Home
58 Vehicle Under/Over/Aside			3	3																
59 Vehicle Defects			0	0																



Unit 1 was: Travelling Parked Facing N S E W on [REDACTED] Unit 2 was: Travelling Parked Facing N S E W on [REDACTED]

85 NARRATIVE (Include pertinent and unusual aspects, which are not listed elsewhere on the form)
 Vehicles 1 was making a left turn from the [REDACTED] Exit Ramp onto [REDACTED] from the center left turn lane. Vehicle 2 attempted to make a left turn from the [REDACTED] Exit Ramp onto [REDACTED] from the left turn lane. Driver of Vehicle 2 was traveling at a speed too fast to negotiate the turn, entered the center lane and struck Vehicle 1. All parties involved provided the same account. Driver of Vehicle 2 stated her gas pedal got stuck causing the car to accelerate and she was unable to stop the vehicle. Examination of the vehicle did not show the accelerator in a stuck position. The witness statement was consistent with both drivers.

86 Type/Owner: _____ Owner Address: _____ Phone: _____ State Property? Estimated Damage \$ _____

WITNESSES
 Name: [REDACTED] Address: [REDACTED] RAMSEUR, NC [REDACTED] Phone No. ([REDACTED])
 Name: _____ Address: _____ Phone No. (_____) _____

TRAFFIC VIOLATION(S)
 Name: _____ Charge(s) _____
 Name: _____ Charge(s) _____

Officer Name: P3 WRIGHT, P. W. Officer Number: P7546 Department: 0410200 Date of Report: 08/2022

TOYOTA

Ronald L. Inton
Direct Phone (469)292-6504

Toyota Motor North America, Inc.
6565 Headquarters Drive
Plano, TX 75024

October 26, 2022

Via Email at [REDACTED]

[REDACTED]
Fayetteville, NC [REDACTED]

RE: Date of Incident: August [REDACTED] 2022
Vehicle: 2019 Toyota Highlander
VIN: 5TDDZRFH7KS [REDACTED]

Dear [REDACTED]:

Thank you for contacting our Brand Engagement Center (BEC) regarding the above-referenced incident. You reported that your 2019 Toyota Highlander was involved in a motor vehicle incident wherein an unintended acceleration event may have occurred, and the brakes may not have functioned as expected. A vehicle inspection was requested.

In response to your concern, Toyota Motor North America, Inc. (TMNA) assigned Engineering Analysis Associates (EAA) to perform an inspection and the readout of the electronic data of your vehicle. The vehicle was inspected at the Copart salvage yard in Dunn, North Carolina on October 7, 2022.

The vehicle had an odometer reading of 47,152 miles when it was inspected. There was no interference or obstruction found with the operation of the accelerator pedal. The driver's floor mat was found to be properly secured. There were no damage or concerns observed when the accelerator pedal and its attachments were inspected and examined. There were no abnormalities observed regarding the master cylinder, ABS actuator, brake lines, brake hoses, calipers or any of the inspected brake components. When the brake system was inspected, the brake pad friction materials were found to meet minimum specification in thickness. The brake fluid level was within owner's manual specification. There was no hydraulic pressure loss or fading experienced when the brake pedal reserve measurement was tested. The electronic data recorded that your vehicle was travelling at 52 mph and there was no brake pedal application leading up to the impact. Additionally, the data indicated that your vehicle's speed was not increasing prior to the impact.

Our inspection found no evidence that this incident was the result of a defect in your vehicle. We are very sorry to hear about this unfortunate incident and we do appreciate the opportunity to address your concerns. However, we are unable to offer any assistance based on the inspection of the vehicle.

Sincerely,



Ronald I. Inton
Toyota Motor North America, Inc.

CALIBER COLLISION

CALIBER - FAYETTEVILLE - RAEFORD RD

RESTORING THE RHYTHM OF YOUR LIFE
6503 Raeford Rd, Fayetteville, NC 28304
Phone: (910) 864-8061
FAX: (910) 864-9136

Attachment #9

Workfile ID: [REDACTED]
Federal ID: [REDACTED]
State ID: N/A
Federal EPA: N/A
State EPA: CESQG

Supplement of Record 1 with Summary

RO Number: [REDACTED]

Written By: Stephanie Ackers, 9/1/2022 10:59:47 AM
Adjuster: Quintanilla, Mary, (800) 531-8722 Business

Insured: [REDACTED]
Type of Loss: Collision
Point of Impact: 15 Total Loss

Policy #: [REDACTED]
Date of Loss: 8/20/2022 1:00 PM

Claim #: [REDACTED]
Days to Repair: 8

Owner: [REDACTED]
FAYETTEVILLE, NC
[REDACTED] Cell

Inspection Location:
CALIBER - FAYETTEVILLE - RAEFORD RD
6503 Raeford Rd
Fayetteville, NC 28304
Repair Facility
(910) 864-8061 Business

Insurance Company:
USAA CASUALTY INSURANCE COMPANY
DRP-1560
USAA Insurance
P.O. Box 33490
San Antonio, TX 78265
(800) 531-8722 Business

VEHICLE

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

VIN: 5TDDZRFH7KS [REDACTED] Interior Color: Mileage In: 47,152 Vehicle Out: 9/7/2022
License: [REDACTED] Exterior Color: SILVER Mileage Out: 47,152
State: NC Production Date: 2/2019 Condition: Good 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
Memory Package

DECOR

Dual Mirrors
Privacy Glass

Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Heated Steering Wheel
Climate Control
Dual Air Condition
Navigation System
Backup Camera
Parking Sensors
Surround View Camera

Search/Seek
CD Player
Auxiliary Audio Connection
Premium Radio
Satellite Radio
Equalizer

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System

Skyview Roof

SEATS

Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats
3rd Row Seat
Captain Chairs (2)

WHEELS

Chrome Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler

Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

Console/Storage
Overhead Console
Wood Interior Trim
CONVENIENCE
Air Conditioning
Intermittent Wipers

Intelligent Cruise
Home Link
RADIO
AM Radio
FM Radio
Stereo

Hands Free Device
Blind Spot Detection
Lane Departure Warning
ROOF
Luggage/Roof Rack
Electric Glass Sunroof

Signal Integrated Mirrors
California Emissions
TRUCK
Rear Step Bumper
Power Trunk/Liftgate



Supplement of Record 1 with Summary

RO Number [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

Line		Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint	
1	#	S01	For Supplements Use Estimate Share Within CCC One		1				
2	#	S01	Have Questions or Non-CCC User?		1				
3	#	S01	Call 800.637.8511 - Press 2 for Repair Facility		1				
4	#	S01	Then Press 2 for Technical Support,		1				
5	#	S01	Then Press 4 for "All Other"		1				
6	FRONT BUMPER								
7			O/H front bumper				2.2		
8	** <>	Repl	Non OEM CAPA Bumper cover w/park sensor	521190E938	1	251.00	Incl.	2.7	
Note: LABOR: Time includes R&I grille assembly, R&I/R&R center support, cover, lower grille, side retainers, hole covers and lamp bezels. Time includes D&R wheel opening moldings.									
9			Add for fog lamps				0.4		
10		S01	Add for park sensor			m	0.4 M		
11	**	Repl	Non OEM CAPA Lower cover	521290E030	1	205.00	Incl.		
12	**	Repl	Non OEM CAPA RT Side support	521450E080	1	73.00	Incl.		
13	**	S01	Repl Non OEM Flex Additive		1	8.00 T			
14	GRILLE								
15		S01	Repl Grille assy chrome	531010E241	1	418.85	0.4		
16	*	S01	R&I Emblem w/o hybrid				Incl.		
17	**	S01	Repl Non OEM CAPA Lower grille chrome w/surround view	531020E090	1	293.85	Incl.		
18	FRONT LAMPS								
19	**	Repl	Non OEM CAPA RT Headlamp assy w/LED DRL w/chrome accent	811100E362	1	415.00	Incl.		
20			Aim headlamps				0.5		
21	**	S01	Repl Non OEM CAPA RT Fog lamp assy	8121002160	1	179.00	Incl.		
22		S01	Aim fog lamps				0.4		
23		S01	R&I LT Headlamp assy w/LED DRL w/chrome accent				Incl.		
24	RADIATOR SUPPORT								
25		S01	Refinish Components					1.5	
26	**	S01	Repl Non OEM CAPA Radiator support w/o hybrid	532010E904	1	427.00 s	13.0	Incl.	
27		S01	Evacuate & recharge			m	1.4 M		
28		S01	Refrigerant recovery			m	0.4 M		
29		S01	Repl Sight shield	532950E070	1	174.58	Incl.		
30	**	S01	Repl Non OEM Freon R134a		1	40.00 T			
31	HOOD								
32	**	Repl	Non OEM CAPA Hood (HSS)	533010E110	1	486.00	1.6	2.8	
33			Overlap Major Non-Adj. Panel					-0.2	

Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

34			Add for Underside(Complete)						1.4
35	S01	R&I	Insulator					Incl.	
36	**	S01	Repl Non OEM Insulator clip type 1	90467A0003	7	<u>12.95</u>			
37	**	S01	Repl Non OEM Insulator clip type 2	5332608010	7	<u>9.80</u>			
38	FENDER								
39	**		Repl Non OEM CAPA RT Fender (HSS)	538010E110	1	273.00		2.3	2.2
40			Overlap Major Adj. Panel						-0.4
41			Add for Edging						0.5
42	**		Repl Non OEM CAPA RT Wheel opng mldg	750850E010	1	105.00		Incl.	
43	**	S01	Repl Non OEM CAPA RT Fender liner 3.5 liter all	538050E120	1	146.15		Incl.	
44	**	S01	Repl Non OEM RT Fender liner screw #1	90159A0053	5	<u>5.25</u>			
45	**	S01	Repl Non OEM RT Fender liner screw #2	9015960477	5	<u>6.50</u>			
46		S01	Repl RT Mud guard	766210E010	1	36.98		0.2	
47	*	S01	Repl RT Molding assy painted silver	756010E061B2	1	41.81		Incl.	0.0
48	EXHAUST SYSTEM								
49		S01	Rpl exhaust system				m		1.6 M
50	*	S01	R&I Front pipe				m	<u>Incl.</u>	
51	*	S01	R&I Muffler & pipe				m	<u>Incl.</u>	
52	*	S01	R&I Exhaust pipe				m	<u>Incl.</u>	
53	WHEELS								
54	**	S01	Repl RECOND RT/Front Wheel, alloy 19" type 1 dark chrome	4260D0E020	1	499.95	m		0.3 M
55	FRONT SUSPENSION								
56	*	S01	Repl LKQ Engine cradle +25%	511000E063	1	1,600.00	m	<u>8.9</u>	M
57		S01	Repl RT Splash shield	477030E010	1	89.85	m	Incl.	
58	*	S01	R&I RT Caliper assy				m	<u>1.0</u>	
59	**	S01	Repl Non OEM RT Bearing	90369A0002	1	76.33		Incl.	
60	**	S01	Repl Non OEM RT Axle nut	9008017238	1	10.04			
61		S01	Repl RT Bearing snap ring	9052079002	1	8.10			
62		S01	Repl RT Dust cover	4324648011	1	20.60			
63		S01	Repl RT Hub assy	435020E010	1	182.63	m		2.0 M
64		S01	Repl RT Knuckle	432110E010	1	458.65	m	Incl.	
65		S01	Deduct for Overlap						-0.3
66		S01	Repl RT Lower ball joint	4333009780	1	78.93	m	Incl.	
67	**	S01	Repl Non OEM RT Lower cntrl arm	480680E060	1	144.86	m		0.8 M
68		S01	Deduct for Overlap						-0.3 M
69	**	S01	Repl Non OEM RT Strut 3.5 liter, w/o hybrid w/o sport tuned	485108Z306	1	128.34	m		1.5 M
70		S01	Deduct for Overlap						-0.3 M
71		S01	R&I Stabilizer bar AWD, w/o hybrid				m		0.6 M
72	**	S01	Repl Non OEM RT Stabilizer link	4882006040	1	51.23	m		0.4 M
73		S01	Deduct for Overlap						-0.2 M



Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

74	S01	Repl	RT Axle assy 3.5 liter, w/o hybrid AWD	434100E221	1	587.03 m	1.4 M	
75	S01		Deduct for Overlap				-0.8 M	
76	STEERING GEAR & LINKAGE							
77	S01	Repl	Gear assy	455100E042	1	716.15 m	1.0 M	
78	**	S01	Repl Non OEM RT Outer tie rod	4546009180	1	101.79 m	Incl.	
79	WINDSHIELD							
80	S01	Repl	Washer reservoir	853150E070	1	113.23 m	Incl.	
81	*	S01	R&I <u>Windshield Toyota</u>				3.3	
82	#	S01	Repl Urethane Kit		2	70.00 T		
83	CONSOLE							
84	S01	R&I	R&I console assy				0.7	
85	*	S01	R&I LT Insert panel all flaxen				0.1	
86	*	S01	R&I RT Insert panel all flaxen				0.1	
87	RESTRAINT SYSTEMS							
88	S01	Repl	RT Head air bag	621700E052	1	1,546.55 m	0.7 M	
89	S01		Air bag system diagnosis			m	0.5 M	
90	S01	Repl	RT Ft seat air bag seat back	739100E060	1	509.99	0.3	
91	S01	Repl	RT Side impact sens door	898310R080	1	93.87 m	0.1 M	
92	S01	Repl	RT Belt & retractor flaxen	732100E081A0	1	279.39	0.3	
93	S01	Repl	Diag unit w/sens w/o hybrid	891700E111	1	376.85 m	0.3 M	
94	S01	Repl	LT Belt & retractor flaxen	732200E071A0	1	279.39	0.3	
95	SEATS & TRACKS							
96	S01	Repl	Seat back pad w/vented	715050E010	1	182.13		
97	S01	Repl	Seat back cover w/vented flaxen	710730E320A1	1	1,204.14	0.9	
98	ROOF							
99	*	S01	Repl <u>Headliner all, w/o rear DVD</u>	633000E908A0	1	1,688.94	4.0	
100	S01	Repl	Headliner all flaxen	633000E910A0	1	2,650.18	Incl.	
101	*	S01	R&I <u>Overhead console</u>				0.3	
102	*	S01	R&I <u>RT Sunvisor</u>				Incl.	
103	*	S01	R&I <u>LT Sunvisor</u>				Incl.	
104	PILLARS, ROCKER & FLOOR							
105		Repl	RT Wndshld plr trim flaxen	622100E060A1	1	113.49	Incl.	
106	S01	R&I	RT Upr ctr plr trim flaxen				Incl.	
107	*	S01	Rpr RT Outer hinge plr Note: fender sitting on pillar				2.0	1.6
108	S01		Overlap Major Non-Adj. Panel					-0.2
109	S01	R&I	LT Wndshld plr trim flaxen				Incl.	
110	S01	R&I	LT Upr ctr plr trim flaxen				Incl.	
111	S01	R&I	RT Surround w'strip front				0.5	
112	S01	R&I	LT Surround w'strip front				0.5	
113	S01	R&I	RT Surround w'strip rear				0.5	
114	S01	R&I	LT Surround w'strip rear				0.5	
115	FRONT DOOR							
116		Repl	RT Door shell	670010E110	1	860.94	5.4	3.1

Supplement of Record 1 with Summary

RO Number [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

117			Overlap Major Adj. Panel					-0.4
118			Clear Coat					2.5
119	S01	Repl	RT Belt molding	757100E070	1	114.96	Incl.	
120	S01	Repl	RT Applique	757550E030	1	54.68	Incl.	
121	S01	Repl	RT Trim bezel	674910E040	1	35.11	Incl.	
122		Repl	RT Mirror assy w/memory pkg w/o surround view	879100E340	1	739.32	Incl.	
123	*	Repl	RT Mirror cover black	879150E040C0	1	74.91	0.2	0.0
124		Repl	RT Black out tape upper	759290E030	1	33.01	0.2	
125		Repl	RT Black out tape rear	759680E030	1	15.03	0.2	
126	S01	R&I	RT Rocker molding painted silver				0.3	
127	S01	Blnd	RT Rocker molding painted silver					0.3
128	REAR DOOR							
129		Blnd	RT Outer panel (HSS)					1.1
130	*	R&I	RT Belt molding				0.3	
131	S01	R&I	RT Handle, outside silver				0.3	
132	S01	R&I	RT Rocker molding painted silver				0.3	
133		R&I	RT R&I trim panel				0.5	
134	*	S01	R&I RT Lower molding				0.3	
135	MISCELLANEOUS OPERATIONS							
136	#	Subl	Alignment - 2 Wheel		1	59.95		
137	#	Repl	Mount & Balance wheel(s)		1	15.00		
138	**	S01	Repl Non OEM Cover car/bag		1	8.00	0.2	
139	#	S01	Tow		1	100.00		
140	#	S01	Disable/Enable SRS		1		0.5	M
141	TIRES							
142	*	S01	Repl BDGST P245/55R19 Dueter HL422 Ecopia BW 103S	BR01082	1	204.99	0.3	
143	#	Subl	Post-repair Diagnostic Scan		1	70.00		
144	#	Rpr	Post-Repair Diagnostic Scan (Labor)				0.5	
145	#	Subl	Pre-repair Diagnostic Scan		1	50.00		
146	#	Rpr	Pre-Repair Diagnostic Scan (Labor)				0.5	
147			OTHER CHARGES					
148	#		E.P.C.		1	3.50		
SUBTOTALS						19,910.75	66.7	18.5

NOTES

Estimate Notes:

Shop: Avoid delays! Get claim and payment info at www.usaa.com/bodyshop

Original Assigned Date: 8-21- 22

E01 Completed on Site: N

Date E01 Inspected: 8-23-22

QRP Brochure provided to [REDACTED] on 8-23-22

E01 and explanation of repairs provided [REDACTED] on 8-23-22

Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

Authorization / Direction to Pay on File: n

Prior Damage Notes:

normal wear for year and mileage, rt side has sun damage

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			19,789.25
Body Labor	45.5 hrs @	\$ 53.00 /hr	2,411.50
Paint Labor	18.5 hrs @	\$ 53.00 /hr	980.50
Mechanical Labor	21.2 hrs @	\$ 80.00 /hr	1,696.00
Paint Supplies			450.00
Miscellaneous			118.00
Other Charges			3.50
Subtotal			25,448.75
Sales Tax	\$ 25,448.75 @	6.7500 %	1,717.79
Grand Total			27,166.54
Deductible			500.00
CUSTOMER PAY			500.00
INSURANCE PAY			26,666.54



Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items							
5		Add for park sensor				m	-0.4
10	S01	Add for park sensor				m	0.4 M
9	**	Repl Non OEM CAPA RT Headlamp assy w/LED DRL w/chrome accent	811100E362	1	-415.00		-0.3
19	**	S01 Repl Non OEM CAPA RT Headlamp assy w/LED DRL w/chrome accent	811100E362	1	415.00		Incl.
21	**	Repl RECOND RT/Front Wheel, alloy 19" type 1 dark chrome	4260D0E020	1	-499.95	m	-0.1
54	**	S01 Repl RECOND RT/Front Wheel, alloy 19" type 1 dark chrome	4260D0E020	1	499.95	m	0.3 M
23		Repl RT Head air bag	621700E052	1	-1,546.55	m	-0.7
88	S01	Repl RT Head air bag	621700E052	1	1,546.55	m	0.7 M
24		Air bag system diagnosis				m	-0.5
89	S01	Air bag system diagnosis				m	0.5 M
25		Repl RT Side impact sens door	898310R080	1	-93.87	m	-0.1
91	S01	Repl RT Side impact sens door	898310R080	1	93.87	m	0.1 M
26		Repl Diag unit w/sens w/o hybrid	891700E111	1	-376.85	m	-0.3
93	S01	Repl Diag unit w/sens w/o hybrid	891700E111	1	376.85	m	0.3 M
28		Repl Headliner all, w/o rear DVD flaxen	633000E908A0	1	-1,688.94		-4.0
99	*	S01 Repl <u>Headliner all, w/o rear DVD</u>	633000E908A0	1	1,688.94		4.0
51	*	Repl BDGST P245/55R19 Dueler HL422 Ecopia BW 103S	BR01082	1	-204.99		0.0
142	*	S01 Repl BDGST P245/55R19 Dueler HL422 Ecopia BW 103S	BR01082	1	204.99		0.3
Deleted Items							
42		R&I RT Rocker molding painted black					-0.3
43		R&I RT Handle, outside black					-0.3
48	#	Repl Flex additive		1	-6.00		
49	#	Cover Car		1	-5.00		
Added Items							
1	#	S01 For Supplements Use Estimate Share Within CCC One		1			
2	#	S01 Have Questions or Non-CCC User?		1			
3	#	S01 Call 800.637.8511 - Press 2 for Repair Facility		1			
4	#	S01 Then Press 2 for Technical Support,		1			
5	#	S01 Then Press 4 for "All Other"		1			



Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

13	**	S01	Repl	Non OEM Flex Additive		1	8.00	T			
14	GRILLE										
15		S01	Repl	Grille assy chrome	531010E241	1	418.85		0.4		
16	*	S01	R&I	Emblem w/o hybrid					Incl.		
17	**	S01	Repl	Non OEM CAPA Lower grille chrome w/surround view	531020E090	1	293.85		Incl.		
21	**	S01	Repl	Non OEM CAPA RT Fog lamp assy	8121002160	1	179.00		Incl.		
22		S01		Aim fog lamps					0.4		
23		S01	R&I	LT Headlamp assy w/LED DRL w/chrome accent					Incl.		
24	RADIATOR SUPPORT										
25		S01		Refinish Components						1.5	
26	**	S01	Repl	Non OEM CAPA Radiator support w/o hybrid	532010E904	1	427.00	s	13.0	Incl.	
27		S01		Evacuate & recharge				m	1.4	M	
28		S01		Refrigerant recovery				m	0.4	M	
29		S01	Repl	Sight shield	532950E070	1	174.58		Incl.		
30	**	S01	Repl	Non OEM Freon R134a		1	40.00	T			
35		S01	R&I	Insulator					Incl.		
36	**	S01	Repl	Non OEM Insulator clip type 1	90467A0003	7	<u>12.95</u>				
37	**	S01	Repl	Non OEM Insulator clip type 2	5332608010	7	<u>9.80</u>				
43	**	S01	Repl	Non OEM CAPA RT Fender liner 3.5 liter all	538050E120	1	146.15		Incl.		
44	**	S01	Repl	Non OEM RT Fender liner screw #1	90159A0053	5	<u>5.25</u>				
45	**	S01	Repl	Non OEM RT Fender liner screw #2	9015960477	5	<u>6.50</u>				
46		S01	Repl	RT Mud guard	766210E010	1	36.98		0.2		
47	*	S01	Repl	RT Molding assy painted silver	756010E061B2	1	41.81		Incl.	0.0	
48	EXHAUST SYSTEM										
49		S01		Rpl exhaust system				m	1.6	M	
50	*	S01	R&I	Front pipe				m	Incl.		
51	*	S01	R&I	Muffler & pipe				m	Incl.		
52	*	S01	R&I	Exhaust pipe				m	Incl.		
55	FRONT SUSPENSION										
56	*	S01	Repl	LKQ Engine cradle +25%	511000E063	1	1,600.00	m	<u>8.9</u>	M	
57		S01	Repl	RT Splash shield	477030E010	1	89.85	m	Incl.		
58	*	S01	R&I	RT Caliper assy				m	<u>1.0</u>		
59	**	S01	Repl	Non OEM RT Bearing	90369A0002	1	76.33		Incl.		
60	**	S01	Repl	Non OEM RT Axle nut	9008017238	1	10.04				
61		S01	Repl	RT Bearing snap ring	9052079002	1	8.10				
62		S01	Repl	RT Dust cover	4324648011	1	20.60				
63		S01	Repl	RT Hub assy	435020E010	1	182.63	m	2.0	M	
64		S01	Repl	RT Knuckle	432110E010	1	458.65	m	Incl.		
65		S01		Deduct for Overlap					-0.3		
66		S01	Repl	RT Lower ball joint	4333009780	1	78.93	m	Incl.		

Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

67	**	S01	Repl	Non OEM RT Lower cntrl arm	480680E060	1	144.86 m	0.8 M	
68		S01		Deduct for Overlap				-0.3 M	
69	**	S01	Repl	Non OEM RT Strut 3.5 liter, w/o hybrid w/o sport tuned	485108Z306	1	128.34 m	1.5 M	
70		S01		Deduct for Overlap				-0.3 M	
71		S01	R&I	Stabilizer bar AWD, w/o hybrid			m	0.6 M	
72	**	S01	Repl	Non OEM RT Stabilizer link	4882006040	1	51.23 m	0.4 M	
73		S01		Deduct for Overlap				-0.2 M	
74		S01	Repl	RT Axle assy 3.5 liter, w/o hybrid AWD	434100E221	1	587.03 m	1.4 M	
75		S01		Deduct for Overlap				-0.8 M	
76		STEERING GEAR & LINKAGE							
77		S01	Repl	Gear assy	455100E042	1	716.15 m	1.0 M	
78	**	S01	Repl	Non OEM RT Outer tie rod	4546009180	1	101.79 m	Incl.	
79		WINDSHIELD							
80		S01	Repl	Washer reservoir	853150E070	1	113.23 m	Incl.	
81	*	S01	R&I	Windshield Toyota				3.3	
82	#	S01	Repl	Urethane Kit		2	70.00 T		
83		CONSOLE							
84		S01	R&I	R&I console assy				0.7	
85	*	S01	R&I	LT Insert panel all flaxen				0.1	
86	*	S01	R&I	RT Insert panel all flaxen				0.1	
90		S01	Repl	RT Ft seat air bag seat back	739100E060	1	509.99	0.3	
92		S01	Repl	RT Belt & retractor flaxen	732100E081A0	1	279.39	0.3	
94		S01	Repl	LT Belt & retractor flaxen	732200E071A0	1	279.39	0.3	
95		SEATS & TRACKS							
96		S01	Repl	Seat back pad w/vented	715050E010	1	182.13		
97		S01	Repl	Seat back cover w/vented flaxen	710730E320A1	1	1,204.14	0.9	
100		S01	Repl	Headliner all flaxen	633000E910A0	1	2,650.18	Incl.	
101	*	S01	R&I	Overhead console				0.3	
102	*	S01	R&I	RT Sunvisor				Incl.	
103	*	S01	R&I	LT Sunvisor				Incl.	
106		S01	R&I	RT Upr ctr plr trim flaxen				Incl.	
107	*	S01	Rpr	RT Outer hinge plr				2.0	1.6
				NOTE: fender sitting on pillar					
108		S01		Overlap Major Non-Adj. Panel					-0.2
109		S01	R&I	LT Wndshld plr trim flaxen				Incl.	
110		S01	R&I	LT Upr ctr plr trim flaxen				Incl.	
111		S01	R&I	RT Surround w'strip front				0.5	
112		S01	R&I	LT Surround w'strip front				0.5	
113		S01	R&I	RT Surround w'strip rear				0.5	
114		S01	R&I	LT Surround w'strip rear				0.5	
119		S01	Repl	RT Belt molding	757100E070	1	114.96	Incl.	
120		S01	Repl	RT Applique	757550E030	1	54.68	Incl.	
121		S01	Repl	RT Trim bezel	674910E040	1	35.11	Incl.	
126		S01	R&I	RT Rocker molding painted silver				0.3	

Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

127	S01	Blnd	RT Rocker molding painted silver				
131	S01	R&I	RT Handle, outside silver				
132	S01	R&I	RT Rocker molding painted silver				
134	*	S01	R&I RT Lower molding				
138	**	S01	Repl Non OEM Cover car/bag	1	8.00		
139	#	S01	Tow	1	100.00		
140	#	S01	Disable/Enable SRS	1			
SUBTOTALS					11,645.45		

TOTALS SUMMARY

Category	Basis		
Parts			
Body Labor	23.7 hrs @		
Paint Labor	3.2 hrs @		
Mechanical Labor	21.2 hrs @		
Paint Supplies	3.2 hrs @		
Additional Supplement Materials/Supplies			
Miscellaneous			
Subtotal			
Sales Tax	\$ 14,767.15 @		
Total Supplement Amount			
NET COST OF SUPPLEMENT			

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	11,402.61	Greg Hower
Supplement S01	15,763.93	Stephanie Ackers
Job Total:	\$ 27,166.54	
CUSTOMER PAY:	\$ 500.00	
INSURANCE PAY:	\$ 26,666.54	

Supplement of Record 1 with Summary

RO Number: [REDACTED]

2019 TOYO Highlander Limited Platinum AWD 4D UTV 6-3.5L Gasoline Port/Direct Injection SILVER

=====
Caliber Collision is the industry leader in quality collision repair. Since day one, our highest purpose has been to get people just like you back on the road as quickly as possible and fully restored to the rhythm of your life. You can be sure we do everything possible to ensure your complete satisfaction including:

- Personalized, high quality service from the largest collision repair company in the U.S.
- Consistently ranked among the highest customer satisfaction scores in the industry.
- Approved by every major insurance company in the U.S.
- Expedited car rental and towing services to get you back on the road again in no time.
- Repair work backed by a written, lifetime warranty honored at every location.
- 24/7/365 customer service to answer questions and put your mind at ease.

This is a preliminary estimate based on visible damage. There may be additional repairs needed once the vehicle is taken apart by our I-CAR Gold Class technicians to identify any additional damage.

If an insurance company has written an estimate for you, please provide us with a copy. Properly endorsed insurance company checks are welcome as payment for the repair of your vehicle. Caliber Collision gladly accepts all major credit cards, debit cards, cashier's and traveler's checks. See your Caliber Collision center for details on acceptance of personal checks.

Before leaving your vehicle with us, please remove all important personal and valuable items from your vehicle. Caliber Collision is not responsible for belongings left in your vehicle.

Please let us know how we can be of further assistance, and when we can schedule an appointment for your vehicle to be repaired.

Caliber Collision - Restoring The Rhythm Of Your Life

=====
AVOID DELAYS BY GETTING CLAIM AND PAYMENT INFORMATION IN JUST A FEW CLICKS!

VISIT: <http://www.usaa.com/bodyshop>

MEMBER NUMBER: Use Policy Number

LOSS NUMBER: Use digits 16, 17, & 18 of the claim number (Ex. 012345670000000[003]001)

LOSS DATE: Use Date of Loss

Please Present A Copy Of This Estimate To A Repair Facility Of Your Choice

*USAA Subsidiaries include: United Services Automobile Association(USAA), USAA Casualty Insurance Company(CIC), USAA General Indemnity Company(GIC) USAA County Mutual Insurance(CMI) and Garrison Property Casualty Insurance Company. Garrison Property and Casualty Insurance Company, a subsidiary of USAA Casualty Insurance Company, is authorized to use the USAA logo, a registered trademark of United Services Automobile Association.

This is not an authorization to repair. Failing to present this estimate to the repairing garage before repair may result in additional expenses to you. A USAA appraiser must authorize any supplement to this estimate. Repairs to this vehicle may require specific welding equipment as recommended by the manufacturer.

If alternative quality replacement parts have been included in this appraisal, the source for these parts has also been disclosed. If alternative quality replacement parts as listed on the appraisal are ultimately used in the repair of your vehicle, the warranty on such parts will be equal to, or greater than, the parts being replaced, as stated in USAA's limited parts warranty. USAA warrants that the parts used on your vehicle will be of like kind and quality, function, fit, safety and corrosion protection as the part or parts they replace. USAA identifies certified and validated parts for



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sheet metal replacement parts.

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

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

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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 ARM8470, CCC Data Date 08/17/2022, 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 2022 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 Intelligent 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.



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Curb the High Cost of Vehicle Repairs With USAA's Quality Replacement Parts Program

The following information summarizes USAA's Quality Replacement Parts program.

Rising repair costs impact auto insurance rates. To manage these costs, USAA offers the Quality Replacement Parts (QRP) program. Using the QRP program helps keep vehicle repairs competitive in terms of price while maintaining quality.

The QRP program includes parts for a repair when they are of like kind and quality and readily available. These parts may include new or recycled non-Original Equipment Manufacturer (OEM), recycled OEM, rebuilt and remanufactured parts. QRP parts are generally offered on vehicles older than two years from the date of production and are clearly identified on the damage report. If an owner requests, we will include QRP parts on vehicles produced within the past two years. USAA complies with all applicable state laws in the application of its QRP program.

When damaged in a covered loss, if your vehicle has glass that is not branded for or by your vehicle manufacturer, we may include the same type of glass whenever replacement is necessary. However, if your vehicle glass is branded for or by your vehicle manufacturer, you have the choice to replace the glass with the same branded glass when replaced within two years from the vehicle's date of production. All replacement glass and lighting included in a damage report will meet the U.S. Department of Transportation Society of Automotive Engineers' (DOT/SAE) federal safety standards.

We are confident you will receive a quality repair with these parts and would like you to feel the same. Therefore, we offer a limited warranty.

USAA warrants QRP parts identified in our damage report and installed during vehicle repairs. These parts will be like kind and quality to the function, fit, finish and corrosion protection of the damaged parts they replace, or the parts will be repaired or replaced at no cost to you. Our warranty on sheet metal and plastic replacement body parts is valid for the period of time equal to the remainder of the original manufacturer's warranty or three years from the date of the repair, whichever is greater. Our warranty on mechanical parts will be equal to the warranty period provided by an authorized original manufacturer for those parts when provided through your manufacturer's distributor as replacement parts. The USAA warranty on replacement parts automatically transfers with ownership of the vehicle.

Excluded from this warranty is normal wear and tear and damage caused by accident, abuse, unreasonable use or improper maintenance of the vehicle.

Any express warranty not provided herein is hereby excluded and disclaimed. Any implied warranties of merchantability and fitness for any particular purpose which may exist are expressly limited to the period of time equal to the remainder of the original manufacturer's warranty for like kind, quality, function, fit, finish and corrosion protection or three years from the date of repair, whichever is greater. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

USAA shall not be liable to any person for any special, incidental or consequential damages, whether arising out of breach of warranty, breach of contract or otherwise. Some states do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation may not apply to you.

The following questions and answers may help you understand more about USAA's QRP program.

Q. What are OEM, non-OEM, and recycled parts?

A. OEM: Parts manufactured for or by the manufacturer of your vehicle.

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Non-OEM: Parts provided by a company or distributor other than the original equipment manufacturer.

Recycled: Parts from a vehicle of the same or newer make, model, and year vehicle that they are to replace.

Q. What assurances do I have that QRP parts are of high quality?

A. USAA only includes QRP parts when readily available and equivalent in performance to the part requiring replacement on your vehicle in terms of like kind, quality, function, fit, finish and corrosion protection. Also, QRP parts carry an equal or better warranty than the original manufacturer's parts and are supported by our Limited Parts Warranty.

* Glass, lights and lenses will meet DOT/SAE standards.

* New sheet metal and plastic body replacement panels will be certified or validated through an independent third-party.

* USAA will identify other parts included in the program that comply with federal safety standards including new, recycled, or rebuilt parts.

Q. Why does USAA use parts from other manufacturers and distributors?

A. We use these parts to help keep vehicle repairs competitive in terms of price when the parts are of like kind, quality, function, fit, finish, and corrosion protection or better quality.

Q. Do I have a choice which parts are included in USAA's repair estimate?

A. Yes, you do. If you choose to use new OEM parts or parts from other manufacturers and distributors, you will bear the responsibility for any cost difference.

Q. If I am dissatisfied with a non-OEM part used in my vehicle repair, who do I call?

A. If you experience a problem, call your claims advisor. We will work with the repair shop and the parts supplier to correct the problem at no cost to you, so long as the part is still under USAA's warranty.

Q. Will using a non-OEM part void the warranty on my vehicle?

A. The overall warranty on your vehicle will not be adversely affected. QRP parts included in your vehicle's repair will carry USAA's Limited Parts Warranty. It is equal to or better than the warranty provided by the distributor for new OEM parts.

Q. What should I do if my repair shop refuses to use QRP parts?

A. Your repair shop has the right to conduct its business the way it chooses and can charge you more than the reasonable and competitive cost for the repair; so, you will have to choose where and how your vehicle will be repaired. If you choose not to use another repairer and/or your shop refuses to use QRP parts, you will have to pay any difference in the final repair cost.

USAA Claims Philosophy

It is the policy of USAA to handle all claims with fairness and integrity, exercising the highest standards of ethical and professional conduct while transacting claims business. We will provide timely and responsive service, with full recognition of our obligations to the insureds and the public.

If you have questions about the program or warranty, log on to <http://usaa.com> or call 1-800-531-USAA (8722).

Supplement of Record 1 with Summary

RO Number: [REDACTED]

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PARTS SUPPLIER LIST

Line	Supplier	Description	Price
8	Keystone-USAA-B-North Las Vegas 3370 E LONE MOUNTAIN RD STE D NORTH LAS VEGAS NV 89081 (800) 551-5331 (702) 789-4000	#TO1000428C Non OEM CAPA Bumper cover w/park sensor	\$ 251.00
11	Keystone-USAA-B-North Las Vegas 3370 E LONE MOUNTAIN RD STE D NORTH LAS VEGAS NV 89081 (800) 551-5331 (702) 789-4000	#TO1015111C Non OEM CAPA Lower cover	\$ 205.00
12	Keystone-USAA-B-North Las Vegas 3370 E LONE MOUNTAIN RD STE D NORTH LAS VEGAS NV 89081 (800) 551-5331 (702) 789-4000	#TO1043133C Non OEM CAPA RT Side support	\$ 73.00
17	Empire Auto Parts 2206 Beltway Boulevard STE 500 Charlotte NC 28214 (800) 318-5030	#T6585 Non OEM CAPA Lower grille chrome w/surround view Quote: [REDACTED] Expires: 09/01/22	\$ 293.85
19	Keystone-USAA-H-Pennsauken 1005 SHERMAN AVENUE PENNSAUKEN NJ 08110 (800) 223-0171 (856) 661-0808	#TO2503290C Non OEM CAPA RT Headlamp assy w/LED DRL w/chrome accent	\$ 415.00
21	All Star Auto Lights - ARO 4320 Eubank Rd HENRICO VA 23231 (407) 271-8949	#196077009 Non OEM CAPA RT Fog lamp assy Quote: [REDACTED] Expires: 09/07/22	\$ 179.00
26	Keystone 1000 GARNER BUSINESS PARK DR, SUITE #100 GARNER NC 27529 (919) 661-5165	#TO1225326C Non OEM CAPA Radiator support w/o hybrid Quote: [REDACTED] Expires: 10/15/22	\$ 427.00
32	Keystone-USAA-H-Pennsauken 1005 SHERMAN AVENUE PENNSAUKEN NJ 08110 (800) 223-0171	#TO1230235C Non OEM CAPA Hood (HSS)	\$ 486.00

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(856) 661-0808

39	Keystone-USAA-Austin 11011 BLUFF BEND DRIVE AUSTIN TX 78753 (800) 580-8989 (512) 339-3001	#TO1241251PP Non OEM CAPA RT Fender (HSS)	\$ 273.00
42	Heritage Aftermarket Parts 1600 SHELBURNE ROAD SOUTH BURLINGTON VT 05403 (802) 865-8145 (800) 833-6017	#TO1291105C Non OEM CAPA RT Wheel opng mldg	\$ 105.00
43	Empire Auto Parts 2206 Beltway Boulevard STE 500 Charlotte NC 28214 (800) 318-5030	#T3743 Non OEM CAPA RT Fender liner 3.5 liter all Quote: [REDACTED] Expires: 09/01/22	\$ 146.15
54	Wheel Collision Ctr 7286 PENN DRIVE BATH PA 18014 (610) 837-8792 (610) 837-8967	#75229XBCS RECOND RT/Front Wheel, alloy 19" type 1 dark chrome	\$ 499.95
56	LKQ Corp 7135 Highway 70 West LaGrange NC 28551 (800) 682-9633	#~323886598 LKQ Engine cradle +25% Suspension Crossmember/K-Frame FRONT; (SUSPENSION),S#\$CH762 Quote: [REDACTED] Expires: 10/15/22	\$ 1,280.00
59	O'Reilly Auto Parts 5401 RAEFORD ROAD FAYETTEVILLE NC 28304	#BCA\$510100 Non OEM RT Bearing Quote: [REDACTED] Expires: 09/01/22	\$ 76.33
60	O'Reilly Auto Parts 5401 RAEFORD ROAD FAYETTEVILLE NC 28304	#DOR\$615-224 Non OEM RT Axle nut Quote: [REDACTED] Expires: 09/01/22	\$ 10.04
67	O'Reilly Auto Parts 5401 RAEFORD ROAD FAYETTEVILLE NC 28304	#IPC\$5CB86243 Non OEM RT Lower cntrl arm Quote: [REDACTED] Expires: 09/01/22	\$ 144.86
69	O'Reilly Auto Parts 5401 RAEFORD ROAD	#MON\$73088 Non OEM RT Strut 3.5 liter, w/o hybrid w/o sport tuned	\$ 128.34

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RO Number: [REDACTED]

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FAYETTEVILLE NC 28304

Quote: [REDACTED]

Expires: 09/01/22

72	O'Reilly Auto Parts 5401 RAEFORD ROAD FAYETTEVILLE NC 28304	#IPC\$LS14002 Non OEM RT Stabilizer link Quote: [REDACTED] Expires: 09/01/22	\$ 51.23
78	O'Reilly Auto Parts 5401 RAEFORD ROAD FAYETTEVILLE NC 28304	#IPC\$ER05045 Non OEM RT Outer tie rod Quote: [REDACTED] Expires: 09/01/22	\$ 101.79



Supplement of Record 1 with Summary

RO Number: [REDACTED]

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TIRE PARTS SUPPLIERS

Line	Description	Supplier	Price
142	BDGST P245/55R19 Dueler HL422 Ecopia BW 1035	NTB 2651 LEWISVILLE CLEMMONS R, CLEMMONS NC 27012-0	\$ 204.99
		(336) 712-4656	



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