



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

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11534967
Date: Monday, July 31, 2023 12:43:33 PM
Attachments: 

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Jul 28

Subject: Reference Nbr 11534967 ODI
To: nhtsa.webmaster@dot.gov


CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I'm sending supporting documents in reference to my claim reported above for my 2019 Kia Sorento which had airbag deploy defect in a head on collision accident on 1/20/23.

Driver Exchange form

Not all attachments from the email were added to this note: File extension not allowed by the security policy of this 4me account.



Thank you,

Ann-Marie Ambrose
ASRC Federal Holding Company
AAmbrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

GOVERNMENT EMPLOYEES INSURANCE COMPANY

VIRGINIA BEACH

For Supplements CCC Facility: Use CCC Estimate Share--- Non CCC Facility: partners.geico.com

1345 PERIMETER PKWY
VIRGINIA BEACH, VA 23454

Claim #: [REDACTED]
Workfile ID: [REDACTED]

Estimate of Record

Written By: COLLEEN SZWABA, 1/27/2023 1:32:59 PM
Adjuster: Szwaba, Colleen, (910) 364-8160 Business

Insured: [REDACTED] Owner Policy #: [REDACTED] Claim #: [REDACTED]
Type of Loss: Collision Date of Loss: 01/20/2023 12:30 PM Days to Repair: 7
Point of Impact: 12 Front Deductible: 250.00

Owner (Insured): [REDACTED] Inspection Location: Horne's Wrecker Services Appraiser Information: cswaba@geico.com Repair Facility: total loss
Fayetteville, NC 147 Joseph St Fayetteville, NC 28303-3429 (910) 364-8160
Field (910) 484-1088 Day

VEHICLE

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

VIN: 5XYPG4A34KG [REDACTED] Production Date: 09/2018 Interior Color:
License: [REDACTED] Odometer: 66927 Exterior Color: black
State: NC Condition:

- | | | | |
|------------------------|-------------------------------|----------------------------|---------------------------|
| TRANSMISSION | CONVENIENCE | AM Radio | Hands Free Device |
| Automatic Transmission | Air Conditioning | FM Radio | SEATS |
| POWER | Intermittent Wipers | Stereo | Cloth Seats |
| Power Steering | Tilt Wheel | Search/Seek | Bucket Seats |
| Power Brakes | Cruise Control | Auxiliary Audio Connection | Reclining/Lounge Seats |
| Power Windows | Rear Defogger | SAFETY | 3rd Row Seat |
| Power Locks | Keyless Entry | Drivers Side Air Bag | WHEELS |
| Power Mirrors | Alarm | Passenger Air Bag | Aluminum/Alloy Wheels |
| Heated Mirrors | Message Center | Anti-Lock Brakes (4) | Locking Wheels |
| DECOR | Steering Wheel Touch Controls | 4 Wheel Disc Brakes | PAINT |
| Dual Mirrors | Rear Window Wiper | Traction Control | Clear Coat Paint |
| Privacy Glass | Telescopic Wheel | Stability Control | OTHER |
| Console/Storage | Backup Camera | Front Side Impact Air Bags | Rear Spoiler |
| Overhead Console | RADIO | Head/Curtain Air Bags | Signal Integrated Mirrors |

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		INFORMATION LABELS					
2	Repl	Emission label 2.4 liter w/o AWD	324212GMA0	1	6.79	0.2	
3		Rpl information labels				0.3	
4	Repl	AC label w/o climate control	97699C6200	1	6.44	Incl.	
5	Repl	Fan label	25388B1000	1	6.72	Incl.	
6		FRONT BUMPER					
7		O/H front bumper				2.8	
8	** <>	Repl A/M Bumper cover w/o sport pkg w/o park asst	K11000202	1	439.00	Incl.	2.5
9	Repl	RT Mount bracket	86514C6000	1	29.00	0.1	
10	Repl	LT Mount bracket	86513C6000	1	29.00	0.1	
11	Repl	RT Trim bezel w/o sport pkg black	86526C6500	1	11.67	Incl.	
12	Repl	LT Trim bezel w/o sport pkg black	86525C6500	1	11.67	Incl.	
13	Repl	Lower grille w/o sport pkg w/o auto cruise	86560C6500	1	332.50	Incl.	
14	**	Repl A/M CAPA Energy absorber	K11070164C	1	87.00	Incl.	
15	Repl	Impact bar w/o auto cruise	64900C6000	1	425.00	0.4	
16	**	Repl A/M CAPA Lower panel w/o sport pkg black	K2495	1	183.08	Incl.	1.2
17	Repl	Valance w/o sport pkg	86567C6500	1	93.00	Incl.	
18	Repl	RT Molding extn w/o sport pkg	86586C6500	1	123.13	Incl.	
19	Repl	LT Molding extn w/o sport pkg	86585C6500	1	123.13	Incl.	
20	Repl	Grille w/o sport pkg black	86380C6500	1	371.82	Incl.	
21	Repl	Top panel w/o sport pkg	86360C6000	1	126.80		
22	Repl	RT Duct w/o sport pkg black	86572C6500	1	52.50		
23	Repl	LT Duct w/o sport pkg black	86571C6500	1	52.50		
24	Repl	RT Molding extn support bracket	86578C6000	1	25.19	Incl.	
25	Repl	LT Molding extn support bracket	86577C6000	1	25.19	Incl.	
26		FRONT LAMPS					
27	*	Repl LKQ RT Headlamp assy w/o HID position light guide +25%	VXKN5Q	1	650.00	<u>Incl.</u>	
28		Aim headlamps				0.5	
29	*	Repl LKQ LT Headlamp assy w/o HID position light guide +25%	N0061626	1	675.00	<u>Incl.</u>	
30		RADIATOR SUPPORT					
31	**	Repl A/M CAPA Radiator support	K11225173PP	1	513.00	6.5	
32		Evacuate & recharge				m 1.4	
33		Refrigerant recovery				m 0.4	
34	Repl	Air guide	29135C6600	1	101.50	0.3	
35	Repl	Lower air guide	29136C6600	1	101.50	0.3	
36	**	Repl A/M Under cover 2.4 liter	K11228155	1	254.00	Incl.	
37		COOLING					

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

38	**	Repl	A/M Radiator	103911CY	1	274.00	m	Incl.	
39		Repl	Fan assy	25380C6500	1	391.70	m	Incl.	
40		Repl	Controller	25385C6500	1	330.90			
41	AIR CONDITIONER & HEATER								
42	**	Repl	A/M Condenser	CND30015	1	174.85	m	Incl.	
43	HOOD								
44		Repl	Hood	66400C5000	1	837.83		1.1	2.8
45			Overlap Major Non-Adj. Panel						-0.2
46			Add for Underside(Complete)						1.4
47		R&I	Insulator	81125C6000				Incl.	
48		Repl	Latch	81130C5000	1	71.39		Incl.	
49		Repl	RT Hinge	79120C6000	1	31.22		0.3	0.3
50		Repl	LT Hinge	79110C6000	1	44.17		0.3	0.3
51	FENDER								
52	**	Repl	A/M CAPA LT Fender	KI1240146PP	1	255.00		2.0	2.0
53			Overlap Major Adj. Panel						-0.4
54			Add for Edging						0.5
55		Repl	LT Trim cover	84159C5000	1	19.62		0.1	
56	**	Repl	A/M LT Fender liner	KI1248160	1	123.00		Incl.	
57	**	Repl	A/M LT Wheel opng mldg w/o sport pkg	KI1290104	1	146.00		0.3	
58		R&I	RT Wheel opng mldg w/o sport pkg	87712C6000				0.3	
59	*	Rpr	LT Apron/rail assy	64500C6000			s	<u>2.0</u>	1.2
60	*	Rpr	RT Fender	66321C5000				<u>0.5</u>	2.0
61			Overlap Major Adj. Panel						-0.4
62	ELECTRICAL								
63		Repl	Battery cover	371122W802	1	30.32		0.2	
64		Repl	Battery tray	37150C6000	1	45.40		Incl.	
65		Repl	Upper cover	91941C6220	1	31.17			
66		Repl	Fuse & relay box	91959C6300	1	298.19			
67	ENGINE / TRANSAXLE								
68		Repl	Air duct	28210C5100	1	105.00	m	Incl.	
69	FRONT DOOR								
70	*	Rpr	LT Outer panel	76111C6000				<u>1.0</u>	2.2
71			Overlap Major Adj. Panel						-0.4
72			Clear Coat						2.5
73		R&I	LT Belt molding	82210C5000				0.3	
74		R&I	LT Mirror assy w/o blind spot detection w/o camera	87610C6080				0.3	
75		R&I	LT Handle, outside w/o smart key	82651C5010				0.4	
76		R&I	LT R&I trim panel	82301C6BL0C8B				0.4	
77	#		Set Up and Measure		1			2.0	
78	#		Pull		1			2.0	
79	#		Flex Additive		1	3.00			

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

80	#	Corrosion protection	1	10.00	T	0.2	
81	#	Car cover	1				0.2
82	#	Restripe	1	25.00			
83	OTHER CHARGES						
84	#	E.P.C.	1	3.00			
SUBTOTALS				8,106.89		27.0	17.7

NOTES

Prior Damage Notes:
 ding rght fender
 scratches rear bumper

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			8,093.89
Body Labor	27.0 hrs @	\$ 50.00 /hr	1,350.00
Paint Labor	17.7 hrs @	\$ 50.00 /hr	885.00
Paint Supplies	17.7 hrs @	\$ 34.00 /hr	601.80
Miscellaneous			10.00
Other Charges			3.00
Subtotal			10,943.69
Sales Tax	\$ 10,943.69 @	7.0000 %	766.06
Total Cost of Repairs			11,709.75
Deductible			250.00
Total Adjustments			250.00
Net Cost of Repairs			11,459.75

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

This is not an authorization to repair.

All GEICO customers have the right to have their vehicle repaired in the shop of their choice.

No Supplement will be honored unless authorized by GEICO.

NOTICE: Vehicles constructed of special metals may require the use of specialized welding and bonding equipment. Proper measuring and structural repair systems are required on today's vehicle to accurately accomplish vehicle repairs. Make sure your shop has the proper equipment to repair your vehicle.

ALTERNATE PARTS DISCLAIMER:

IF A QUALITY REPLACEMENT PART (A/M, LKQ, RECOND OR OPT OEM) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. GUARANTEES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

***IN ADDITION TO ANY SUCH GUARANTEES, GEICO PROVIDES THE FOLLOWING:

****OWNER LIMITED GUARANTEE**** WE GUARANTEE THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS GUARANTEE DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

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

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE 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.

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

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 ARY2312, CCC Data Date 01/17/2023, 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 2023 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.

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

ALTERNATE PARTS SUPPLIERS

Line	Supplier	Description	Price
8	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1000202 A/M Bumper cover w/o sport pkg w/o park asst Quote: 1585151875 Expires: 03/12/23	\$ 439.00
14	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1070164C A/M CAPA Energy absorber Quote: 1585151875 Expires: 03/12/23	\$ 87.00
16	Empire Auto Parts 2206 Beltway Boulevard STE 500 Charlotte NC 28214 (800) 318-5030	#K2495 A/M CAPA Lower panel w/o sport pkg black Quote: 57746512 Expires: 01/27/23	\$ 183.08
27	Alpha Automotive, Inc. Sales Number 3980 Velp Avenue Green Bay WI 54313 (888) 371-3050	#VXKN5Q LKQ RT Headlamp assy w/o HID position light guide +25% RT H/LAMP ASSY-92102-C6510,S#AA0050 - HALOGEN, BULB TYPE LED ACCENTS, R.	\$ 520.00
29	Abml Enterprises Mike Levi 521 NE 34th Ct Oakland Park FL 33334 (888) 216-9069	#N0061626 LKQ LT Headlamp assy w/o HID position light guide +25% LT H/LAMP ASSY-92101C6510 INSURANCE QUALITY, 92101-C6510 - HALOGEN, BULB TYPE LED ACCENTS, L.	\$ 540.00
31	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1225173PP A/M CAPA Radiator support Quote: 1585151875 Expires: 03/12/23	\$ 513.00
36	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1228155 A/M Under cover 2.4 liter Quote: 1585151875 Expires: 03/12/23	\$ 254.00
38	1800Radiator 479 RALEIGH, NC 4500 Preslyn Drive, Suite 100 RALEIGH NC 27616 (919) 835-2640	#103911CY A/M Radiator Quote: 32862172 Expires: 02/09/23	\$ 274.00

Estimate of Record

2019 KIA Sorento L FWD 4D UTV 4-2.4L Gasoline Gasoline Direct Injection black

42	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#CND30015 A/M Condenser Quote: 1585151875 Expires: 03/12/23	\$ 174.85
52	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1240146PP A/M CAPA LT Fender Quote: 1585151875 Expires: 03/12/23	\$ 255.00
56	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1248160 A/M LT Fender liner Quote: 1585151875 Expires: 03/12/23	\$ 123.00
57	KEYSTONE-RALEIGH, NC 1000 GARNER BUSINESS PARK DR GARNER NC 27529 (919) 661-5165	#KI1290104 A/M LT Wheel opng mldg w/o sport pkg Quote: 1585151875 Expires: 03/12/23	\$ 146.00

DRIVER EXCHANGE FORM
 compliments of the
 STATE HIGHWAY PATROL

Driver: [Redacted] First Middle Last
 Address: [Redacted]
 City: FAYETTEVILLE State: NC Zip: [Redacted]
 Same Address on Driver's License? Yes No
 Driver's Phone Numbers: H [Redacted] W [Redacted]
 D.L. [Redacted] State: NC
 CDL License
 DOB: [Redacted] Unit Number: 1
 Owner: [Redacted]
 Address: [Redacted]
 City: FAYETTEVILLE State: NC Zip: [Redacted]
 Plate: [Redacted] State: NC Year: 2023
 VIN: 2C3CDXBG6LH [Redacted]
 Vehicle: DODGE Vehicle Year: 2020
 Insurance: DIRECT AUTO INSURANCE Company
 Policy #: [Redacted]
 Towed By: TOW-RITE CO
 Towed To: TOW-RITE CO
 Date of Crash: 01/20/2023 County: CUMBERLAND Non-Reportable
 Officer Name: TRP. K SMITH, JR. Local Report Number: [Redacted]

YOU MAY RECEIVE A COPY OF THE COLLISION REPORT BY GOING TO NCDPS.GOV, SELECT STATE HIGHWAY PATROL AT THE BOTTOM OFF THE PAGE UNDER LAW ENFORCEMENT. THEN SELECT COLLISION INFORMATION. YOU MAY SEARCH FOR THE REPORT USING ANY ONE OF THE THREE OPTIONS PROVIDED. YOU CAN ALSO RECEIVE A COPY OF THE REPORT BY CONTACT NCDMV AT (919) 715-7000

DRIVER EXCHANGE FORM
 compliments of the
 STATE HIGHWAY PATROL

Driver: [Redacted] First Middle Last
 Address: [Redacted]
 City: FAYETTEVILLE State: NC Zip: [Redacted]
 Same Address on Driver's License? Yes No
 Driver's Phone Numbers: H [Redacted] W [Redacted]
 D.L. [Redacted] State: NC
 CDL License
 DOB: [Redacted] Unit Number: 2
 Owner: [Redacted]
 Address: [Redacted]
 City: FAYETTEVILLE State: NC Zip: [Redacted]
 Plate: [Redacted] State: NC Year: 2023
 VIN: 5XYPG4A34KG [Redacted]
 Vehicle: KIA Vehicle Year: 2019
 Insurance: GEICO Company
 Policy #: [Redacted]
 Towed By: HORNES RECOVERY TOWING
 Towed To: HORNES RECOVERY TOWING
 Date of Crash: 01/20/2023 County: CUMBERLAND Non-Reportable
 Officer Name: TRP. K SMITH, JR. Local Report Number: [Redacted]

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Claim Number :

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

VIN :

5XYPG4A34K

Image Label :

image

Loss Date :

01/20/2023

Insured :

Adjuster :

Colleen Szwaba

Policy Number :

Photo Taken Date :

Vehicle Owner :

Supplement Number :

00



Claim Number :

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

VIN :

5XYPG4A34KG

Image Label :

image

Loss Date :

01/20/2023

Insured :

Adjuster :

Colleen Szwaba

Policy Number :

Photo Taken Date :

Vehicle Owner :

Supplement Number :

00



Claim Number :

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

VIN :

5XYPG4A34KG

Image Label :

image

Loss Date :

01/20/2023

Insured :

Adjuster :

Colleen Szwaba

Policy Number :

Photo Taken Date :

Vehicle Owner :

Supplement Number :

00



Claim Number :

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

VIN :

5XYPG4A34KG

Image Label :

image

Loss Date :

01/20/2023

Insured :

Adjuster :

Colleen Szwaba

Policy Number :

Photo Taken Date :

Vehicle Owner :

Supplement Number :

00



Claim Number :

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

VIN :

5XYPG4A34KG

Image Label :

image

Loss Date :

01/20/2023

Insured :

Adjuster :

Colleen Szwaba

Policy Number :

Photo Taken Date :

Vehicle Owner :

Supplement Number :

00



Claim Number :

[REDACTED]

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

[REDACTED]

VIN :

5XYPG4A34KG [REDACTED]

Image Label :

image

Loss Date :

01/20/2023

Insured :

[REDACTED]

Adjuster :

Colleen Szwaba

Policy Number :

[REDACTED]

Photo Taken Date :

[REDACTED]

Vehicle Owner :

[REDACTED]

Supplement Number :

00



Claim Number :

Year :

2019

Category :

Estimate

Make :

KIA

Sub Category :

Model :

SORENTO

Image FileName :

VIN :

5XYPG4A34KG

Image Label :

image

Loss Date :

01/20/2023

Insured :

Adjuster :

Colleen Szwaba

Policy Number :

Photo Taken Date :

Vehicle Owner :

Supplement Number :

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Claim Number :

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
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HORNE'S RECOVERY & TOWING


127 Joseph Street
 P.O. Box 35182
 FAYETTEVILLE, NORTH CAROLINA 28303
 (910) 484-1088 TAX ID # 56-1533914
 FAX (910) 484-5842 1-800-628-8501

CUSTOMER'S ORDER NO.		PHONE		DATE		
				1/27/23		
NAME Geico						
ADDRESS						
Kia Sorento						
SOLD BY	CASH	G.O.D.	CHARGE	ON ACCT	MISC. RPTD	
QTY.	DESCRIPTION				PRICE	AMOUNT
1	Towing					\$ 275.00
1	Admin. fee					45.00
1	Cleanup & Speedy dry					50.00
8	Storage @ \$350/day					2800.00
					TAX	
RECEIVED BY					TOTAL	6500.00

All claims and returned goods MUST be accompanied by this bill.

 To Reorder:
 800-225-6380 or nebs.com

Thank You

Claim Number : 


Year : 2019

Category : Estimate

Make : KIA

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Government Employees Insurance Company

Attn: Salvage Department, PO BOX 13528
Macon, GA 31208-3528

1/27/2023

[REDACTED]
Fayetteville, NC [REDACTED]

Company Name: Government Employees Insurance Company
Claim Number: [REDACTED]
Loss Date: Friday, January 20, 2023
Policyholder: [REDACTED]

Dear [REDACTED]

This letter is to verify that the below vehicle was declared a total loss as a result of a Collision loss which occurred on January 20, 2023. The owner chose not to retain the salvage, and GEICO took possession on 1/27/2023.

YEAR: 2019
MAKE: KIA
MODEL: SORENTO
SERIAL #: 5XYPG4A34KG [REDACTED]
MILEAGE: 66927
OWNER: Melissa Kay Esters
SETTLEMENT AMOUNT: \$17,478.61

Sincerely,

Aisha Evans

1-800-841-3000

Claims Department

*Please retain a copy of this letter as proof of your total loss settlement.

This report has been redacted to prevent the disclosure of personally identifiable information.

DMV-349 (Rev. 1/09)

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.

2

No. of Units Involved

Form 1 of 1

Supplemental Report

Non-Reportable

Do not write in these spaces

Date Received by DMV

1	1	Date 01/20/2023	County CUMBERLAND	Time 12:29	Local Use/Patrol Area [REDACTED]	Date Received by DMV
---	---	--------------------	----------------------	---------------	-------------------------------------	----------------------

2	3	L O C A T I O N	33 Relation to Roadway Surface 1	Crash Occurred <input checked="" type="checkbox"/>	In <input checked="" type="checkbox"/>	Near <input checked="" type="checkbox"/>	FAYETTEVILLE	Municipality	or	00.10	Miles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	outside municipality
---	---	-----------------	-------------------------------------	---	---	---	--------------	--------------	----	-------	-------	-------------------------------------	--------------------------	--------------------------	--------------------------	----------------------

3	1	At <input checked="" type="checkbox"/>	SR 1711	Ramp or Service Road <input checked="" type="checkbox"/>	toward	SR 1712	Latitude	Longitude	Altitude
---	---	---	---------	---	--------	---------	----------	-----------	----------

4	1	UNIT # 1	<input checked="" type="checkbox"/> VEHICLE	<input type="checkbox"/> PEDESTRIAN	<input type="checkbox"/> HIT & RUN	<input type="checkbox"/> COMMERCIAL VEHICLE	Driver [REDACTED]	Address [REDACTED]	City FAYETTEVILLE	State NC	Zip [REDACTED]	DOB [REDACTED]	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) <input type="checkbox"/>
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4	2	UNIT # 2	<input checked="" type="checkbox"/> VEHICLE	<input type="checkbox"/> PEDESTRIAN	<input type="checkbox"/> HIT & RUN	<input type="checkbox"/> OTHER	Driver [REDACTED]	Address [REDACTED]	City FAYETTEVILLE	State NC	Zip [REDACTED]	DOB [REDACTED]	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) <input type="checkbox"/>
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20	COMMERCIAL VEHICLE: Cargo, Carrier Name, Address, Source	Carrier Identification Numbers, GVWR, Axles
----	--	---

A	1	1	1	Unit 1-Div 1, Ped 1, etc. see above	B	M	2	2	0	2	1	3	see above	Veh# 1 Towed To/By: TOW-RITE CO / TOW-RITE CO
B	2	1	1	Unit 2-Div 2, Ped 2, etc. see above	W	F	2	2	0	2	2	3	see above	Veh# 2 Towed To/By: HORNES RECOVERY TOWING / HORNES RECOVERY TOWING
C														
D														
E														
F														
G														
H														

46 Name of EMS A - CUMBERLAND COUNTY EMS

46 Name of EMS B - CUMBERLAND COUNTY EMS

47 Injured Taken by EMS to A - WOMACK ARMY MEDICAL CENTER, FORT BRAGG

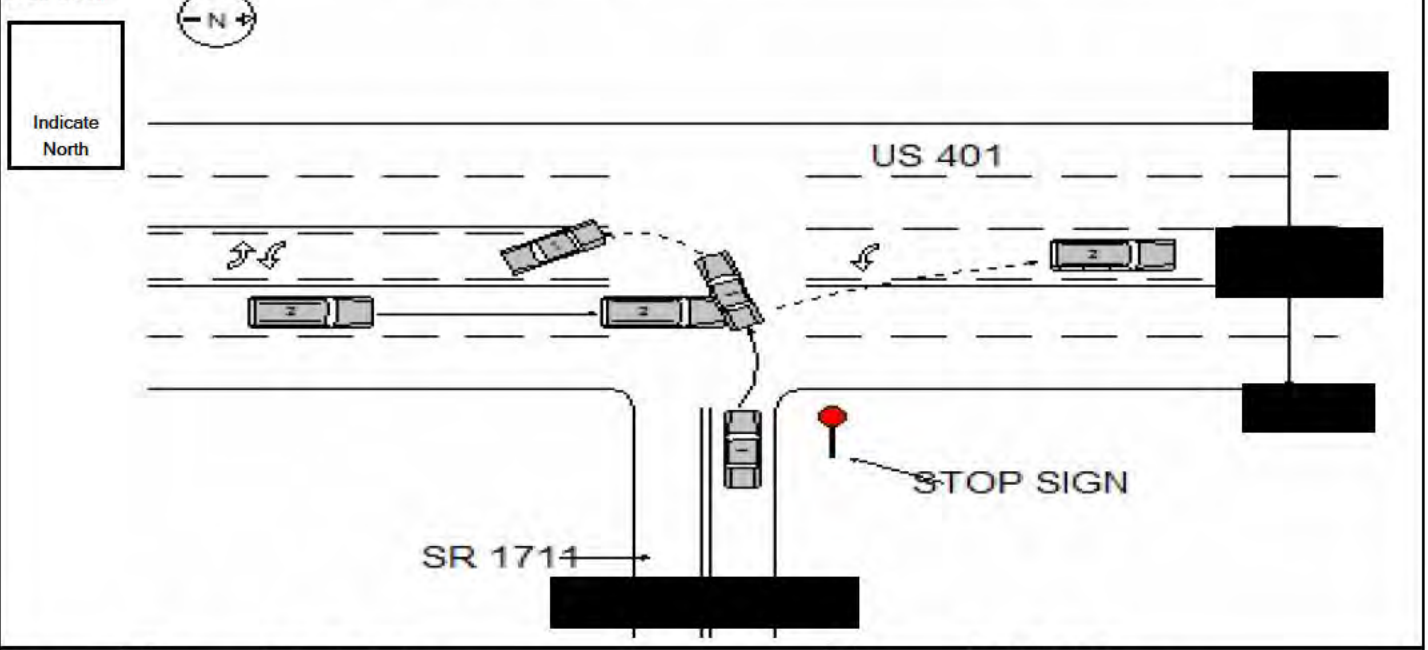
47 Injured Taken by EMS to B - CAPE FEAR VALLEY MEDICAL CENTER, FAYETTEVILLE

(Treatment Facility and City or Town)

(Treatment Facility and City or Town)

48 POINTS OF INITIAL CONTACT (Write in Codes)	Unit # 1	Unit # 2	VEHICLE INFO			ROADWAY INFO		WORK ZONE RELATED			
			60 Authorized Speed Limit	Veh # 1	Veh # 2	69 Road Feature	8	78 Work Zone Area	5		
CRASH SEQUENCE (Unit Level)	Unit # 1	Unit # 2	61 Estimate of Original Traveling Speed	45	45	70 Road Character	1	79 Work Activity			
49 Vehicle Maneuver/Action	8	4	62 Estimate of Speed at Impact	45	45	71 Road Classification	2	80 Work Area Marked			
50 Non-Motorist Action			63 Tire Impressions Before Impact (ft.)	0	0	72 Road Surface Type	4	81 Crash Location			
51 Non-Motorist Location Prior to Impact			64 Distance travelled After Impact (ft.)	19	129	73 Road Configuration	2	TRAILER INFO.	Unit # 1		
52 Crash Sequence - First Event for this Unit	24	24	65 Emergency Vehicle Use			74 Access Control	1	82 Trailer Type	0		
53 Crash Sequence - Second Event		6	66 Post Crash Fire (# Yes check block)			75 Number of Lanes	4	1st Trailer No. Axles			
54 Crash Sequence - Third Event			67 School Bus - Contact Vehicle			76 Traffic Control Type	1	Width (inches)			
55 Crash Sequence - Fourth Event			68 School Bus - Noncontact Vehicle			77 Traffic Control Oper	1	Length (feet)			
56 Most Harmful Event for this Unit	24	24	COMMERCIAL VEHICLE: Hazardous Material Haz Mat Placard <input type="checkbox"/> Yes <input type="checkbox"/> No From Placard indicate Hazardous Cargo Released <input type="checkbox"/> Yes <input type="checkbox"/> No 4-digit placard number or name from diamond or hwy Carrying Haz Mat <input type="checkbox"/> Yes <input type="checkbox"/> No 1-digit number from bottom of diamond			83 Unit #		Overwidth Permit			
57 Distance/Direction of Object Struck	0	0				Overwidth Trailer and Overwidth Mobilehome					
58 Vehicle Underride/Override	3	3									
59 Vehicle Defects	0	0									

84 DIAGRAM



Unit # 1 was Traveling Parked Facing N S E W on SR 1714
 Unit # 2 was Traveling Parked Facing N S E W on US 401

85 NARRATIVE

(include pertinent unusual aspects which are not listed elsewhere on the form)

VEHICLE 1 STOPPED AT A STOP SIGN FACING WEST ON SR 1714 TO MAKE A LEFT TURN ONTO US 401. VEHICLE 2 WAS TRAVELING NORTHBOUND ON US 401. VEHICLE 1 FAILED TO YIELD THE RIGHT OF WAY AND COLLIDED WITH VEHICLE 2. AFTER IMPACT, VEHICLE 1 CAME TO REST ON US 401 FACING SOUTHEAST. VEHICLE 1 CROSSED THE CENTER LINE AND CAME TO REST IN THE ROADWAY FACING NORTH.

86 Type/Owner	Owner Address	ADDITIONAL PROPERTY DAMAGE	State Property?	Estimated Damage \$
			<input type="checkbox"/>	
WITNESSES				
Name	Address	Phone No.		
Name	Address	Phone No.		
Name	Charge(s)	TRAFFIC VIOLATION(S)		
EDWIN ALONZO CLARKE, II	1521H92 - FAIL TO YIELD			
Name	Address			
Officer Name	Officer Number	Department	ORI	Date of Report
TRP. K SMITH, JR	4387	NC STATE HIGHWAY PATROL	NHP00	01/20/2023

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.