

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint --11559034
Date: Friday, January 26, 2024 1:40:43 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, January 26, 2024 10:04 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint --11559034

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.

Additional information related to my complaint 11559034 listed above in the subject line. I hope this helps with the investigation.

Best,

[REDACTED]

----- Forwarded message -----

From: Cassidy Fancher <cassidy.fancher@rusddarrow.com>
Date: Fri, Jan 5, 2024 at 10:03 AM
Subject: [REDACTED]
To: claimdocuments@afics.com <claimdocuments@afics.com>
CC: Madison Body Shop <madisonbodyshop@rusddarrow.com>, [REDACTED]
[REDACTED]

Bill,

Attached is the preliminary estimate with photos.

Thanks,
Cassidy Fancher
Russ Darrow Kia
920-203-194

Sent from [Mail](#) for Windows

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received this transmission in error, please notify the sender immediately and delete the transmission from your system.



Russ Darrow Collision Center of Madison

6525 ODANA RD, MADISON, WI 53719
Phone: (608) 275-7700
FAX: (608) 270-4400

Workfile ID: [REDACTED]
PartsShare: 7K6m7Z
Federal ID: 46-1345548

Preliminary Estimate

Customer: [REDACTED]

Written By: Cassidy Fancher

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

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[REDACTED]
[REDACTED]

Inspection Location:
Russ Darrow Collision Center of Madison
6525 ODANA RD
MADISON, WI 53719
Repair Facility
(608) 275-7700 Business

Insurance Company:

VEHICLE

2023 MAZD CX-9 Touring AWD 4D UTV 4-2.5L Turbocharged Gasoline Gasoline Direct Injection

VIN: JM3TCBCY1P0 [REDACTED]
License:
State: WI

Interior Color:
Exterior Color:
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:

Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Dual Air Condition
Backup Camera
Remote Starter
Intelligent Cruise
Home Link

RADIO

AM Radio

FM Radio
Stereo
Search/Seek
Auxiliary Audio Connection
Satellite Radio

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
Hands Free Device
Xenon or L.E.D. Headlamps
Blind Spot Detection
Lane Departure Warning

ROOF

Electric Glass Sunroof

SEATS

Bucket Seats
Leather Seats
Heated Seats
3rd Row Seat

WHEELS

Aluminum/Alloy Wheels

PAINT

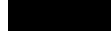
Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors

TRUCK

Power Trunk/Liftgate



Preliminary Estimate

Customer: [REDACTED]

2023 MAZD CX-9 Touring AWD 4D UTV 4-2.5L Turbocharged Gasoline Gasoline Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2		O/H front bumper				3.4	
3	Repl	Bumper cover w/o front park aid	TK4850031JBB	1	583.39	Incl.	3.2
4		Add for Clear Coat					1.3
5	Repl	LT Trim molding black	TK4850130A	1	62.14	Incl.	
6	Repl	LT Outer cover cover	TK7850C21B	1	20.96	Incl.	
open	Repl	LT Wheel opng mldg	SEE FOOTNOTE	1			
8	Repl	Lower support	TK48500S0	1	138.34	0.3	
9	Repl	Grille assy w/adaptive cruise, w/o surround view bright	TN3950710C	1	1,308.79	Incl.	
10	Repl	Upper molding machine gray	TK48507E1D2M	1	182.79	Incl.	1.2
11		Add for Clear Coat					0.2
12	Repl	Mount panel	TK4850720E	1	189.54	Incl.	
13		FRONT LAMPS					
14	Repl	LT Headlamp assy	TM52510L0D	1	932.71	0.5	
15		Aim headlamps				0.5	
16	Repl	LT Socket & wire	TK49510K6A	1	80.96	Incl.	
17	Repl	LT Protect strip	TK4951075B	1	43.90	Incl.	
18		RADIATOR SUPPORT					
19	Repl	Upper tie bar	TK4853150A	1	73.69	0.5	
20	Repl	LT Side support	TK4854140	1	111.02	1.2	0.7
21		HOOD					
22	Repl	Hood (ALU)	TKY05231XD	1	796.52	1.7	2.6
23		Add for Clear Coat					1.0
24		Add for Underside(Complete)					1.3
25		Add for Clear Coat					0.3
26	Repl	Front w'strip	TK4856770	1	44.44	Incl.	
27	R&I	Front seal				Incl.	
28	R&I	Insulator				Incl.	
29		FENDER					
30	Repl	LT Fender liner	TK4856140B	1	166.41	Incl.	
31	Repl	LT Deflector shield	TK4856115A	1	50.45	Incl.	
32	Repl	LT Fender ledge cvr	TK4856916	1	33.83	Incl.	
33	Repl	LT Fender mtg bkt	TKZ8522R0A	1	22.39	0.2	0.3
34		Add for Clear Coat					0.1
35	Repl	LT Fender	TK4852211G	1	371.34	1.8	2.4
36		Overlap Major Adj. Panel					-0.4
37		Add for Clear Coat					0.4
38		Add for Edging					0.5
39		Add for Clear Coat					0.1
40	Repl	LT Seal plate	TK4856J13	1	34.58	Incl.	
41		FRAME					
42	#	Rpr	Set Up & Measure			1.5	

Preliminary Estimate

Customer: [REDACTED]

2023 MAZD CX-9 Touring AWD 4D UTV 4-2.5L Turbocharged Gasoline Gasoline Direct Injection

43	FRONT DOOR						
44	Repl	LT Outer panel (HSS)	TK4859031	1	321.67	6.9	2.1
45		Overlap Major Adj. Panel					-0.4
46		Add for Clear Coat					0.3
47		Add for Edging					0.5
48		Add for Clear Coat					0.1
49		Add for Inside					0.5
50		Add for Clear Coat					0.1
51	R&I	LT Door glass Mazda				0.5	
52	R&I	LT Handle base				Incl.	
53	R&I	LT Belt molding				Incl.	
54	Repl	LT Tape front	TK48508W1	1	8.40	0.2	
55	Repl	LT Tape rear	TK48508W3A	1	12.24	0.2	
56	Repl	LT Applique piano black	TK4950M20F	1	84.36	Incl.	
57	R&I	LT Upper molding				0.2	
58	*	R&I LT Mirror base w/o pwr fold, w/heated				Incl.	
59	VEHICLE DIAGNOSTICS						
60	*	Subl Pre-repair scan		1	50.00	X m	
61	*	Subl Post-repair scan		1	50.00	X m	
62	MISCELLANEOUS OPERATIONS						
63	Repl	Cover car/bag		1		0.2	
64	#	Subl Hazardouse Waste Removal		1	3.00		
65	#	Repl Seam Sealer / Caulk per panel		1	10.00		
66	#	Subl Four Wheel Alignment		1	79.95		
67	#	Repl Undercoating		1	10.00	0.1	
68	#	Repl Flex Additive		1	15.00		
SUBTOTALS					5,892.81	19.9	18.4

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			5,792.81
Body Labor	19.9 hrs @	\$ 70.00 /hr	1,393.00
Paint Labor	18.4 hrs @	\$ 70.00 /hr	1,288.00
Paint Supplies	18.4 hrs @	\$ 50.00 /hr	920.00
Miscellaneous			100.00
Subtotal			9,493.81
Sales Tax	\$ 9,393.81 @	5.5000 %	516.66
Grand Total			10,010.47
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			10,010.47



Preliminary Estimate

Customer: [REDACTED]

2023 MAZD CX-9 Touring AWD 4D UTV 4-2.5L Turbocharged Gasoline Gasoline Direct Injection

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

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 ARH5331, CCC Data Date 01/02/2024, 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.

Russ Darrow Collision Center of Madison

6525 ODANA RD, MADISON, WI 53719

Phone: (608) 275-7700, Fax: (608) 270-4400

Image Report

Owner:	[REDACTED]	Insurance:		Estimator:	Cassidy Fancher	Vehicle Out:	
RO Number:		Claim Number:					
Year:	2023	Color:		License Plate:		Production Date:	
Make:	MAZD	Body Style:	4D UTV	State:	WI	Mileage In:	
Model:	CX-9 Touring AWD	Engine:	4-2.5L Turbochar...	VIN:	JM3TCBCY1P[REDACTED]	Condition:	



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments:

Russ Darrow Collision Center of Madison

6525 ODANA RD, MADISON, WI 53719

Phone: (608) 275-7700, Fax: (608) 270-4400

Image Report

Owner:	Vakharia, Nathan	Insurance:		Estimator:	Cassidy Fancher	Vehicle Out:	
RO Number:		Claim Number:					
Year:	2023	Color:		License Plate:		Production Date:	
Make:	MAZD	Body Style:	4D UTV	State:	WI	Mileage In:	
Model:	CX-9 Touring AWD	Engine:	4-2.5L Turbochar...	VIN:	JM3TCBCY1P0 [REDACTED]	Condition:	



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments:



1/3/2024
Comments: