

Forest River, Inc.
Attn: Warranty Manager
PO Box 30
Middlebury, IN 46540

February 6, 2025

RE: Bent's RV, Boutte, LA

I attempted to have the warranty work done on my Galleria RV this past summer, regarding the awning recall. Attached is the Bent's customer order for the repair.

I arrived at Bent's RV in Boutte on December 12, 2024 at 9 am to speak with the management about the condition of my van after their attempt to do the recall procedure. After speaking with Chris Klotz, Sales Manager, he informed me that the appropriate management was not available. His response to my comments about my van was, "We will give you a complimentary car wash the next time you come in."

The actual repair work was never completed as the Bent's repair persons had no idea how to accomplish this task. You will note from the attached pictures the condition of the van and the damage that was done.

Note: Picture #1 taken before repair was attempted
Picture #2 shows a temporary replacement by Bent's awaiting delivery of part
Pictures #3-#8 show damage to main extrusion
Picture #9 and #10 show wire damage
Pictures #11-17 show damage to the exterior of the van.
Picture #18 shows the temporary replacement cover send by Forest River which I installed in place of Bent's temporary repair. Of the two parts delivered on one was correct. The van is a 2017 Coachman Galleria VIN #WDAPF4CC5GP [REDACTED].

Also enclosed are estimates of the repair of the damages and replacement of the awning. Estimates for replacement of the awning and repair of the van vary between \$600.60 and \$2383.00.

I want you to be aware of the quality of the work that Bent's did on my van. I also would appreciate having the model number and cost of the replacement of the Carefree Awning.

[REDACTED]
[REDACTED]
Metairie, LA [REDACTED]

c: ✓ National Highway Traffic Safety Administration
Carefree Awnings of Colorado
Bent's RV

[Handwritten signature]

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



Corporate Compliance PO Box 30 Middlebury, In 46540

NHTSA RECALL: 20V479
CANADA RECALL: 2020-376
FR ID: 225-1217

WDAPF4CC5GP [REDACTED]

[REDACTED]
METAIRIE LA [REDACTED]



FOLLOW-UP NOTICE OF SAFETY DEFECT

Our records indicate your vehicle has not been remedied; for your Safety and the Safety of others, please have your vehicles' recall remedied as soon as possible.

June 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

This notice is also sent to you in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Forest has decided that a defect, which relates to the motor vehicle safety, exists in certain 2016-2020 Coachmen Galleria, Beyond and CrossFit Class B motorhome recreational vehicles.

IMPORTANT NOTICE: Locate the distribution panel in the living quarters of the vehicle, open the distribution panel cover/door and locate the 12V blade fuse labeled "AWNING or MONITOR". Remove the fuse prior to operating the vehicle on the road until the recall is completed.

WHAT IS THE DEFECT/NONCOMPLIANCE?

The awning may deploy while the vehicle is in transit.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

If the awning deploys while the vehicle is in transit, it may cause property damage, personal injury, or lead to a crash.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

Forest River is notifying dealerships of the recall. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy to install the circuit interrupter. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

Note: If your system is Precision Circuits, after the recall is performed the monitor panel will not operate once the ignition is in use.

You may also visit www.forestriverinc.com for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .50 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



Please send the service invoice to the following address:

Coachmen Galleria, Beyond, and CrossFit
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

2017 - 1 day maybe
Wed July 24 - 9am
Jason

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

WHAT IF I HAVE ALREADY HAD THIS RECALL PERFORMED?

Please provide a copy of the work order, or invoice showing the recall was performed. Please ensure the VIN is visible on the paperwork and send it to:

Email: occinfo@forestriverinc.com

Mail: Forest River Office of Corporate Compliance
PO Box 30 Middlebury, IN 46540

MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-6225

If after contacting your dealer and/or our customer care helpline, you have additional questions regarding this recall, you may contact:

For US Owners Please Contact:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit www.safercar.gov and search;
Recall ID: 20V479

For Canadian Owners Please Contact:

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510
Facsimile (819) 420-4292

Recall ID: 2020-376

Greets - Bowtie
KV
Hwy 90



Sincerely,
Forest River Inc.
Office of Corporate Compliance

Bent's



14412 HIGHWAY 90 - BOUTTE, LA 70039 - (985) 758-2368

WO #: [REDACTED] 5 (Appointment Date: 24 JUL 2024 - Time: 09:00am)

Customer: [REDACTED]

Address: [REDACTED]

METAIRIE, LA

Home Phone: [REDACTED]

Work Phone:

Author: J. EDDLESTONE

Location: IH

Invoice #:

Stock #:

Stock Desc: 2017 MC COACHMEN

GALLERIA

Model: GALLERIA

Serial #: WDAPF4CC5GF [REDACTED]

Chassis #:

Mileage: 6600

Key #:

Req'n #:

License #:

Trim:

Purchase Date:

Date In: 24 JUL 24

Promise Date:

Promise Time:

Schedule Date:

Completed:

Warr. Date:

Job #1 - External

RECALL 20V479 AWNING MAY DEPLOY WHILE THE VEHICLE IS IN TRANSIT. VIN
WDAPF4CC5GF [REDACTED]

Labor

Code	LaborDesc	Total
001	RECALL 20V479 AWNING MAY DEPLOY	0.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	0.00	0.00

Subtotal for Job #1: 0.00

Parts Total:	0.00
Labour Total:	0.00
Sublet Total:	0.00
Extras Total:	0.00
WORK ORDER TOTAL:	0.00

NOTE> Zero Amounts indicate that the repairs may not have been completed at the time this work order is printed out.

ESTIMATES ARE GOOD FOR 30 DAYS. ESTIMATES ARE JUST THAT. BY DEFINITION AN ESTIMATE MAY REQUIRE ADDITIONAL PARTS, LABOR, AND FREIGHT.

-- The appointment time is for the listed problems only. Additional items may need additional time for repairs.
--By signing below, you certify that you understand Diagnostic time or Insurance Estimates and other services denied by Warranty, Extended Warranty or Insurance Companies becomes your sole responsibility.
-- Diagnostic and or Repair of Electrical items / appliances require a minimum of \$149 per item and general tasks are \$74.50 minimum per item. Your Diagnostic or Estimate time may vary.
--Customer hereby authorizes Bent's RV to complete the above repairs and other repairs noted by Bent's RV during its' inspections of the RV that are approved by extended warranty, insurance claims, and or customer pay. This includes parts and materials required to complete the repairs. Customer acknowledges and grants a mechanics lien for the work incurred in completing the estimate of repairs for the amount of the estimated repairs whether or not the repairs are approved by the customer's insurance company. Customer waives their right to bring the RV to another repair facility for repairs approved by their insurance company or extended warranty.
--Bent's RV employees may operate above vehicle for purposes of testing, inspection, or delivery at customer's risk.
-- An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that Bent's RV will not be held responsible for loss or damage to rv or articles left in rv in case of fire, theft or any other cause beyond Bent's control. These losses / repairs would be covered by the customer's insurance.
-- Storage charges will be added on all items not picked up within 3 days after notice of completed service at a rate of \$1.00 per foot per day, with a minimum of 35.00 per day.
-- Any item not picked up within 90 days from notice of completed service will be offered at public sale to cover repair costs and billed services.

CUSTOMER HAS RECEIVED THE CUSTOMER INFORMATION SHEET & AGREES TO THE ABOVE STATEMENTS

DISCLAIMER OF WARRANTIES:The only Warranties on the products sold hereby are those offered by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the seller any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income or incidental damages. ALL CHARGES ASSOCIATED WITH THE COLLECTION OF PAYMENT FOR SERVICES ARE THE SOLE RESPONSIBILITY OF THE CUSTOMER.

WARRANTY ON LABOR 90 DAYS.

WARRANTY ON PARTS IS SPECIFIED BY ITS' MANUFACTURER.

CUSTOMER SIGNATURE

Customer Signature : _____

Date: 24 Jul 2024

Bent's .com

14412 HIGHWAY 90 • BOUTTE, LA 70039 • 985-758-2368 • FAX 985-758-2601

Thank you for choosing Bent's RV for your RV service needs. We, at Bent's RV, know that your RV is an integral part of your family dynamic. We strive to provide the most efficient and quality service available in the RV market today.

We would like to provide you with a timeline on what your service experience may be like:

1. Bent's RV's goal is to diagnose every service issue within two business days of drop off, unless early drop off was requested by the customer.
2. Upon completion of diagnostic, Bent's RV will contact non-warranty customers immediately or file the appropriate warranty claim on warranty customer's behalf. Most manufacturers will approve warranty within three business days, more intensive repairs may take longer.
3. Upon customer approval or warranty approval, parts will be ordered. Some parts are readily available; other parts may take as long as six to eight weeks to become available.
4. Upon arrival of parts, a trained, certified technician will be scheduled to complete the work.
5. Your RV will then go through our quality control process to insure the repairs stated have been completed accurately.
6. Once all repairs are done and our quality control review has been completed, you will be contacted to schedule an appointment to pick up your RV.
7. When you arrive for pick up, one of our service personnel will walk through your RV with you to show you that all repairs were made to your satisfaction.

It is Bent's RV's goal to contact you along the way through every step of the service process. Whether you choose phone calls, emails or text messages, you will receive an update on your service status every time your RV's service status changes or a minimum of once a week. Bent's RV is confident that we will meet your RV service needs. We appreciate the opportunity to serve you.

Thank you
General Manager

Bent's RV

14412 HIGHWAY 90 - BOUTTE, LA 70039 - (985) 758-2368

WO # [REDACTED] JL 2024 - Time: 09:00am)
Custo [REDACTED] Stock #:
Address [REDACTED] Stock Desc: 2017 MC COACHMEN
METAIRIE, LA GALLERIA
[REDACTED] Model: GALLERIA
Home Phone [REDACTED] Serial #: WDAPF4CC5GP [REDACTED]
Work Phone: [REDACTED] Chassis #:
Author: J. EDDLESTONE Mileage: 6600
Location: 205165 Key #: 08/21 RECALL 20V479
Invoice #: Req'n #:
License #:
Trim:

Purchase Date:
Date In: 24 JUL 24
Promise Date:
Promise Time:
Schedule Date:
Completed:
Warr. Date:

Job #1 - Warranty

COMPLAINT: RECALL 20V479 AWNING MAY DEPLOY WHILE THE VEHICLE IS IN TRANSIT. VIN WDAPF4CC5GP205165

CAUSE: The awning is bypassing the safety protocol in the electronic CANbus system and operating without request.

CORRECTION: Determined going under seat is right method. Encountered a low voltage issue with switch caused by a soft fuse. Replaced fuse to gain functionality to awning and panel. Tested relay, all worked as it should.

Done AJB

Labor

Code	LaborDesc	Total
001	RECALL 20V479 AWNING MAY DEPLOY	0.00

Other Services

Code	Description	Qty	Price	Total
SS	SHOP SUPPLIES	1.00	N/C	N/C

Subtotal for Job #1: 0.00

Job #2 - External

COMPLAINT: AWNING NOT WORKING

CAUSE: Awning not functioning. Awning function has been intermittent since arrival at shop for recall. Voltage at switch Good. Switch continuity good. Voltage and relays from remote control box Good. Awning light functioning. Awning motor wind sensor functions and runs awning in if out. However, awning pops fuses when trying to go in normally. And only extends intermittently. With good voltage problem exists at control board of awning. Recommendation is replacement of awning

CORRECTION: Unwire unfasten and remove awning from coach. Prep area for installation of new awning. Install new awning on to rail and wire up appropriately. Set into place with set screws. Test awning function. Test all switches, Test wind sensor, and test ignition cut off.

Requesting 2 hours

RW

Labor

Code	LaborDesc	Total
002	AWNING NOT WORKING	17.90

Other Services

Qty

Price

Total

Parts Total: 0.00
Labour Total: 17.90
Sublet Total: 0.00
Extras Total: 0.00
Tax Total: 1.70

WORK ORDER TOTAL: 19.60

NOTE> Zero Amounts indicate that the repairs may not have been completed at the time this work order is printed out.

ESTIMATES ARE GOOD FOR 30 DAYS. ESTIMATES ARE JUST THAT. BY DEFINITION AN ESTIMATE MAY REQUIRE ADDITIONAL PARTS, LABOR, AND FREIGHT.

-- The appointment time is for the listed problems only. Additional items may need additional time for repairs.
--By signing below, you certify that you understand Diagnostic time or Insurance Estimates and other services denied by Warranty, Extended Warranty or Insurance Companies becomes your sole responsibility.
-- Diagnostic and or Repair of Electrical items / appliances require a minimum of \$149 per item and general tasks are \$74.50 minimum per item. Your Diagnostic or Estimate time may vary.
--Customer hereby authorizes Bent's RV to complete the above repairs and other repairs noted by Bent's RV during its' inspections of the RV that are approved by extended warranty, insurance claims, and or customer pay. This includes parts and materials required to complete the repairs. Customer acknowledges and grants a mechanics lien for the work incurred in completing the estimate of repairs for the amount of the estimated repairs whether or not the repairs are approved by the customer's insurance company. Customer waives their right to bring the RV to another repair facility for repairs approved by their insurance company or extended warranty.
--Bent's RV employees may operate above vehicle for purposes of testing, inspection, or delivery at customer's risk.
-- An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that Bent's RV will not be held responsible for loss or damage to rv or articles left in rv in case of fire, theft or any other cause beyond Bent's control. These losses / repairs would be covered by the customer's insurance.
-- Storage charges will be added on all items not picked up within 3 days after notice of completed service at a rate of \$1.00 per foot per day, with a minimum of 35.00 per day.
-- Any item not picked up within 90 days from notice of completed service will be offered at public sale to cover repair costs and billed services.

CUSTOMER HAS RECEIVED THE CUSTOMER INFORMATION SHEET & AGREES TO THE ABOVE STATEMENTS

DISCLAIMER OF WARRANTIES: The only Warranties on the products sold hereby are those offered by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the seller any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income or incidental damages. ALL CHARGES ASSOCIATED WITH THE COLLECTION OF PAYMENT FOR SERVICES ARE THE SOLE RESPONSIBILITY OF THE CUSTOMER.

WARRANTY ON LABOR 90 DAYS.
WARRANTY ON PARTS IS SPECIFIED BY ITS' MANUFACTURER.

CUSTOMER SIGNATURE

Customer Signature : _____

Date: 19 Aug 2024



FOREST RIVER

Picking list copy

Page 1 of 1

Remit to address:

Forest River, Inc.
21814 Network Place
Chicago, IL 60673-1218
USA

Ship from:

Coachmen Warranty Part Returns
423 N Main Street
Middlebury, IN 46540
USA

Bill to:

Dealer number: 0075321
BENT'S RV RENDEZVOUS LLC
DBA BENT'S RV
14412 HWY 90
BOUTTE, LA 70039
USA
Contact name
Phone number 985-284-8680
Portal User parts3@bentsrv.com
Portal Name Stephen Trotter

Ship to:

ATTN:
Phone number 985-284-8680
BENT'S RV RENDEZVOUS LLC- SERVICE
14412 HWY 90
DBA BENTS RV
BOUTTE, LA 70039
USA

Order number

Site

Purchase order

Order date

8/16/2024

Short VIN

GAA

Make

GALLERIA

Model

GAB24TDM

Year

2017

Brand

GALLERIA

Sub Brand

GALLERIA

Order taker

Order taker phone

Order taker email

Method of payment On account

Mode of delivery UPS Ground

Item number	Description	Ordered	Unit	Unit price	Discount	Amount
F100229105 	CAP, LH END CAP FOR AWNING-SATIN	1.00	ea	\$16.60	\$0.00	\$16.60
F100269435 	AWNING MOTOR, EVOLUTION L/H	1.00	ea	\$105.81	\$0.00	\$105.81
Subtotal						\$122.41

Pick _____

Pack _____

Shipped _____

This is NOT an invoice. Do not send payments based on this document.

Forest River must be notified within 48 hours of any damaged or incorrect material (including shipping damage). Return authorization is required. Returns may be subject to a restocking charge. No special order returns.

All items on this order are Carb Phase II compliant or exempt.



"Freedom Roof Mount" has been added to your cart.

[Continue shopping](#)

Consumer View

Part #	Product	Price	Quantity	Subtotal
 BY1389K23LM	Freedom Roof Mount Edit configuration Part Number: BY1389 K23LM Custom Fabric Options: Custom Acrylic Firesist Custom Acrylic Firesist: Fog (9K) Awning Style: 12V Motorized Case Color: Satin (23) Length: 3.50 m [138 in] Add White LED Lights At Roll Bar	\$2,383.00	1	\$2,383.00
 901601	Bluetooth Products Carefree Connects: Wireless Awning Control System with Auto-Retraction (BT12)	\$139.00	1	\$139.00



Part #	Product	Price	Quantity	Subtotal
BS0002	Bracket Style Sprinter Roof mounting Bracket kit (set of 2 Sprinter Brackets and 2 Flat Mounting Brackets)	\$205.00	1	\$205.00

Save/Share cart

Subtotal	\$2,727.00
Shipping	Carefree Best Rate: \$100.00 Shipping to CO.
Tax	\$0.00
Total	

PROCEED TO CHECKOUT

From: [REDACTED]
Subject: Fwd: GALLERIA W/ AUTO CAREFREE AWNING
Date: Dec 15, 2024 at 7:23:12 PM
To: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: December 12, 2024 at 12:55:29 PM CST
To: Jeff Charrier <jeff@rv-masters.com>
Subject: Re: GALLERIA W/ AUTO CAREFREE AWNING

Thank you for the information and the help you have given me. Rudy
Sent from my iPhone

On Dec 12, 2024, at 12:17 PM, Jeff Charrier <jeff@rv-masters.com> wrote:

BALLPARK ESTIMATE TO REMOVE AND REPLACE AWNING ASSEMBLY

6-8 HOUR AT \$150.00 PER HOUR
\$900.00 - \$1200.00 plus tax and supplies

This is for labor only. Part price not included

Thanks,

Jeff

<image001.jpg>

Jeff Charrier
Service Manager (Laplace)
Phone / Text: 504-466-3431
Email: jeff@rv-masters.com
Website: www.rv-masters.com

1041 East Airline Hwy.
Laplace, LA 70068





EDENBORN COLLISION CENTER

1020 Edenborn, Metairie, LA 70001
Phone: (504) 837-6121

Workfile ID: 3572b0f8
PartsShare: 8ht7Br
Federal ID: 72-0699180
License Number: 475710

Preliminary Estimate

Customer:

Written By: Tabitha Coulon

Insured:
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:

Inspection Location:
EDENBORN COLLISION CENTER
1020 Edenborn
Metairie, LA 70001
Repair Facility
(504) 837-6121 Business

Insurance Company:

VEHICLE

2016 BENZ Sprinter Cargo EXT 3500 170" WB RWD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection

VIN: WDAPF4CC5GF	Interior Color:	Mileage In:	Vehicle Out:
License:	Exterior Color:	Mileage Out:	
State: LA	Production Date:	Condition:	Job #:

TRANSMISSION

Automatic Transmission

POWER

Power Steering
Power Brakes
Power Windows
Power Locks

DECOR

Dual Mirrors
Body Side Moldings
Tinted Glass
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Keyless Entry
Alarm
Telescopic Wheel

RADIO

AM Radio
FM Radio
Stereo
Search/Seek

Auxiliary Audio Connection

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
SEATS

Cloth Seats

Bucket Seats
Redining/Lounge Seats
WHEELS
Styled Steel Wheels

PAINT

Clear Coat Paint

TRUCK

Dual Rear Wheels

Tabitha Coulon

Estimator

📍 1020 Edenborn Ave.
Metairie, LA 70001

📞 504-837-6121

✉️ tcoulon@bensonautogroup.com

Preliminary Estimate

Customer

2016 BENZ Sprinter Cargo EXT 3500 170" WB RWD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	#	Buff and Polish scratches		1			5.0
SUBTOTALS					0.00	0.0	5.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			0.00
Paint Labor	5.0 hrs @	\$ 60.00 /hr	300.00
Paint Supplies	5.0 hrs @	\$ 50.00 /hr	250.00
Subtotal			550.00
Sales Tax	\$ 550.00 @	9.2000 %	50.60
Grand Total			600.60
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			600.60

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN PRISON.

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN PRISON.



Preliminary Estimate

Customer: [REDACTED]

2016 BENZ Sprinter Cargo EXT 3500 170" WB RWD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection

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 ERI5911, CCC Data Date 12/09/2024, 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 2024 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. Blend=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. CFC=Carbon Fiber. 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. STS=Stainless Steel. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Intelligent Solutions 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:

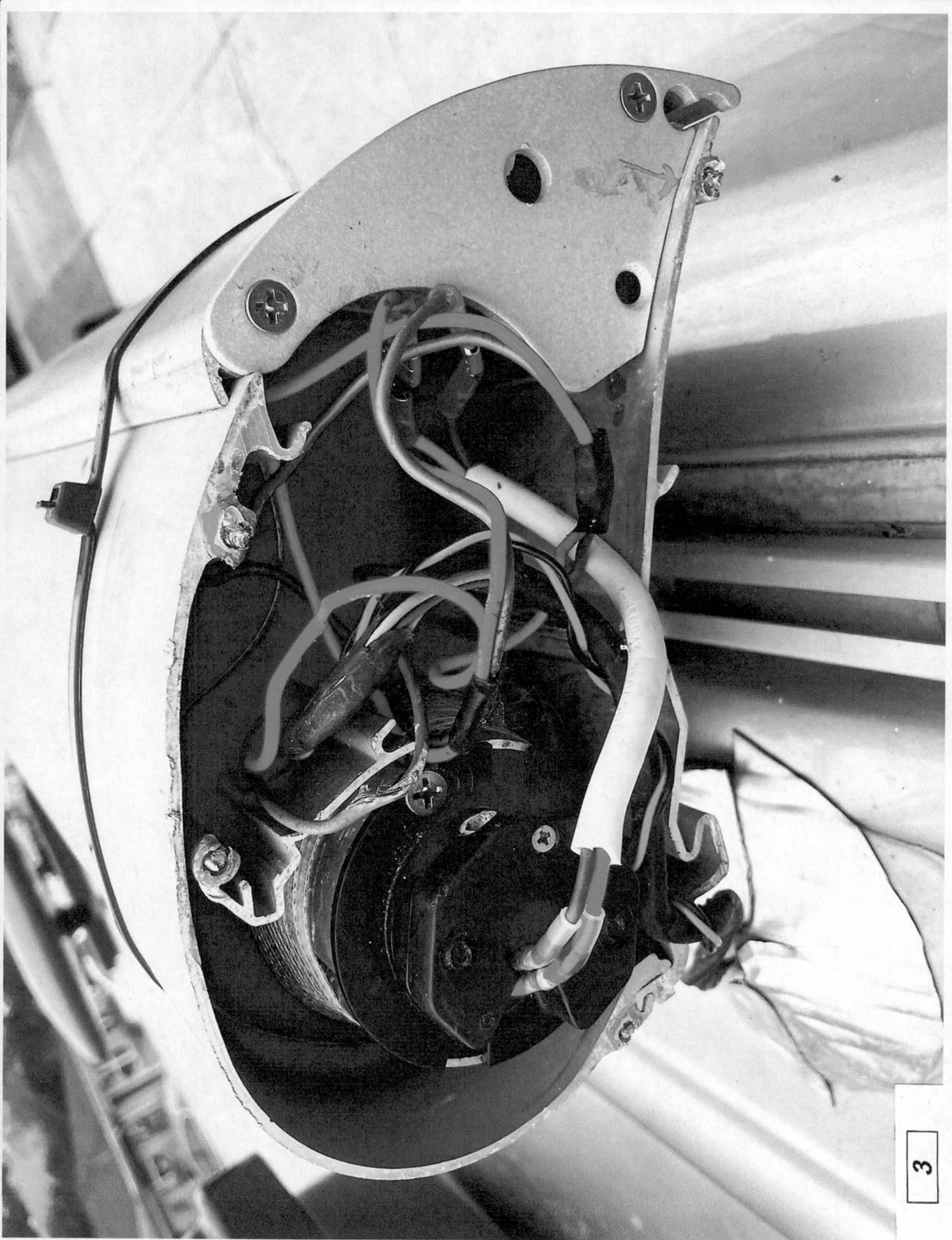
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.



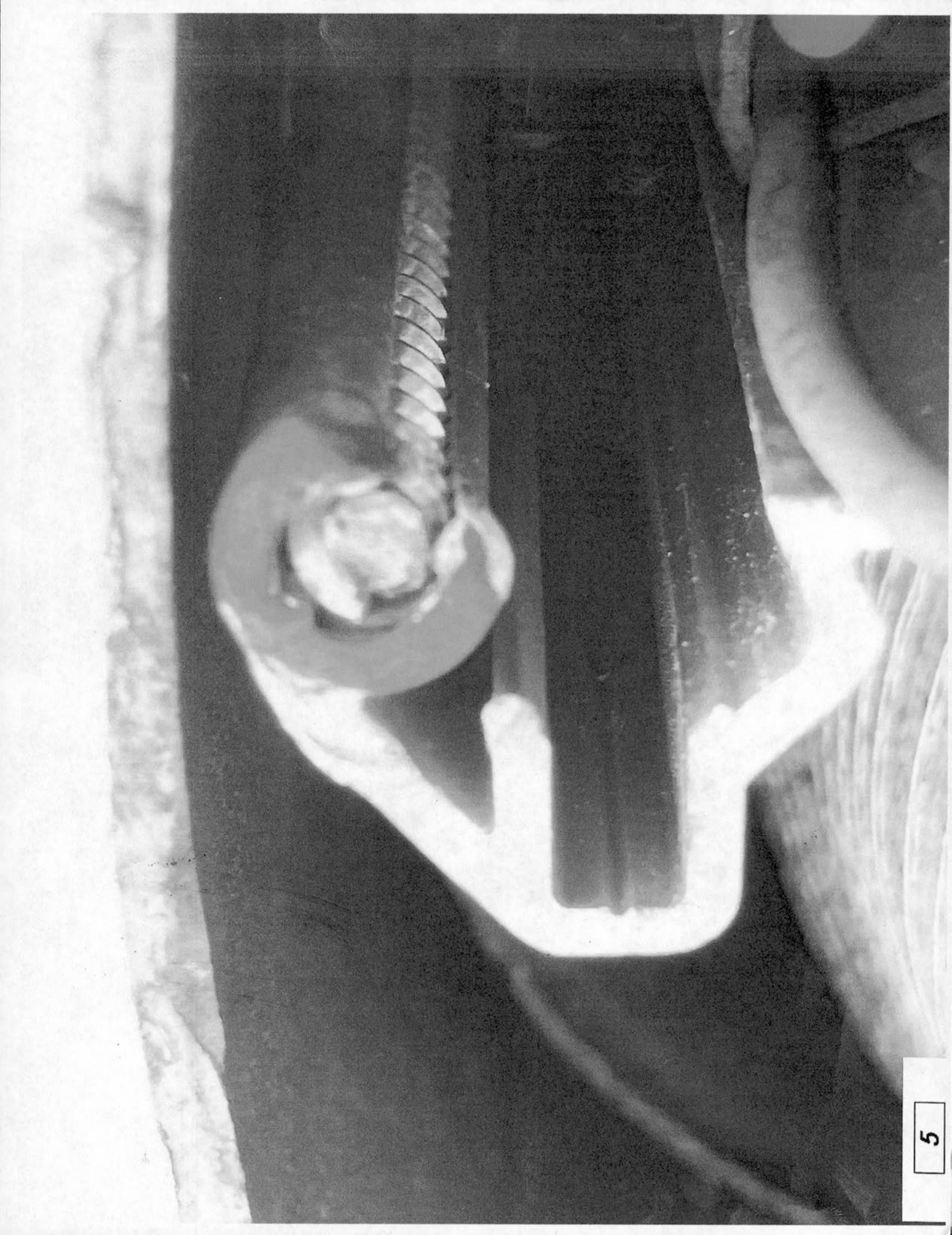


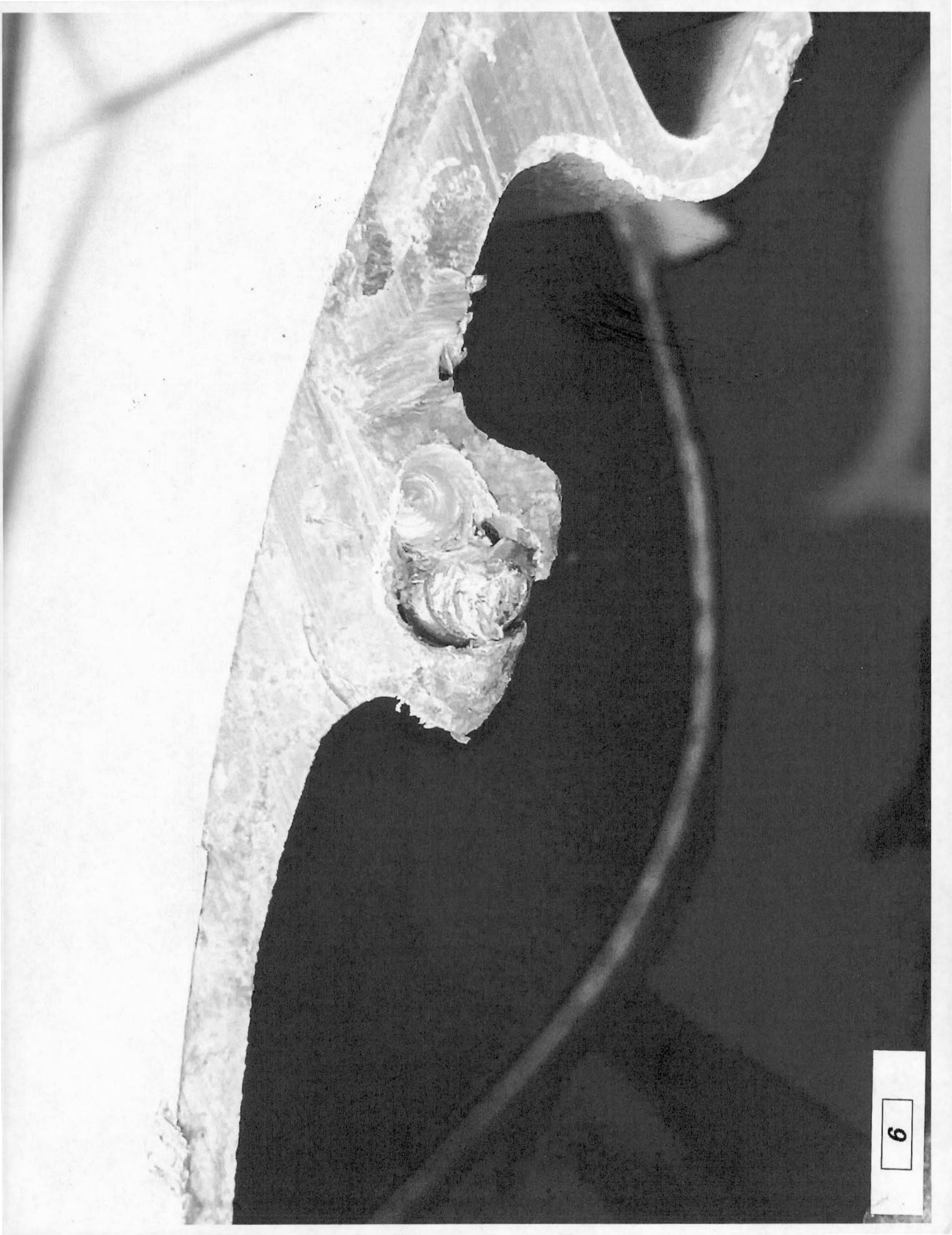


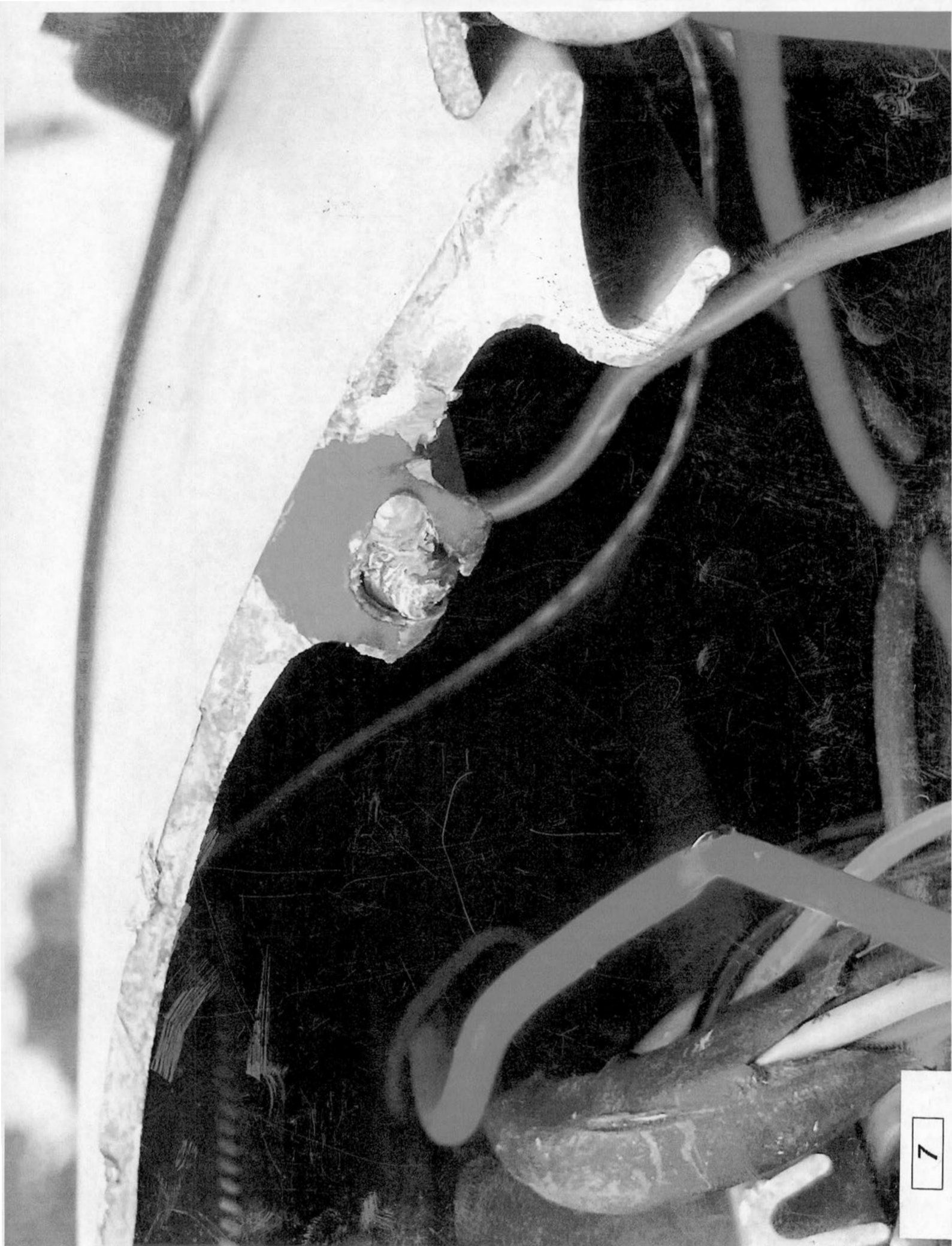
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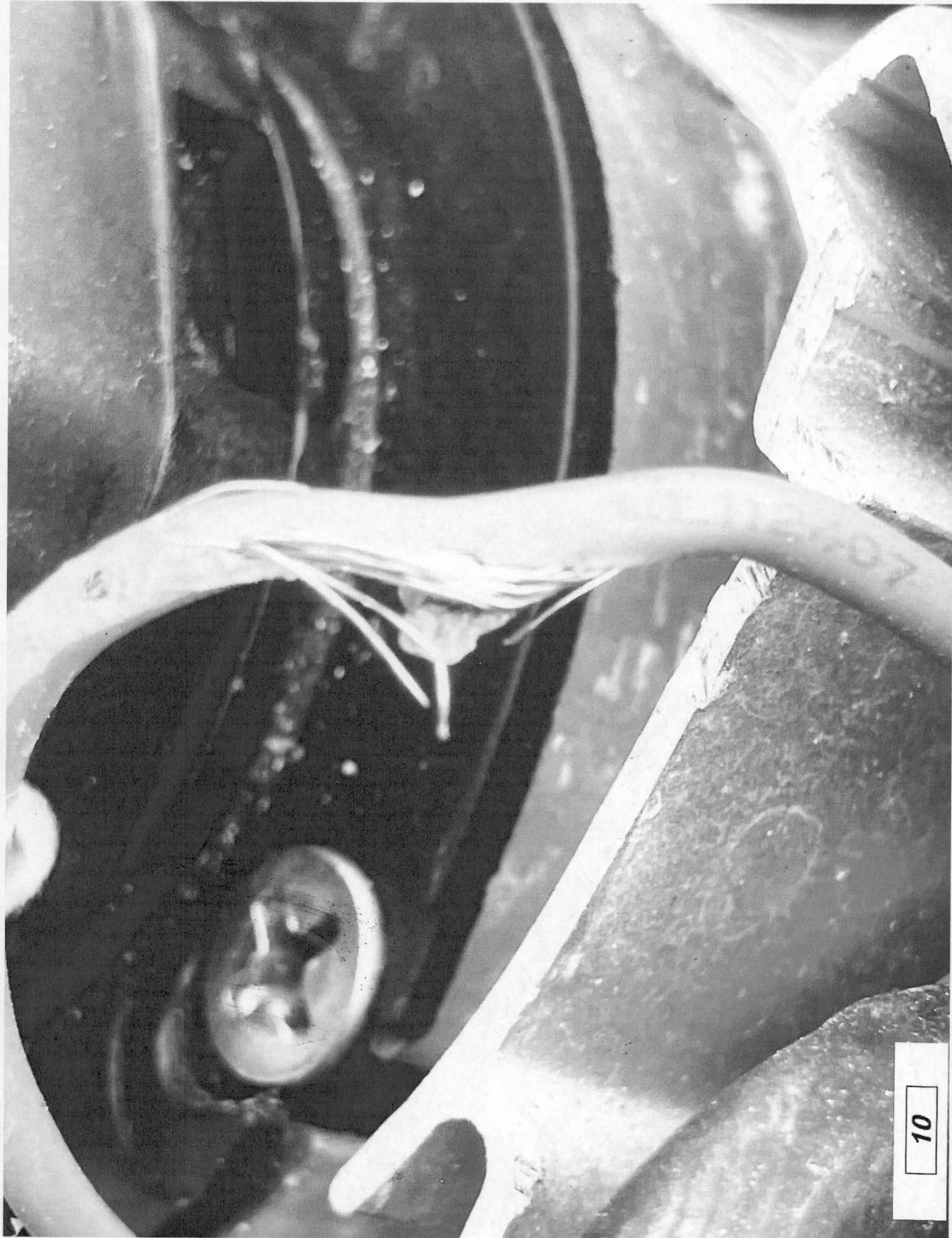


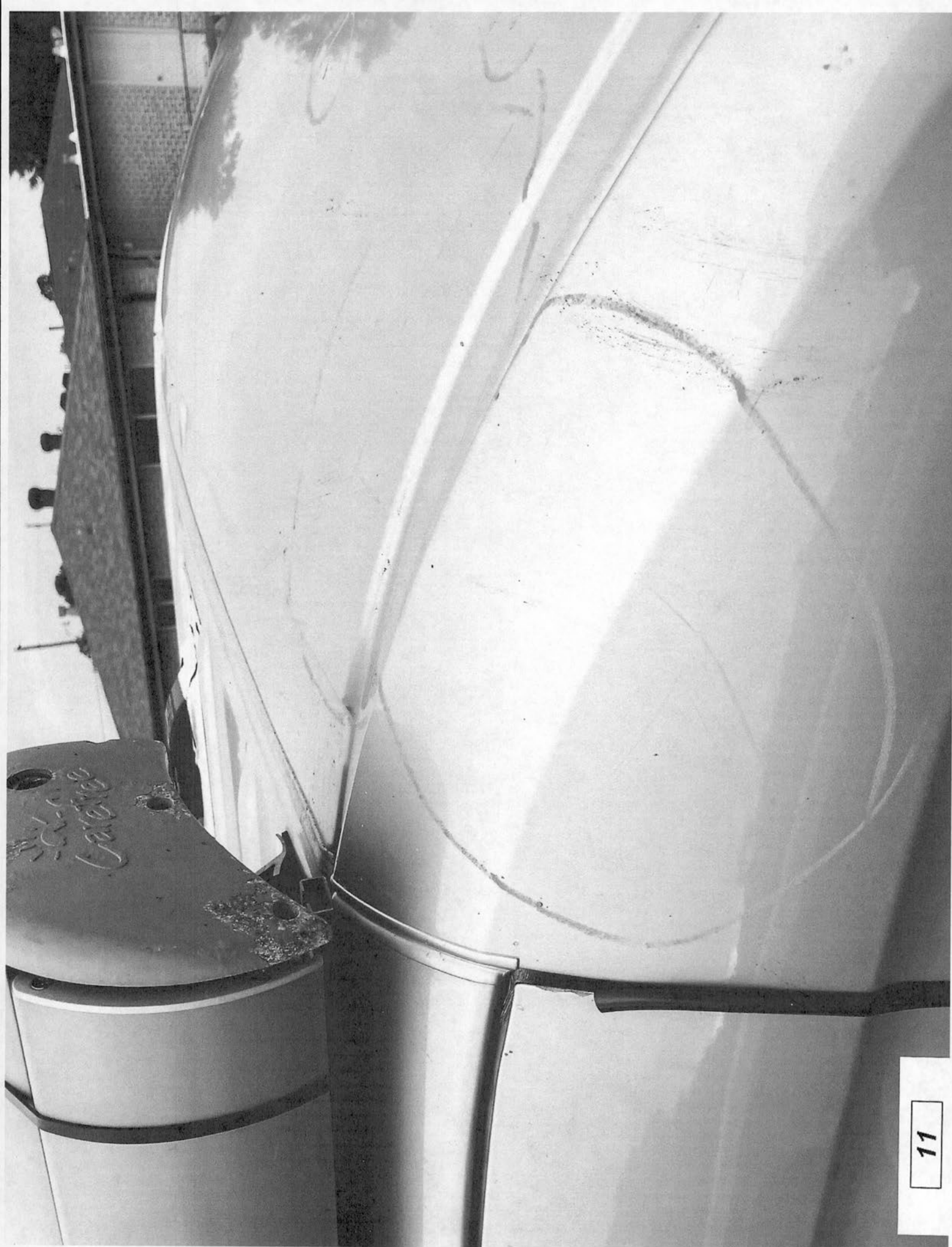






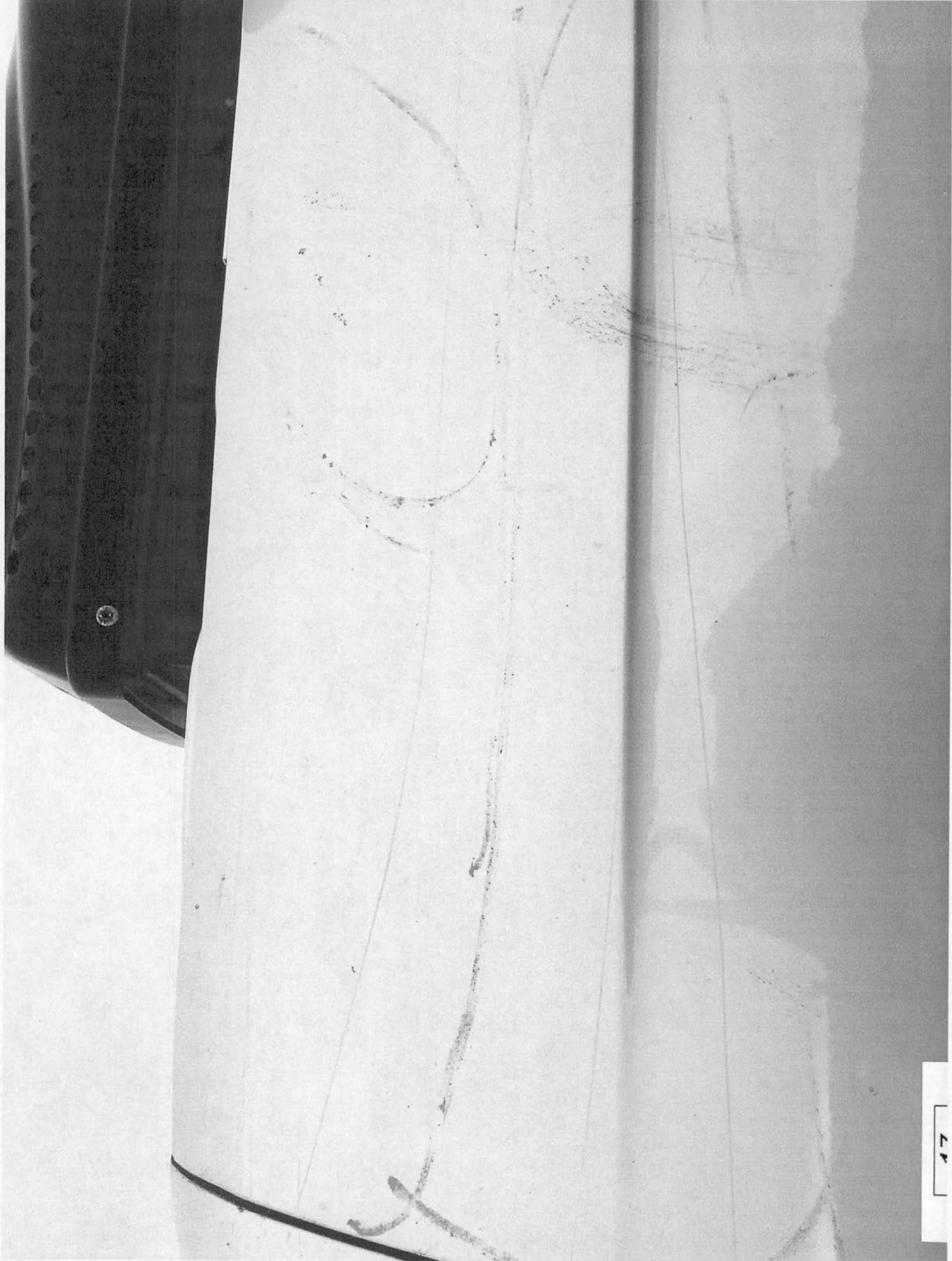














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