

April 6, 2025

From:

[REDACTED]

[REDACTED]

Duluth, MN [REDACTED]

[REDACTED]

[REDACTED]

To:

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, West Building

Washington DC 20590

1 (888) 327-4236

www.nhtsa.gov

Subject: Complaint Regarding Subaru of America

To Whom It May Concern:

I am writing to file a complaint against Subaru of America regarding severe premature, unexplainable rust on my 2017 Subaru Forester. Please see data below.

Included:

Included:

- Consumer Complaint
- Explanation and Resolution
- Statement from Miller Hill Subaru 3/12/25
- Carfax report
- Arrowhead Auto Body Estimate and emails
- Proctor Collision Estimate
- Pictures of some of the damage

March 10, 2017, I purchased a new 2017 Subaru Forester Touring, [REDACTED], total cost \$37,485.44. As part of the package, I purchased a Body Guard Protection and Warranty for 10 yrs or 100,000 miles and have records to prove my meticulous maintenance of this vehicle. This was my very 1st new vehicle.

Current mileage 76,077 In February of 2025 I discovered the infrastructure was internally rusted so as to be described as severely damaged and drastically reduced in value. I believe this vehicle condition falls under the Lemon Law. The Kelly Blue Book price for a 2017 model is approximately \$21,000. The dealership has offered me \$2000 towards the purchase price of a new Subaru for which a similar model would be \$43,115. This is an unacceptable offer. I don't feel that I have been listened to nor respected through this process. I think a reasonable compromise would be for Subaru Corporate provide me with a similar model with comparable milage and condition, not including severe rust, or refund me \$25,000 towards the purchase of a new vehicle at the place of my choosing.

I am [REDACTED] years old and believe Subaru is taking advantage of me because of my age and gender. I am a [REDACTED] I am the only driver, no pets, and the vehicle has been protected in my garage since purchase.

September of 2024, I began noticing the driver side, upper window corners/paint/metal/frame was bubbling. I promptly brought it to the Subaru dealership to diagnose the cause and was simply told it was rust and thus not covered, and they could, and would do nothing to repair the premature rust. After returning a few times in September and October with the same complaint and response, I stated this was not acceptable. The dealership then gave me the Subaru Corporate Office contact information and I called and emailed them several times. They determined Minnesota's severe winters have caused the rust damage. I have lived in Duluth MN all my life and owned many vehicles, but never had a problem with this level of rust deterioration inside the car body of car as well as the areas on the outside. In fact, none that I have talked to, lifelong Minnesotans, had never heard of a car rusting from the inside out.

November 25, 2024, I brought the Subaru into dealership for routine maintenance which cost me close to \$500. I requested to see the manager in regards to the rust damage I was noting. I was denied my request by the service department attendant. I was then given a number to contact corporate directly of which I called and emailed customer advocacy several times. The response was that I live in Minnesota and this is what I should expect.

December of 2024, I enlisted AAA to jump start my vehicle, and the technician said the battery was severely corroded and this would be quite unusual to the extent of it especially as I had service to my vehicle fairly close to the time of this visit.

January 7th and 15th 2025, I brought my Forester to two independent, professional collision/auto repair centers and was given estimates ranging between \$13,196 and \$20,000 to replace the all four rusted doors including hardware inside the doors. Since then, the rust has spread. One of the auto repair businesses that viewed my vehicle, said they would hesitate to work on the SUV with this much deterioration, due to unknown causes, as it could continue to deteriorate. Its been difficult getting estimates as they state upfront they won't work on it.

January 30, 2025, I brought my Forester into the dealership due to the drivers side window malfunctioning for the 4th time since I purchased it. They found out they needed to order a part, a window regulator for the malfunctioning of the window. There was also a hissing sound and air flowing in the door. I had no idea what may be going on with the other doors as its basically me in the vehicle or occasionally grandchildren. They said they took care of the problem that day but it continued.

February 11, 2025, I brought my Forester to Subaru to replace the malfunctioning drivers side regulator motor. I finally got to see the general manager and he looked throughout the vehicle and he was stunned by what he was seeing.

They removed the door to accomplish what was needed this visit. They noted that the rust had spread throughout the door and even under the hood of my vehicle. I again stated on this visit the hissing sound and air flowing in the door was still present. At this point they provided me with a loaned vehicle so that my vehicle could be inspected by other Subaru representatives. Analysis verbally was that no one that had looked at all the damage could explain any sense to what they were seeing. No one had encountered this type of damage in all their years in the field. It was stated by one representative "What did she do to this vehicle?" I was appalled.

March 20, 2025, My vehicle was at the dealership from February 11th to March 18th, 2025. It was stated they will not repair, nor repurchase the vehicle due to the expense involved to return it to a roadworthy vehicle. In fact they put all the severely rusted parts back in the vehicle.

The Carfax report states the damage severe. I can't let this rest, it's not right or justifiable. It was advised by Subaru I sell it or auction it off. I could not nor would not in good conscience sell a severely hidden rusted vehicle to an unsuspecting individual, it's simply unethical.

I believe the rust has rendered my vehicle unsafe and I myself am not comfortable driving it. I have no idea what my options could be. [REDACTED] used most of what I had to purchase this vehicle believing this would be my last one with Subaru's reputation which has now failed me.

I believe this vehicle is a lemon. Subaru has a strong reputation for quality which is why I purchased this expensive vehicle. However, somewhere along way, I believe the materials used in the manufacturing process were defective or maybe exposed to corrosive materials. Perhaps

the vehicle was mismanaged while in transport, or storage, prior to my taking ownership of it. Regardless of what is causing this unusual and invasive rust, I am not comfortable driving it. Whatever the cause of the severe rust is I am not responsible for it.

Resolution:

If not a recall and a new vehicle, I think a reasonable compromise would be for Subaru of America to provide me with a similar Forester Touring model with comparable mileage and condition of mine, excluding the severe rust, a 3 year warranty and an updated Carfax report. Monetarily a refund of at least \$25,000 towards the purchase of a new vehicle at the place of my choosing. All of this has caused me undue stress, sleepless nights and time out of my life in my several attempts for someone to listen to me and take this issue serious.

Thank you for your time and attention in this matter. I pray all can be resolved in a reasonable manner.

Sincerely,



Response from Miller Hill Subaru 3/12/25

In reference to my inquiry in an email request I sent to Joe Plucinak GM at Miller Hill Subaru, Duluth MN. and I also sent the request to Headquarters Subaru of America to obtain all the data on dates, when, where, and all the transports of my Forester before my taking ownership on March 10, 2017.

Quoted in an email 3/12/25 from Joe Plucinak GM, Miller Hill Subaru, Duluth, MN 55811

"I do know that it was built and shipped from Japan December 12, 2016. It was shipped out of Japan on a large car carrier to the port of Vancouver and arrived January 26, 2017. Once they arrive there they got put on a train to St. Paul, MN where it was unloaded into the Yard until Champion Auto Carriers would have trucked it to Morrie's Brooklyn Park Subaru and arrived on March 20th, 2017. We did a dealer trade and drove your Forester to Duluth for you to pick up on March 20, 2017."

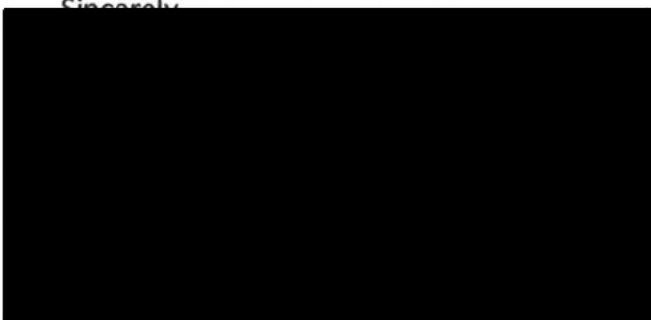
I picked my Subaru Forester up on March 10, 2017. Somethings not right here. Where did they deliver my vehicle from and what happened before I took ownership?

Regardless of what is causing this unusual and invasive rust, I am not comfortable driving it. Whatever the cause of the severe rust is I am not responsible for it.

If not a recall and a new vehicle, I think a reasonable compromise would be for Subaru of America provide me with a similar model with comparable mileage and condition, excluding the severe rust, a 3 year warranty and an updated Carfax report. Monetarily a refund of at least \$25,000 to me towards the purchase of a new vehicle at the place of my choosing. All of this has caused me undue stress, sleepless nights and time out of my life in my several attempts for someone to listen to me and take this issue serious.

Thank you for your time and professional consideration in this matter!

Sincerely,





The Office of
Minnesota Attorney General Keith Ellison

helping people afford their lives and live with dignity, safety, and respect • www.ag.state.mn.us

April 15, 2025

[REDACTED]
Sent Via Email: [REDACTED]

Re: **Subaru of America**

File No: [REDACTED]

Dear [REDACTED]

I thank you for your correspondence to Attorney General Keith Ellison received on April 9, 2025, regarding Subaru of America. While I cannot give you legal advice, I can tell you the following, which I hope will be helpful:

First, I appreciate your concerns. It must be frustrating to encounter a situation like this. I enclose a letter we sent to Subaru of America asking it to address your concerns. We will let you know of its response.

Second, the National Highway Traffic Safety Administration (“NHTSA”) sets and enforces safety performance standards for motor vehicles. The NHTSA also has the authority to investigate safety defects in motor vehicles. Accordingly, if you have not done so already, I recommend that you file a complaint with the NHTSA as follows:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590
1 (888) 327-4236
www.nhtsa.gov

Third, I enclose publications prepared by this Office entitled *Car Shops—Truth in Repairs* and *Minnesota’s Car Laws*, which may have some information of assistance to you.

Finally, I also enclose an insert, *How We Can Help*, that explains in some more detail the ways in which this Office tries to help people with consumer concerns. The document also describes some of the limitations on the Office’s authority and provides information about other regulatory and judicial forums that can be appropriate places to report certain types of concerns.

[REDACTED]
April 15, 2025

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I thank you again for your correspondence to Attorney General Ellison's Office.

[REDACTED]
PAUL MUELLER
Mediator, Consumer Action Division
(651) 296-3353, ext. 25 (Voice)
(800) 657-3787 (Toll Free)
(651) 282-2155 (Fax)
AG.Replies@ag.state.mn.us (Email)

Enclosures: Correspondence to Subaru of America
Car Shops—Truth in Repairs
Minnesota's Car Laws
How We Can Help

|#6059505-v1

Re: Scanned image from Miller Hill Subaru Duluth

From [REDACTED]

Date Mon 3/10/2025 8:11 PM

To Joe Plucinak <joe@millerhill.com>

Hi Joe,

It's March 10th, 2025, 8 years from when I purchased & picked up my 2017 Subaru Forester Touring from Subaru Miller Hill Mall, Duluth Minnesota.. I still have letters from you & Ron Scinocca after I purchased her. I was so proud to own a Subaru and it also being in all my years my very first brand new vehicle. My family wanted me to get the best vehicle to keep me safe after [REDACTED] I thought I had.

I'm writing today in request of the history of my vehicle. I would like the timeline history of the build (where built) to my ownership with specific measurable dates. How shipped (date & from where), where stored (dates) until shipped to dealer on what specific date. How it was delivered & who delivered my subaru to where I picked her up on March 10, 2010. I'm requesting predelivery as well as delivery dates inspections/ facts and dates.

I have talked with corporate many times over the several months with no support in my concerns, satisfaction or safety. Believe me this has not happened/occurred because I live in MN. My Forester has been well taken care of since the day I purchased her.

I haven't heard from anyone in regards to my vehicle. Is she back together since the door was removed to fix that and my window which has failed me many times in not going up, and specifically not welcomed in the sub zero weather we had in February, 2025.. Also the door was an issue my last 2 visits as not tight, hissing sounds, air coming in. It was adjusted on the first visit (actually for my window) but then it continued to be a problem & on 2/11/25 it was found that there was unexplained, unprecedented damage to all the hardware throughout the infrastructure of my vehicle when they removed the door on 2/11/25. At this time they were to be replacing the window system so that it would work properly. I have yet to hear if/when this was even fixed as well with meeting with representatives of Subaru, that couldn't explain what happened to my vehicle, other than they couldn't.

I have yet to hear from anyone @ Subaru, Miller Hill Mall, Duluth, MN when an exchange of vehicles can be done. I have no idea where any of the work that was to be done under warranty parts actually is or even out of concern/safety. Staff @ Subaru said I would be contacted, which to date I have not been. Is it safe for me to drive her off the lot with this damage? I know there isn't a charge until the exchange is made but if I can get mine back and documented safe that's what I wish for until all other issues are addressed and taken care of by Subaru. Please note the highlighted areas are what I need immediately in filing my reports/complaints.

Thank you,



From: Joe Plucinak <joe@millerhill.com>

Sent: Friday, March 7, 2025 11:25 AM

To: [Redacted]

Subject: Re: Scanned image from Miller Hill Subaru Duluth

Here is the contact info ... I don't have one email for Subaru of America. If you need one I would use the email for the person who had the case going and reference that case number.

Headquarters
Subaru of America, Inc.
1 Subaru Dr
Camden, NJ 08103-2204

(800) 782-2783

On Fri, Mar 7, 2025 at 11:00 AM [Redacted] wrote:

This is just unreal & scary. I'm sick. Do you want me using Duluth Subaru or corporate? If corporate please the name to address to , address, phone #, & email. If you want me using you the same please.

Sent from my iPhone

> On Mar 7, 2025, at 9:00 AM, Joe Plucinak <joe@millerhill.com> wrote:

>

>

>

> ----- Forwarded message -----

> From: John Bryant <jbryant@millerhill.com <mailto:jbryant@millerhill.com>>

> Date: Thu, Mar 6, 2025 at 4:13 PM

> Subject: Re: Scanned image from Miller Hill Subaru Duluth

> To: Joe Plucinak <joe@millerhill.com <mailto:joe@millerhill.com>>

>

>

> Joe, here is what i pulled from my phone

>

> On Thu, Mar 6, 2025 at 12:42 PM Joe Plucinak <joe@millerhill.com <mailto:joe@millerhill.com>> wrote:

> John-

> Can you assist [Redacted] with the pictures of the inside of the door please.

>

> Thanks Joe

>

> On Thu, Mar 6, 2025 at 12:07 PM [Redacted]

[REDACTED] > wrote:

> Please send me the pics from 2/11/25 when the door was removed to find the tracking missing & the rust beyond in depth in the vehicle including under the hood.

>

> Thank you,

>

[REDACTED]

>

> From: Joe Plucinak <joe@millerhill.com<mailto:joe@millerhill.com>>

> Sent: Thursday, March 6, 2025 10:44 AM

> To: [REDACTED]

> Subject: Re: Scanned image from Miller Hill Subaru Duluth

>

> I will get those. It might take a day. I do not have the information on who drove the vehicle to the dealership as the law requires us to keep the original paperwork for 7 years and on March 10th it will be 8 years. I do know that we did a dealertrade with Brooklyn Park Subaru. So back then either a retired salesman named Dave or my Uncle Al would have driven down a vehicle to Brooklyn Park Subaru and brought yours back.

>

> Joe

>

> On Thu, Mar 6, 2025 at 10:24 AM [REDACTED]

[REDACTED] wrote:

> Please send me copies of each of my visits of service since I purchased + how my vehicle was delivered & by whom to Subaru miller hill.

> Thanks.

> Sent from my iPhone

>

>> On Mar 6, 2025, at 9:25 AM, Joe Plucinak <joe@millerhill.com<mailto:joe@millerhill.com>>

wrote:

>>

>>

>>

>>

>> Attached is the vehicle inquiry on your Forester. Also I was told by Subaru that they would offer you a 2,000 Goodwill trade in assistance towards the purchase of a New Subaru. New Subaru's cost between 23,610 for a new Impreza to 51,415 for a new Ascent. Foresters cost between 31,415-43,115.

>>

[REDACTED]

Case [REDACTED]

From [REDACTED]

Date Wed 3/19/2025 8:36 AM

To Customer Advocacy <Customers@subaru.com>

Attn: Marybeth

Carfax report states the damage reported is severe to my 2017 Subaru Forester Touring.

I request reports on all by Subaru of America:

Please provide me with the history of my vehicle.

- the timeline history of the build (where built) to my ownership with the specific measurable dates.
- how shipped (date and from where).
- where stored (dates) until shipped to dealer on what specific date.
- How it was delivered and who delivered my Subaru to where I picked it up on March 10, 2017.
- requesting predelivery as well as delivery dates inspections / facts and dates.

Resolution:

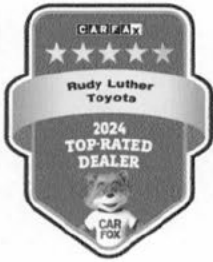
A.) All rust and parts be fixed by a professional collision service to make my vehicle safe to be on the roads.

B.) Replace my Subaru Forester with a comparable Forester including mileage as is on mine.

Respectfully,

[REDACTED]
[REDACTED]
Duluth, MN
[REDACTED]

Display CARFAX in online listings:



This report provided free of charge by:

Rudy Luther Toyota
8805 Wayzata Blvd
Minneapolis, MN 55426
612-429-4361

★ **4.4 / 5.0**
369 Verified Reviews

♥ **374**
Customer Favorites



Vehicle History Report™

US \$44.99

**2017 SUBARU
FORESTER 2.5I
TOURING**

VIN [REDACTED]
4 DOOR WAGON/SPORT
UTILITY
2.5L H4 F DOHC 16V
GASOLINE
ALL WHEEL DRIVE
This CARFAX Report Provided
by:

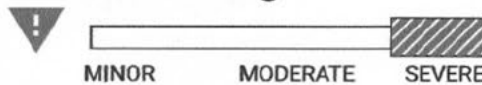
Rudy Luther Toyota

★ **4.4 / 5.0**

369 Verified Reviews

♥ **374** Customer Favorites

Severe damage



🔧 **16** Service history records

1 CARFAX 1-Owner vehicle

🏠 Personal vehicle

📄 **76,077** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 3/11/25 at 8:48:36 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Accident / Damage History

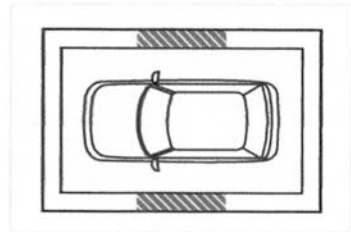
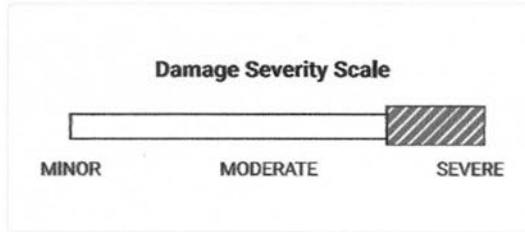
Not all accidents / issues are reported to CARFAX

Event 1

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01/07/2025

**Damage reported:
severe damage**



CARFAX Additional History Not all accidents / issues are reported to CARFAX	Owner 1
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage Severe damage reported: 01/07/2025. Damage reported: 01/07/2025.	Severe Damage
Manufacturer Recall No open recalls reported to CARFAX.	<input checked="" type="checkbox"/> No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired

CARFAX Title History CARFAX guarantees the information in this section	Owner 1
Damage Brands Salvage Junk Rebuilt Fire Flood Hail Lemon	<input checked="" type="checkbox"/> Guaranteed No Problem
Odometer Brands Not Actual Mileage Exceeds Mechanical Limits	<input checked="" type="checkbox"/> Guaranteed No Problem



GUARANTEED - None of these title problems were reported by a U.S. state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, you may qualify.
View Terms | View Certificate

CARFAX Ownership History The number of owners is estimated	Owner 1
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Year purchased	2017
Type of owner	Personal
Estimated length of ownership	8 years
Owned in the following states/provinces	Minnesota
Estimated miles driven per year	9,837/yr
Last reported odometer reading	76,077



CARFAX Detailed History




Owner 1

Purchased: 2017








Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Vehicle
9,837 mi/yr

Date	Mileage	Source	Comments
01/19/2017	5	Dealer Inventory	Vehicle offered for sale
03/06/2017		Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	Vehicle offered for sale
03/10/2017		Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	Vehicle sold
03/10/2017	150	Minnesota Motor Vehicle Dept.	Vehicle purchase reported - Titled or registered as personal vehicle
03/22/2017	158	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Vehicle washed/detailed





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03/28/2017	Minnesota Motor Vehicle Dept. Duluth, MN Title [REDACTED]	Title or registration issued - First owner reported - Loan or lien reported - Vehicle color noted as Black
04/30/2017 181	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Vehicle washed/detailed
03/01/2018	Minnesota Motor Vehicle Dept. Duluth, MN Title [REDACTED]	Title or registration issued - Loan or lien reported - Vehicle color noted as Black
04/20/2018 12,754	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced
05/15/2018 13,701	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Tire condition and pressure checked - Tires rotated - Vehicle washed/detailed
02/22/2019	Minnesota Motor Vehicle Dept. Duluth, MN Title [REDACTED]	Title or registration issued - Loan or lien reported - Vehicle color noted as Black
04/03/2019 22,786	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced
06/04/2019 25,141	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0	 Vehicle serviced - 7,500 mile service performed - Oil and filter changed - Tires rotated

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153 Verified Reviews

♥ 86 Customer Favorites

03/19/2020	Minnesota Motor Vehicle Dept. Duluth, MN Title [REDACTED]	Title or registration issued - Loan or lien reported - Vehicle color noted as Black
04/28/2020 35,665	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Maintenance inspection completed
02/13/2021	Minnesota Motor Vehicle Dept. Duluth, MN Title [REDACTED]	Title or registration issued - Loan or lien reported - Vehicle color noted as Black
07/23/2021 45,105	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Maintenance reminder reset - Oil and filter changed - Vehicle washed/detailed
02/02/2022	Minnesota Motor Vehicle Dept. Duluth, MN Title [REDACTED]	Title issued or updated - Registration issued or renewed - Loan or lien reported - Vehicle color noted as Black
03/31/2022 52,114	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Four tires balanced - Four tires mounted - Four wheel alignment performed - Front brake rotor(s) replaced - Oil and filter changed - Tire(s) balanced - Tire(s) mounted
10/31/2022 58,445	Miller Hill Subaru Hermantown, MN 218-722-5337 millerhillsubaru.com/ ★ 4.7 / 5.0 153 Verified Reviews ♥ 86 Customer Favorites	 Vehicle serviced - Maintenance inspection completed - Air filter replaced - Oil and filter changed
05/01/2023	Minnesota	Title issued or updated

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Motor Vehicle Dept.
Duluth, MN
Title [REDACTED]

- Registration issued or renewed
- Loan or lien reported
- Vehicle color noted as Black

06/13/2023 62,667

Miller Hill Subaru
Hermantown, MN
218-722-5337
millerhillsubaru.com/

★ 4.7 / 5.0
153 Verified Reviews
♥ 86 Customer Favorites



Vehicle serviced

- Maintenance inspection completed
- Oil and filter changed
- Rear wiper blade replaced
- Wiper(s) replaced

07/26/2023 63,875

Miller Hill Subaru
Hermantown, MN
218-722-5337
millerhillsubaru.com/

★ 4.7 / 5.0
153 Verified Reviews
♥ 86 Customer Favorites



Vehicle serviced

- Maintenance inspection completed

10/24/2023 66,546

Miller Hill Subaru
Hermantown, MN
218-722-5337
millerhillsubaru.com/

★ 4.7 / 5.0
153 Verified Reviews
♥ 86 Customer Favorites



Vehicle serviced

- Maintenance inspection completed
- Tire repaired

01/05/2024 68,049

Miller Hill Subaru
Hermantown, MN
218-722-5337
millerhillsubaru.com/

★ 4.7 / 5.0
153 Verified Reviews
♥ 86 Customer Favorites



Vehicle serviced

- Brake fluid flushed/changed
- Oil and filter changed
- Spark plug(s) replaced
- Tires rotated

02/09/2024

Minnesota
Motor Vehicle Dept.
Duluth, MN
Title [REDACTED]

Title issued or updated

- Registration issued or renewed
- Loan or lien reported
- Vehicle color noted as Black



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller. [Learn More](#)

09/24/2024 73,915

Miller Hill Subaru
Hermantown, MN
218-722-5337
millerhillsubaru.com/

★ 4.7 / 5.0
153 Verified Reviews



Vehicle serviced

- Drive belts checked
- Maintenance reminder reset
- Oil and filter changed
- Tire condition and pressure
- Tires rotated

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♥ 86 Customer Favorites

11/25/2024 76,077

Miller Hill Subaru
Hermantown, MN
218-722-5337
millerhillsubaru.com/

★ 4.7 / 5.0

153 Verified Reviews

♥ 86 Customer Favorites



Vehicle serviced

- Differential fluid flushed/changed
- Drive belts checked
- Front differential fluid flushed/changed
- Rear differential fluid flushed/changed
- Transmission fluid changed
- Transmission fluid flushed
- Wiper(s) replaced

01/07/2025

Damage Report



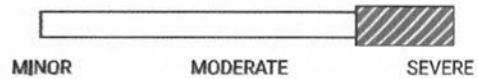
Damage reported: severe damage

- Damage to left side
- Damage to right side

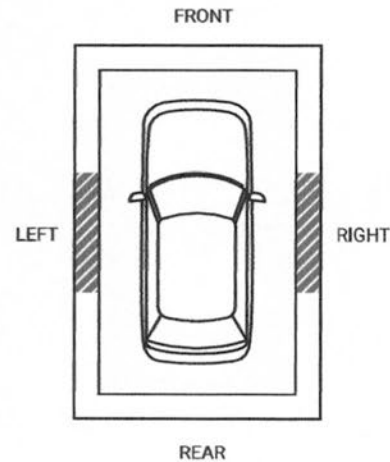


**CARFAX HAS THE MOST
ACCIDENT & DAMAGE
INFORMATION**

Damage Severity Scale



Damage Location



Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and of 3/11/25 at 8:48:36 AM (CDT). Other information about this vehicle, including problems,

[^ Back To Top](#)



From [REDACTED]
Sent: Friday, March 14, 2025 4:57 PM
To: Chris Burrows <chris@arrowheadautobody.com>
Subject: carfax recommendation

Hi Chris,

I'm trying not to bother you but I got the carfax report on my 2017 Forester & it states sever structural damage & that Carfax recommends I have the vehicle inspected by a collision repair specialist. I appreciate your report to Carfax but what I've seen now the rust has advanced in the infrastructure since 1/7/25.

I know they removed the one door as I was complaining re just not feeling right... air coming in, hissing sounds...that's when the increased notable damage with rusting & track missing was noted by subaru miller hill mall. It was even under the hood. I don't know re all other doors, underneath etc. but that's what I'm writing about. Should all this be inspected as maybe Carfax is referring to? Subaru put all the very damaged rusted parts back in my door & that's that... I still have the loaner but I'm petrified to maybe even drive myself around in in my forester, let alone my [REDACTED] My Forester is now sitting in their lot with the damaged parts back in. Now those door parts would have been covered to replace under my warranty. I feel they elected not to deal with fixing anything. Sorry but I'm not sure how a mechanic would even tolerate this ethically.

I know you gave an estimate in January which was free & I was really hoping Subaru would accept & pay for the damages that had occurred. Now those \$ I'm sure have escalated. To do a complete now that we know more damage is surfacing what would a charge be to see what's in the doors, underneath etc. I'm at a loss of what to do...I can't afford a lawyer so trying to seek out options.

Thank you Chris & you can just tell me not to bother you again.

[REDACTED]



Outlook

Re: carfax recommendation

From Chris Burrows <chris@arrowheadautobody.com>

Date Mon 3/17/2025 10:49 AM

To

[REDACTED]

📎 2 attachments (2 MB)

Outlook

[REDACTED]

Hi

[REDACTED]

Sorry to hear it is still being a problem for you. I have updated my estimate to include what you sent photos of. I have it attached to this email. There is not much we can do for a full disassembly/teardown inspection. That would be a by the hour type thing at \$80 per hour just to learn what we already know - there is a lot of rust and panels that need replacing.

It may be worth asking Carfax what their recommendation is for inspection and how to proceed. Does it need to be inspected by the state as a salvage vehicle would need to for a title?

I am sure the dealership is bound by Subaru corporate, they can only fix what they are approved to from the manufacturer. I am sure they would like to fix it if approved. I would stay vigilant and keep bother Subaru Corporate's customer service department - not the dealership. It may help to get as many estimates as possible to document for them that everybody agrees the rust is not typical.

Chris Burrows

Arrowhead Auto Body

4285 Haines Rd. **Hermantown, MN**

P: 218-722-2902

1901 N. 4th St. **Superior, WI**

P: 715-395-6972

[REDACTED]



Arrowhead Auto Body Hermantown

www.arrowheadautobody.com
4285 Haines Road, Hermantown, MN 55811
Phone: (218) 722-2902
FAX: (218) 722-0006

Workfile ID: b03eb163
PartsShare: 8kySHZ
Federal ID: 411896737
State ID: N/A
Federal EPA: N/A
State EPA: N/A
License Number: 77177

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: Chris Burrows

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss: [REDACTED]

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner: [REDACTED]

Inspection Location:

Insurance Company:

Arrowhead Auto Body Hermantown
4285 Haines Road
Hermantown, MN 55811
Repair Facility
(218) 722-2902 Business

Duluth, MN

VEHICLE

2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

VIN: [REDACTED]

Interior Color:

Mileage In:

Vehicle Out:

License: [REDACTED]

Exterior Color:

Mileage Out:

State:

Production Date:

Condition:

Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

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

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE

Air Conditioning

Intermittent Wipers

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

Backup Camera

RADIO

AM Radio

FM Radio

Stereo

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

Hands Free Device

Xenon or L.E.D. Headlamps

Positraction

Blind Spot Detection

ROOF

Electric Glass Sunroof

SEATS

Bucket Seats

Reclining/Lounge Seats

Leather Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Rear Spoiler

Signal Integrated Mirrors

TRUCK

Power Trunk/Liftgate

Preliminary Estimate

Customer [REDACTED]

Job Number:

2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		PILLARS, ROCKER & FLOOR					
2	R&I	RT Sill trim front				0.1	
3	R&I	LT Sill trim front				0.1	
4	R&I	RT Body w'strip front door				0.3	
5	R&I	LT Body w'strip front door				0.3	
6	R&I	RT Sill trim rear				0.1	
7	R&I	LT Sill trim rear				0.1	
8	R&I	RT Body w'strip rear door				0.3	
9	R&I	LT Body w'strip rear door				0.3	
10	R&I	RT Lwr ctr plr trim				0.1	
11	R&I	LT Lwr ctr plr trim				0.1	
12	R&I	RT Cowl trim				0.2	
13	R&I	LT Cowl trim				0.2	
14	*	Rpr RT Rocker panel			s	<u>3.5</u>	2.2
15	*	Rpr LT Rocker panel			s	<u>3.5</u>	2.2
16		Overlap Major Non-Adj. Panel					-0.2
17		FRONT DOOR					
18	Repl	RT Belt w'strip chrome Note: PARTS: Part cannot be reused/reinstalled.	61280SG021	1	96.07	Incl.	
19	Repl	RT Door shell Overlap Major Adj. Panel	60009SG0229P	1	941.28	5.4	3.0 -0.4
20							
21	**	Repl A/M Seam Seal New Bolt-on Panel		1	103.32 T	0.5	
22	Repl	LT Door shell Overlap Major Adj. Panel	60009SG0329P	1	941.28	5.4	3.0 -0.4
23							
24	**	Repl A/M Seam Seal New Bolt-on Panel		1	103.32 T	0.5	
25	Repl	RT Black out tape lower	90422SG040	1	21.63	0.2	
26	Repl	LT Belt w'strip chrome Note: PARTS: Part cannot be reused/reinstalled.	61280SG031	1	96.07	Incl.	
27	Repl	LT Black out tape lower	90422SG050	1	21.63	0.2	
28	Repl	RT Black out tape upper	90422SG020	1	21.63	0.2	
29	Repl	LT Black out tape upper	90422SG030	1	21.63	0.2	
30	Repl	RT Black out tape front	90422SG000	1	5.13	Incl.	
31	Repl	LT Black out tape front	90422SG010	1	5.13	Incl.	
32	*	R&I RT Molding black				<u>0.4</u>	
33	*	R&I LT Molding black				<u>0.4</u>	
34	Repl	RT Upper hinge	60079AG004	1	39.04	0.3	0.3
35	Repl	LT Upper hinge	60079AG014	1	39.04	0.3	0.3
36	Repl	RT Lower hinge	60079SG003	1	38.99	0.3	0.3
37	Repl	LT Lower hinge	60079SG013	1	38.99	0.3	0.3
38	Repl	LT Regulator w/driver side 1 touch up/down w/o pass 1 touch	61041SG012	1	296.48	Incl.	

Preliminary Estimate

Customer: [REDACTED]

Job Number:

2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

39	Repl	LT Window guide rear	61240SG0119P	1	29.80		Incl.	
40	Repl	LT Window guide front	61240SG111	1	57.60		Incl.	
41	Repl	RT Window guide front	61240SG101	1	57.60		Incl.	
42	Repl	RT Window guide rear	61240SG0019P	1	29.80		Incl.	
43	REAR DOOR							
44	Repl	RT Door shell	60409SG0219P	1	922.13	4.8		3.0
45		Overlap Major Adj. Panel						-0.4
46	**	Repl A/M Seam Seal New Bolt-on Panel		1	103.32	T	0.5	
47	Repl	LT Door shell	60409SG0319P	1	922.13	4.8		3.0
48		Overlap Major Adj. Panel						-0.4
49	**	Repl A/M Seam Seal New Bolt-on Panel		1	103.32	T	0.5	
50	Repl	RT Belt w'strip chrome	62280SG021	1	90.87		Incl.	
		Note: PARTS: Part cannot be reused/reinstalled.						
51	Repl	RT Black out tape front	90422SG060	1	18.50		0.2	
52	Repl	LT Belt w'strip chrome	62280SG031	1	90.87		Incl.	
		Note: PARTS: Part cannot be reused/reinstalled.						
53	Repl	LT Black out tape front	90422SG070	1	18.50		0.2	
54	Repl	LT Black out tape rear	90422SG110	1	16.45		0.1	
55	Repl	RT Black out tape rear	90422SG100	1	16.45		0.1	
56	Repl	RT Black out tape upper	90422SG080	1	11.32		0.1	
57	Repl	LT Black out tape upper	90422SG090	1	11.32		0.1	
58	R&I	RT Molding w/o chrome					0.3	
59	R&I	LT Molding w/o chrome					0.3	
60	Repl	RT Upper hinge	60479FJ002	1	38.99		0.3	0.3
61	Repl	LT Upper hinge	60479FJ012	1	38.99		0.3	0.3
62	Repl	RT Lower hinge	60479FG022	1	38.94		0.3	0.3
63	Repl	LT Lower hinge	60479FG032	1	38.94		0.3	0.3
64	*	Clear Coat						3.5
65	VEHICLE DIAGNOSTICS							
66	*	Rpr	Pre-repair scan			m	1.0	M
67	*	Rpr	Post-repair scan			m	1.0	M
68	*	Subl	Post-repair scan	1	134.95	X m		
69	*	Subl	Pre-repair scan	1	65.00	X m		
70	MISCELLANEOUS OPERATIONS							
71	#	Hazardous Waste Removal		1	8.00	T		
72	#	Cover Car Exterior		1	8.00	T	0.2	
73	#	Repl	Mask for Primer Application	1	10.00	T	0.5	
74	#	Refn	Corrosion Protection Primer					0.3
75	#	Refn	Feather, Prime, & Block					2.0
76	#	Repl	Mask Jamb for Paint	1	3.00		0.3	
77	#	Repl	Mask Jamb for Paint	1	3.00		0.3	
SUBTOTALS					5,718.45		40.3	22.8

Preliminary Estimate

Customer

Job Number:

2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			5,079.22
Body Labor	38.3 hrs @	\$ 82.00 /hr	3,140.60
Paint Labor	22.8 hrs @	\$ 82.00 /hr	1,869.60
Mechanical Labor	2.0 hrs @	\$ 125.00 /hr	250.00
Paint Supplies	23.4 hrs @	\$ 60.00 /hr	1,404.00
Body Supplies	36.5 hrs @	\$ 5.00 /hr	182.50
Miscellaneous			639.23
Subtotal			12,565.15
Sales Tax	\$ 7,105.00 @	8.8750 %	630.57
Grand Total			13,195.72

MN ST 60A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

Preliminary Estimate

Customer

Job Number:

2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

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 ARL7604, CCC Data Date 03/10/2025, 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. Blnd=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.

Preliminary Estimate

Customer: [REDACTED]

Job Number:

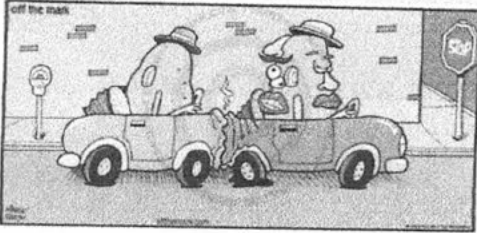
2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

ALTERNATE PARTS USAGE

2017 SUBA Forester Touring w/Continuously Variable Transmission 4D UTV 4-2.5L Gasoline Sequential MPI

VIN: [REDACTED] Interior Color: Mileage In: Vehicle Out:
License: [REDACTED] Exterior Color: Mileage Out:
State: Production Date: Condition: Job #:

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Automatically List	0	4
Optional OEM	Automatically List	0	0
Reconditioned	Automatically List	0	0
Recycled	N/A	0	0



Proctor Collision and Glass, LLC

430 3rd Ave
 Proctor, MN 55810
 Work Phone: (218) 624-4419
 pccglass@yahoo.com

Estimate

Es [REDACTED]
 ID # 15419932

Vehicle Info

2017 Subaru -Forester 2.5i Touring
 Body Type: 4 Door Utility
 Engine: 2.5L 4 Cyl Gas Injected
 Drive Type: AWD

Owner

[REDACTED]

Insurance Company

Inspection Date: 01/15/2025
 Repair Days: 20

Shop Info

Tax ID: 84-2826563
 Estimators Phone: (218) 624-4419
 Estimators Email: [REDACTED]

Oper	Description	Part Number	Price	Labor
FRONT BUMPER				
1	R&I FRT BUMPER COVER Includes R&I/R&R Radiator Grille			1 hrs. Body
FRONT LAMPS				
2	R&I R FRT COMBINATION LAMP ASSEMBLY w/Front Cover Removed, Includes R&R Bumper Bracket			0.3 hrs. Body
3	R&I L FRT COMBINATION LAMP ASSEMBLY w/Front Cover Removed, Includes R&R Bumper Bracket			0.3 hrs. Body
FRONT FENDER				
4	Blend R FENDER PANEL 1 hrs. Blend			1.0 hrs. Refinish
5	Blend L FENDER PANEL 1 hrs. Blend			1.0 hrs. Refinish
6	R&I L FENDER LINER			0.4 hrs. Body
7	R&I R FENDER LINER			0.4 hrs. Body
ROCKER/PILLARS/FLOOR				
8	Replace R ROCKER OUTER PANEL -S 1.4 hrs. Clearcoat w/Outer Hinge Pillar Removed Deduct 2.0, w/Outer Quarter Panel Assy Removed Deduct 2.0, Deduction Includes Common Surfaces & Included Operations	51449SG0009P	\$1,023.43	12.5 hrs. Body 3.4 hrs. Paint panel 1.4 hrs. Refinish
9	Replace L ROCKER OUTER PANEL -S 1.4 hrs. Clearcoat w/Outer Hinge Pillar Removed Deduct 2.0, w/Outer Quarter Panel Assy Removed Deduct 2.0, Deduction Includes Common Surfaces & Included Operations	51449SG0109P	\$1,023.43	12.5 hrs. Body 3.4 hrs. Paint panel 1.4 hrs. Refinish
FRONT DOOR				
10	Replace L FRT DOOR SHELL 0.9 hrs. Clearcoat, 1.1 hrs. Underside Includes R&I Rear View Mirror Assy	60009SG0329P	\$941.28	5.2 hrs. Body 2.2 hrs. Paint panel 2.0 hrs. Refinish
11	R&R LEFT ADD TO R&R DOOR SHELL TO R&I/R&R FRONT SIDE AIR BAG SENSOR (L FRT ADD TO R&I)			0.4 hrs. Mechanical
12	Replace R FRT DOOR SHELL 0.9 hrs. Clearcoat, 1.1 hrs. Underside Includes R&I Rear View Mirror Assy	60009SG0229P	\$941.28	5.2 hrs. Body 2.2 hrs. Paint panel 2.0 hrs. Refinish

Customer

Estimate #:

13	Repair	CLEAN & RE-TAPE MOLDINGS		\$5.00	0.5 hrs. Body
14	Other	COLOR SAND & BUFF			0.5 hrs. Body
15	Other	HAZARDOUS WASTE REMOVAL Sublet - Nontaxed		\$5.00	
16	Refinish	COLOR TINT - Taxed			0.5 hrs. Body
17	Refinish	COVER CAR FOR OVERSPRAY		\$10.00	
18	Replace	L FRT UPR DOOR BLACKOUT TAPE	90422SG030	\$5.00	0.3 hrs. Body
		Time is for Installation only		\$21.63	0.2 hrs. Body
19	Replace	L FRT DOOR REAR BLACKOUT TAPE	90422SG050	\$21.63	0.2 hrs. Body
		Time is for Installation only			
20	Replace	L FRT DOOR FRONT BLACKOUT TAPE	90422SG010	\$5.13	0.2 hrs. Body
		Time is for Installation only			
21	Replace	R FRT DOOR REAR BLACKOUT TAPE	90422SG040	\$21.63	0.2 hrs. Body
		Time is for Installation only			
22	Replace	R FRT UPR DOOR BLACKOUT TAPE	90422SG020	\$21.63	0.2 hrs. Body
		Time is for Installation only			
23	Replace	R FRT DOOR FRONT BLACKOUT TAPE	90422SG000	\$5.13	0.2 hrs. Body
		Time is for Installation only			
24	Replace	R FRT DOOR CHECK	61124SG005	\$48.98	0.2 hrs. Body
		w/Trim Panel Removed			
25	Replace	L FRT DOOR CHECK	61124SG005	\$48.98	0.2 hrs. Body
		w/Trim Panel Removed			
26	Replace	L FRT UPR DOOR HINGE	60079AG014	\$39.04	0.3 hrs. Body
		w/Door Assy Removed			
27	Replace	L FRT LWR DOOR HINGE	60079SG013	\$38.99	0.3 hrs. Body
		w/Door Assy Removed			
28	Replace	R FRT UPR DOOR HINGE	60079AG004	\$39.04	0.3 hrs. Body
		w/Door Assy Removed			
29	Replace	R FRT LWR DOOR HINGE	60079SG003	\$38.99	0.3 hrs. Body
		w/Door Assy Removed			
30	Replace	R FRT DOOR LATCH	61032SG100	\$187.03	0.3 hrs. Body
		w/Trim Panel Removed			
31	Replace	L FRT DOOR LATCH	61032SG110	\$185.20	0.3 hrs. Body
		w/Trim Panel Removed			
REAR DOOR					
32	Replace	R REAR DOOR SHELL	60409SG0219P	\$922.13	4.7 hrs. Body
		0.8 hrs. Clearcoat, 1.1 hrs. Underside			2.1 hrs. Paint panel
33	Replace	L REAR DOOR SHELL	60409SG0319P	\$922.13	4.7 hrs. Body
		0.8 hrs. Clearcoat, 1.1 hrs. Underside			2.1 hrs. Paint panel
34	Replace	R REAR DOOR REAR BLACKOUT TAPE	90422SG100	\$16.45	0.2 hrs. Body
		Time is for Installation only			1.9 hrs. Refinish
35	Replace	R REAR UPR DOOR BLACKOUT TAPE	90422SG080	\$11.32	0.2 hrs. Body
		Time is for Installation only			
36	Replace	R REAR DOOR FRONT BLACKOUT TAPE	90422SG060	\$18.50	0.2 hrs. Body
		Time is for Installation only			
37	Replace	L REAR DOOR REAR BLACKOUT TAPE	90422SG110	\$16.45	0.2 hrs. Body
		Time is for Installation only			
38	Replace	L REAR UPR DOOR BLACKOUT TAPE	90422SG090	\$11.32	0.2 hrs. Body

Custom

Estimate #

		Time is for Installation only			
39	Replace	L REAR DOOR FRONT BLACKOUT TAPE	90422SG070	\$18.50	0.2 hrs. Body
		Time is for Installation only			
40	Replace	L REAR UPR DOOR HINGE	60479FJ012	\$38.99	0.3 hrs. Body 0.5 hrs. Paint panel 0.2 hrs. Refinish
		0.2 hrs. Clearcoat w/Door Assy Removed			
41	Replace	L REAR LWR DOOR HINGE	60479FG032	\$38.94	0.3 hrs. Body 0.5 hrs. Paint panel 0.2 hrs. Refinish
		0.2 hrs. Clearcoat w/Door Assy Removed			
42	Replace	L REAR DOOR CHECK	62124FG004	\$38.32	0.2 hrs. Body
		w/Trim Panel Removed			
43	Replace	L REAR DOOR LATCH	61035SG010	\$172.40	0.3 hrs. Body
		w/Trim Panel Removed			
44	Replace	R REAR UPR DOOR HINGE	60479FJ002	\$38.99	0.3 hrs. Body 0.5 hrs. Paint panel 0.2 hrs. Refinish
		0.2 hrs. Clearcoat w/Door Assy Removed			
45	Replace	R REAR DOOR CHECK	62124FG004	\$38.32	0.2 hrs. Body
		w/Trim Panel Removed			
46	Replace	R REAR LWR DOOR HINGE	60479FG022	\$38.94	0.3 hrs. Body 0.5 hrs. Paint panel 0.2 hrs. Refinish
		0.2 hrs. Clearcoat w/Door Assy Removed			
47	Replace	R REAR DOOR LATCH	61035SG000	\$172.40	0.3 hrs. Body
		w/Trim Panel Removed			
QUARTER PANEL					
48	Blend	L QUARTER OUTER PANEL			1.2 hrs. Refinish
		1.2 hrs. Blend			
49	Blend	R QUARTER OUTER PANEL			1.2 hrs. Refinish
		1.2 hrs. Blend			
50	R&I	R QUARTER LINER			0.4 hrs. Body
51	R&I	L QUARTER LINER			0.4 hrs. Body
QUARTER GLASS					
52	R&I	L QTR GLASS STATIONARY			2.2 hrs. Glass
		Includes Clean Up Old Adhesive as Necessary, w/Rear Seat Cushion Assy Removed			
53	R&I	R QTR GLASS STATIONARY			2.2 hrs. Glass
		Includes Clean Up Old Adhesive as Necessary, w/Rear Seat Cushion Assy Removed			
54	Replace	URETHANE KIT		\$30.00	
55	Replace	URETHANE KIT		\$30.00	
REAR BUMPER					
56	R&I	REAR BUMPER COVER			1 hrs. Body
		w/Combination Lamps Removed			

Customer: [REDACTED]

Estimate #: [REDACTED]

Totals

Type	Labor Time	Cost	Total	Taxable
Body Labor	57.6	\$75.00	\$4,320.00	
Glass Labor	4.4	\$90.00	\$396.00	
Mechanical Labor	0.4	\$115.00	\$46.00	
Paint Labor	33.2	\$75.00	\$2,490.00	
Paint Supplies	33.2	\$50.00	\$1,660.00	✓
Nontaxed			\$5.00	
OEM Parts			\$7,166.55	✓
Other Parts			\$70.00	✓
Taxed			\$10.00	✓
Taxable Amount			\$8,906.55	
Tax	8.375%		\$745.92	
Nontaxable Amount			\$7,257.00	
Grand Total			\$16,909.47	

TEAR STRIP ←

→ BANDE DE DÉCHIRURE

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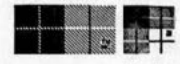
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SIZE 2 INSIDE DIMENSIONS.

5 IN/PO x 11 IN/PO

TAILLE 2 DIMENSIONS INTÉRIEURES:

5 cm x 27,9 cm

Cat. 8914-EF
 46-0001-8795-8



