



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 120

Date Received

28-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

881462

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMRU15L9YLC37211	FORD TRUCK	EXPEDITION	2000	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
--	--	--	--

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12411000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Date(s) of Failure(s) 16-FEB-2001 Mileage at Failure(s) 3000 Vehicle Speed at Failure(s) 40	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FRONT END COLLISION AT 40 MPH AND AIR BAGS DID NOT DEPLOY. HUSBAND WAS INJURED. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 120	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received: 26-FEB-2001 OFFICE OF DEFECT INVESTIGATION	Od or _____ at_dt _____ od_rt _____ up_ltr _____
		Reference No. 881462	
OWNER INFORMATION (Type or Print) 		Work Number Home Number	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner		Date 03/13/01	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1FMRU15L9YLC37211	Vehicle Make FORD TRUCK	Vehicle Model EXPEDITION	Vehicle Year 2000
		Current Odometer Reading 3308	
Purchase Date 10/28/00	Dealer's Name DREW FORD		Engine Size (CID/CC/L) 5.4L No Cylinders 8
☒ New ☐ Used	City LA MECA State CA Zip Code 91941		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No
		Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other
		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12111000	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONTA		Location ☐ Left ☒ Front ☐ Right ☐ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 0	Date(s) of Failure(s) 16-FEB-2001 Mileage at Failure(s) 3308 Vehicle Speed at Failure(s) 40		Failed Part(s) Available? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☒ Yes ☐ No	
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Fatalities 0
		Estimated Property Damage \$30,000 +	Reported to Police ☒ Yes ☐ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
FRONT END COLLISION AT 40 MPH AND AIR BAGS DID NOT DEPLOY. HUSBAND WAS INJURED. *AK AIR BAGS DID NOT DEPLOY ON 2000 FORD EXPEDITION WITH 3308 MILES. VEHICLE A TOTAL LOSS FOLLOWING FRONTAL COLLISION. NUMEROUS COMPONENTS DESTROYED/DAMAGED TO INCLUDE VEHICLE FRAME AND ENGINE. ESTIMATED DAMAGE/REPAIR \$6,777.27 (NOT			
CONTINUE ON BACK IF NEEDED			
*The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

*** Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail**

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T									
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MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

INCLUDING THE ENGINE).

CHULA VISTA, CA ACCIDENT REPORT AND ESTIMATE FOR
REPAIRS ENCLOSED.

* U.S. G.P.O.: 1972-603-687 / 657241

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20560

Official Business
Penalty for Private Use \$300

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATIONAL TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



FORD EXPEDITION XLT 4 DR WAGON
CLAIM # 000000003

LOG 3139 -0

02-22-01 6:31 AM

PROD DATE:7/00, UNRELATED DAMAGE:NONE

ADDITIONAL COMMENTS:APPR. REQ. VEH OWNER TO CONTACT B/S & AUTH TEARDOWN

ADD'L COMMENTS:PRELIMINARY ESTIMATE GENERATED/FAXED TO B/S 2/22

IV IS A TOTAL LOSS. AUTOSOURCE REQ#6372948, BIDFAST REQ#69636

CHARGES DUE B/S:1.5M. S. OSM=\$270. TOW:\$88.00. STORAGE:\$20/DAY, IN 2/19

IAA STOCK #01003374

IAA TO PAY ADVANCED CHARGES @P/U

OPEN:ADD'L ENGINE&DRIVETRAIN COMPONENTS, FRT SUSPENSION, COWL&DASH.

OP CODES:

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = ALTERNATE REPL PART	EU = QLTY RECYCLED PART	EP = ALTERNATE REPL PART
TE = PARTL REPL PRICE	ET = PARTL REPL LABOR	IT = PARTIAL REPAIR
I = REPAIR	L = REFINISH	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR. PART NO.	PRICE	AJ%	HOURS	R
E	0005		BUMPER, FRONT	XL3Z17757AA	310.00		1.0	1
E	0133	01	CVR, FRONT BUMPER UPR	XL3Z17K833BAK	107.57		INC	1
E	0040	01	PANEL, FRONT VALANCE	XL3Z17626EAA	150.00		INC	1
E	0141		FILLER, FRONT BUMPER	LT XL3Z17A861AB	10.17		INC	1
E	0142		FILLER, FRONT BUMPER	RT XL3Z17A861AB	10.17		INC	1
E	0010		BRACE, FRONT BUMPER	LT XL3Z17752AB	10.75		INC	1
E	0011		BRACE, FRONT BUMPER	RT XL3Z17752AA	10.75		INC	1
E	0009		FRAME, LICENSE PLATE	XL3Z17A385AA	4.97		0.2	1
E	0013		BRKT, FRONT BUMPER MTG	LT XL3Z17B985AC	11.08		INC	1
E	0014		BRKT, FRONT BUMPER MTG	RT XL3Z17B984AA	11.08		INC	1
E	0015		BRKT, FRONT BUMPER MTG	LT F65Z17C886AA	10.22		INC	1
E	0016		BRKT, FRONT BUMPER MTG	RT F65Z17C886AA	10.22		INC	1
	0006		BRKT, FRONT BUMPER MTG	LT REPLACE OEM	INC			1
	0007		BRKT, FRONT BUMPER MTG	RT REPLACE OEM	INC			1
E	0029		GRILLE ASSEMBLY	XL1Z8200BAF	280.00		INC	1
E	0049		REINF, GRILLE ASSEMBLY	F85Z8A284BA	140.05		INC	1
E	0024		BAFFLE, FRONT PANEL	F75Z8C259AA	17.53		INC	1
E	0012	01	EMBLEM, GRILLE	F85Z8213AA	8.48		0.2	1
E	0041		HEADLAMP ASSY, HALOGEN	LT F85Z13008BA	160.00		INC	1
RI	0042		HEADLAMP ASSY, HALOGEN	RT R&I ASSEMBLY				1
N	0073		HEADLAMPS AIM	ADDITIONAL LABOR			0.3	1
E	0051		BRKT, HEADLAMP MTG	LT XL3Z13N129AA	4.57		INC	1
E	0053		BRKT, HEADLAMP MTG	LT XL3Z13N129AA	4.57		INC	1
E	0047		LAMP, SIDE MARKER	LT F75Z13201AC	46.98		INC	1
RI	0048		LAMP, SIDE MARKER	RT R&I ASSEMBLY				1
E	1002	01	BULB, SIDE MARKER	LT F5AZ13463A	3.61		INC	1
E	0083		PANEL, HOOD	F65Z16612AL	362.00		1.0	1
L	0083		PANEL, HOOD	REFINISH			5.5	4
			SURFACE				2.8	
			EDGE				1.5	
			TWO-STAGE				0.6	
			TWO-STAGE SETUP				0.6	
E	1015		STRIKER, HOOD LATCH	F65Z16K689AD	12.25		INC	1
E	0086		LATCH, HOOD PANEL	F65Z16700AD	25.92		0.3	1

00 FORD EXPEDITION XLT 4 DR WAGON
CLAIM # 000000003

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E	0152	CABLE, HOOD LOCK	F65Z16916AB	27.18	0.4	1
E	0080	SUPT, HOOD LOCK VERT	F85Z16864AA	18.62	INC	1
L	0089	SUPT, HOOD LOCK VERT	REFINISH SURFACE		0.2	4
E	0084	HINGE, HOOD PANEL	LT F65Z16797AG	22.43	0.3	1
L	0084	HINGE, HOOD PANEL	LT REFINISH SURFACE		0.3	4
E	0085	HINGE, HOOD PANEL	RT F75Z16796AB	20.62	0.3	1
L	0085	HINGE, HOOD PANEL	RT REFINISH SURFACE		0.3	4
E	0004	PAD, INSULATOR HOOD	YL3Z16738AA	65.60	0.3	1
E	0072	PANEL, RADIATOR SUPT	XL3Z16138AA	188.50	12.0	1
L	0072	PANEL, RADIATOR SUPT	REFINISH SURFACE		1.2	4
E	0067	BRACE, RADIATOR PANEL	F65Z8B453AC	28.42	INC	1
L	0067	BRACE, RADIATOR PANEL	REFINISH SURFACE		0.2	4
E	0078	BRACE, RADIATOR PANEL	LT XL3Z8B455AB	3.43	INC	1
L	0078	BRACE, RADIATOR PANEL	LT REFINISH SURFACE		0.2	4
E	0079	BRACE, RADIATOR PANEL	RT YL3Z8B455AA	6.17	INC	1
L	0079	BRACE, RADIATOR PANEL	RT REFINISH SURFACE		0.2	4
E	0755 01	RADIATOR	F75Z8005JA	332.00	INC	1
E	0135	DEFL, RADIATOR UPR AIR	F75Z19E525AB	26.48	INC	1
E	0069 01	DEFL, RADIATOR LWR AIR	XL3Z8327BA	26.00	INC	1
E	0120	BAFFLE, RADIATOR PANEL	LT F85Z8311AA	14.53	INC	1
E	0121	BAFFLE, RADIATOR PANEL	RT F75Z8310AA	11.60	INC	1
E	0765	TANK, COOLANT RECOVERY	YL3Z8A080AA	48.90	INC	1
E	0760	BLADE, ENGINE FAN	F85Z86000AA	40.04	INC	2
E	0754	CLUTCH, ENGINE FAN	F85Z8A616CA	110.82	0.1	2
E	0758	SHROUD, RADIATOR	F85Z8146BA	79.03	INC	1
E	0756	HOSE, RADIATOR UPPER	F75Z82A00AA	22.71	0.2	1
E	0757 01	HOSE, RADIATOR LOWER	F75Z82A6MA	88.96	0.2	1
E	0762	PUMP, ENGINE COOLANT	XL3Z8501AA	136.72	1.0	2
E	0763	PULLEY, COOLANT PUMP	F6TZ8509AA	17.48	INC	2
RT	0109	TRAY, BATTERY	RT R&I ASSEMBLY			1
E	0081	AIRBAG SENSOR, FRONT	LT XL1Z14B005AB	77.65	INC	2
E	0082	AIRBAG SENSOR, FRONT	RT XL1Z14B004AA	72.33	INC	2
N	0982	A/C EVAP RECHRG & RCVR	ADDITIONAL LABOR		1.4	2
E	0731	CONDENSER, A/C	XL1Z19712AA	152.64	0.4	2
E	1786	MOUNT, A/C CONDENSER	LT F65Z19C566AA	6.88	INC	2
E	1787	MOUNT, A/C CONDENSER	RT F65Z19C566AA	6.88	INC	2
E	1790	BRKT, A/C CONDENSER	LT F75Z19702BA	8.67	0.2	2
E	1791	BRKT, A/C CONDENSER	RT F75Z19702BA	8.67	INC	2
E	0732	RECEIVER-DEHYDRATOR	XL1Z19C836AA	79.82	0.2	2
E	0787	HOSE, A/C	XL1Z19D8508A	169.92	0.3	2
E	0105	PANEL, INNER FENDER	LT F75Z16K007AB	36.77	1.5	1
L	0105	PANEL, INNER FENDER	LT REFINISH SURFACE		0.6	4
E	0053	REINF, INNER FENDER	LT F65Z16E206AG	31.97	0.3	1
L	0055	REINF, INNER FENDER	LT REFINISH SURFACE		0.4	4
E	0096	REINF, INNER FENDER	LT F75Z16C275AD	57.95	2.4	3.8

00 FORD EXPEDITION XLT 4 DR WAGON

CLAIM # 000000003

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L 0096	REINF, INNER FENDER	LT REFINISH		0.4 4
		SURFACE		0.4
E 0449	FRAME ASSY, COMPLETE	YL1Z5005UA	1,671.62	30.7 2
E 0103	FENDER, FRONT	LT F65Z16006BA	191.00	1.2 1
L 0103	FENDER, FRONT	LT REFINISH		2.9 4
		SURFACE		0.2
		EDGE		0.5
		TWO-STAGE		0.4
L 0104	FENDER, FRONT	RT REFINISH		1.2*4
	>>BLEND WITHIN PANEL. INCLUDES	CLEAR COAT ENTIRE PANEL		
RI 0104	FRONT FENDER R & I	RT R&I ASSEMBLY		1
E 0115	NAMEPLATE, FENDER	LT XL1Z16720BA	19.08	0.2 1
E 0116	NAMEPLATE, FENDER	RT XL1Z16720BA	19.08	0.2 1
E 0107	SKIRT, INNER FENDER	LT F75Z16103AB	53.17	INC 1
RI 0108	SKIRT, INNER FENDER	RT R&I ASSEMBLY		0.4 1
E 0184	SEAL, INNER FENDER	LT F65Z16B127AA	7.02	1
RI 0019	BOX, FUSE	LT R&I ASSEMBLY		1.0 2
RI 0022	ARKT, FUSE BOX	LT R&I ASSEMBLY		2
RI 0050	BOX, FUSE	LT R&I ASSEMBLY		2
RI 0100	SHIELD, BATTERY HEAT	RT R&I ASSEMBLY		1
E 0890	HORN	YL3Z13832AA	28.58	0.3 1
N 0972	ENGINE & TRANS R&I	ADDITIONAL LABOR		2
E 0779	GASKET, OIL PAN	F4AZ6710A	27.42	1.2 2
E 0780	FILTER, ENGINE OIL	F1AZ6731BD	6.89	INC 2
E 0786	AIR CLEANER ASSEMBLY	XL3Z9600CA	246.73	INC 2
E 0777	TUBE, AIR INTAKE	F75Z9B659AA	135.45	0.2 2
E 0776	SENSOR, AIR TEMP	F57Z12A697A	23.27	0.1 2
RI 0756	COOLER, TRANS OIL	R&I ASSEMBLY		2
N 0974	SUSPENSION ALIGN, FRT	ADDITIONAL LABOR		2.4 2
N 0985	BRAKE BLEED	ADDITIONAL LABOR		0.5 2
E 0653	ARM, LOWER CONTROL	L/F F75Z3079EB	108.73	1.7 2
RI 0677	BAR, FRONT STABILIZER	R&I ASSEMBLY		2
E 0706	GEAR ASSY, STEERING	YL1Z3504ABRM	333.33	0.7 2
E 0784	PUMP ASSY, POWER STRG	F8AZ3A674CARM	165.73	0.4 2
E 0785	RESERVOIR, P/S PUMP	F65Z3A697AA	18.33	0.4 2
E 0812	COOLER, P/S PUMP OIL	F75Z3D746FA	58.98	0.2 2
RI 0149	TANK, W/S WASHER-COOLAN	R&I ASSEMBLY		0.3 1
I 0160	CDWL & DASH ASSEMBLY	REPAIR		6.0*1
L 0160	CDWL & DASH ASSEMBLY	REFINISH		2.6 4
		SURFACE		2.5
E 0180	GRILLE, UPPER CDWL	LT F65Z15022A69AA	100.23	INC 1
RI 0920	PANEL, INSTRUMENT	R&I ASSEMBLY		4.8 2
I 0207	DOOR SHELL, FRONT	IT REPAIR		5.0*1
L 0207	DOOR SHELL, FRONT	LT REFINISH		2.9 4
		SURFACE		2.4
		TWO-STAGE		0.5
	>>BLEND WITHIN PANEL. INCLUDES	CLEAR COAT ENTIRE PANEL		
RI 0351	W/STRIP, BELT OUTER	L/F R&I ASSEMBLY		0.2 1
RI 0241	PML, INNER DOOR TRIM	LT R&I ASSEMBLY		0.1 1
RI 0249	MLDG, FRONT DOOR SCALP	LT R&I ASSEMBLY		0.2 1
E 0057 01	MLDG, FRONT DOOR SIDE	LT F75Z7820879BAA	66.57	0.3 1
RI 0229	MIRROR, OUTER R/C	IT R&I ASSEMBLY		0.3 1
RI 0269	CHANNEL, FRONT GLASS RU	LT R&I ASSEMBLY		0.4 1
RI 0227	HANDLE, FRONT DOOR OTR	LT R&I ASSEMBLY		0.7 1

20 FORD EXPEDITION XLT 4 DR WAGON

CLAIM # 000000003

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I	0588	PAN, FLOOR	REPAIR		7.0*1
L	0588	PAN, FLOOR	REFINISH		1.5 4
			SURFACE		1.5
L	M03	FLX ADDITIVE	REFINISH	6.00*	INC*1*
I	M10	SET-UP AND MEASURE	REPAIR		2.5*3
RI	M28	BATTERY	R&I ASSEMBLY		INC*1
	>>CHECK				
N	M50	CLEAN INTERIOR	ADDITIONAL LABOR		1.0*1
I	M64	UNIBODY-FRAME ALIGNMENT	REPAIR		6.0*3
	>>L/S COWL PANEL, HINGE PILLAR & FLOOR				
N	M66	COLOR SAND AND BUFF	ADDITIONAL LABOR	20.00*	2.0*1*
SB		HAZARDOUS WASTE DISPOSAL	SUBLET	3.00*	1
L		TINT	REFINISH		0.5*4*
N		COVER CAR	ADDITIONAL LABOR	3.00*	INC*1*
N		ANTIFREEZE-COOLANT	ADDITIONAL LABOR	12.50*	INC*1*
RI		RUNNING BOARD, LT&RT/S R&I	R&I ASSEMBLY		1.0*1*
N		AIRBAG SYSTEM DIAGNOSTICS	ADDITIONAL LABOR		1.0*2*
	>>AIRBAGS DID NOT DEPLOY, APPEAR SHOULD HAVE.				
N		P/S FLUID	ADDITIONAL LABOR	6.00*	INC*1*
N		COLLISION DAMAGE ACCESS	ADDITIONAL LABOR		2.0*1*
E		WIRING HARNESS, ENG COMP.	REPLACE OEM	377.96*	4.0*2*
E		CYL. HEAD, DRIVER'S SIDE	REPLACE OEM	540.00*	INC*1*
I		"VALVE JOB" COMPLETE	REPAIR		INC*2*
	>>CHAIN JUMPED TIMING AS A RESULT OF LOSS, LIKELY VALVE DMG@BOTH CYL HEAD				
E		CAM, DRIVER'S/S CYL HEAD	REPLACE OEM	199.00*	INC*1*
E		GASKET SET, ENG (TOP-END)	REPLACE OEM	155.00*	INC*1*
E		TIMING CHAIN	REPLACE OEM	90.00*	INC*1*
E		LABOR, ENGINE	R&I/OH	INC*	10.0*2*

143 ITEMS

MC MESSAGE

01 CALL DEALER FOR EXACT PART # / PRICE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$	8,418.52
OTHER PARTS	\$	47.50
PAINT MATERIAL	\$	400.00 **

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS TOTAL	\$	8,866.02
TAX ON PARTS & MATERIAL @ 7.500%	\$	664.95

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 34.00	28.6	23.5	\$ 1,771.40
2-MECH/ELEC	\$ 60.00	65.6	5.8	\$ 4,284.00
3-FRAME	\$ 45.00		8.5	\$ 382.50
4-REFINISH	\$ 34.00	21.1		\$ 717.40
5-PAINT	\$ 22.00			

LABOR TOTAL	\$	7,155.30
TAX ON LABOR @		

00 FORD EXPEDITION XLT 4 DR WAGON

CLAIM # 000000003

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02-22-01 6:31 AM

SUBLET REPAIRS

\$ 3.00

TOWING

\$ 88.00

STORAGE

GROSS TOTAL

\$ 16,777.27

LESS: DEDUCTIBLE

\$ 500.00--

NET TOTAL

\$ 16,277.27 TOTAL LOSS

PXN C/00/00/00/00/00 CUM 00/00/00/00/00 Geocode: 92108 SAN DIEGO

SPPL Yes Geocode: 92108 SAN DIEGO

ADP PENPRO W0338 ES LOG 3139 -0 03-05-01 10:08:04 REL 3.3A CD 02/01

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** USER-ESTABLISHED THRESHOLD FOR PAINT MATERIAL HAS BEEN REACHED AND
CALCULATED IN THIS ESTIMATE. ANY ADDITIONAL MATERIALS MAY REQUIRE
FURTHER APPROVAL. **

2.1 HOURS WERE ADDED TO THIS ESTIMATE BASED ON ADP'S TWO-STAGE REFINISH
FORMULA: 20% OF REFINISH HOURS, AFTER OVERLAP, PLUS SETUP TIME FOR THE FIRST
MAJOR PANEL, WHERE NOTED.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY
A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY WARRANTIES
APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR
DISTRIBUTOR OF THE PARTS. RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR
VEHICLE.

THIS IS NOT A REPAIR AUTHORIZATION...NO SUPPLEMENTS WITHOUT PRIOR APPROVAL
PLEASE GIVE THIS REPAIR ESTIMATE TO YOUR GARAGEMAN. DISCLAIMER: "FAILING TO
PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIR MAY RESULT IN
ADDITIONAL EXPENSE TO YOU. ANY SUPPLEMENT TO THIS ESTIMATE MUST BE AUTHORIZED
BY A USAA APPRAISER." NOTICE: "REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC
WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER." CALIFORNIA LAW PROVIDES
THAT YOU HAVE THE RIGHT TO SELECT THE REPAIR FACILITY OF YOUR CHOICE.



