

AQ14-003

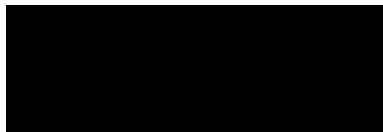
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



PROGRESSIVE™

Payment Address
Progressive-Subro
24344 Network Place
Chicago, IL 60673-1243

Document Address
P.O. Box 512929
Los Angeles, CA
90051-0929

Phone: (877) 818-0139
Fax: (888) 781-6947

6/12

May 19, 2014

CHRYSLER
PO BOX 218008
AUBURN HILLS, MI 48321

Type of Loss: TIE ROD FAILURE CAUSED ACCIDENT
VIN/DOT Number: 3D7MX49A27G [REDACTED]
Year: 2007
Make: DODGE
Model: RAM 3500
Your Claim No: N/A
Our Insured: [REDACTED]
Address: [REDACTED] OK [REDACTED]
Our Claim No: [REDACTED]
Date of Loss: 12-02-13
Damages: \$ 53,376.49

RECEIVED

JUN 17

SPECIAL INVESTIGATIONS

NOTICE OF SUBROGATION CLAIM

Please accept this letter as formal notice of our subrogation rights in regard to the above-captioned claim. Demand is hereby made upon you for payment of Progressive Direct Insurance Co damages and those of our insured.

Our investigation indicates damages to our insured's vehicle was a direct result of a manufacturer's defect or negligence on your behalf. Enclosed please find all supporting documentation.

Please acknowledge receipt of my subrogation demand and forward your payment of \$53,376.49 to my attention, payable to "Progressive Direct Insurance Co", as subrogee of [REDACTED], and remit to the following address:

Progressive-Subro
24344 Network Place
Chicago, IL 60673--1243

You can contact me at the number listed below should you need additional documentation or to discuss this claim.

Thank you for your anticipated cooperation.

Nick Gichenko
Subrogation Representative
Progressive Direct Insurance Co
Phone: (440) 603-7789
Fax (888) 781-6947
Nick_Gichenko@Progressive.com
Enclosure

**LEGAL PHOTOS RETAINED IN DOCUMENT
RETENTION**



ESubro Hub Demand Package

Demand Summary

Demander: GARRISON PROPERTY AND CASUALTY ASSOC

Claim # [REDACTED]

Responder: PROGRESSIVE INS GROUP

Claim # [REDACTED]

Original Damages : \$ 3774.89

Response Amt (R) : \$ 2534.89

Demand Amt (D): \$ 2534.89

Status : Closed

Total Payment Amt : \$ 0.00

This package includes the following:

Demand Detail

Negotiation Detail

Activity Log

Evidence Detail

All Evidence

Demand Summary

| | |
|--|----------------------------------|
| Demander: GARRISON PROPERTY AND CASUALTY ASSCO | Claim # [REDACTED] |
| Responder: PROGRESSIVE INS GROUP | Claim # [REDACTED] |
| Original Damages: \$3774.89 | Total Demand Amt. (D): \$2634.89 |

Demand Detail

| | |
|---------------------------------------|--|
| D Demander Company Information | R Responder Company Information |
|---------------------------------------|--|

Company Name: GARRISON PROPERTY AND

Company Name: PROGRESSIVE INS GROUP

Claim Number: [REDACTED]

Claim Number: [REDACTED]

Line of Insurance: Personal

Line of Insurance: Personal

Insured Name: [REDACTED]

Insured Name: [REDACTED]

| | |
|---------------------------------------|--|
| D Demander Vehicle Information | R Responder Vehicle Information |
|---------------------------------------|--|

Driver Name: [REDACTED]

Driver Name: [REDACTED]

Bailment: No

Vehicle Make/Model:

Vehicle Make/Model:

Vehicle Year:

Vehicle Year:

Lic Plate State/Num:

Lic Plate State/Num:

| |
|---------------------------|
| L Loss Information |
|---------------------------|

Loss Date: 12/02/2013

Vehicle City: COLE CITY

Loss Location:

Vehicle State: OK

Loss Facts:

| | |
|------------------------------------|-------------------------------------|
| D Demander Rep. Information | R Responder Rep. Information |
|------------------------------------|-------------------------------------|

Rep. Name: TRAVIS KLANN

Rep. Name: HEATHER NEAL

Address: PO Box 659476

Address: PO Box 512926

San Antonio, TX 78265

Los Angeles, CA 90051

Rep. Phone: 800-531-8222 ext 40854

Rep. Phone: 4406037042

| |
|---------------------------------|
| D Remittance Information |
|---------------------------------|

Address: Usaa Subrogation

Phone: 800-531-8722 x20227

PO Box 659476

Attn:

San Antonio, TX 78265

Demand Negotiation Detail

| D Demand Auto-Closed 07/22/14 12:11 EST | | | |
|---|---------|-----------------------|---------|
| Original Damages | | Negotiated Damages | |
| Auto Damages: | 3774.89 | Auto Damages: | 2534.89 |
| Rental: | 0.00 | Rental: | 0.00 |
| Towing: | 0.00 | Towing: | 0.00 |
| Other: | 0.00 | Other: | 0.00 |
| Deductible: | 0.00 | Deductible: | 0.00 |
| Salvage Amt.: | | Salvage Amt.: | |
| Total: | 3774.89 | Total: | 2534.89 |
| | | Responder Liability % | 100 % |
| | | Total Demand | 2534.89 |
| Description: Demand Auto-Closed | | | |

| D Demand Auto-Closed 07/22/14 12:11 EST | | | |
|---|---------|-----------------------|---------|
| Original Damages | | Negotiated Damages | |
| Auto Damages: | 3774.89 | Auto Damages: | 2534.89 |
| Rental: | 0.00 | Rental: | 0.00 |
| Towing: | 0.00 | Towing: | 0.00 |
| Other: | 0.00 | Other: | 0.00 |
| Deductible: | 0.00 | Deductible: | 0.00 |
| Salvage Amt.: | | Salvage Amt.: | |
| Total: | 3774.89 | Total: | 2534.89 |
| | | Responder Liability % | 100 % |
| | | Total Demand | 2534.89 |
| Description: Offer accepted | | | |

| R Reply to a Payment 07/22/14 12:11 EST | | | |
|---|--|-----------------------|------|
| Original Damages | | Negotiated Damages | |
| Auto Damages: | | Auto Damages: | 0.00 |
| Rental: | | Rental: | 0.00 |
| Towing: | | Towing: | 0.00 |
| Other: | | Other: | 0.00 |
| Deductible: | | Deductible: | 0.00 |
| Salvage Amt.: | | Salvage Amt.: | |
| Total: | | Total: | 0.00 |
| | | Responder Liability % | 0 % |
| | | Total Demand | 0.00 |
| Description: Please advise when this payment can be accepted - thank you! Heather | | | |

Demand Negotiation Detail

| R | | | |
|---|-----------------------|--------------------------|-----------------------------|
| Original Damages | Negotiated Damages | Neg. Liab. Pct. | Total Demand |
| Auto Damages: 3774.89 | Auto Damages: 2534.89 | Responder Liability % | Total Demand 2534.89 |
| Rental: 0.00 | Rental: 0.00 | | |
| Towing: 0.00 | Towing: 0.00 | | |
| Other: 0.00 | Other: 0.00 | | |
| Deductible: 0.00 | Deductible: 0.00 | | |
| Salvage Amt.: | Salvage Amt.: | | |
| Total: 3774.89 | Total: 2534.89 | 100 % | |
| Description: Hello! I reviewed the recorded statement from all the drivers, including yours. The estimate is in line with the damage presented in the recorded states except there was no damage from any party, including your client that the sunroof was damaged. I removed the part for \$1240.00 from the offer. Please review this and let me know if you are able to accept this offer as the sunroof is unsupported. Thank you - Heather | | | |

| D | | | |
|--|--------------------|--------------------------|--------------------------|
| Original Damages | Negotiated Damages | Neg. Liab. Pct. | Total Demand |
| Auto Damages: | Auto Damages: 0.00 | Responder Liability % | Total Demand 0.00 |
| Rental: | Rental: 0.00 | | |
| Towing: | Towing: 0.00 | | |
| Other: | Other: 0.00 | | |
| Deductible: | Deductible: 0.00 | | |
| Salvage Amt.: | Salvage Amt.: | | |
| Total: | Total: 0.00 | 0 % | |
| Description: We weren't able to obtain any photos. We are willing to negotiate the damages due to not having any photos to provide. | | | |

| D | | | |
|--|--------------------|--------------------------|--------------------------|
| Original Damages | Negotiated Damages | Neg. Liab. Pct. | Total Demand |
| Auto Damages: | Auto Damages: 0.00 | Responder Liability % | Total Demand 0.00 |
| Rental: | Rental: 0.00 | | |
| Towing: | Towing: 0.00 | | |
| Other: | Other: 0.00 | | |
| Deductible: | Deductible: 0.00 | | |
| Salvage Amt.: | Salvage Amt.: | | |
| Total: | Total: 0.00 | 0 % | |
| Description: I will try to obtain the photos and will upload them as soon as I can. | | | |

Demand Negotiation Detail

| R | | | |
|---|--------------------|--------------------------|--------------------------|
| Original Damages | Negotiated Damages | Neg. Liab. Pct | Total Demand |
| Auto Damages: | Auto Damages: 0.00 | Responder Liability % | Total Demand 0.00 |
| Rental: | Rental: 0.00 | | |
| Towing: | Towing: 0.00 | | |
| Other: | Other: 0.00 | | |
| Deductible: | Deductible: 0.00 | | |
| Salvage Amt.: | Salvage Amt.: | | |
| Total: | Total: 0.00 | | |
| Description: Hello - can you please provide pictures of the damage to the vehicle to review with your demand? Thank you - Heather | | | |

| D | | | |
|-----------------------|-----------------------|--------------------------|-----------------------------|
| Original Damages | Negotiated Damages | Neg. Liab. Pct | Total Demand |
| Auto Damages: 3774.89 | Auto Damages: 3774.89 | Responder Liability % | Total Demand 3774.89 |
| Rental: 0.00 | Rental: 0.00 | | |
| Towing: 0.00 | Towing: 0.00 | | |
| Other: 0.00 | Other: 0.00 | | |
| Deductible: 0.00 | Deductible: 0.00 | | |
| Salvage Amt.: | Salvage Amt.: | | |
| Total: 3774.89 | Total: 3774.89 | | |
| Description: demand | | | |

Activity Log

| Date/Time | Actor/By | Event Type | Event Description |
|----------------------|------------------|------------------------|--|
| 03/06/2014 13:07 EST | AF SYSTEM | Batch Print Created | Demand Package for Batch Print created due to Acknowledge Acceptance |
| 03/08/2014 13:07 EST | HEATHER NEAL (R) | Acknowledge Acceptance | Responder Acknowledged Demander Acceptance |
| 03/06/2014 13:07 EST | AF SYSTEM | Demand Auto-Closed | Demand Auto-Closed |
| 03/06/2014 13:06 EST | HEATHER NEAL (R) | Demand Printed | Demand Printed |
| 03/06/2014 12:15 EST | [REDACTED] (D) | Message Flag Cleared | Message Flag Cleared |
| 03/06/2014 12:14 EST | AF SYSTEM | Batch Print Created | Demand Package for Batch Print created due to Accepted by Demander |
| 03/06/2014 12:14 EST | [REDACTED] (D) | Accepted by Demander | Message: Offer accepted |
| 03/06/2014 12:14 EST | AF SYSTEM | Diary Cancelled | Diary automatically cancelled due to demand activity: Accepted |

Activity Log

| | | | |
|----------------------|------------------|---|--|
| 02/28/2014 12:11 EST | HEATHER NEAL (R) | Diary Created | Diary created by HEATHER NEAL; diary will expire on Mar 7, 2014. Diary comment: |
| 02/28/2014 12:11 EST | HEATHER NEAL (R) | Diary Cancelled | A new diary was created which forced cancellation of existing diary |
| 02/28/2014 12:11 EST | HEATHER NEAL (R) | Reply to a Request has been sent by Responder | Responder sent their Reply: "Please advise when this payment can be accepted - thank you! Heather" |
| 02/28/2014 01:05 EST | AF SYSTEM | Diary Expired | Diary (set to expire on Feb 28, 2014) expired on Feb 28, 2014 |
| 02/11/2014 11:07 EST | HEATHER NEAL (R) | Diary Created | Diary created by HEATHER NEAL; diary will expire on Feb 28, 2014. Diary comment: |
| 02/11/2014 11:07 EST | HEATHER NEAL (R) | Diary Cancelled | A new diary was created which forced cancellation of existing diary |
| 02/11/2014 11:07 EST | HEATHER NEAL (R) | Diary Created | Diary created by HEATHER NEAL; diary will expire on Feb 25, 2014. Diary comment: |
| 02/11/2014 11:07 EST | HEATHER NEAL (R) | Counter Offer by Responder | Message: Hello! I reviewed the recorded statement from all the drivers, including yours. The estimate is in line with the damage presented in the recorded status except there was no damage from any party, including your client that the sunroof was damaged. I removed the part for \$1240.00 from the offer. Please review this and let me know if you are able to accept this offer as the sunroof is unsupported. Thank you - Heather |
| 02/11/2014 10:59 EST | HEATHER NEAL (R) | Demand Printed | Demand Printed |
| 02/11/2014 10:59 EST | HEATHER NEAL (R) | Message Flag Cleared | Message Flag Cleared |
| 02/06/2014 13:04 EST | [REDACTED] (D) | Assign Internal Ownership (D) | Ownership assigned to TRAVIS KLANN. |
| 02/06/2014 13:04 EST | [REDACTED] (D) | Demander Owner Changed | Ownership changed on Demander to TRAVIS KLANN. |
| 02/06/2014 11:54 EST | [REDACTED] | Reply to a Request has been sent by Demander | Demander sent their Reply: "We weren't able to obtain any photos. We are willing to negotiate the damages due to not having any photos to provide." |
| 02/06/2014 10:35 EST | AF SYSTEM | Diary Cancelled | Diary automatically cancelled due to demand activity: Issued |
| 02/06/2014 10:35 EST | [REDACTED] | Reply has been sent and the Request marked as Completed by Demander | Demander sent their Reply: "I will try to obtain the photos and will upload them as soon as I can." |
| 02/05/2014 07:31 EST | [REDACTED] (D) | Details Edited by Demander | Demander Updated Demand Details |
| 01/27/2014 16:28 EST | HEATHER NEAL (R) | Diary Created | Diary created by HEATHER NEAL; diary will expire on Feb 11, 2014. Diary comment: |
| 01/27/2014 16:25 EST | HEATHER NEAL (R) | More information requested by the Responder | Responder requested information. Request: "Hello - can you please provide pictures of the damage to the vehicle to review with your demand? Thank you - Heather" |
| 01/27/2014 16:23 EST | HEATHER NEAL (R) | Demand Printed | Demand Printed |
| 01/22/2014 15:15 EST | HEATHER NEAL (R) | Responder Owner Changed | Ownership changed on Responder to HEATHER NEAL. |

Activity Log

| Time | User | Action | Details |
|----------------------|------------------|--------------------------------------|---|
| 01/21/2014 16:10 EST | LAURA GILL (R) | Details Edited by Responder | Responder Updated Demand Details(Original Claim Number: [REDACTED] Updated Claim Number: 13-4955787-04) |
| 01/21/2014 16:10 EST | LAURA GILL (R) | Internal Assignment (R) | Assignment message: "assigned to is". |
| 01/21/2014 16:10 EST | LAURA GILL (R) | Assign Internal Ownership (R) | Ownership assigned to PROGRESSIVE SUBROGATION. |
| 12/31/2013 14:05 EST | [REDACTED] (D) | Assign Internal Ownership (D) | Ownership assigned to INITIAL DEMAND SEND TEAM. |
| 12/31/2013 14:05 EST | [REDACTED] (D) | Demand Issued | The Demand was assigned to e-Subro - Inbound Initial Routing at PROGRESSIVE INS GROUP via automated routing rules. Based on current settings, notification will not be attempted. Message: demand |
| 12/31/2013 14:05 EST | [REDACTED] (D) | Demand Created | Demand Created |
| 12/31/2013 14:05 EST | PRINT DRIVER (D) | Document is now available for review | Document Available on E-Subro: 00440_830a6bca-4e85-44b4-b155-4035fbed3f2.pdf |
| 12/31/2013 14:04 EST | PRINT DRIVER (D) | Document is now available for review | Document Available on E-Subro: 00440_5d3a29cf-0b2c-4462-8f3d-25b6ed130f0e.pdf |

Demand Evidence List

| Time | User | Action | Amount | Client |
|------------------|------------------|-----------------|-------------------|--------|
| 12/31/2013 14:05 | PRINT DRIVER (D) | Payment History | Orig : \$3,774.89 | Client |
| 12/31/2013 14:04 | PRINT DRIVER (D) | Estimate | Orig : \$3,774.89 | Client |

Toolbars ▶ To Bottom

The deductible for Collision has already been waived.

Payments | Payment Settings

Payments ▶ CLR Help

Review Payments

| Requested Date | Amount | Payee | Issued Date | Method | Status |
|----------------|------------|------------|-------------|---------------|----------------|
| 12/17/2013 | \$3,774.89 | [REDACTED] | 12/17/2013 | Printed check | Void Requested |

To Top

12/16/2013 AT 02:13 PM
111164

FILE ID: 1230606

USAA - TAMPA
ADJUSTER: KAREN NG

AUDIT SERVICES INC. IA
ESTIMATE AUDIT
2123 EASTVIEW PARKWAY
CONTERS, GA 30013
(800)647-3626 FAX: (800)952-5371
WRITTEN BY: ELAINE DAVIS 12/16/2013 02:09 PM

ESTIMATE OF RECORD

INSURED: [REDACTED] CLAIM #: [REDACTED]
OWNER: [REDACTED] POLICY #: [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 12/02/2013 AT 12:00 AM
ATOKA, OK [REDACTED] TYPE OF LOSS: COLLISION
EVENING: [REDACTED] POINT OF IMPACT: 12. FRONT
CELLULAR: [REDACTED]
INSPECT [REDACTED] DAY: [REDACTED]
LOCATION: [REDACTED] OTHER: [REDACTED]
ATOKA, OK [REDACTED]
REPAIR RANDY'S BODY SHOP BUSINESS: (580)924-4034
FACILITY: 3111 WESTSIDE DRIVE 7 DAYS TO REPAIR
EMAIL: RANDY@RANDYSBODYSHOP.CO LICENSE # FEIN: [REDACTED]
DURANT, OK 74701

2009 BENZ C300 6-3.0L-FI 4D SED BLACK INT:
VIN: WDDGF54XX9R [REDACTED] LIC: [REDACTED] PROD DATE: [REDACTED] ODOMETER: 0
AIR CONDITIONING TILT WHEEL CRUISE CONTROL
REAR DEFOGGER KEYLESS ENTRY ALARM
MESSAGE CENTER STEERING WHEEL CONTROLS TELESCOPIC WHEEL
CLIMATE CONTROL DUAL MIRRORS TINTED GLASS
ELECTRIC GLASS SUNROOF FOG LAMPS TRACTION CONTROL
STABILITY CONTROL SIGNAL INTEGRATED MIRRORS POWER TRUNK/GATE RELEASE
CLEAR COAT PAINT POWER STEERING POWER BRAKES
POWER WINDOWS POWER LOCKS POWER MIRRORS
HEATED MIRRORS POWER DRIVER SEAT POWER PASSENGER SEAT
AM RADIO FM RADIO STEREO
SEARCH/SEEK CD PLAYER AUXILIARY AUDIO CONNECTIO
DRIVERS SIDE AIR BAG PASSENGER AIR BAG ANTI-LOCK BRAKES (4)
4 WHEEL DISC BRAKES FRONT SIDE IMPACT AIR BAG HEAD/CURTAIN AIR BAGS
COMMUNICATIONS SYSTEM HANDS FREE DEVICE AUTOMATIC TRANSMISSION
ALUMINUM/ALLOY WHEELS

12/16/2013 AT 02:13 PM

FILE ID: 1230606

0901119c8de1685e
Claim #:

USAA Confidential

111164

ESTIMATE OF RECORD
2009 BENZ C300 6-3.0L-FI 4D SED BLACK INT:

| NO. | OP. | DESCRIPTION | QTY | EXT. | PRICE | LABOR | PAINT |
|---------------|------|------------------------------|-----|---------|-------|--------|-------|
| 1 | | FRONT BUMPER | | | | | |
| 2 | REFN | BUMPER COVER W/AMG W/O LAMP | | | | | 2.4 |
| | | WASH | | | | | |
| 3 | | ADD FOR CLEAR COAT | | | | | 1.0 |
| 4 | | O/H BUMPER ASSY | | | | 3.4 | |
| 5 | REPL | CENTER GRILLE W/AMG | 1 | 80.00 | | INCL. | |
| 6 | | HOOD | | | | | |
| 7* | RPR | HOOD W/O C63 (STL) | | | | 4.0* | 3.0 |
| 8 | | ADD FOR CLEAR COAT | | | | | 1.2 |
| 9 | | WINDSHIELD | | | | | |
| 10 | REPL | WINDSHIELD MERCEDES | 1 | 472.00 | | 4.8 | |
| 11 | REPL | W SHIELD MOLDING | 1 | 23.50 | | INCL. | |
| 12# | | URETHANE KIT | 1 | 15.00 | | | |
| 13 | | ROOF | | | | | |
| 14# | | O/H SUNROOF ASSY | 1 | | | 6.5 | |
| 15* | REPL | SUNROOF GLASS | 1 | 1240.00 | | INCL.* | |
| 16 | REFN | ROOF PANEL W/SUNROOF (HSS) | | | | | 2.8 |
| 17 | | OVERLAP MAJOR NON-ADJ. PANEL | | | | | -0.2 |
| 18 | | ADD FOR CLEAR COAT | | | | | 0.5 |
| 19 | R&I | RT DRIP MOLDING | | | | 0.8 | |
| 20 | R&I | LT DRIP MOLDING | | | | 0.8 | |
| 21# | SUBL | HAZARDOUS WASTE REMOVAL | 1 | 3.00 | | | |
| SUBTOTALS ==> | | | | 1833.50 | | 20.3 | 10.7 |

ESTIMATE NOTES:
OK LICENSE #0100175261

SHOP ON 12/16/2013. ESTIMATE COPY FAXED TO SHOP. PLEASE CALL ELAINE AT (800) 647-3626 EXT 3153 FOR ALL SUPPLEMENTS. SUPPLEMENTS WILL NOT BE PROCESSED WITHOUT PRIOR APPROVAL AND SUPPORTING DOCUMENTATION INCLUDING PARTS INVOICES AND PHOTOS. PLEASE SEND SUPPLEMENT DOCUMENTATION AND PHOTOS TO SUPPLEMENTS@ASICLAIMS.COM. VEHICLE IS DRIVEABLE. VEHICLE IS NOT DRIVEABLE. DATE OF MANUFACTURE UNAVAILABLE THE VEHICLE IS SUBJECT TO QRP. DATE ESTIMATE RECEIVED 12/15/2013, DATE ESTIMATE REVIEWED 12/16/2013, DATE ESTIMATE REVIEW UPLOADED 12/16/2013

PRIOR DAMAGE NOTES:
NONE

2

12/16/2013 AT 02:13 PM
111164

FILE ID: 1230606

ESTIMATE OF RECORD
2009 BENZ C300 6-3.0L-FI 4D SED BLACK INT:

PARTS 1833.50
BODY LABOR 20.3 HRS @ \$ 45.00/HR 913.50

0901119-8401685
Claim #

BSAA Confidential

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| | | | |
|-----------------------|------------|--------------|------------|
| PAINT LABOR | 10.7 HRS | @\$ 45.00/HR | 481.50 |
| PAINT SUPPLIES | 10.7 HRS | @\$ 32.00/HR | 342.40 |
| ----- | | | |
| SUBTOTAL | | | \$ 3570.90 |
| SALES TAX | \$ 2175.90 | @ 9.3750% | 203.99 |
| ----- | | | |
| TOTAL COST OF REPAIRS | | | \$ 3774.89 |
| ADJUSTMENTS: | | | |
| DEDUCTIBLE | | | 500.00 |
| ----- | | | |
| TOTAL ADJUSTMENTS | | | \$ 500.00 |
| NET COST OF REPAIRS | | | \$ 3274.89 |

THIS ESTIMATE AUDIT DOES NOT REPRESENT AUTHORIZATION TO REPAIR OR AN ACCEPTANCE/DETERMINATION OF LIABILITY. THIS ESTIMATE AUDIT DOES NOT CONFIRM THAT PAYMENT WILL BE ISSUED. SIGNED AUTHORIZATION MUST BE OBTAINED BY THE REPAIR FACILITY FROM THE VEHICLE OWNER PRIOR TO STARTING REPAIR. THE VEHICLE OWNER SHOULD CONFIRM COVERAGE WITH HIS /HER CLAIM REPRESENTATIVE PRIOR TO SIGNING ANY REPAIR AUTHORIZATION. A COPY OF THIS ESTIMATE AUDIT MUST BE PRESENTED TO THE REPAIR SHOP OF YOUR CHOICE PRIOR TO THE START OF REPAIRS. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL. PLEASE CALL (800) 647-3626 FOR ANY QUESTIONS REGARDING SUPPLEMENTS ETC.

3

12/16/2013 AT 02:13 PM
111164

FILE ID: 1230606

ESTIMATE OF RECORD
2009 BENZ C300 6-3.0L-FI 4D SED BLACK INT:

PLEASE PRESENT A COPY OF THIS ESTIMATE TO A REPAIR FACILITY OF YOUR CHOICE
*USAA SUBSIDIARIES INCLUDE: UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA), USAA CASUALTY INSURANCE COMPANY (CIC), USAA GENERAL INDEMNITY COMPANY (GIC) USAA COUNTY MUTUAL INSURANCE (CMI) AND GARRISON PROPERTY CASUALTY INSURANCE COMPANY. GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY, A SUBSIDIARY OF USAA CASUALTY INSURANCE COMPANY, IS AUTHORIZED TO USE THE USAA LOGO, A REGISTERED TRADEMARK OF UNITED SERVICES AUTOMOBILE ASSOCIATION.

0901119c8da1685e
Claim #: [REDACTED]

USAA Confidential

(Generated Mar 06, 2014 01:10 PM EST) Page 11 of 14

THIS IS NOT AN AUTHORIZATION TO REPAIR. FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIR MAY RESULT IN ADDITIONAL EXPENSES TO YOU. A USAA APPRAISER MUST AUTHORIZE ANY SUPPLEMENT TO THIS ESTIMATE. REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

IF ALTERNATIVE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAS ALSO BEEN DISCLOSED. IF ALTERNATIVE QUALITY REPLACEMENT PARTS AS LISTED ON THE APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO, OR GREATER THAN, THE PARTS BEING REPLACED, AS STATED IN USAA'S LIMITED PARTS WARRANTY. USAA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT, SAFETY AND CORROSION PROTECTION AS THE PART OR PARTS THEY REPLACE. USAA IDENTIFIES CERTIFIED AND VALIDATED PARTS FOR SHEET METAL REPLACEMENT PARTS.

WARNING : ANY PERSON WHO KNOWINGLY, AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR THE PROCEEDS OF AN INSURANCE POLICY CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELONY.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ERI5777, CCC DATA DATE 12/02/2013, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OR/VEHICLE DEALERSHIPS. 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. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR 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, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR

4

12/16/2013 AT 02:13 PM
111164

FILE ID: 1230606

ESTIMATE OF RECORD
2009 BENZ C300 6-3.0L-FI 4D SED BLACK INT:

USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECOND PARTS ARE DESCRIBED AS RECOR. 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 2014 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 PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PART 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

0901110-821-1605
Claim #:

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FOLLOWING LABOR: D=DIAGNOSTIC LABOR CATEGORY. B=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. COMP REPL=COMPETITIVE REPLACEMENT (PART). 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. QUAL RECY=QUALITY RECYCLED (PART). QUAL REPL=QUALITY REPLACEMENT (PART). REFN=REFINISH. REPL=REPLACE. R&I=REMOVE AND INSTALL. R&R=REMOVE AND REPLACE. RPR=REPAIR. RT=RIGHT. SAS=SANDWICHED STEEL. SECT=SECTION. SUBL=SUBLET. UHS=ULTRA HIGH STRENGTH STEEL. N=NOTE(S) ASSOCIATED WITH THE ESTIMATE LINE.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC. THE FOLLOWING IS A LIST OF ABBREVIATIONS THAT MAY BE USED IN CCC PATHWAYS 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.

5

12/16/2013 AT 02:13 PM
111164

FILE ID: 1230606

ESTIMATE OF RECORD
2009 BENZ C300 6-3.0L-FI 4D SED BLACK INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY SELECT

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 3
NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0
NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

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Claim #

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RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: AUTOMATICALLY SELECT

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 0

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

Progressive Group of Insurance Companies

Settlement Summary**Claim Information**

Claim Number: [REDACTED]
Policy Number: [REDACTED]
Owner: [REDACTED]

Coverage Type of Loss: Liability
Loss Date: 12/02/2013
Reported Date: 12/02/2013
Valuation Report ID: 1004078363

Vehicle Information

Loss Vehicle: 2013 CHEVROLET SILVERADO 1500 LS CREW
 CAB PKP 4.8L 8 Cyl Flexible A 2WD
 VIN: 3GCPCREA2DG [REDACTED]
Mileage: 27,616 miles

Location: OK 74572

Exterior Color: Blue Topaz Metallic
License Plate: [REDACTED] Oklahoma, Exp.
 04/2014

Title History: No**Title History Comments:****Loan Information**

Lien Holder Payoff: \$0.00
Loan/Lease Payoff Coverage: \$0.00

Payment Information

Lien Holder Payment(s): \$0.00
Net to Owner: \$26,304.00

Settlement

| | |
|----------------------------------|--------------|
| Stated Amount: | \$0.00 |
| Actual Cash Value: | \$25,438.58 |
| Base Value: | \$25,438.37 |
| Title History Adjustment: | -\$0.00 |
| Refurbishment Adjustment: | \$0.00 |
| After Market Parts Adjustment: | \$60.00 |
| Condition Adjustment: | -\$59.79 |
| Prior Damage Adjustment: | -\$0.00 |
| Market Value: | \$ 25,438.58 |
| Settlement Adjustment(Pre-Tax): | \$0.00 |
| Fees: | \$67.42 |
| Taxes: | \$798.00 |
| Company Obtains: | \$0.00 |
| Net Settlement: | \$26,304.00 |
| Settlement Adjustment(Post-Tax): | \$0.00 |
| Deductible: | -\$0.00 |
| Other Adjustments: | \$ 0.00 |
| Total Settlement: | \$26,304.00 |

Adjuster License #:
Comments:

Date: 12/ 4/2013 04:26 PM
 Estimate ID: 13-4955787-02
 Estimate Version: 0
 Committed
 Profile ID: OKC:all except amsm

PROGRESSIVE

601 SE 89TH STREET , Oklahoma City, OK 73149
 (405) 416-7240
 Fax: (405) 416-7311

Damage Assessed By: T. BECK (405) 520-5282

Claim Rep: KELLY DINNEEN
 (918) 505-4388

* Product Type: Auto
 * Date of Loss: 12/ 2/2013
 Contact Date: 12/ 4/2013
 * Deductible: NONE
 * Claim Number: [REDACTED]

Claimant: [REDACTED]
 Address: [REDACTED] TUPELO, OK [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] TUPELO, OK [REDACTED]
 Telephone: [REDACTED]
 Cell Phone: [REDACTED]

Contact Phone: [REDACTED]

Mitchell Service: 910842

Description: 2013 Chevrolet Pickup Silverado C1500 LS
 Body Style: 4D PkUpCrw 6' Bed 144" WB
 VIN: 3GCPCREA2DG [REDACTED]
 Mileage: 27,616
 OEM/ALT: A
 Color: BLUE
 Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING
 MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS.
 TRACTION CONTROL, SATELLITE RADIO, V8 ENGINE, CHROME WHEELS, FRONT AIR DAM
 TINTED GLASS, TRIP COMPUTER, TELEMATIC SYSTEMS, SIDE AIRBAGS, ANTI-THEFT SYSTEM
 AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS
 VEHICLE THEFT TRACKING/NOTIFICATION, DAYTIME RUNNING LIGHTS
 AM/FM STEREO CD/MP3 PLAYER, CHROME ASSIST STEPS, ELECTRONIC STABILITY CONTROL
 FRONT SPLIT BENCH SEAT, KEYLESS ENTRY SYSTEM, POWER HEATED EXTERIOR MIRRORS
 STEERING WHEEL MOUNTED CONTROLS

Drive Train: 4.8L Inj 8 Cyl 2WD
 License: [REDACTED]
 Search Code: OKLAHOMAC2

| Line Item | Entry Number | Labor Type | Operation | Line Item Description | Part Type/ Part Number | Dollar Amount | Labor Units |
|-----------------------|--------------|------------|----------------|------------------------------------|------------------------|---------------|-------------|
| <u>Front Bumper</u> | | | | | | | |
| 1 | | BDY | OVERHAUL | Frt Bumper Assy | | | 2.6 # |
| 2 | 004098 | BDY | REMOVE/REPLACE | Frt Bumper Impact Bar | Remanufactured | 361.00 | INC # |
| 3 | 000018 | BDY | REMOVE/REPLACE | L Frt Bumper Extension | 22737638 GM PART | 83.60 | INC # |
| 4 | | BDY | REMOVE/INSTALL | Frt Bumper Assy | | | INC # |
| 5 | 000020 | BDY | REMOVE/REPLACE | L Frt Bumper Bracket | 15838208 GM PART | 33.48 | INC # |
| <u>Front Lamps</u> | | | | | | | |
| 6 | 000080 | BDY | REMOVE/REPLACE | L Front Combination Lamp Assembly | ^OEM DISCOUNT PART | 167.06 | INC # |
| 7 | | BDY | CHECK/ADJUST | Headlamps | | | 0.4 |
| <u>Hood</u> | | | | | | | |
| 8 | 000127 | BDY | REPAIR | Hood Panel | Existing | | 4.0* |
| 9 | | REF | REFINISH | Hood Outside | | | C 3.0 |
| <u>Front Fender</u> | | | | | | | |
| 10 | 000299 | BDY | REMOVE/REPLACE | L Fender Panel | 22977473 GM PART | 464.28 | 3.1 # |
| 11 | | REF | REFINISH | L Fender Outside | | | C 1.6 |
| 12 | | REF | REFINISH | L Add To Edge Fender | | | C 1.2 |
| <u>Air Bag System</u> | | | | | | | |
| 13 | 003320 | MCH | REMOVE/REPLACE | Disable & Enable Air Bag System -M | | | 0.5 |
| 14 | 004510 | MCH | REMOVE/REPLACE | Air Bag Module-Driver Front -M | 20928232 GM PART | 750.00 | 0.4 |
| 15 | 004116 | MCH | REMOVE/REPLACE | Air Bag Module-Passenger Front -M | 22744317 GM PART | 750.00 | 1.6 |
| 16 | 004257 | MCH | REMOVE/REPLACE | R Frt Air Bag Impact Sensor -M | 13502744 GM PART | 166.67 | 0.5 |
| 17 | 005110 | MCH | REMOVE/REPLACE | L Frt Air Bag Impact Sensor -M | 13502744 GM PART | 166.67 | 0.5 |
| 18 | 004015 | MCH | REMOVE/REPLACE | R Air Bag Side Curtain Module -M | 22781279 GM PART | 416.67 | 0.8 # |

ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

Mitchell Data Version: OEM: NOV_13_V1125

Software Version: MAPP:NOV_13_V 7.0.487

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Date: 12/4/2013 04:26 PM
 Estimate ID: 13-4955787-02
 Estimate Version: 0
 Committed
 Profile ID: OKC:all except amsm

| | | | | | | | | | |
|---|--------|----------------|--|--------------------------------------|-------------------|-------------------|----------|--------|--|
| 19 | BDY | REMOVE/INSTALL | Roof Headliner | | | | | 3.8 # | |
| 20 | 004016 | MCH | REMOVE/REPLACE | L Air Bag Side Curtain Module -M | 22781278 | GM PART | 416.67 | INC # | |
| 21 | 004487 | MCH | REMOVE/REPLACE | R Frt Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | 0.3 # | |
| 22 | BDY | REMOVE/INSTALL | R Frt Door Trim Panel | | | | | 0.4 | |
| 23 | 004488 | MCH | REMOVE/REPLACE | L Frt Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | INC # | |
| 24 | BDY | REMOVE/INSTALL | L Frt Door Trim Panel | | | | | INC | |
| 25 | 004491 | MCH | REMOVE/REPLACE | R Rear Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | 0.3 # | |
| 26 | BDY | REMOVE/INSTALL | R Rear Door Trim Panel | | | | | 0.4 | |
| 27 | 004492 | MCH | REMOVE/REPLACE | L Rear Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | INC # | |
| 28 | BDY | REMOVE/INSTALL | L Rear Door Trim Panel | | | | | INC | |
| <u>Wheel</u> | | | | | | | | | |
| 29 | 003330 | BDY | REMOVE/INSTALL | Spare Tire/Wheel | | | | 0.2 | |
| 30 | 000470 | BDY | REMOVE/REPLACE | Alloy Wheel 2@189.00 | | Remanufactured | 378.00 | 0.6 | |
| 31 | | | | It frt and it rear | | | | | |
| <u>Front Suspension</u> | | | | | | | | | |
| 32 | MCH | REMOVE/REPLACE | L Frt Susp Components One Side -M | | | | | 3.4 | |
| 33 | | | DOES NOT INCLUDE ALIGNMENT | | | | | | |
| 34 | 000514 | MCH | REMOVE/REPLACE | L Frt Susp Steering Knuckle -M | 15942236 | GM PART | 200.39 | INC # | |
| 35 | 000518 | MCH | REMOVE/REPLACE | L Lwr Frt Susp Control Arm Assy -M | ** Non-OEM | | 108.16 | INC # | |
| 36 | 000526 | MCH | REMOVE/REPLACE | L Frt Susp Shock Absorber -M | ORDER FROM DEALER | | 153.57 | INC # | |
| 37 | 000527 | MCH | REMOVE/REPLACE | Frt Susp Stabilizer Bar -M | 10369554 | GM PART | 142.47 | 0.8 # | |
| <u>Windshield</u> | | | | | | | | | |
| 38 | 005042 | GLS | REMOVE/REPLACE | W/Shield Glass | | ** Non-OEM | 220.87 | INC* # | |
| <u>MANUAL ENTRIES</u> | | | | | | | | | |
| 39 | 900500 | GLS * | REMOVE/REPLACE | URETHANE (ADHESIVE BONDED GLASS) | Sublet | | 20.00 * | 0.0* | |
| <u>Cab</u> | | | | | | | | | |
| 40 | 002752 | BDY | REMOVE/REPLACE | L Cab Door Opening Frame | 20904407 | GM PART | 1,061.93 | 22.5 # | |
| 41 | REF | REFINISH | L Cab Door Opening Frame | | | | | C 3.0 | |
| 42 | MCH | REMOVE/REPLACE | L Add To R&L/R&R Side Curtain Air Bags-M | | | | | 0.8 # | |
| <u>Seat Belts</u> | | | | | | | | | |
| 43 | 002369 | BDY | REMOVE/REPLACE | L Frt Seat Belt | 19181024 | GM PART | 161.04 | 0.8 # | |
| 44 | BDY | REMOVE/INSTALL | L Frt Seat Assy | | | | | INC | |
| 45 | 002373 | BDY | REMOVE/REPLACE | L Frt Seat Belt Adjuster | 25901985 | GM PART | 43.33 | | |
| 46 | 002377 | BDY | REMOVE/REPLACE | L Frt Seat Belt Anchor Cover | 15257724 | GM PART | 11.58 | | |
| 47 | 002383 | BDY | REMOVE/REPLACE | L Frt Seat Belt Buckle | 19121539 | GM PART | 91.67 | 0.2 # | |
| <u>Front Door</u> | | | | | | | | | |
| 48 | 002192 | BDY | REMOVE/REPLACE | L Frt Door Shell | | Used/Recycled | 450.00 * | 5.3 # | |
| 49 | REF | REFINISH | L Frt Door Outside | | | | | C 2.3 | |
| 50 | REF | REFINISH | L Frt Add For Jambs & Interior | | | | | C 1.0 | |
| 51 | MCH | REMOVE/REPLACE | L Frt Add To R&L/R&R Side Air Bag Sensor | | | | | 0.3 | |
| 52 | | | Line Markup %25.00 | | | | 112.50 | | |
| <u>Rear Door</u> | | | | | | | | | |
| 53 | 001233 | BDY | REMOVE/REPLACE | L Rear Door Shell | 22892603 | GM PART | 795.65 | 5.1 | |
| 54 | REF | REFINISH | L Rear Door Outside | | | | | C 2.2 | |
| 55 | REF | REFINISH | L Rear Add For Jambs & Interior | | | | | C 1.0 | |
| 56 | MCH | REMOVE/REPLACE | L Rear Add To R&L/R&R Side Air Bag Senso | | | | | 0.3 | |
| <u>Pickup Bed</u> | | | | | | | | | |
| 57 | 000901 | BDY | REMOVE/REPLACE | L Pickup Bed Side Panel Assy | 15294334 | GM PART | 1,039.95 | 14.5 # | |
| 58 | REF | REFINISH | L Bed Outside Complete | | | | | C 4.1 | |
| 59 | REF | REFINISH | L Add For Edge | | | | | C 0.5 | |
| <u>Rear Suspension</u> | | | | | | | | | |
| 60 | 003786 | MCH | REMOVE/REPLACE | L Rear Susp Leaf Spring -M | | ORDER FROM DEALER | 248.63 | 0.9 # | |
| <u>MANUAL ENTRIES</u> | | | | | | | | | |
| 61 | 900500 | FRM * | REPAIR | UNIBODY/FRAME SET-UP AND MEASURE | Existing | | | 2.0* | |
| 62 | 900500 | FRM * | REPAIR | UNIBODY/FRAME PULL TIME | Existing | | | 1.5* | |
| 63 | | | | It susp mt area | | | | | |
| <u>ADDITIONAL OPERATIONS</u> | | | | | | | | | |
| 64 | REF | ADDL OPR | Clear Coat | | | | | 3.8 | |
| 65 | 900500 | BDY * | ADDL LABOR OP | MOUNT & BALANCE | Sublet | | 12.50 * | 0.0* | |
| 66 | 900500 | BDY * | ADDL LABOR OP | MOUNT & BALANCE | Sublet | | 12.50 * | 0.0* | |
| 67 | 900500 | MCH * | REMOVE/REPLACE | VALVE STEM | New | | 1.50 * | INC* | |
| 68 | 900500 | MCH * | REMOVE/REPLACE | VALVE STEM | New | | 1.50 * | INC* | |
| <u>Additional Costs & Materials</u> | | | | | | | | | |
| 69 | | | ADDL COST | Paint/Materials | | | 600.00 * | | |

ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

Mitchell Data Version: OEM: NOV_13_V1125

MAPP:NOV_13_V

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Software Version: 7.0.487

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Date: 12/ 4/2013 04:26 PM
 Estimate ID: 13-4955787-02
 Estimate Version: 0
 Committed
 Profile ID: OKC:all except amsm

* - Judgment Item
 # - Labor Note Applies
 ** Non-OEM - Non-Original Equipment Manufacturer Replacement Part
 C - Included in Clear Coat Calc

NAPA AUTO PARTS
 CALL YOUR LOCAL STORE
 OR CALL 1-800-LET-NAPA

SAFELITE LOCAL PRICE (\$)
 PRICING TYPE SAFELITE
 COLUMBUS
 OH 43235
 (800) 868-3322

HEADLAMPS AMERICA
 P.O. BOX 7775 #26661
 SAN FRANCISCO
 CA 94120
 (888) 760-1296

(800) 538-6272
 35 ** 2606064

108.16

38 ** DW01658GBY

220.87

6 **25962804

167.06

KEYSTONE AUTOMOTIVE
 9797 E. ADMIRAL PL.
 TULSA
 OK 74116
 (918) 622-4550 (800) 622-8609

2 ** GM1002831R 361.00
 30 ** ALY05299U10 378.00

Recycler Information Section:

G and R Auto Parts - PRP Midwest
 9121 S. Shields Blvd.
 Oklahoma City OK 73160
 800-678-3377/405-636-1081

48 2013 Chevrolet 1500 Silverado LEFT FRONT DOOR GM3898 VA 450.00
 Description: LF BLK PW, PL 4HRS BLD ONLY 5-13,

Disclaimer: The price indications on recycled parts are real or composite values, based on the pricing option selected with QRP. Prices are the latest available at time of inventory download and are subject to change and availability.

To determine actual repairer net or wholesale price, call the automotive recycler of your choice.

Certain parts located for this quote are interchangeable but are not an exact match. Call the automotive recycler of your choice.

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep."

Estimate Totals

| I. Labor Subtotals | | | | | | II. Part Replacement Summary | | |
|--------------------|------|--------------------|---------------|--------|----------|--------------------------------|----------|-----------|
| Units | Rate | Add'l Labor Amount | Sublet Amount | Totals | Amount | | | Amount |
| Body | 63.9 | 44.00 | 0.00 | 25.00 | 2,836.60 | Taxable Parts | | 9,553.02 |
| Refinish | 23.7 | 44.00 | 0.00 | 0.00 | 1,042.80 | Parts Adjustments | | 112.50 |
| Frame | 3.5 | 55.00 | 0.00 | 0.00 | 192.50 | Sales Tax | @ 8.375% | 809.49 |
| Mechanical | 11.4 | 75.00 | 0.00 | 0.00 | 855.00 | Non-Taxable Parts | | 20.00 |
| Non-Taxable Labor | | | | | 4,926.90 | Total Replacement Parts Amount | | 10,495.01 |
| Labor Summary | | | | 102.5 | 4,926.90 | | | |

ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

Mitchell Data Version: OEM: NOV_13_V1125

MAPP:NOV_13_V

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Software Version: 7.0.487

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Date: 12/4/2013 04:26 PM
 Estimate ID: 13-4955787-02
 Estimate Version: 0
 Committed
 Profile ID: OKC:all except amsm

| III. Additional Costs | Amount | IV. Adjustments | Amount |
|---|---------------|------------------------------|-----------|
| Taxable Costs | 600.00 | Insurance Deductible | 0.00 |
| Sales Tax @ 8.375% | 50.25 | Customer Responsibility | 0.00 |
| Total Additional Costs | 650.25 | | |
| Paint Material Method: Rates Init Rate = 32.00 | | | |
| | | I. Total Labor: | 4,926.90 |
| | | II. Total Replacement Parts: | 10,495.01 |
| | | III. Total Additional Costs: | 650.25 |
| | | Gross Total: | 16,072.16 |
| | | IV. Total Adjustments: | 0.00 |
| | | Net Total: | 16,072.16 |

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

Point(s) of Impact

9 Left Side (P)

Alt. Location: PROGRESSIVE

Inspection Site: IAA-OKC
 Address: 7300 n I-35 service road
 Oklahoma City, OK 73121
 (405) 520-2060
 Inspection Date: 12/4/2013

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR - BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish,

ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

Mitchell Data Version: OEM: NOV_13_V1125

MAPP:NOV_13_V

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Page 4 of 5

Software Version: 7.0.487

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Date: 12/4/2013 04:26 PM
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Estimate Version: 0
Committed
Profile ID: OKC call except amsm

durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED BY IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE OR SUBSEQUENT ACCIDENT. THIS GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY, PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION, INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

Event Log

File Created: 12/04/2013 03:40:22 PM
Estimate Started: 12/04/2013 03:45:37 PM
Estimate Printed: Estimate not printed
Estimate Committed: 12/04/2013 04:26:02 PM
Estimate Uploaded: 12/04/2013 04:26:20 PM

ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

Mitchell Data Version: OEM: NOV_13_V1125

MAPP:NOV_13_V

Software Version:

7.0.487

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Subrogation 04-30-14 11:07 AM ET A087780/A087780

Authored By: MORGAN MCDANIEL

REVD PD SUBRO DEMAND..OK/OK

PD LIMITS 25K

LIAB =0%- PER NOTED PRODUCT LIAB AND WILL PAY AND SUB CHRYSLER
WITH BOTH DMDS 1202.04 AWAY FROM LIMITS

CV WAS A TL

ACV = 25944.45

SAL = 5181.38

TOTAL = 20763.07 -CC REQ 21263.07 APPEARS CC ADDED DED TWICE.

REVD ACV

PROG ALSO INSPECTED CV

PROG ACV 25438.58

REVD SAL

TOWS IN LINE

INITIAL OFFER =20,257.20

Date: 12/ 4/2013 04:26 PM
 Estimate ID: 13-4955787-02
 Estimate Version: 0
 Committed
 Profile ID: OKC:all except amsm

PROGRESSIVE

601 SE 69TH STREET , Oklahoma City, OK 73149
 (405) 416-7240
 Fax: (405) 416-7311

Damage Assessed By: T. BECK (405) 520-5282

Claim Rep: KELLY DINNEEN
 (918) 505-4388

* Product Type: Auto
 * Date of Loss: 12/ 2/2013
 * Contact Date: 12/ 4/2013
 * Deductible: NONE
 * Claim Number: [REDACTED]

Claimant: [REDACTED]
 Address: [REDACTED] TUPELO, OK [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] TUPELO, OK [REDACTED]
 Telephone: [REDACTED]
 Cell Phone: [REDACTED]

Mitchell Service: 910842

Description: 2013 Chevrolet Pickup Silverado C1500 LS
 Body Style: 4D PkupCrv 6' Bed 144" WB
 VIN: 3GCPCREA2DG [REDACTED]
 Mileage: 27,616
 OEM/ALT: A
 Color: BLUE
 Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS, TRACTION CONTROL, SATELLITE RADIO, V8 ENGINE, CHROME WHEELS, FRONT AIR DAM, TINTED GLASS, TRIP COMPUTER, TELEMATIC SYSTEMS, SIDE AIRBAGS, ANTI-THEFT SYSTEM, AUTOMATIC HEADLIGHTS, SIDE HEAD CURTAIN AIRBAGS, VEHICLE THEFT TRACKING/NOTIFICATION, DAYTIME RUNNING LIGHTS, AM/FM STEREO CD/MP3 PLAYER, CHROME ASSIST STEPS, ELECTRONIC STABILITY CONTROL, FRONT SPLIT BENCH SEAT, KEYLESS ENTRY SYSTEM, POWER HEATED EXTERIOR MIRRORS, STEERING WHEEL MOUNTED CONTROLS

Drive Train: 4.8L Inj 6 Cyl 2WD
 License: [REDACTED]
 Search Code: OKLAHOMAC2

| Line Item | Entry Number | Labor Type | Operation | Line Item Description | Part Type/ Part Number | Dollar Amount | Labor Units |
|-----------------------|--------------|------------|----------------|-----------------------------------|---------------------------|---------------|-------------|
| <u>Front Bumper</u> | | | | | | | |
| 1 | | BDY | OVERHAUL | Frt Bumper Assy | | | 2.6 # |
| 2 | 004098 | BDY | REMOVE/REPLACE | Frt Bumper Impact Bar | Remanufactured | 361.00 | INC # |
| 3 | 000018 | BDY | REMOVE/REPLACE | L Frt Bumper Extension | 22737638 GM PART | 83.60 | INC # |
| 4 | | BDY | REMOVE/INSTALL | Frt Bumper Assy | | | INC # |
| 5 | 000020 | BDY | REMOVE/REPLACE | L Frt Bumper Bracket | 15838208 GM PART | 33.48 | INC # |
| <u>Front Lamps</u> | | | | | | | |
| 6 | 000080 | BDY | REMOVE/REPLACE | L Front Combination Lamp Assembly | **OEM DISCOUNT PART | 167.06 | INC # |
| 7 | | BDY | CHECK/ADJUST | Headlamps | | | 0.4 |
| <u>Hood</u> | | | | | | | |
| 8 | 000127 | BDY | REPAIR | Hood Panel | Existing | | 4.0' |
| 9 | | REF | REFINISH | Hood Outside | | | C 3.0 |
| <u>Front Fender</u> | | | | | | | |
| 10 | 000293 | BDY | REMOVE/REPLACE | L Fender Panel | 22977473 GM PART | 464.28 | 3.1 # |
| 11 | | REF | REFINISH | L Fender Outside | | | C 1.6 |
| 12 | | REF | REFINISH | L Add To Edge Fender | | | C 1.2 |
| <u>Air Bag System</u> | | | | | | | |
| 13 | 003320 | MCH | REMOVE/REPLACE | Disable & Enable Air Bag System | -M | | 0.5 |
| 14 | 004510 | MCH | REMOVE/REPLACE | Air Bag Module-Driver Front | -M 20926232 GM PART | 750.00 | 0.4 |
| 15 | 004116 | MCH | REMOVE/REPLACE | Air Bag Module-Passenger Front | -M 22744317 GM PART | 750.00 | 1.6 |
| 16 | 004257 | MCH | REMOVE/REPLACE | R Frt Air Bag Impact Sensor | -M 13502744 GM PART | 166.67 | 0.5 |
| 17 | 005110 | MCH | REMOVE/REPLACE | L Frt Air Bag Impact Sensor | -M 13502744 GM PART | 166.67 | 0.5 |
| 18 | 004015 | MCH | REMOVE/REPLACE | R Air Bag Side Curtain Module | -M 22781279 GM PART | 416.67 | 0.8 # |

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MAPP:NOV_13_V

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Date: 12/ 4/2013 04:26 PM
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 Estimate Version: 0
 Committed
 Profile ID: OKC:all except amsm

| | | | | | | | | | |
|---|--------|----------------|--|--------------------------------------|-------------------|---------|----------|--------|--|
| 19 | BDY | REMOVE/INSTALL | Roof Headliner | | | | | 3.8 # | |
| 20 | 004016 | MCH | REMOVE/REPLACE | L Air Bag Side Curtain Module -M | 22781278 | GM PART | 416.67 | INC # | |
| 21 | 004487 | MCH | REMOVE/REPLACE | R Frt Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | 0.3 # | |
| 22 | BDY | REMOVE/INSTALL | R Frt Door Trim Panel | | | | | 0.4 | |
| 23 | 004488 | MCH | REMOVE/REPLACE | L Frt Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | INC # | |
| 24 | BDY | REMOVE/INSTALL | L Frt Door Trim Panel | | | | | INC | |
| 25 | 004491 | MCH | REMOVE/REPLACE | R Rear Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | 0.3 # | |
| 26 | BDY | REMOVE/INSTALL | R Rear Door Trim Panel | | | | | 0.4 | |
| 27 | 004492 | MCH | REMOVE/REPLACE | L Rear Air Bag Side Impact Sensor -M | 20884470 | GM PART | 166.67 | INC # | |
| 28 | BDY | REMOVE/INSTALL | L Rear Door Trim Panel | | | | | INC | |
| <u>Wheel</u> | | | | | | | | | |
| 29 | 003330 | BDY | REMOVE/INSTALL | Spare Tire/Wheel | | | | 0.2 | |
| 30 | 000470 | BDY | REMOVE/REPLACE | Alloy Wheel 2@189.00 | Remanufactured | | 378.00 | 0.6 | |
| 31 | | | | it frt and it rear | | | | | |
| <u>Front Suspension</u> | | | | | | | | | |
| 32 | MCH | REMOVE/REPLACE | L Frt Susp Components One Side -M | | | | | 3.4 | |
| 33 | | | DOES NOT INCLUDE ALIGNMENT | | | | | | |
| 34 | 000514 | MCH | REMOVE/REPLACE | L Frt Susp Steering Knuckle -M | 15942236 | GM PART | 200.39 | INC # | |
| 35 | 000518 | MCH | REMOVE/REPLACE | L Lwr Frt Susp Control Arm Assy -M | ** Non-OEM | | 106.16 | INC # | |
| 36 | 000526 | MCH | REMOVE/REPLACE | L Frt Susp Shock Absorber -M | ORDER FROM DEALER | | 153.57 | INC # | |
| 37 | 000527 | MCH | REMOVE/REPLACE | Frt Susp Stabilizer Bar -M | 10369554 | GM PART | 142.47 | 0.8 # | |
| <u>Windshield</u> | | | | | | | | | |
| 38 | 005042 | GLS | REMOVE/REPLACE | W/Shield Glass | ** Non-OEM | | 220.87 | INC # | |
| <u>MANUAL ENTRIES</u> | | | | | | | | | |
| 39 | 900500 | GLS * | REMOVE/REPLACE | URETHANE (ADHESIVE BONDED GLASS) | Sublet | | 20.00 * | 0.0* | |
| <u>Cab</u> | | | | | | | | | |
| 40 | 002752 | BDY | REMOVE/REPLACE | L Cab Door Opening Frame | 20904407 | GM PART | 1,061.93 | 22.5 # | |
| 41 | REF | REFINISH | L Cab Door Opening Frame | | | | | C 3.0 | |
| 42 | MCH | REMOVE/REPLACE | L Add To R&V/R&R Side Curtain Air Bags-M | | | | | 0.8 # | |
| <u>Seat Belts</u> | | | | | | | | | |
| 43 | 002369 | BDY | REMOVE/REPLACE | L Frt Seat Belt | 19181024 | GM PART | 161.04 | 0.8 # | |
| 44 | BDY | REMOVE/INSTALL | L Frt Seat Assy | | | | | INC | |
| 45 | 002373 | BDY | REMOVE/REPLACE | L Frt Seat Belt Adjuster | 25901985 | GM PART | 43.33 | | |
| 46 | 002377 | BDY | REMOVE/REPLACE | L Frt Seat Belt Anchor Cover | 15257724 | GM PART | 11.58 | | |
| 47 | 002383 | BDY | REMOVE/REPLACE | L Frt Seat Belt Buckle | 19121539 | GM PART | 91.67 | 0.2 # | |
| <u>Front Door</u> | | | | | | | | | |
| 48 | 002192 | BDY | REMOVE/REPLACE | L Frt Door Shell | Used/Recycled | | 450.00 * | 5.3 # | |
| 49 | REF | REFINISH | L Frt Door Outside | | | | | C 2.3 | |
| 50 | REF | REFINISH | L Frt Add For Jambes & Interior | | | | | C 1.0 | |
| 51 | MCH | REMOVE/REPLACE | L Frt Add To R&V/R&R Side Air Bag Sensor | | | | | 0.3 | |
| 52 | | | Line Markup %25.00 | | | | 112.50 | | |
| <u>Rear Door</u> | | | | | | | | | |
| 53 | 001233 | BDY | REMOVE/REPLACE | L Rear Door Shell | 22892603 | GM PART | 795.65 | 5.1 | |
| 54 | REF | REFINISH | L Rear Door Outside | | | | | C 2.2 | |
| 55 | REF | REFINISH | L Rear Add For Jambes & Interior | | | | | C 1.0 | |
| 56 | MCH | REMOVE/REPLACE | L Rear Add To R&V/R&R Side Air Bag Senso | | | | | 0.3 | |
| <u>Pickup Bed</u> | | | | | | | | | |
| 57 | 000901 | BDY | REMOVE/REPLACE | L Pickup Bed Side Panel Assy | 15294334 | GM PART | 1,039.95 | 14.5 # | |
| 58 | REF | REFINISH | L Bed Outside Complete | | | | | C 4.1 | |
| 59 | REF | REFINISH | L Add For Edge | | | | | C 0.5 | |
| <u>Rear Suspension</u> | | | | | | | | | |
| 60 | 003786 | MCH | REMOVE/REPLACE | L Rear Susp Leaf Spring -M | ORDER FROM DEALER | | 248.63 | 0.9 # | |
| <u>MANUAL ENTRIES</u> | | | | | | | | | |
| 61 | 900500 | FRM * | REPAIR | UNIBODY/FRAME SET-UP AND MEASURE | Existing | | | 2.0* | |
| 62 | 900500 | FRM * | REPAIR | UNIBODY/FRAME PULL TIME | Existing | | | 1.5* | |
| 63 | | | | it susp mt area | | | | | |
| <u>ADDITIONAL OPERATIONS</u> | | | | | | | | | |
| 64 | REF | ADDL OPR | Clear Coat | | | | | 3.8 | |
| 65 | 900500 | BDY * | ADDL LABOR OP | MOUNT & BALANCE | Sublet | | 12.50 * | 0.0* | |
| 66 | 900500 | BDY * | ADDL LABOR OP | MOUNT & BALANCE | Sublet | | 12.50 * | 0.0* | |
| 67 | 900500 | MCH * | REMOVE/REPLACE | VALVE STEM | New | | 1.50 * | INC* | |
| 68 | 900500 | MCH * | REMOVE/REPLACE | VALVE STEM | New | | 1.50 * | INC* | |
| <u>Additional Costs & Materials</u> | | | | | | | | | |
| 69 | | | ADDL COST | Paint/Materials | | | 600.00 * | | |

ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

Mitchell Data Version: OEM: NOV_13_V1125

Software Version: MAPP:NOV_13_V

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Date: 12/ 4/2013 04:26 PM
 Estimate ID: 13-4955787-02
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 Committed
 Profile ID: OKC:all except amsm

| III. Additional Costs | Amount | IV. Adjustments | Amount |
|---|---------------|------------------------------|-----------|
| Taxable Costs | 600.00 | Insurance Deductible | 0.00 |
| Sales Tax @ 8.375% | 50.25 | Customer Responsibility | 0.00 |
| Total Additional Costs | 650.25 | | |
| Paint Material Method: Rates Init Rate = 32.00 | | | |
| | | i. Total Labor: | 4,926.90 |
| | | ii. Total Replacement Parts: | 10,495.01 |
| | | iii. Total Additional Costs: | 650.25 |
| | | Gross Total: | 16,072.16 |
| | | IV. Total Adjustments: | 0.00 |
| | | Net Total: | 16,072.16 |

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

Point(s) of Impact
 9 Left Side (P)

Alt. Location: PROGRESSIVE

Inspection Site: IAA-OKC
 Address: 7300 n I-35 service road
 Oklahoma City, OK 73121
 (405) 520-2060
 Inspection Date: 12/ 4/2013

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR - BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE DIFFERENCE.

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ESTIMATE RECALL NUMBER: 12/04/2013 16:26:02 13-4955787-02

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MAPP:NOV_13_V

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Date: 12/ 4/2013 04:26 PM
Estimate ID: 13-4955787-02
Estimate Version: 0
Committed
Profile ID: OKC:all except amsm

durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

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Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.
NON-OEM and A/M and Qual REPL - These refer to an after-market part, which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION, INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

Event Log

| | |
|---------------------|------------------------|
| File Created: | 12/04/2013 03:40:22 PM |
| Estimate Started: | 12/04/2013 03:45:37 PM |
| Estimate Printed: | Estimate not printed |
| Estimate Committed: | 12/04/2013 04:26:02 PM |
| Estimate Uploaded: | 12/04/2013 04:26:20 PM |

Date: 12/ 4/2013 05:45 PM
 Estimate ID: 13-495787-01
 Estimate Version: 0
 Committed
 Profile ID: South;all part types

PROGRESSIVE

601 SE 89TH STREET , Oklahoma City, OK 73149
 (405) 416-7240
 Fax: (405) 416-7311

Damage Assessed By: R JONES 580-768-2623

Claim Rep: KELLY DINNEEN
 (918) 505-4388

* Product Type: Auto
 * Date of Loss: 12/ 2/2013
 * Deductible: 2,000.00
 * Claim Number: [REDACTED]

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: COLGATE, OK [REDACTED]
 Telephone: Home Phone: [REDACTED] Contact Phone: [REDACTED]

Mitchell Service: 910308

Description: 2007 Dodge Pickup R3500 SLT
 Body Style: 4D Mega Cab Bed 160" WB
 VIN: 3D7MX49A27G [REDACTED]
 Mileage: 138,684
 OEM/ALT: A
 Color: BLACK
 Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING
 MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS.
 AUXILIARY INPUT, DIESEL ENGINE, TOW HITCH RECEIVER, FRONT AIR DAM, TINTED GLASS
 TRIP COMPUTER, ANTI-THEFT SYSTEM, AM/FM STEREO CD
 ELECTRONIC SHIFT TRANSFER CASE, FRONT SPLIT BENCH SEAT, KEYLESS ENTRY SYSTEM
 POWER DISC BRAKES, POWER HEATED EXTERIOR MIRRORS
 STEERING WHEEL MOUNTED CONTROLS

Drive Train: 6.7L Turbo Inj 6 Cyl Dsl 4WD
 License: 611LBF OK
 Search Code: OKLAHOMAC1

| Line Item | Entry Number | Labor Type | Operation | Line Item Description | Part Type/Part Number | Dollar Amount | Labor Units |
|-------------------------------|--------------|------------|----------------|-----------------------------------|-----------------------|---------------|-------------|
| <u>Grille</u> | | | | | | | |
| 1 | 003393 | BDY | REMOVE/REPLACE | Grille | 55077778AF | 459.00 | INC # |
| 2 | 002105 | BDY | REMOVE/REPLACE | Grille Support | ** Non-OEM | 59.00 | INC # |
| <u>Front Lamps</u> | | | | | | | |
| 3 | 003380 | BDY | REMOVE/REPLACE | L Front Combination Lamp Assembly | ** Non-OEM | 138.00 | INC |
| 4 | | BDY | CHECK/ADJUST | Headlamps | | | 0.4 |
| 5 | | | | missing | | | |
| <u>Hood</u> | | | | | | | |
| 6 | 003376 | BDY | REMOVE/REPLACE | Hood Panel | ** Non-OEM CAPA | 427.00 | 1.3 |
| 7 | | REF | REFINISH | Hood Outside | | | C 3.2 |
| 8 | | REF | REFINISH | Add For Hood Underside | | | C 1.6 |
| <u>Cooling</u> | | | | | | | |
| 9 | 003412 | BDY | REMOVE/REPLACE | L Cooling Side Rail | 55275695AK | 319.00 | 4.5 # |
| 10 | | REF | REFINISH | L Side Rail | | | 1.0 |
| <u>A/C/Heater/Ventilation</u> | | | | | | | |
| 11 | 004211 | MCH | REMOVE/REPLACE | Air Cond Condenser -M | Used/Recycled | 50.00 | 1.3 |
| 12 | | MCH | REMOVE/REPLACE | Evacuate & Recharge A/C -M | | | 1.4 |
| 13 | | | | Line Markup %25.00 | | 12.50 | |
| <u>Front Fender</u> | | | | | | | |
| 14 | 002176 | BDY | REMOVE/REPLACE | L Fender Panel | ** Non-OEM CAPA | 189.00 | 2.8 # |
| 15 | | REF | REFINISH | L Fender Outside | | | C 1.6 |
| 16 | | REF | REFINISH | L Add To Edge Fender | | | C 0.5 |
| 17 | 002180 | BDY | REMOVE/REPLACE | L Fender Shield | ** Non-OEM | 38.00 | INC |
| 18 | 002182 | BDY | REMOVE/REPLACE | L Fender Seal | 55277183AD | 21.75 | |
| <u>ABS/Brakes</u> | | | | | | | |
| 19 | 002302 | MCH | REMOVE/REPLACE | L ABS Fir Sensor -M | ORDER FROM DEALER | 68.60 | 0.5 |
| <u>Front Suspension</u> | | | | | | | |

ESTIMATE RECALL NUMBER: 12/04/2013 17:45:11 13-495787-01

Mitchell Data Version: OEM: SEP_13_V

MAPP: SEP_13_V

Software Version: 7.0.487

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Date: 12/4/2013 05:45 PM
 Estimate ID: 13-4955787-01
 Estimate Version: 0
 Committed
 Profile ID: South;all part types

| | | | | | | | |
|----|--------|----------------|------------------------|---|------------|------------|------|
| 76 | | BETTERMENT - P | LEFT FRONT TIRE %37.00 | | | | |
| 77 | 900500 | BDY * | ADDL LABOR OP | MOUNT & BALANCE | Sublet | 12.50 * | 0.0* |
| 78 | 900500 | MCH * | REMOVE/REPLACE | VALVE STEM | New | 1.50 * | 0.0* |
| 79 | 900500 | BDY * | REMOVE/REPLACE | Aftermarket Equipment | ** Non-OEM | 1,000.00 * | 0.0* |
| 80 | | | | Ranchhand Frit Bumper/Rockstar Wheel | | | |
| 81 | 900500 | GLS * | REMOVE/REPLACE | URETHANE (ADHESIVE BONDED GLASS) | Sublet | 20.00 * | 0.0* |
| | | | | <u>Additional Costs & Materials</u> | | | |
| 82 | | ADDL COST | Paint/Materials | | | 600.00 * | |

* - Judgment Item
 # - Labor Note Applies
 ** Non-OEM CAPA - Non-Original Equipment Manufacturer Replacement Part, CAPA Certified
 ** Non-OEM - Non-Original Equipment Manufacturer Replacement Part
 C - Included in Clear Coat Calc

NAPA AUTO PARTS
 CALL YOUR LOCAL STORE
 OR CALL 1-800-LET-NAPA

QOFIT AUTO PANELS
 12829 E. APACHE
 TULSA
 OK 74116
 (918) 933-4300 (877) 578-0632

BOB HOWARD PDC
 3501 N. SANTA FE AVE.
 OKLAHOMA CITY
 OK 73118
 (405) 525-4402

| | | | | | | | |
|----------------|---------------------|--------|----|---------------|--------|---|-----------------------|
| (800) 538-6272 | | | | | | | |
| 22 | ** 48880143 | 67.71 | 14 | ** CH1240255C | 189.00 | 6 | ** CH1230221PP 427.00 |
| 23 | ** ORDER BY APPLIC. | 37.26 | 17 | ** CH1250124 | 38.00 | | |
| 28 | ** 2606432 | 118.56 | 50 | ** CH1320228 | 327.00 | | |
| 34 | ** 2653021 | 59.79 | | | | | |
| 53 | ** 6005543 | 32.96 | | | | | |

SAFELITE LOCAL PRICE (S)
 PRICING TYPE SAFELITE
 COLUMBUS
 OH 43235
 (800) 868-3322

KEYSTONE AUTOMOTIVE
 9797 E. ADMIRAL PL.
 TULSA
 OK 74116
 (918) 622-4550 (800) 622-8609

| | | | | | | | |
|----|---------------|--------|----|--------------|--------|--|--|
| 40 | ** DW01456GBN | 272.34 | 2 | ** CH1207107 | 59.00 | | |
| | | | 3 | ** CH2502180 | 138.00 | | |
| | | | 38 | ** CAC010008 | 645.00 | | |

Recycler Information Section:

B and B Auto Recyclers - PRP Midwest
 10900 N.E. 23rd St.
 Oklahoma City OK 73141
 800-725-6000;405-769-6586

| | | | | | | |
|----|----------------|-------------|-----------------|--------|----|---------|
| 11 | 2007 Dodge | 3500 Pickup | CONDENSER | N13001 | VA | 50.00 |
| | Description: , | | | | | |
| 35 | 2007 Dodge | 3500 Pickup | FRONT AXLE ASSY | N12057 | VA | 1750.00 |
| | Description: , | | | | | |

Capitol Auto Parts
 7821 South Shields Blvd.
 Oklahoma City OK 73149
 800-522-5854;405-632-3783

| | | | | | | |
|----|----------------------------|-------------|-----------|--------|----|--------|
| 63 | 2007 Dodge | 3500 Pickup | FUEL TANK | 110063 | VA | 200.00 |
| | Description: SLT,5.9D,4X2, | | | | | |

Disclaimer: The price indications on recycled parts are real or composite values, based on the pricing option selected with QRP. Prices are the latest available at time of inventory download and are subject to change and availability.

To determine actual repairer net or wholesale price, call the automotive recycler of your choice.
 Certain parts located for this quote are interchangeable but are not an exact match. Call the automotive recycler of your choice.

ESTIMATE RECALL NUMBER: 12/04/2013 17:45:11 13-4955787-01

Mitchell Data Version: OEM: SEP_13_V

MAPP: SEP_13_V

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Page 3 of 6

Software Version: 7.0.487

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Date: 12/4/2013 05:45 PM
 Estimate ID: 13-4955787-01
 Estimate Version: 0
 Committed
 Profile ID: South;all part types

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep."

Estimate Totals

| I. Labor Subtotals | Units | Rate | Add'l Labor Amount | Sublet Amount | Totals | II. Part Replacement Summary | Amount |
|---|-------|-------|--------------------------|------------------|----------|--------------------------------|-----------|
| Body | 25.3 | 45.00 | 0.00 | 12.50 | 1,151.00 | Taxable Parts | 9,777.37 |
| Refinish | 19.7 | 45.00 | 0.00 | 0.00 | 886.50 | Parts Adjustments | 500.00 |
| Frame | 6.5 | 55.00 | 0.00 | 0.00 | 357.50 | Sales Tax @ 8.517% | 875.32 |
| Mechanical | 18.3 | 65.00 | 0.00 | 0.00 | 1,189.50 | Non-Taxable Parts | 80.00 |
| Non-Taxable Labor | | | | | 3,584.50 | Total Replacement Parts Amount | 11,232.69 |
| Labor Summary | 69.8 | | | | 3,584.50 | | |
| | | | | | | IV. Adjustments | Amount |
| III. Additional Costs | | | | | Amount | | |
| Taxable Costs | | | | | 600.00 | Benefit | 64.73 |
| Sales Tax @ 8.517% | | | | | 51.10 | Insurance Deductible | 2,000.00 |
| Total Additional Costs | | | | | 651.10 | Customer Responsibility | 2,084.73 |
| Paint Material Method: Rates Init Rate = 34.00 | | | | | | | |
| | | | | | | I. Total Labor: | 3,584.50 |
| | | | | | | II. Total Replacement Parts: | 11,232.69 |
| | | | | | | III. Total Additional Costs: | 651.10 |
| | | | | | | Gross Total: | 15,468.29 |
| | | | | | | IV. Total Adjustments: | 2,084.73 |
| | | | | | | Net Total: | 13,383.56 |

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

Point(s) of Impact

11 Left Front Corner (P), 10 Left Front Side (S)

Alt. Location: PROGRESSIVE

Inspection Site: SNF-McNitt Body Shop/Wrecker
 Address: 308 E Lafayette St
 Coalgate, OK 74538
 (580) 927-3950

Date: 12/4/2013 05:45 PM
Estimate ID: 13-4955787-01
Estimate Version: 0
Committed
Profile ID: South;all part types

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return
your vehicle to its pre-loss condition with proper installation.
After repair, if any sheet metal or plastic body part included in the
estimate fails to return your vehicle to its pre-loss condition
(assuming proper installation), in terms of form, fit, finish,
durability or functionality, Progressive will arrange and pay for the
replacement of the part, to the extent not covered by a
manufacturer's or other warranty. This service will be performed at
no cost to you (including associated repair and rental car costs). To
obtain service under this Guarantee, call Progressive at
1-800-274-4641. This Guarantee applies as long as you own or lease
the vehicle. This Guarantee is not transferable and terminates if you
sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED
BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS
GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS
THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY,
PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR
CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF
THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original
equipment manufacturer part.
NON-OEM and A/M and Qual REPL - These refer to an after-market part,
which is a new, non-original equipment manufacturer part.
USED/RECYCLED and LKQ - These refer to a used OEM part.
REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled
OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING
AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION,
INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS
FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR
FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

ESTIMATE RECALL NUMBER: 12/04/2013 17:45:11 13-4955787-01

Mitchell Data Version: OEM: SEP_13_V

MAPP: SEP_13_V

Software Version:

7.0.487

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Date: 12/ 4/2013 05:45 PM
Estimate ID: 13-4955787-01
Estimate Version: 0
Committed
Profile ID: South;all part types

INSURANCE FRAUD.

ESTIMATE RECALL NUMBER: 12/04/2013 17:45:11 13-4955787-01

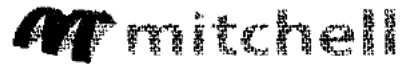
Mitchell Data Version: OEM: SEP_13_V

MAPP:SEP_13_V

Software Version: 7.0.487

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WorkCenter™ Total Loss

PREPARED FOR:
Progressive Group of Insurance Companies
(800) 321-9843

Claim Summary: [REDACTED]

| | |
|--|---|
| Insurance Carrier: Progressive Group of Insurance Companies | Version #: 2 |
| Claim-Suffix ID: [REDACTED] | Coverage Type of Loss: Collision |
| Policy Number: [REDACTED] | Loss Date: 12/02/2013 |
| Owner: [REDACTED] | Reported Date: 12/02/2013 |
| Address: [REDACTED] | Valuation Report Date: 01/02/2014 10:10:54 |
| COLGATE, OK [REDACTED] | Valuation Report ID: 1004128270 |
| Owner Home Phone: [REDACTED] | Vehicle Type: Car/Truck |

Appraiser

Appraisal Company: Mitchell International
Contact Name: WorkCenter Total Loss Service Center
Contact Phone: 1-800-710-2451

Appraisal Report: 2007 DODGE RAM 3500 SLT

| | |
|-------------------------------------|------------------------------------|
| Year: 2007 | Make: DODGE |
| Model: RAM 3500 | Sub-Model: SLT |
| Engine: 6.7L Turbo 6 Cyl Dsl | Drive Train: 4WD |
| Transmission: Automatic | Body Style: 4 DOOR QUAD CAB |
| Zip/Postal Code: 74538 | License Plate: ,, Exp / |
| VIN: 3D7MX49A27G [REDACTED] | Exterior Color: BLACK |
| Mileage: 138,884 miles | |

Equipment:

| | |
|---------------------------|----------------------------|
| Automatic Headlights | Hard Top |
| Mirror-Heated and Power | Pickup-Sliding Rear Window |
| Power Mirrors | Running Boards |
| Tinted Glass | Air Conditioning - Manual |
| Audio - AM/FM | Audio - CD Player |
| Cruise Control | Power Locks |
| Power Windows | Rear Window Defogger |
| Seats - First Row Buckets | Seats-Cloth |
| Seats - Second Row Bench | Till Steering - Manual |
| ABS Brake Systems | Power Brakes |
| Power Steering | Air Bag - Driver Side |
| Air Bag - Passenger Side | |

Condition:

| | | | |
|----------------------------------|-------------|---|--|
| INTERIOR | | | |
| SEATS | 3 Good | | |
| CARPET | 2 Fair | Significant discoloration and wear | |
| HEADLINER | 3 Good | | |
| DOORS/INTERIOR PANELS | 2 Fair | More than 5 cuts/gouges | |
| DASH/CONSOLE | 3 Good | | |
| GLASS | 3 Good | | |
| EXTERIOR | | | |
| BODY | 1 Poor | Dents larger than 6in requiring replacement of panels | |
| PAINT | 3 Good | | |
| TRIM | 4 Very Good | | |
| VINYL OR CONVERTIBLE TOPS | Typical | na | |
| MECHANICAL | | | |
| ENGINE | 3 Good | | |
| TRANSMISSION | 3 Good | | |
| TIRES | | | |
| TIRES | 3 Good | 7,4,5,8 | |

The vehicle condition documents the pre-loss condition of the loss vehicle. Condition is rated on a scale of 1-5, where 5 is excellent.

| | |
|--------------------------|--------------------|
| Base Value: | \$27,044.04 |
| Prior Damage Adjustment: | \$0.00 |
| Wind Deflector: | \$0.00 |
| Custom Wheels: | \$350.00 |
| <hr/> | |
| Market Value: | \$27,394.04 |

Valuation Notes:

Aftermarket Items- CM flat bed w/ 5th wheel and receiver hitch. 6' bed. Utility boxes behind both rear wheels
 Rockstar 17" wheels
 Ranchhand front bumper/grille guard w/ receiver hitch
 Wind deflectors over side glasses

Market Sample Records:

Comparable 1

Date: 01/02/2014
Contact: Dealer Listing
Stock #:
Phone Number: 888-498-8448
Condition: Good
VIN:
Vehicle: 2007 Dodge Ram 3500 Mega Cab SLT
Equipment: Standard, 6.7L 8 Cyl Diesel Engine, Auto Transmission, 4WD, Ranch Hand Front Bumper

Seller: Carsandpickups.com
Location: 75001
Exterior Color:
Mileage: 115,270 miles
Price: \$26,995.00

Adjustments

| Adjustment Description | Adjustment Amount |
|-------------------------------|--------------------------|
| Running Boards | \$115.00 |
| Mileage | -\$234.14 |
| Adjusted Price: | \$26,875.86 |

Comparable 2

Date: 01/02/2014
Contact: Dealer Listing
Stock #:
Phone Number: 888-849-3879
Condition: Good
VIN:
Vehicle: 2007 Dodge Ram 3500 Mega Cab SLT
Equipment: Standard, 6.7L 8 Cyl Diesel Engine, Auto Transmission, 4WD, Ranch Hand Front Bumper, Running Boards, Winch, Bedliner, Navigation

Seller: Bryan's Car Corner 3
Location: 73141
Exterior Color:
Mileage: 142,208 miles
Price: \$27,977.00

Adjustments

| Adjustment Description | Adjustment Amount |
|-------------------------------|--------------------------|
| Mileage | \$35.22 |
| Winch | -\$160.00 |
| Bedliner | -\$190.00 |
| Navigation | -\$450.00 |
| Adjusted Price: | \$27,212.22 |

DISCLAIMER

THIS VALUATION HAS BEEN RESEARCHED AND PROVIDED BASED SOLELY ON THE INFORMATION PROVIDED BY THE INSURANCE COMPANY, AND IS TO BE USED FOR ITS INTENDED PURPOSE ONLY.

THE RESEARCH AND CALCULATIONS CONDUCTED CAN CONSIST OF MARKET RESEARCH OF DEALERSHIP INVENTORIES, AUTOMOTIVE APPRAISAL GUIDES AND DIRECTORIES, AND MARKET SURVEYS OF SIMILAR COMPARABLE VEHICLES. INFORMATION RECEIVED BY OR PROVIDED TO MITCHELL IS BELIEVED TO BE RELIABLE BUT NO RESPONSIBILITY IS ASSUMED BY MITCHELL OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS OF THAT INFORMATION.

SINCE ADJUSTMENTS ARE MADE TO EACH COMPARABLE TO BRING IT IN LINE WITH THE LOSS VEHICLE, EQUAL WEIGHTING FACTORS HAVE BEEN USED IN AVERAGING THE FAIR MARKET VALUE.

Total Loss Settlement Report

PROGRESSIVE[®]

Progressive Direct Insurance Co
7666 E 61ST STREET
SUITE 300
TULSA, OK 74133
(918) 505-4388

Date: 5/19/2014
Owner: [REDACTED]
Vehicle: 07 DODGE RAM 3500
VIN: 3D7MX49A27G [REDACTED]

Prepared by: KELLY DINNEEN
Claim Number: [REDACTED]
Date of Loss: 12/02/2013
Adjuster License:

Important information regarding your settlement offer and explanation of Actual Cash Value (ACV)

We would like to inform you that we have made a determination regarding the total loss of your vehicle. Our settlement is based upon evaluation of your vehicle's actual cash value. If a lien holder is involved, the payment to you may change based upon the exact payoff amount of your loan. In order to determine your vehicle's actual cash value, we have performed a detailed evaluation of the vehicle's condition and probable value immediately prior to the loss.

We will demonstrate how we arrived at this amount so you may be confident that our value is fair and reasonable in the current local market. We will include applicable taxes and fees when required by law. Our settlement, less any applicable deductible amount, is contingent upon our receipt of a "clean" title with no liens attached.

In most cases, we will also collect and arrange for the disposition of your damaged vehicle. We will need the actual title for the vehicle in order to complete this process. You may retain the vehicle salvage in some instances. Please note we make the appropriate deduction for the salvage amount when presenting our settlement offer to you. Additional titling requirements may also need to be completed.

If you disagree with our valuation of your vehicle's actual cash value, we will consider your opinion and may revise our determination if credible information is presented to us. If you are insured with us and the amount of the vehicle's actual cash value remains in dispute, either party may request to proceed under the Appraisal section of your insurance policy contract. Please refer to your policy contract for more detailed information on the Appraisal process.

To determine the Actual Cash Value (ACV) of your vehicle, we will:

- **Determine the baseline value**

- **Make adjustments to account for any excessive wear and tear and/or prior damage**

The local market value does not take into consideration your particular vehicle's condition, unrepaired prior damage or excess wear and tear. We will itemize and estimate the cost of repairs and work that would make your vehicle comparable to the market value determined. We may add or subtract for generalized "dealer prep" or reconditioning charges if the vehicle requires adjustment. We may ask you to provide information about the vehicle that is not readily apparent by inspecting it, such as general maintenance and repair history, title history and title status (such as clean or rebuilt salvage).

- **Include the value of extraordinary refurbishments or repairs**

Vehicles in exceptionally clean condition may appraise higher than retail value. We also consider the cost and value of recent refurbishments. In general, though, refurbishment or recent replacement of maintenance type items does not increase the value of the vehicle, because those items are assumed in the value; they are expected to be in place and in good condition when a vehicle is sold.

| | | |
|-----------|---|--------------------|
| 1 | Baseline Value | \$23,566.56 |
| 2 | Preexisting Damage \$0.00 X 0.00 % | \$0.00 |
| 3 | Condition Adjustment | \$0.00 |
| 4 | Refurbishment(s) | \$0.00 |
| 5 | Custom Parts & Equipment | \$0.00 |
| 6 | Actual Cash Value | \$23,566.56 |
| 7 | Fees | \$97.00 |
| 8 | Taxes Excise Tax \$737.16 X 100.00 % = \$737.16 Taxes applied to settlement | \$737.16 |
| 9 | Net Settlement | \$24,400.72 |
| 10 | Deductible | (\$2,000.00) |
| 11 | Total Settlement | \$22,400.72 |

Lien Holder Account Balance (Amount You Owe)

First United Bank & Trust Co Payoff as of 1/10/2014 \$18,965.00 **\$18,965.00**

Net to Owner **\$3,435.72**

| | | |
|--------------------------------|------------------------|------------------|
| CMSD2340 /CMSM2340 | P A C M A N | MAY 19 14 - 9:08 |
| OPID: MXN0054 | CLAIM PAYMENT INQUIRY | TERMID: ?01E |
| INSD: [REDACTED] | | POL: 901513052-0 |
| DOL : DEC 02 13 OK-OKTTM1-GRP- | CLM: [REDACTED] ACTIVE | REP: K DINNEEN |

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 2,534.89

LINE 1: USAA A/S/O ZACHARY GRANGER ONLY *****
 LINE 2: CLAIM [REDACTED]
 LINE 3:

ADDRESS: [REDACTED]

CITY: SAN ANTONIO ST/PR* TX ZIP/CPC: 78265 CENTRY* USA

IN PAYMENT OF: PD 2009 MERCEDES BENZ

| | |
|---------------------------------------|------------------------|
| 1099 ? N FEDERAL TAX ID: | LAST UPDT REP: A085930 |
| CDS CODE * 99 PCL EFT TRACE #: | ISSUING REP: H NEAL |
| BANK CODE* AS2 ISSUE DATE : MAR 06 14 | APPROVED BY: |
| STATE * OK AREA * 003 | REVIEW DATE: 00 00 |
| STOP RSN * DRAFT # : 481430372 | REVIEWED BY: |

COMMAND:

| | | |
|--------------------------------|------------------------|------------------|
| CMSD2340 /CMSM2340 | P A C M A N | MAY 19 14 - 9:07 |
| OPID: MXN0054 | CLAIM PAYMENT INQUIRY | TERMID: ?01E |
| INSD: [REDACTED] | | POL: 901513052-0 |
| DOL : DEC 02 13 OK-OKTTM1-GRP- | CLM: [REDACTED] ACTIVE | REP: K DINNEEN |

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 3,191.50

LINE 1: MARY HURLEY HOSPITAL, ONLY
 LINE 2: PATIENT: [REDACTED]
 LINE 3: ACCOUNT: [REDACTED]

ADDRESS: [REDACTED]

CITY: COALGATE ST/PR* OK ZIP/CPC: [REDACTED] CNTRY* USA

IN PAYMENT OF: BI-FULL AND FINAL PAYMENT OF MEDICAL SERVICES RENDERED

| | | | |
|------------|--------|----------------------------|------------------------|
| 1099 | ? Y | FEDERAL TAX ID: [REDACTED] | LAST UPDT REP: KXD0082 |
| CDS CODE * | 03 PCL | EFT TRACE #: | ISSUING REP: K DINNEEN |
| BANK CODE* | AS2 | ISSUE DATE : FEB 04 14 | APPROVED BY: |
| STATE | * OK | AREA * 775 | REVIEW DATE: 00 00 |
| STOP RSN * | | DRAFT # : 481046443 | REVIEWED BY: |

COMMAND:

| | | |
|--------------------------------|-----------------------|-----------------------|
| CMSD2340 /CMSM2340 | P A C M A N | MAY 19 14 - 9:07 |
| OPID: MXN0054 | CLAIM PAYMENT INQUIRY | TERMID: 701E |
| INSD: ██████████ | | POL: 901513052-0 |
| DOL : DEC 02 13 OK-OKTTM1-GRP- | CLM: ██████████ | ACTIVE REP: K DINNEEN |

| | | |
|----------------------|---------------------|--------|
| PAY TO THE ORDER OF: | TOTAL DRAFT AMOUNT: | 265.00 |
|----------------------|---------------------|--------|

LINE 1: SEDGWICK CLAIMS MANAGEMENT SERVICES, INC., ONLY
 LINE 2: EMPLOYEE: ██████████
 LINE 3: CLAIM: ██████████

ADDRESS: ██████████

CITY: LEXINGTON ST/PR* KY ZIP/CPC: ██████████ CENTRY* USA

IN PAYMENT OF: BI-FULL AND FINAL REIMBURSEMENT OF MEDICAL SUBROGATION DMND

| | | | |
|------------|--------|------------------------|------------------------|
| 1099 | ? N | FEDERAL TAX ID: | LAST UPDT REP: KXD0082 |
| CDS CODE * | 03 PCL | EFT TRACE #: | ISSUING REP: K DINNEEN |
| BANK CODE* | AS2 | ISSUE DATE : FEB 27 14 | APPROVED BY: |
| STATE | * OK | AREA * 775 | REVIEW DATE: 00 00 |
| STOP RSN * | | DRAFT # : 481372255 | REVIEWED BY: |

COMMAND:

| | | |
|--------------------------------|------------------------|------------------|
| CMSD2340 /CMSM2340 | P A C M A N | MAY 19 14 - 9:07 |
| OPID: MXN0054 | CLAIM PAYMENT INQUIRY | TERMID: 201E |
| INSD: [REDACTED] | | POL: 901513052-0 |
| DOL : DEC 02 13 OK-OKTTM1-GRP- | CLM: [REDACTED] ACTIVE | REP: K DINNEEN |

| | | |
|----------------------|---------------------|-------|
| PAY TO THE ORDER OF: | TOTAL DRAFT AMOUNT: | 19.21 |
|----------------------|---------------------|-------|

LINE 1: EAGLEEYE RADIOLOGY, INC., ONLY
 LINE 2: PATIENT: [REDACTED]
 LINE 3: ACCT: [REDACTED]

ADDRESS: [REDACTED]

CITY: PHILADELPHIA ST/PR* PA ZIP/CPC: [REDACTED] CNTRY* USA

IN PAYMENT OF: BI-FULL AND FINAL PAYMENT OF MEDICAL SERVICES RENDERED

| | | | |
|-------------------|------------------------|---------------------------|------------------------|
| 1099 | ? Y | FEDERAL TAX ID: 204768627 | LAST UPDT REP: KXD0082 |
| CDS CODE * 03 PCL | EFT TRACE #: | | ISSUING REP: K DINNEEN |
| BANK CODE* AS2 | ISSUE DATE : APR 08 14 | | APPROVED BY: |
| STATE * OK | AREA * 775 | | REVIEW DATE: 00 00 |
| STOP RSN * | DRAFT # : 481800178 | | REVIEWED BY: |

COMMAND:

| | | |
|--------------------------------|------------------------|------------------|
| CMSD2340 /CMSM2340 | P A C M A N | MAY 19 14 - 9:07 |
| OPID: MXN0054 | CLAIM PAYMENT INQUIRY | TERMID: ?01E |
| INSD: [REDACTED] | | POL: 901513052-0 |
| DOL : DEC 02 13 OK-OKTTM1-GRP- | CLM: [REDACTED] ACTIVE | REP: K DINNEEN |

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 63.85

LINE 1: COALGATE FIRE DEPARTMENT, ONLY
 LINE 2: PATIENT: [REDACTED]
 LINE 3: INVOICE/TRIP: [REDACTED] ACCT: [REDACTED]

ADDRESS: 3 S MAIN

CITY: COALGATE ST/PR* OK ZIP/CPC: 74538 CNTRY* USA

IN PAYMENT OF: BI-FULL AND FINAL PAYMENT OF MEDICAL SERVICES RENDERED

| | | |
|-------------------|---------------------------|------------------------|
| 1099 ? Y | FEDERAL TAX ID: 736005150 | LAST UPDT REP: KXD0082 |
| CDS CODE * 03 PCL | EFT TRACE #: | ISSUING REP: K DINNEEN |
| BANK CODE* AS2 | ISSUE DATE : APR 08 14 | APPROVED BY: |
| STATE * OK | AREA * 775 | REVIEW DATE: 00 00 |
| STOP RSN * | DRAFT # : 481800183 | REVIEWED BY: |

COMMAND:

CMSD2340 /CMSM2340 P A C M A N MAY 19 14 - 9:06
 OPID: MXN0054 CLAIM PAYMENT INQUIRY TERMID: ?01E
 INSD: ██████████ POL: 901513052-0
 DOL : DEC 02 13 OK-OKTTM1-GRP- CLM: ██████████ ACTIVE REP: K DINNEEN

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 20,257.20

LINE 1: AMERICAN MERCURY INS A/S/O ██████████ ONLY*****
 LINE 2: CLAIM# ██████████
 LINE 3:

ADDRESS: ██████████

CITY: TAMPA ST/PR* FL ZIP/CPC: ██████████ CENTRY* USA

IN PAYMENT OF: PD '13 CHEVY SILVERADO

| | | | |
|------------|--------|------------------------|-------------------------|
| 1099 | ? N | FEDERAL TAX ID: | LAST UPDT REP: A087780 |
| CDS CODE * | 99 PCL | EFT TRACE #: | ISSUING REP: M MCDANIEL |
| BANK CODE* | AS2 | ISSUE DATE : APR 30 14 | APPROVED BY: F RAIZIS |
| STATE | * OK | AREA * 003 | REVIEW DATE: 00 00 |
| STOP RSN * | | DRAFT # : 482009921 | REVIEWED BY: |

COMMAND:

| | | |
|--------------------------------|------------------------|------------------|
| CMSD2340 /CMSM2340 | P A C M A N | MAY 19 14 - 9:06 |
| OPID: MXN0054 | CLAIM PAYMENT INQUIRY | TERMID: 701E |
| INSD: [REDACTED] | | POL: 901513052-0 |
| DOL : DEC 02 13 OK-OKTTM1-GRP- | CLM: [REDACTED] ACTIVE | REP: K DINNEEN |

PAY TO THE ORDER OF: TOTAL DRAFT AMOUNT: 18,965.00

LINE 1: FIRST UNITED BANK AND TRUST, ONLY
 LINE 2: CUSTOMER: [REDACTED]
 LINE 3: ACCOUNT: [REDACTED]

ADDRESS: [REDACTED]

CITY: DURANT ST/PR* OK ZIP/CPC: [REDACTED] CNTRY* USA

IN PAYMENT OF: COLL-07' DODGE RAM 3500-TOTAL LOSS-PROGRESSIVE OBTAINS SLVG

| | |
|---------------------------------------|------------------------|
| 1099 ? N FEDERAL TAX ID: | LAST UPDT REP: KXD0082 |
| CDS CODE * 03 PCL EFT TRACE #: | ISSUING REP: K DINNEEN |
| BANK CODE* AS2 ISSUE DATE : JAN 07 14 | APPROVED BY: P RASH |
| STATE * OK AREA * 775 | REVIEW DATE: 00 00 |
| STOP RSN * DRAFT # : 480695662 | REVIEWED BY: |

COMMAND:

CMSD2340 /CMSM2340

P A C M A N

MAY 19 14 - 9:06

OPID: MXN0054

CLAIM PAYMENT INQUIRY

TERMID: 701E

INSD: H [REDACTED]

POL: 901513052-0

DOL : DEC 02 13 OK-OKTTM1-GRP-

CLM: [REDACTED]

ACTIVE

REP: K DINNEEN

PAY TO THE ORDER OF:

TOTAL DRAFT AMOUNT:

3,435.72

LINE 1: [REDACTED], ONLY

LINE 2:

LINE 3:

ADDRESS: [REDACTED]

CITY: COLGATE

ST/PR* OK ZIP/CPC: [REDACTED]

CNTRY* USA

IN PAYMENT OF: COLL-07' DODGE RAM 3500-LESS \$2K DED-T/L PROG OBTS SLVG

1099 ? N FEDERAL TAX ID:

LAST UPDT REP: KXD0082

CDS CODE * 03 PCL EFT TRACE #:

ISSUING REP: K DINNEEN

BANK CODE* AS2 ISSUE DATE : JAN 24 14

APPROVED BY:

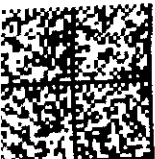
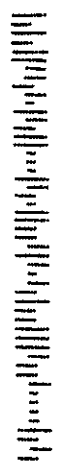
STATE * OK AREA * 775

REVIEW DATE: 00 00

STOP RSN * DRAFT # : 480957595

REVIEWED BY:

COMMAND:



02 1R
00020105E :5
MAILED FRC

\$ 03.50⁰
JUN 12 2014
ZIP CODE 44143

PROGRESSIVE

Chrysler
P.O. Box 218008
Auburn Hills, MI 48321



June 27, 2014

Mr. Nick Gichenko
Progressive
POB 512929
Los Angeles, CA 90051-0929

RE: [REDACTED]
DOL: 12.02.2013
Claim [REDACTED]
CAIR: [REDACTED]

Dear Mr. Gichenko:

Thank you for your letter dated May 19, 2014.

Unfortunately, your letter did not include a location for the vehicle in case it needs to be inspected. Before I can refer to my legal department they require a location. Once received, I will inform them they will need to call to arrange a joint inspection. Please provide this information so we can proceed.

Thank you for writing and allowing us to respond to your concern.

Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss



July 25, 2014

Mr. Nick Gichenko
Progressive
POB 51829
Los Angeles, CA 90051-0929

Claim: [REDACTED]
DOL: 12.02.2013
CAIR: [REDACTED]

Dear Mr. [REDACTED]

This will acknowledge your correspondence regarding the above-mentioned matter.

I have had the opportunity to review the entire file including the inspection report that was performed on this vehicle by a representative from Engineering Analysis Associates, and have been unable to determine a manufacturer's responsibility. Based on this information, I would not accept your subrogation claim and can only suggest the Inter-Insurance Arbitration System as your next logical step.

Chrysler Group LLC is a member of the Inter-Insurance Company Arbitration System. If your company is also a member and if you still believe we are liable for your insured's loss, the claim is subject to arbitration. DaimlerChrysler Motors Corporation's copy of the arbitration application should be sent to:

Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766
Attention: Warranty Litigation Dept.
CIMS: 485-13-32

Thank you for the opportunity to review this matter with you.

Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss

Phone 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 | P O. Box 21-8004 | Auburn Hills, MI USA | 48321







COMING ATTRACTIONS!
These vehicles will be sold at an upcoming auction!

AFC



COMING ATTRACTIONS!
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CAUTION
LIFT UP TRUCK
CHECKING BEHIND
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QUALITY VEHICLES
AT A SET PRICE!





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LOOK UP BEFORE
OPENING DOORS
THIS FLOOR

Buy Fast
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Buy Fast vehicles at
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Insurance Auto Auctions



CAUTION
FLOOR IS WET



RAM
3500
HEAVY DUTY

RAM

CAUTION
SAFETY
EQUIPMENT
REQUIRED

Insurance Auto Auctions





























412AA

WEATHER FLUID ONLY



412AA

















02701 094







PRESS









MAGNETIC BASE

SWANSON

Angle Finder

Magnetic









02704 088







PRESS









SWANSON

Angle Finder

Magnum





547803











EXT 12





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Line 9
No Brk
Start
to
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Buy Fast
SAFETY VEHICLE
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WARNING



**DEATH OR SERIOUS
INJURY CAN OCCUR**

- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.



©2008 OTCAB

PLEASE DO NOT USE IN A CAR
UNLESS YOU ARE WEARING A
SEAT BELT

1. ALWAYS WEAR YOUR SEAT BELT

2. NEVER DRINK AND DRIVE

3. NEVER DRIVE WHILE TALKING ON A CELLPHONE

4. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

5. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

6. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

7. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

8. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

9. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

10. NEVER DRIVE WHILE USING ANY OTHER DISTRACTING DEVICE

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SENR001AB







RAM
3500
HEAVY DUTY



Baja Champion

BF Goodrich

DOT BE26

T/A

T/A

T/A

T/A

T/A

T/A

PR10



Goodyear Sidewall

Goodyear Terrobit

LT245/75R17 121/130

M+S

DeWalt

TERRO

LT245/75R17 (12V/1180)

M+S

M2

LOAD RANGE E

MAX LOAD SINGLE 1450kg (3195 LBS)
AT 550kPa (80 PSI) COLD
MAX LOAD DUAL 1320kg (2910 LBS)
AT 550kPa (80 PSI) COLD

528-01
A 271

DOT BE43 CF11





075540

GRAND PRAIRIE

GRAND PRAIRIE



DUNLOP ATR20

P265/65R17 110S

© 2012
DOT



GRANDTRE

WEAR RESISTANCE - B
TRACTION - B
TEMPERATURE - B

024827

DOT BUAY © 27A1202

LOIP

P265/65R17 110S M+S





RADIAL



ROYAL Z36



MAX. LOAD
1445

RANGE
SINGLE
DUAL

E

2 STEEL
2 POLYESTER

1200kg (2645LBS)

AT 55km/h (34mph)

1250kg (2755LBS)

AT 55km/h (34mph)

DOT BJOR 2397 1010



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BFGoodrich
2001

LOAD RANGE E

PR/C

MAXIMUM LOAD CAPACITY IS LIMITED BY WEIGHT AND DISTRIBUTION. ALWAYS USE PROPER TIRE INFLATION AND LOAD LIMITS. SEE OWNER'S MANUAL FOR MORE INFORMATION.



ter
R
D
L

125/80R

7

121/110

111



1-800-FAST
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1-800-FAST Vehicles at
www.1800fast.com



CAUTION: DO NOT INFLATE THIS TIRE WITH AIR

235/85R16

120/160 80PSI

M+S























ING
CTIONS!





