

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup





May 19, 2014

Chrysler North America
4747 Channel Ave
Portland, OR 97217

Re: Our Insured: [REDACTED]
Vehicle: 2014 Jeep Grand Cherokee 4x4 VIN1C4RJFCG5EC [REDACTED]
Claim No [REDACTED]

The Auto Club Group
600 W. Travelers Trail
Burnsville, MN 55337-2518

5-28

2014-05-28

JUN 0 2

SPECIAL INVESTIGATIONS

Dear Chrysler:

Our insured made a claim with AAA, his auto insurer, for damage to his 2014 Jeep. Apparently the fog lamp had come loose in its cradle and burned a hole in the front bumper.

Our insured reported to us the following:

10/26/2013-PICKED VEH UP FROM DEALERSHIP.
10/27/2013-WENT BACK TO COMPLETE PAPERWORK AT DEALERSHIP.
10/28/2013 SMOKE WAS COMING FROM UNDER THE HOOD OF 1.
INSD STATED IT SMELLED LIKE CHEMICAL SMOKE.
10/30/2013 VEH WAS IN THE DEALERSHIP FOR THE SMOKE AND BURNING SMELL.
DEALERSHIP LOOKED OVER THE VEH AND SENT INSD HOME STATING THE VEH WAS FINE.

We attach supporting documentation for our claim which is in the amount of \$1206.49 which includes our insured's \$100.00 deductible.

It is our position that the fog lamp that caused this damage was improperly installed at the factory causing the damage to the bumper.

Please review this claim and issue payment to:

Auto Club Group
25510 W. 11 Mile Rd.
Southfield, MI 48034

Please send any written denials to



Liz Langevin
600 W. Travelers Tr
Burnsville, MN 55337

Thank you.

**LEGAL PHOTOS RETAINED IN DOCUMENT
RETENTION**

FISCHER BODY REFINISHING INC.
-TROY

Workfile ID: 9cf2679e
State ID: B 38 270 1053

1759 MAPLELAWN DR, TROY, MI 48084
Phone: (248) 649-6100
FAX: (248) 649-6017

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Written By: VIKTOR PJETRI, 12/6/2013 9:58:47 AM
Adjuster: PAYTON, LAJUANDA, (877) 210-5678 Business

Insured: [REDACTED]
Type of Loss: Comprehensive
Point of Impact: 12 Front

Policy #: [REDACTED]
Date of Loss: 11/25/2013 8:30:00 AM

Claim #: [REDACTED]
Days to Repair: 0

Owner:

[REDACTED]
BIRMINGHAM, MI [REDACTED]
[REDACTED] Evening

Inspection Location:

1759 MAPLELAWN
TROY, MI 48084
Repair Facility

Insurance Company:

AUTO CLUB INSURANCE ASSOCIATION
MICHIGAN REGION
1 AUTO CLUB DRIVE
DEARBORN, MI 48126
(877) 210-5678 Business

VEHICLE

Year: 2014 Body Style: 4D UTV VIN: 1C4RJFCG5EC2 [REDACTED] Mileage In: 1221
Make: JEEP Engine: 8-5.7L-FI License: [REDACTED] Mileage Out:
Model: GRAND CHEROKEE 4X4 Production Date: State: MI Vehicle Out:
OVERLAND
Color: BLACK Int: Condition: Job #: [REDACTED]

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

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

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Navigation System
Backup Camera w/Parking Sensors
Remote Starter
Home Link

RADIO

AM Radio
FM Radio

Search/Seek
Auxiliary Audio Connection
Premium Radio
Equalizer

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

ROOF

Luggage/Roof Rack
Electric Glass Sunroof

Bucket Seats
Reclining/Lounge Seats
Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors

TRUCK

Rear Step Bumper
Trailer Hitch
Trailer Package

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

CONVENIENCE

Stereo

SEATS

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2	S01	O/H bumper assy				2.3	
3	**	S01 Repl A/M Bumper cover w/parksense	68214172AA	1	295.00	Incl.	2.6
		NOTE: BACK SIDE OF BUMPER WHERE MOUNTS INTO LOWER COVER WAS MELTED NO TABS ABLE TO CLIP INTO EACHOTHER					
4	S01	Add for Clear Coat					1.0
5	S01	Add for fog lamps				0.3	
6		Repl Aim distance sensor		1	m	1.0	
7		Repl Add for distance sens		1		0.3	
8	S01	Repl Lower cover paintable	1WL30TZZAC	1	264.00	1.8	1.5
		NOTE: BACK SIDE OF BUMPER WHERE MOUNTS INTO LOWER COVER WAS MELTED NO TABS ABLE TO CLIP INTO EACHOTHER					
9	S01	Add for Clear Coat					0.6
10		FRONT LAMPS					
11		R&I RT Headlamp assy w/o adaptive headlam				0.3	
12		R&I LT Headlamp assy w/o adaptive headlam				0.3	
13	*	S01 R&I LT Fog lamp assy				0.2	
14	*	S01 R&I RT Fog lamp assy				0.2	
15	S01	Repl LT Fog lamp bulb	L0000H11	1	19.00	0.1	
16		FENDER					
17		R&I RT Wheel flare Overland & Sum				0.4	
18		R&I LT Wheel flare Overland & Sum				0.4	
SUBTOTALS					578.00	7.6	5.7

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			578.00
Parts Discount	\$ 283.00	-10.0 %	-28.30
Body Labor	7.6 hrs @	\$ 36.00 /hr	273.60
Paint Labor	5.7 hrs @	\$ 36.00 /hr	205.20
Paint Supplies	5.7 hrs @	\$ 24.00 /hr	136.80
Subtotal			1,165.30
Sales Tax	\$ 686.50 @	6.0000 %	41.19
Grand Total			1,206.49
Deductible			100.00
CUSTOMER PAY			100.00
INSURANCE PAY			1,106.49

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Deleted Items							
2	*	Rpr Bumper cover w/parksense				-5.0	-2.6
3		Add for Clear Coat					-1.0
4		Refn Lower cover paintable					-1.5
5		Add for Clear Coat					-0.6
Added Items							
3	**	S01 Repl A/M Bumper cover w/parksense	68214172AA	1	295.00	Incl.	2.6
		NOTE: BACK SIDE OF BUMPER WHERE MOUNTS INTO LOWER COVER WAS MELTED NO TABS ABLE TO CLIP INTO EACHOTHER					
4		S01 Add for Clear Coat					1.0
5		S01 Add for fog lamps				0.3	
8		S01 Repl Lower cover paintable	1WL30TZZAC	1	264.00	1.8	1.5
		NOTE: BACK SIDE OF BUMPER WHERE MOUNTS INTO LOWER COVER WAS MELTED NO TABS ABLE TO CLIP INTO EACHOTHER					
9		S01 Add for Clear Coat					0.6
13	*	S01 R&I LT Fog lamp assy				0.2	
14	*	S01 R&I RT Fog lamp assy				0.2	
15		S01 Repl LT Fog lamp bulb	L0000H11	1	19.00	0.1	
SUBTOTALS					578.00	-2.4	0.0

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			578.00
Parts Discount	\$ 283.00	-10.0 %	-28.30
Body Labor	-2.4 hrs @	\$ 36.00 /hr	-86.40
Paint Labor	5.7 hrs @	\$ 36.00 /hr	205.20
Additional Supplement Labor			-205.20
Paint Supplies	5.7 hrs @	\$ 24.00 /hr	136.80
Additional Supplement Materials/Supplies			-136.80
Subtotal			463.30
Sales Tax	\$ 549.70 @	6.0000 %	32.98
Total Supplement Amount			496.28
NET COST OF SUPPLEMENT			496.28

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	710.21	VIKTOR PJETRI
Supplement S01	496.28	VIKTOR PJETRI
Job Total:	\$ 1,206.49	
CUSTOMER PAY:	\$ 100.00	
INSURANCE PAY:	\$ 1,106.49	

AUTO CLUB INSURANCE ASSOCIATION, MEMBERSELECT INSURANCE COMPANY OR AUTO CLUB GROUP INSURANCE COMPANY (HEREIN INDIVIDUALLY AND COLLECTIVELY REFERRED TO AS ACIA) GUARANTEES THAT IT WILL REPLACE THE QUALITY REPLACEMENT PARTS (PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER) IDENTIFIED ON THE VEHICLE ESTIMATE ASSOCIATED WITH THIS GUARANTEE IF A DEFECT IS DISCOVERED.

ACIA FURTHER GUARANTEES THAT THE QUALITY REPLACEMENT PARTS, EXCLUDING GLASS AND MECHANICAL PARTS, ARE CERTIFIED OR VALIDATED TO BE OF OEM QUALITY IN ALL INSTANCES WHEN THIS CERTIFICATION OR VALIDATION IS AVAILABLE FOR THE PART. THIS GUARANTEE IS IN EFFECT FOR AS LONG AS YOU OWN THE REPAIR VEHICLE AND IS NOT TRANSFERABLE TO ANOTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, PAINT AND MATERIALS IF REQUIRED, AND REASONABLE RENTAL COST OF A SIMILAR TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CLAIMS FOR DIMINUTION IN VALUE OR CONSEQUENTIAL DAMAGES.

IF A DEFECT IN A QUALITY REPLACEMENT PART IS DISCOVERED, CONTACT YOUR LOCAL ACIA CLAIMS DEPARTMENT IMMEDIATELY AND ACIA WILL REPLACE THE PART WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER PART. IF AN ORIGINAL EQUIPMENT MANUFACTURER PART IS NOT REASONABLY COMMERCIALY AVAILABLE, ACIA WILL REPLACE THE DEFECTIVE PART WITH ANOTHER QUALITY REPLACEMENT PART.

INSPECTING CLAIM REPRESENTATIVE MUST BE CONTACTED FOR ADDITIONALS.

TOTAL ADDITIONALS \$ _____

TOTAL PAYMENT DUE REPAIR FACILITY \$ _____

REPAIR FACILITY _____ REG. NO. _____

SHOP: REVIEW AND SIGN THE ORIGINAL AND CUSTOMER COPY. OBTAIN CUSTOMER SIGNATURE FOR AUTHORIZATION TO REPAIR. WE ACCEPT REPAIR ESTIMATE AND COST AS ITEMIZED.

FACILITY REP.
SIGNATURE X _____

BEFORE REPAIRS:

CUSTOMER: I REQUEST AND AUTHORIZE REPAIRS AS ITEMIZED. I ACKNOWLEDGE RECEIPT OF ESTIMATE COPY. I ALLOW THE INSURANCE COMPANY TO APPROVE ADDITINAL WORK ON MY BEHALF WHEN NECESSARY.

REPLACE PARTS REQUESTED YES _____ NO _____

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

CUSTOMER SIGNATURE X _____

AFTER REPAIRS:

CUSTOMER ACCEPTANCE AND PAYMENT AUTHORIZATION: I HAVE EXAMINED MY VEHICLE AND FOUND THAT THE REPAIRS HAVE BEEN COMPLETED TO MY SATISFACTION AND AUTHORIZE PAYMENT FOR THE REPAIRS DIRECTLY TO THE REPAIR FACILITY.

CUSTOMER SIGNATURE X _____

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

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTY 8-5.7L-FI BLACK

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3WA14, CCC Data Date 12/2/2013, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/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 or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 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 CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

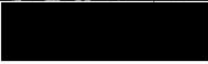
CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

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

Supplement of Record 1 with Summary

Customer:



Job Number



Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

ALTERNATE PARTS SUPPLIERS

Supplier: Keystone - AGRP - A for ACG

Location(s):	11950 MOSTELLAR ROAD, CINCINNATI OH 45206	(800) 848-6345	(513) 961-5500
	26691 ECKEL ROAD, PERRYSBURG OH 43552	(877) 901-7278	(419) 873-1044
	2701 PROGRESSIVE BLVD, SELLERSBURG IN 47172	(800) 662-2955	(812) 948-2329
	35660 CLINTON STREET, WAYNE MI 48184	(800) 594-9084	(734) 542-9264
	501 MANSON ROAD STE 260, LA VERGNE TN 37086	(800) 966-3300	(615) 226-9090
	5100 WEST 123RD STREET SUITE B, ALSIP IL 60803	(800) 622-0096	(708) 629-3333
	849 WHITAKER ROAD, PLAINFIELD IN 46168	(800) 525-4639	(317) 895-0530
	960 FREEMAN AVENUE SW, GRAND RAPIDS MI 49503	(800) 968-9350	(616) 452-6066
	1149 S PENNSYLVANIA AVENUE, LANSING MI 48912	(800) 968-7509	(517) 482-0046
	3535 RENNIE SCHOOL ROAD, TRAVERSE CITY MI 49684	(888) 200-9323	(231) 947-0202

Line	Description	Item #	Price
3	A/M Bumper cover w/parksense	REMB11265R	\$ 295.00

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 JEEP GRAND CHEROKEE 4X4 OVERLAND 4D UTV 8-5.7L-FI BLACK

ALTERNATE PARTS USAGE

Year: 2014	Body Style: 4D UTV	VIN: 1C4RJFCG5EC [REDACTED]	Mileage In: 1221
Make: JEEP	Engine: 8-5.7L-FI	License: 216206	Mileage Out:
Model: GRAND CHEROKEE 4X4 OVERLAND	Production Date:	State: MI	Vehicle Out:
Color: BLACK Int:	Condition:	Job #: [REDACTED]	

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Automatically List	1	1
Optional OEM	Automatically List	0	0
Reconditioned	Automatically List	0	0
Recycled	N/A	0	0

PAYMENT LOG

Claim Number: ██████████
Date of Loss: 11/25/2013
Posting Date From: 00/00/0000 **Posting Date To:** 00/00/0000
Prepared by: Elizabeth Langevin **Print Date:** 05/19/2014

Claimant: ██████████
Coverage: Comprehensive
Subclaim #: 001

Pmt #	Posting Date	Check Number	Payee(s)	Remitter	Benefit Type	Loss/Expense	Payment Amount	Payment Status	Payment Category	Service Start Date	Service End Date	EOB	Invoice No.
1	01/21/2014	445027	FISCHER BODY REFINISHING		Repair Costs	Loss	\$ 1208.49	Check Cashed	Disbursement	//	//		
1	01/21/2014	445027	FISCHER BODY REFINISHING		Comprehensive Indemnity	Loss	\$ 100.00	Check Cashed	Disbursement	//	//		



423-04-04

Chrysler Corporation
1000 Chrysler Drive
Auburn Hills, MI 48326

6/2/04



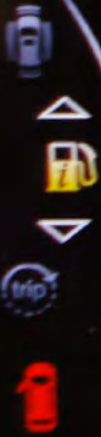


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