

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

GILL AUTO GROUP
1100 S MADERA AVE
MADERA, CA 93637

06/21/2019

18:17:15

DEBIT CARD

DEBIT SALE

Card # XXXXXXXXXXXXX0638
Network: PAVD
Chip Card: US DEBIT
AID: [REDACTED]
SEQ #: 2
Batch #: 714
INVOICE [REDACTED]
Approval Code: [REDACTED]
Entry Method: Chip Read
Mode: Issuer - PIN Verified

SALE AMOUNT \$79.95

CUSTOMER COPY

CUSTOMER #:

GILL AUTO GROUP



www.gillautogroupmadera.com
1100 S. Madera Avenue · Madera, California 93637
(559) 674-5661

INVOICE

DUPLICATE 3
PAGE 1

SERVICE DEPT. HOURS:
MONDAY - FRIDAY 7:30 AM to 5:30 PM

FRESNO, CA

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 296 ARTURO TORRES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	RAM 2500			20496/20507		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL16 IS			17:00	15JUN19		CASH	21JUN19
01JUL16 DD							

R.O. OPENED: 10:32 15JUN19
BOOKED: 18:11 21JUN19
OPTIONS: ENG:6.7_Liter_TDsl

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION

INSP COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION

162 G LIC#: Y

ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B TIRE PRESSURE CHECK AND INFLATE: PER CA STATE C.A.R.B LAW

CAUSE: TIRE PRESSURES LF 60 RF 60 RR 80 LR 80

PSI TIRE PRESSURE CHECK AND INFLATE: PER CA STATE

C.A.R.B LAW

162 G LIC#: Y

ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

20496 60 F 80 R

C PERFORM COMPLIMENTARY ALIGNMENT CHECK WITH BATTERY AND CHARGING

SYSTEM TEST AND REPORT

ALIGNCK PERFORM COMPLIMENTARY ALIGNMENT CHECK

WITH BATTERY AND CHARGING SYSTEM TEST AND

REPORT

999 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

20496 ALIGNMENT CHECK FAILED TOE OUT OF SPECS

D CUSTOMER REQUESTS FRONT END ALIGNMENT, PROVIDE ALIGNMENT PRINT-OUT

CUSTOMER STATES WHEEL IS OFF CENTER AND PULLS TO THE RIGHT IF

OUT OF SPECS CUSTOMER STATES GO AHEAD WITH ALIGNMENT

ALIGN CUSTOMER REQUESTS FRONT END ALIGNMENT,

PROVIDE ALIGNMENT PRINT-OUT

266 CC

79.95

79.95

PARTS: 0.00 LABOR: 79.95 OTHER: 0.00 TOTAL LINE D: 79.95

20507 after checking alignment front end toe out of specs performed

a front end toe set and test drove vehicle. vehicle no longer pulls and

straightened out steering wheel

FOR PARTS & SERVICE WORK, WE ACCEPT:



Thank you for this opportunity to serve you.

It is our aim to perform all the repairs requested to your complete satisfaction.

If you have any questions pertaining to the repairs listed on this invoice,
please contact our Service Dept. Manager.

WE APPRECIATE YOUR BUSINESS!!!

BE SURE TO CHECK OUT OUR PARTS DEPARTMENT'S FULL SELECTION OF ACCESSORIES FOR
YOUR VEHICLE - OR AS GREAT GIFT IDEAS!!

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR # ARD00261085

EPA # CAL000352127

CUSTOMER #:

GILL AUTO GROUP



INVOICE

www.gillautogroupmadera.com

1100 S. Madera Avenue · Madera, California 93637
(559) 674-5661

FRESNO, CA

PAGE 1

SERVICE DEPT. HOURS:
MONDAY - FRIDAY 7:30 AM to 5:30 PM

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 296 ARTURO TORRES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	16	RAM 2500	[REDACTED]		20574 / 20585	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL16 IS							
01JUL16 DD			WAIT 24JUN19			CASH	24JUN19
R.O. OPENED	BOOKED	OPTIONS: ENG:6.7_Liter_TDsl					
08:09 24JUN19	11:52 24JUN19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION						
	INSP COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION						
	266 ISP						(N/C)
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:						0.00
20574 RECOMMEND FUEL FILTERS IF NOT COMPLETE							

B	TIRE PRESSURE CHECK AND INFLATE: PER CA STATE C.A.R.B LAW						
CAUSE: TIRE PRESSURES LF 60 RF 60 RR 80 LR 80							
PSI TIRE PRESSURE CHECK AND INFLATE: PER CA STATE							
C.A.R.B LAW							
	281 ISP						(N/C)
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:						0.00
20574 cross rotae tires							
cross rotated tires in the front							
torque lug nuts to factory spec							

C	CUSTOMER STATES TRUCK HAS A PULL TO THE RIGHT SEE REPAIR ORDER #80479						
ALIGNMENT WAS CHECKED AND PERFORMED TECHNICIAN TO ROAD TEST							
WITH CUSTOMER TO IDENTIFY CUSTOMER CONCERN							
00 V06 RECALL DRAG LINK							
	266 WC						(N/C)
PARTS:	0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:						0.00
20574 road test truck with customer duplicate customer concern							
customer reports had recall v06 performed at another dealer ship states							
steering wheel is off center and pulls to the right recheck found drag							
ling with excessive movement performed a test drive with customer and							
found that the alignment is off and also the steering wheel after							
pulling it on to the alignment rack i found the the v06 recall was done							
but it was not done right i found that the jam nuts were welded to the							
sleeve but the nuts were not touching the sleeve at all so who ever							
performed the v06 recall did not torque the nuts to the sleeve they							
just welded the the nuts with 1/4 inch gap after i saw that i cut both							
welds off and performed a new alignment set the steering wheel and							
torque the jam nuts to spec and welded after went on another test drive							

FOR PARTS & SERVICE WORK, WE ACCEPT:



Thank you for this opportunity to serve you.
It is our aim to perform all the repairs requested to your complete satisfaction.
If you have any questions pertaining to the repairs listed on this invoice,
please contact our Service Dept. Manager.

WE APPRECIATE YOUR BUSINESS!!!

BE SURE TO CHECK OUT OUR PARTS DEPARTMENT'S FULL SELECTION OF ACCESSORIES FOR
YOUR VEHICLE - OR AS GREAT GIFT IDEAS!!

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR # ARD00261085

EPA # CAL000352127

The following information is provided for your information only. It is not intended to constitute an offer of insurance or any other financial product. For more information, please contact your insurance agent or the company.

Before any repair work is performed, you must authorize the repair in writing. The repair order must be signed by you or an authorized representative of your business. The repair order must include the vehicle identification number (VIN), the make, model, and year of the vehicle, and the name and address of the repair shop or dealer.

The dealer must be furnished with the purchaser's copy of the repair order or dealer invoice, to validate date of purchase and vehicle mileage, as applicable.

This is the only express warranty applicable to service, replacement parts and accessories, and neither assumes nor authorizes anyone to assume for it any other obligation of liability in connection with such parts and accessories.

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumed nor authorizes any other person to assume for it any liability in connection with the sale of parts and accessories. The only warranties which apply are those of the manufacturer.

"We hereby certify that these goods were produced in compliance with all applicable requirements of Section 6, 7 & 12 of the Fair Labor Standards Act, as amended, and of Regulations and orders of the United States Department of Labor issued under Section 14 thereof."

"After-Market" Parts not manufactured by the original vehicle manufacturer, carry a 3 month, or 4,000 mile warranty.

LIMITED WARRANTY

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THE FOLLOWING: Parts, accessories, materials, and labor are warranted to be free from defects for 90 days or 4,000 miles, whichever occurs first under normal use, when the vehicle or parts are returned to this facility at owner's expense. This warranty does not cover any economic loss nor consequential or other incidental damages, including without limitation payment for the loss of the use of the car, lodging, car rentals, other travel costs, and loss of pay.

NOTICE TO CUSTOMERS: Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanics time. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oil, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

TO OUR SERVICE CUSTOMERS:

Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or actual repairs are indicated, you will be contacted for your advance approval of a revised estimate.

ADDITIONAL TERMS & CONDITIONS

1. Our Dealership's usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs.
2. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are necessary, you will be contacted for your advance approval of a revised estimate.
3. Customer is hereby notified that the vehicle and any of its contents are not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealership.
4. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
5. The repair of this vehicle and completion date are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond the Dealership's control.
6. Due to the type of service requested some repairs must be sublet.
7. All labor and materials will be paid for in cash unless Dealer agrees to other payment arrangements in advance. Notice as used under PAYMENT TERMS on the front side hereof will be deemed to have been given upon deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the front side hereof.
8. If the vehicle described herein is not called for within three (3) days after such notice is given, a daily storage fee will be charged, \$50.00 per day.
9. The Dealership is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

10. In addition to any and all legal remedies available, I authorize the Dealership to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. The Dealership is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
11. If any such charges remain unpaid for thirty (30) days after such request for payment, The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
12. The Power of Attorney granted on the front of this Repair Order/Invoice shall be irrevocable and shall remain in effect for so long as there is an outstanding amount due under the Repair Order/Invoice.
13. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request.
14. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
15. Customer acknowledges, if a request for parts return was made before work commenced, that some Parts are Not Returnable due to OEM requirements, some parts must be returned to factory.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deductions of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

PROPOSITION 65 WARNING

ADVERTENCIA DE LA PROPOSICIÓN 65

<p>⚠ WARNING: Breathing the air in this area or skin contact with petroleum products can expose you to chemicals including benzene, motor vehicle exhaust, and carbon monoxide, which are known to the state of California to cause cancer and birth defects or other reproductive harm. Do not stay in this area longer than necessary.</p> <p>For more information go to www.P65Warnings.ca.gov/vehicle-repair.</p>	<p>⚠ ADVERTENCIA: Respirar el aire en esta zona o el contacto de la piel con productos del petróleo puede exponerle a sustancias químicas, incluidos benceno, gases del escape de vehículos de motor y monóxido de carbono, conocidos en el estado de California como causantes de cáncer y defectos congénitos u otros daños reproductivos. No permanezca en esta zona más de lo necesario.</p> <p>Para obtener más información, visite www.P65Warnings.ca.gov/vehicle-repair.</p>
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CALIFORNIA EMISSIONS REFEREE STATIONS INFORMATION

- Customer may be sent to a Referee Station by the Bureau of Automotive Repair if:
 1. Motorist's vehicle failed the initial inspection when he/she thinks it shouldn't have.
 2. Motorist has a dispute with repair facility (e.g., cost/quality of repair work is in dispute).
 3. Motorist has had vehicle repaired resulting in no emission reduction or increase emissions, and which would exceed the cost limits if additional repairs are made, will be referred to a Referee Station for testing.
- Customer may go directly to a Referee Station if:
 1. It is obvious that no repairs can be done for less than the cost limit.
 2. It is to verify non-availability of emissions control components.

Upon Request, you are entitled to receive a copy of the Towing Fees and Access Notice.

**DIAMOND AUTO BODY & PAINT,
INC.**

427 WEST BEDFORD AVE., FRESNO, CA 93711
Phone: (559) 439-3868
FAX: (559) 439-1381

Workfile ID: [REDACTED]
State EPA: CAL 000123756
BAR: ARD00233496

Preliminary Estimate

Customer: [REDACTED]

Written By: Arthur Petrosyan

Insured: [REDACTED]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[REDACTED]

Inspection Location:
DIAMOND AUTO BODY & PAINT, INC.
427 WEST BEDFORD AVE.
FRESNO, CA 93711
Repair Facility
(559) 439-3868 Business

Insurance Company:

VEHICLE

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

VIN: [REDACTED]
License:
State:

Interior Color:
Exterior Color: SILVER
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors
Privacy Glass
Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Keyless Entry
Message Center
Remote Starter

RADIO

AM Radio
FM Radio
Stereo
Search/Seek

Auxiliary Audio Connection

Satellite Radio

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
Positraction

SEATS

Reclining/Lounge Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
California Emissions
TRUCK
Rear Step Bumper
Power Rear Window
Trailer Hitch

Get live updates at [REDACTED]

Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT DOOR					
2	*	Rpr LT Door shell regular cab				1.0	2.8
3		Add for Clear Coat					1.1
4		R&I LT Belt w'strip regular cab				0.3	
5		Repl LT Nameplate "RAM 2500"	68140250AC	1	79.45	0.2	
6		R&I LT Mirror assy				0.3	
7		R&I LT Handle, outside w/o body color w/keyless entry				0.3	
8		R&I LT R&I trim panel				0.5	
9		REAR DOOR					
10		Blnd LT Door shell					1.3
11		R&I LT Belt w'strip				0.3	
12		R&I LT Handle, outside w/o body color				0.3	
13		R&I LT R&I trim panel				0.5	
14	#	Hazardous Waste Removal		1	5.00 X		
15	#	COVER CAR		1	5.00 X	0.3	
16	#	COLOR, SAND & BUFF		1		0.5	
SUBTOTALS					89.45	4.5	5.2

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			79.45
Body Labor	4.5 hrs @	\$ 70.00 /hr	315.00
Paint Labor	5.2 hrs @	\$ 70.00 /hr	364.00
Paint Supplies	5.2 hrs @	\$ 40.00 /hr	208.00
Miscellaneous			10.00
Subtotal			976.45
Sales Tax	\$ 287.45 @	7.9750 %	22.92
Grand Total			999.37
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			999.37



Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

I authorize the teardown of my vehicle for estimating purposes

AUTHORIZATION TO TEARDOWN

SIGNATURE _____ DATE _____

ESTIMATE OF REPAIR:

The Estimate of Repair includes parts, labor, diagnosis, and any applicable taxes. If, on further inspection, additional parts or repairs are needed, you will be contacted for authorization. We are not responsible for loss or damage to your vehicle from fire, theft, accidents or any cause beyond our control. All tests will be made by our employees at your risk.

AUTHORIZED

SIGNATURE: _____ DATE: _____

POWER OF ATTORNEY:

I do hereby appoint the aforementioned business as my attorney in fact to accept on my behalf any and all checks, drafts, or bills of exchange for deposit to the aforementioned business' account for credit on my account for repairs on my vehicle which has been released and accepted.

ACCEPTED

BY: _____ DATE: _____

A consumer is entitled to:

1. Select the auto body repair shop to repair auto body damage covered by the insurance company. An insurance company may not require repairs to be done at a specific auto body repair shop.
2. An itemized written estimate for auto body repairs and, upon completion of repairs, a detailed invoice. The estimate and the invoice must include an itemized list of parts and labor along with the total price for the work performed. The estimate and invoice must also identify all parts as new, used, aftermarket, reconditioned, or rebuilt.
3. Be informed about coverage for towing services. The insurer shall pay reasonable towing and storage charges incurred by the insured to protect the vehicle and provide reasonable notice to an insured before terminating payment for storage charged so that the insured has time to remove the vehicle from storage.
4. Be informed about the extent of coverage, if any, for a replacement rental vehicle while a damaged vehicle is being repaired.
5. Be informed of where to report suspected fraud or other complaints and concerns about auto body repairs.

Complaints within the jurisdiction of the Bureau of Automotive Repair

Complaints concerning the repairs of a vehicle by an auto body repair shop should be directed to: Toll Free 800-952-5210

California Department of Consumer Affairs
Bureau of Automotive Repair
10240 Systems Parkway
Sacramento, CA 95827

The Bureau of Automotive Repair can also accept complaints over its web site at: www.autorepair.ca.gov

Complaints within the jurisdiction of the California Insurance Commissioner

Any concerns regarding how an auto insurance claim is being handled should be submitted to the California Department of Insurance at:

800-927-HELP or 213-897-8927

California Department of Insurance



Preliminary Estimate

Customer [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

Consumer Services Division
300 South Spring Street
Los Angeles, CA 90013

The California Department of Insurance can also accept complaints over its web site at: www.insurance.ca.gov

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR3TH13, CCC Data Date 07/01/2019, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2020 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

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

SYMBOLS FOLLOWING PART PRICE:

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

SYMBOLS FOLLOWING LABOR:

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

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel.
CAPA=Certified Automotive Parts Association. 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.

Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

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.

**DIAMOND AUTO BODY & PAINT,
INC.**

427 WEST BEDFORD AVE., FRESNO, CA 93711
Phone: (559) 439-3868
FAX: (559) 439-1381

Workfile ID: [REDACTED]
State EPA: CAL 000123756
BAR: ARD00233496

Preliminary Estimate

Customer: [REDACTED]

Written By: Arthur Petrosyan

Insured: [REDACTED]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[REDACTED]

Inspection Location:
DIAMOND AUTO BODY & PAINT, INC.
427 WEST BEDFORD AVE.
FRESNO, CA 93711
Repair Facility
(559) 439-3868 Business

Insurance Company:

VEHICLE

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

VIN: [REDACTED]
License: [REDACTED]
State:

Interior Color:
Exterior Color: SILVER
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows

Power Locks
Power Mirrors

Heated Mirrors

DECOR

Dual Mirrors
Privacy Glass
Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers

Tilt Wheel

Cruise Control

Keyless Entry

Message Center

Remote Starter

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Auxiliary Audio Connection

Satellite Radio

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

Positraction

SEATS

Reclining/Lounge Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

California Emissions

TRUCK

Rear Step Bumper

Power Rear Window

Trailer Hitch

Get live updates at [REDACTED]

Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT DOOR					
2	*	Rpr LT Door shell regular cab				1.0	2.8
3		Add for Clear Coat					1.1
4	R&I	LT Belt w'strip regular cab				0.3	
5	Repl	LT Nameplate "RAM 2500"	68140250AC	1	79.45	0.2	
6	R&I	LT Mirror assy				0.3	
7	R&I	LT Handle, outside w/o body color w/keyless entry				0.3	
8	R&I	LT R&I trim panel				0.5	
9		REAR DOOR					
10	Blnd	LT Door shell					1.3
11	R&I	LT Belt w'strip				0.3	
12	R&I	LT Handle, outside w/o body color				0.3	
13	R&I	LT R&I trim panel				0.5	
14	#	Hazardous Waste Removal		1	5.00 X		
15	#	COVER CAR		1	5.00 X	0.3	
16	#	COLOR, SAND & BUFF		1		0.5	
SUBTOTALS					89.45	4.5	5.2

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			79.45
Body Labor	4.5 hrs @	\$ 70.00 /hr	315.00
Paint Labor	5.2 hrs @	\$ 70.00 /hr	364.00
Paint Supplies	5.2 hrs @	\$ 40.00 /hr	208.00
Miscellaneous			10.00
Subtotal			976.45
Sales Tax	\$ 287.45 @	7.9750 %	22.92
Grand Total			999.37
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			999.37



Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

I authorize the teardown of my vehicle for estimating purposes

AUTHORIZATION TO TEARDOWN

SIGNATURE _____ DATE _____

ESTIMATE OF REPAIR:

The Estimate of Repair includes parts, labor, diagnosis, and any applicable taxes. If, on further inspection, additional parts or repairs are needed, you will be contacted for authorization. We are not responsible for loss or damage to your vehicle from fire, theft, accidents or any cause beyond our control. All tests will be made by our employees at your risk.

AUTHORIZED

SIGNATURE: _____ DATE: _____

POWER OF ATTORNEY:

I do hereby appoint the aforementioned business as my attorney in fact to accept on my behalf any and all checks, drafts, or bills of exchange for deposit to the aforementioned business' account for credit on my account for repairs on my vehicle which has been released and accepted.

ACCEPTED

BY: _____ DATE: _____

A consumer is entitled to:

1. Select the auto body repair shop to repair auto body damage covered by the insurance company. An insurance company may not require repairs to be done at a specific auto body repair shop.
2. An itemized written estimate for auto body repairs and, upon completion of repairs, a detailed invoice. The estimate and the invoice must include an itemized list of parts and labor along with the total price for the work performed. The estimate and invoice must also identify all parts as new, used, aftermarket, reconditioned, or rebuilt.
3. Be informed about coverage for towing services. The insurer shall pay reasonable towing and storage charges incurred by the insured to protect the vehicle and provide reasonable notice to an insured before terminating payment for storage charged so that the insured has time to remove the vehicle from storage.
4. Be informed about the extent of coverage, if any, for a replacement rental vehicle while a damaged vehicle is being repaired.
5. Be informed of where to report suspected fraud or other complaints and concerns about auto body repairs.

Complaints within the jurisdiction of the Bureau of Automotive Repair

Complaints concerning the repairs of a vehicle by an auto body repair shop should be directed to: Toll Free 800-952-5210

California Department of Consumer Affairs
Bureau of Automotive Repair
10240 Systems Parkway
Sacramento, CA 95827

The Bureau of Automotive Repair can also accept complaints over its web site at: www.autorepair.ca.gov

Complaints within the jurisdiction of the California Insurance Commissioner

Any concerns regarding how an auto insurance claim is being handled should be submitted to the California Department of Insurance at:

800-927-HELP or 213-897-8927

California Department of Insurance



Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

Consumer Services Division
300 South Spring Street
Los Angeles, CA 90013

The California Department of Insurance can also accept complaints over its web site at: www.insurance.ca.gov

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR3TH13, CCC Data Date 07/01/2019, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2020 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

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

SYMBOLS FOLLOWING PART PRICE:

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

SYMBOLS FOLLOWING LABOR:

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

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. 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.

Preliminary Estimate

Customer: [REDACTED]

2016 RAM 2500 Big Horn Mega Cab 160.5" WB 4WD 4D P/U 6-6.7L Turbocharged Diesel Diesel Direct Injection SILVER

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.