

Good morning! My name is Rick Poppe, and I own West Fargo Auto Body and Glass in West Fargo, ND. Thank you for inviting me to explain more about the challenges the auto body repair industry is facing regarding a customer's choice of an auto body repair shop and reimbursement from insurance companies.

I am a small shop owner and the only repair technician. I complete all the estimates, I order all the parts, I repair all the vehicles, and I work directly with the insurance company regarding the estimates and insurance claims. My only help is my spouse, who assists me when I need an extra hand, and she does the bookkeeping.

Auto body repair shops are facing many challenges that we haven't dealt with in the past. Staffing, ordering parts and working with the insurance companies are examples.

Working with insurance companies is by far the most complex and frustrating of all the challenges we face. Let me provide you with examples of some of the challenges and frustrations that I experience daily.

We have a family friend whose pickup was damaged; after filing his claim with State Farm, he went to a State Farm preferred shop to get an initial estimate. He brought that estimate to me and I told him it looked good, and I could work off that estimate. When he told State Farm, he wanted to bring his car to West Fargo Auto Body and Glass and not the preferred shop, and that I would work off that original estimate, they told him no. I would have to contact State Farm, and they would have to look at the vehicle. Since I am not a preferred shop with State Farm, they would not allow me to do any work until they looked at the vehicle. This is very frustrating. The work is the same in both shops.

Customers also tell me they are told by their insurance company they need to go to one of the insurance company's preferred shops. And if they do, they will get a better job done on their vehicle, and they will also get a warranty on the work.

Insurance companies have many requirements to be considered a preferred shop. For example, the number of automotive technicians you have on staff, the equipment you have in your shop, and the estimating software you use. All of which does not ensure or guarantee the quality of work done on your vehicle.

Some insurance companies require the customer to get an estimate from the preferred shop and won't even accept my estimate.

I have also provided you with an example of where an insurance company would not compensate me for paint and materials. The documentation process and time spent to get paid for paint and materials on this claim was staggering. My spouse developed a spreadsheet outlining the costs and was persistent for months in the follow up.

However, we still didn't get paid for the full supplement we submitted and only our cost. I can't stay in business if they only pay my costs.

Some insurance companies won't even accept pictures from the repair shop and require the customer to send them for the initial claim. This doesn't provide evidence of all the damage and then I am required to document every item that doesn't fall into the initial claim. If the insurance company accepted my estimate to start with instead of customer photos, many supplements could be avoided.

They also don't pay prevailing labor rates. I provide the insurance company with the prevailing labor rate for our area, and they tell me I am incorrect. However, they won't provide me with any documentation that supports the rate they state. I have provided you documentation of an example of a glass claim showing the labor rate in 2014 at \$43.50 and another claim dated in December 2024 that shows the labor rate has decreased to \$35.00 an hour. When all other costs have increased and the labor rate has decreased, how do the small shops stay in business? In addition, to a very low glass labor rate, some insurance companies use Safelite to process their glass claims and the glass itself is often discounted 40- 50% off list price. Not getting paid the prevailing rate for labor and list price on the glass is not encouraging anyone to enter this profession.

Another example of how labor rates have not kept up with inflation is the mechanical labor rate versus the body labor rate and the paint labor rate. Years ago, when I wrote estimates, the body labor rate and paint labor rate were the same as mechanical labor. Today, the body labor rate is \$80/hour, and the mechanical labor rate is almost twice that rate at \$140 - \$150 an hour. I believe the large discrepancy between these labor rates is because mechanical labor rates are usually self-pay and body, and paint labor rates have been dictated by insurance companies and therefore held artificially low.

I believe these examples I have given, provide support to passing this proposed Bill. It will help provide all auto body repair shops with a fair labor rate by not allowing insurance companies to undercut the prevailing rate just to increase their bottom line. It will also ensure customers are allowed to go anywhere to get their car fixed and to select the shop of their choice with no strong arming to make them go where the insurance company encourages them to go.

Thank you again for your attention today and for providing me with the opportunity to outline some of the challenges we face in the auto body repair industry.

Re: [EXTERNAL] Re: [REDACTED]

From: West Fargo Auto Body (wfautobody@yahoo.com)

To: natalie.knippel.aaxj@statefarm.com

Date: Tuesday, March 14, 2023 at 12:44 PM CDT

Thank you.
Karen

On Tuesday, March 14, 2023 at 07:16:05 AM CDT, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

1.0 let down panel at 71ph = 71.00 1.0 P&M at 50ph = 50.00 432.31 x 7.5 tax and 50.00 p&M x 7.5 tax = 157.17

From: West Fargo Auto Body <wfautobody@yahoo.com>
Sent: Monday, March 13, 2023 3:17 PM
To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>
Cc: Marcelino Gutierrez <marcelino.gutierrez.se3c@statefarm.com>
Subject: Re: [EXTERNAL] Re: [REDACTED]

Thank you. Thanks for the estimate as well. I see the \$432.31 listed on the estimate and how they determined that amount. But the check is for \$589.49 so what is the \$157.18 for? I don't see any other reference to Supplement 4 in the detail except for 1 hour of Refin.

Thanks,

Karen

Supplement amount on worksheet \$1027.60

On Monday, March 13, 2023 at 02:49:50 PM CDT, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

I am looking at the estimate and paint and materials are on the estimate for 875.00. I am so sorry you are upset. We can only pay 50.00 per paint hour for paint and materials (labor being separate). I am an appraiser and we work off of CCC. I know you are looking for additional paint and material above and beyond CCC. I will carbon copy the team manager for your shop. The Team manager for your shop is Marcelino Gutierrez.

From: West Fargo Auto Body <wfautobody@yahoo.com>
Sent: Monday, March 13, 2023 2:40 PM
To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>
Subject: Re: [EXTERNAL] Re: [REDACTED]

If you have no idea, who do I talk to.... this is becoming unbelievable! Why were paint and materials not included? This was needed as part of the repair and we shouldn't have to eat the cost.

Thank you,

Karen

On Monday, March 13, 2023 at 02:29:55 PM CDT, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

I have no idea. I know I did not add the paint and materials additional cost to the supplement.

From: West Fargo Auto Body <wfautobody@yahoo.com>
Sent: Monday, March 13, 2023 2:13 PM
To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>
Subject: Re: [EXTERNAL] [REDACTED]

Natalie,

Where are we at on this claim? It's been 2 weeks.

Thank you,

Karen

On Monday, February 27, 2023 at 02:36:42 PM CST, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

It is the paint and material calculations on the CCC estimating system with paint hours and material cost.

Thank you.

Natalie Knippel

From: West Fargo Auto Body <wfautobody@yahoo.com>

Sent: Monday, February 27, 2023 2:27 PM

To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>

Subject: Re: [EXTERNAL] Re: [REDACTED]

Natalie,

What does CCC1 mean? If it is related to CCC estimating system we don't have that software and are a Mitchell based estimating system.

Thank you.

Karen

On Monday, February 27, 2023 at 01:27:15 PM CST, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

Thank you for the document. I am forwarding this to the claim handler as I cannot approve anything about CCC1 paint and materials.

Thank you,

Natalie Knippel

From: West Fargo Auto Body <wfautobody@yahoo.com>

Sent: Monday, February 27, 2023 1:06 PM

To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>

Subject: Re: [EXTERNAL] Re: [REDACTED]

Natalie,

I just talked to Nate from State Farm and he directed me to send you an updated worksheet (see attached) for the paint and materials cost using 25% which is the typical State Farm mark-up on parts. The new supplement total is \$1027.60.

I hope we can wrap this claim up soon since it has been outstanding since last year.

Thank you,

Karen

701-281-1772

On Monday, February 20, 2023 at 01:17:18 PM CST, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

Who ever on the team picks up they can look up who the team manager is and transfer you.

From: West Fargo Auto Body <wfautobody@yahoo.com>
Sent: Monday, February 20, 2023 1:01 PM
To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>
Subject: Re: [EXTERNAL] [REDACTED]

Thank you for the number. Who will I be talking to?

Karen

On Monday, February 20, 2023 at 12:43:09 PM CST, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

855-341-8184

From: West Fargo Auto Body <wfautobody@yahoo.com>
Sent: Monday, February 20, 2023 11:49 AM
To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>
Subject: Re: [EXTERNAL] Re: [REDACTED]

Natalie,

Who would that be? Your name is on most of the documentation that we have.... Can you please provide this information.

Thank you,

Karen

On Friday, February 10, 2023 at 02:27:16 PM CST, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

You can always try and reach out the claim handler on this one and they can direct you to the team manager.

From: West Fargo Auto Body <wfautobody@yahoo.com>
Sent: Friday, February 10, 2023 12:42 PM
To: Natalie Knippel <natalie.knippel.aaxj@statefarm.com>
Subject: [EXTERNAL] Re: [REDACTED]

Natalie,

I am working to wrap up some outstanding items from year end and I am confused by this.... You are saying we get no markup on materials which is how we stay in business. I understand you may not want to pay 30% but State Farm pays a 25% mark up on parts. There should be a minimum of 25% markup on materials. This vehicle was a red tri-coat which is a more costly paint. At this point, we have not received any payment for paint and materials for this claim.

Please review again and provide an update.

Thank you,

Karen

On Friday, December 30, 2022 at 02:42:12 PM CST, Natalie Knippel <natalie.knippel.aaxj@statefarm.com> wrote:

1/20/25, 11:27 AM

Yahoo Mail - Re: [EXTERNAL] Re: [REDACTED]

Hi Rick... This is the best I can do on the paint and material cost is pay your cost less what is on our estimate this way you do not loose money on material but I cannot mark it up 30%. I checked with 7 other adjusters on this matter.

Paint Calculation

2/27/23 Update

1 liter = 1.05669 quarts

WFAB costs	Quarts	Sprayed	Parts	Quarts	Cost	Total Cost	Retail	Total Retail	Retail Markup	Paid	Notes
1 Sealer	1	Mix 4 to 1 to 1									
Primer 9471			4	0.666667	\$ 94.00	\$ 62.67	\$ 133.08	\$ 88.72	42%		
Activator 9484			1	0.166667	\$ 107.17	\$ 17.85	\$ 189.68	\$ 31.61	77%		Retail Cost: \$376.00 per gallon = \$94 per quart; Retail: \$532.32 = \$133.08
Reducer UR 50			1	0.166667	\$ 109.50	\$ 18.25	\$ 136.88	\$ 22.81	25%		Retail 30% markup
				1		\$ 98.78		\$ 143.15			
2 Base	4	Mix 1 to 1									
Base Coat			1	2	\$ 308.16	\$ 616.33	\$ 385.20	\$ 770.40	25%		30% markup
Reduction UR 50			1	2	\$ 109.50	\$ 219.00	\$ 136.88	\$ 273.75	25%		30% markup
				4		\$ 835.33		\$ 1,044.15			
3 Pearl	3	Mix 1 to 1									
Pearl			1	1.5	\$ 44.67	\$ 67.00	\$ 55.84	\$ 83.76	25%		30% markup
Reduction UR 50			1	1.5	\$ 109.50	\$ 164.25	\$ 136.88	\$ 205.31	25%		30% markup
				3		\$ 231.25		\$ 289.07			
4 Clear	2.5	Mix 2 to 1									
Clear 7211			2	0.833333	\$ 42.60	\$ 35.50	\$ 75.40	\$ 62.83	77%		Retail Cost \$225.11 per 5 liter = 90.04 liter = 42.60 per quart; \$398.42 per 5 liters = \$79.68 = \$75.40 per quart
Activator 6876			1	1.666667	\$ 63.87	\$ 106.45	\$ 113.04	\$ 188.40	77%		Retail Cost \$168.72 per 2.5 liters = \$67.49 per liter = \$63.87 per quart; \$298.62 per 2.5 liters = \$119.45 = \$113.04 per quart
			3	2.5		\$ 141.95		\$ 251.23			
						\$ 1,307.31		\$ 1,727.60			
								\$ 700.00			
								\$ 1,027.60			

State Farm Paid
Amount Due



Supplement amount \$1,027.60

WORLEY CLAIMS SERVICES LLC

Workfile ID: [REDACTED]

Certainty in a World of Risk
****Supplement Request****
Autoappraisals@worleyco.com
HAMMOND, LA 70404

For:

STATE FARM INSURANCE COMPANIES

ALL

Supplement of Record 1 with Summary**Owner:** [REDACTED]**Job Number:**

Written By: Lester Quarterman
Adjuster: Team U, Express, (855) 341-8184 Business

Insured: Insured, State Farm
Type of Loss: LIAB - Liability
Point of Impact: 12 Front

Policy #: [REDACTED]
Date of Loss: 7/29/2022 12:00 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner:**Inspection Location:****Repair Facility:**

West Fargo Auto Body
801 West main Ave
West Fargo, ND 58078
(701) 281-1772 Business

VEHICLE

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

VIN: [REDACTED]	Production Date: 4/2013	Interior Color: Neutral
License: 987cdl	Odometer: 165,377	Exterior Color: Crystal Red Tintcoat
State: ND	Condition: Good	

TRANSMISSION

Automatic Transmission
Overdrive

POWER

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

DECOR

Dual Mirrors
Body Side Moldings
Tinted Glass

Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Message Center
Steering Wheel Touch Controls
Climate Control
Remote Starter
Home Link

RADIO

FM Radio

Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System

ROOF

Electric Glass Sunroof

SEATS

Cloth Seats
Bucket Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Traction Control
Stability Control
Power Trunk/Liftgate

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

Console/Storage

AM Radio

Hands Free Device

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER & GRILLE					
2	*	S01 Repl License bracket	10337110	1	25.00	0.2	
3		S01 O/H bumper assy				2.4	
4		S01 Repl Lower grille silver	22775357	1	106.47	Incl.	
5	*	S01 Repl Bumper cover w/o fog lamps	89025047	1	279.00	Incl.	3.0
6		S01 Add for Clear Coat					1.2
7		S01 Repl Upper grille silver	22865902	1	157.15	Incl.	
8		FRONT LAMPS					
9	*	Repl RCY RT Headlamp assy +25%	25958360	1	181.25	0.3	
10		Aim headlamps				0.5	
11		HOOD					
12		S01 Repl Hood	89023526	1	761.25	1.5	3.2
13		S01 Add for Clear Coat					1.3
14		S01 Add for Underside(Complete)					1.6
15		FENDER					
16		S01 R&I RT Fender liner				Incl.	
17	*	S01 Repl RT Fender	89023524	1	337.00	2.4	2.2
18		S01 Overlap Major Adj. Panel					-0.4
19		S01 Add for Clear Coat					0.4
20		S01 Add for Edging					0.5
21		FRONT DOOR					
22		S01 Blnd RT Outer panel					1.0
23		S01 R&I RT Belt w'strip				0.3	
24		S01 R&I RT Mirror assy w/o defogger smooth				0.3	
25		S01 R&I RT Handle, outside w/o chrome				0.3	
26	*	S01 R&I RT Body side mldg				0.3	
27	#	S01 Repl Clean and Re-tape		1	15.00	0.5	
28			OTHER CHARGES				
29	#		E.P.C.	1	5.00		
SUBTOTALS					1,867.12	9.0	14.0

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				1,862.12
Body Labor	9.0 hrs	@	\$ 71.00 /hr	639.00
Paint Labor	14.0 hrs	@	\$ 71.00 /hr	994.00
Paint Supplies	14.0 hrs	@	\$ 50.00 /hr	700.00
Other Charges				5.00
Subtotal				4,200.12
Sales Tax	\$ 2,562.12	@	7.5000 %	192.16
Total Cost of Repairs				4,392.28
Deductible				0.00
Total Adjustments				0.00
Net Cost of Repairs				4,392.28

MyPriceLink Estimate ID / Quote ID:

[REDACTED]

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: <http://st8.fm/7X4> or QR code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to <http://www.statefarm.com/> and select Check the Status of a Claim. If you are already registered, thank you!

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Deleted Items							
2		R&I R&I bumper cover				-1.4	
3	*	Repl RCY Upper grille silver +25%	22865902	1	-110.00	-0.2	
7	HOOD						
8	**	Repl Opt OEM Hood	89023526	1	-647.06	-1.5	-3.2
9		Add for Clear Coat					-1.3
10		Add for Underside(Complete)					-1.6
Added Items							
2	*	S01 Repl License bracket	10337110	1	25.00	0.2	
3		S01 O/H bumper assy				2.4	
4		S01 Repl Lower grille silver	22775357	1	106.47	Incl.	
5	*	S01 Repl Bumper cover w/o fog lamps	89025047	1	279.00	Incl.	3.0
6		S01 Add for Clear Coat					1.2
7		S01 Repl Upper grille silver	22865902	1	157.15	Incl.	
11	HOOD						
12		S01 Repl Hood	89023526	1	761.25	1.5	3.2
13		S01 Add for Clear Coat					1.3
14		S01 Add for Underside(Complete)					1.6
15	FENDER						
16		S01 R&I RT Fender liner				Incl.	
17	*	S01 Repl RT Fender	89023524	1	337.00	2.4	2.2
18		S01 Overlap Major Adj. Panel					-0.4
19		S01 Add for Clear Coat					0.4
20		S01 Add for Edging					0.5
21	FRONT DOOR						
22		S01 Blnd RT Outer panel					1.0
23		S01 R&I RT Belt w'strip				0.3	
24		S01 R&I RT Mirror assy w/o defogger smooth				0.3	
25		S01 R&I RT Handle, outside w/o chrome				0.3	
26	*	S01 R&I RT Body side mldg				0.3	
27	#	S01 Repl Clean and Re-tape		1	15.00	0.5	
SUBTOTALS					923.81	5.1	7.9

RATE CHANGES

Sales Tax \$ 1243.31 2.5 (5 % to 7.5 %) = 31.08

CHANGES TO ADJUSTMENTS

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			923.81
Body Labor	5.1 hrs @	\$ 71.00 /hr	362.10
Paint Labor	14.0 hrs @	\$ 71.00 /hr	994.00
Additional Supplement Labor			-433.10
Paint Supplies	14.0 hrs @	\$ 50.00 /hr	700.00
Additional Supplement Materials/Supplies			-305.00
Subtotal			2,241.81
Sales Tax	\$ 1,318.81 @	7.5000 %	98.91
Additional Supplement Taxes			31.08
Total Supplement Amount			2,371.80
NET COST OF SUPPLEMENT			2,371.80

MyPriceLink Estimate ID / Quote ID:

[REDACTED]

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	2,020.48	MARIO SARAVIA
Supplement S01	2,371.80	Lester Quarterman
Workfile Total:	\$ 4,392.28	
NET COST OF REPAIRS:	\$ 4,392.28	

NOTICE TO REPAIRER: THIS IS NOT AN AUTHORIZATION TO REPAIR. THIS IS AN APPRAISAL OF DAMAGES ONLY. NO APPRAISER OR ADJUSTER HAS AUTHORITY TO AUTHORIZE REPAIRS. AUTHORIZATION TO REPAIR AND GUARANTEE OF PAYMENT CAN ONLY BE MADE BY VEHICLE OWNER. WORLEY CLAIM SERVICE LLC, SPECIFIES AND INTENDS THAT ALL REPAIRS AND/OR PART REPLACEMENTS LISTED HEREON ARE MADE IN STRICT ACCORDANCE WITH MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATIONS. WORLEY CLAIMS SERVICE LLC, AND/OR ITS CLIENTS ASSUMES NO RESPONSIBILITY FOR REPAIR QUALITY AND SAFETY, SUPPLEMENT DAMAGES ARE SUBJECT TO RE-INSPECTION.

State Farm Insurance
11350 Johns Creek Pkwy
Duluth, GA 30097-0001

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

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 DR1CB06, CCC Data Date 09/01/2022, 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 2023 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. Blend=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 Intelligent 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

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

*******INSURANCE COMPANY DISCLOSURES AND CUSTOMER NOTIFICATIONS*******

THE FOLLOWING DISCLOSURE APPLIES TO THOSE PARTS IDENTIFIED AS NON-OEM ON THE ESTIMATE:

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF REPLACEMENT PARTS THAT WERE NOT MANUFACTURED BY OR FOR THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

Supplement of Record 1 with Summary

Owner: [REDACTED]

Job Number:

2013 CHEV Impala LT (Fleet) 4D SED 6-3.6L Gasoline Direct Injection Crystal Red Tintcoat

PARTS SUPPLIER LIST

Line	Supplier	Description	Price
9	G5 Autolights Sales Representative 16700 Hardy St Suite C Houston TX 77032 (281) 982-3428	#YGYGBN RCY RT Headlamp assy +25% RT H/LAMP ASSY-IQ1,S#1371 - R.	\$ 145.00



Bobcat
F7

SAFELITE SOLUTIONS

Date: 12/11/24
Time: 12:10:33

To: WEST FARGO AUTO BODY Shop#: 089808
801 MAIN AVE W Fax: 701-282-9504
WEST FARGO ND 58078 Tel: 701 281 1772

Referral#

Customer: [REDACTED] Home: [REDACTED]
[REDACTED] Bus: 0- 0- 0

Date of loss:
12/06/2024

Vehicle: 2023 FORD TRUCK BRONCO 4D 4X4 4 D
Type of Loss: REPLACE DW02839 GTY
Deductible: \$.00

W/S LIST: -41.0% LABR: \$37.00 PER HOUR
C/T LIST: -41.0% LABR: \$37.00 PER HOUR
Recalibration: Static \$350.00 Dynam: \$300.00 Dual: \$450.00

KITS: W/S 1.0 \$25.00; 2.0 \$25.00 H/M 1.0 \$30.00; 2.0 \$60.00 F/C 2.0 \$25.00

- If the cost of claim is over \$2000, please seek Pricing Approval.

Notice:

If approval is indicated on this work order (IE:OEM) and the parts are priced under NAGS/Mitchell please do not contact shop care for approval. Approval is only needed when no prior approval has been given, exception pricing is being requested or the part is not priced by NAGS; such as: RV, sunroof, any molding parts, or miscellaneous charges. In those cases seek pricing approval. Performance of services constitutes acceptance of the communicated price and billing instructions.

INSHOP SERVICE

PART REQUIRES RECALIBRATION.

COMPANY: AMERICAN FAMILY INSURANCE ID#: 09037 EDI MAILBOX: SAFL SAFL107

Billing Instructions

Sold To: [REDACTED] Please Show On Your Invoice
Bill To: AMERICAN FAMILY INSURANCE 1) Referral#: [REDACTED]
Address: PO BOX 182277 2) Full Vehicle Vin Number
COLUMBUS, OH 43218-2277 3) Valid NAGS Part Numbers
Invoice at safelitesolutionsnetwork.com 4) Customer's Signature

- You must include sales tax on your invoice if applicable.
- Please complete and submit a W9 with your first invoice.
- Payment will be rendered upon receipt of funds from the client.
- Invoices should be submitted within 10 days of installation.
- AMERICAN FAMILY INSURANCE will not reimburse for deductibles not collected.

Customer Signature _____ Date _____

Please return your invoice signed by the customer, along with this signed fax

Bobcat |-----|
F7 | S A F E L I T E S O L U T I O N S |Date: 11/24/14
Time: 15:11:36To: WEST FARGO AUTO BODY Shop#: 075346
801 MAIN AVE W Fax: 701-828-9504
WEST FARGO ND 58078 Tel: 701 281 1772Referral#
[REDACTED]Customer: [REDACTED] Home: [REDACTED]
Bus: 0- 0- 0Date of loss:
10/31/2014Vehicle: 2010 CHEVROLET SILVERADO K1500 4
Type of Loss: REPLACE DW01658 GBY
Deductible: \$100.00W/S LIST: -37.0% LABR: \$43.50 PER HOUR
C/T LIST: -37.0% LABR: \$43.50 PER HOUR

KITS: W/S 1.0 \$15.00; 2.0 \$30.00 H/M 1.0 \$20.00; 2.0 \$40.00 F/C 2.0 \$30.00

- If the cost of claim is over \$2000, please call or email Pricing Approval.

----- Notice:-----

Please contact Safelite at 1-614-602-2120 prior to beginning the work for any part not priced by NAGS, including but not limited to RV, sunroofs, OEM, dealer, net priced, premium, other charges and any molding parts. Performance of services constitutes acceptance of the communicated price and billing instructions.

Please contact Shop Care to update and approve the part, if the part used does not match the order.

INSHOP SERVICE

COMPANY: FARMERS INSURANCE ID#: 09030 EDI MAILBOX: SAFL SAFL107

----- Billing Instructions -----

Sold To: [REDACTED] Please Show On Your Invoice
Bill To: FARMERS INSURANCE 1) Referral#: [REDACTED]
Address: PO BOX 182277 2) Full Vehicle Vin Number
COLUMBUS, OH 43218-2277 3) Valid NAGS Part Numbers
Invoice Online at SGCNetwork.com 4) Customer's Signature

- You must include sales tax on your invoice if applicable.
- Payment will be rendered upon receipt of funds from the client.
- Invoices should be submitted within 10 days of installation.
- FARMERS INSURANCE will not reimburse for deductibles not collected.

Customer Signature _____ Date _____

Please return your invoice signed by the customer, along with this signed fax