

FARMERS INSURANCE EXCHANGE

DALY CITY CLAIMS SERVICE CENTER
HELPPPOINT CLAIM SERVICES BY FARMERS
FOR SUPPLEMENT CALL, (800)-282-7033

Claim #:
Workfile ID:

8001121533-1-3
d41e36b8

Estimate of Record

Written By: ANTHONY JAYAKODDY, 03/07/2013 1:09:32 PM
Adjuster: Jayakoddy, Anthony, (650) 315-1948 Business

Insured: FATEKH VERGASOV Policy #: 0148356867 Claim #: 8001121533-1-3
Type of Loss: COLL1 - MD Date of Loss: 03/02/2013 04:30 PM Days to Repair: 8
Point of Impact: 05 Right Rear Deductible: 500.00

Owner:

FATEKH VERGASOV
470 RUTHVEN AVE
PALO ALTO, CA 94301
(650) 465-3773 Evening
(650) 465-3773 Other

Inspection Location:

VERGASOV, FATEKH
470 RUTHVEN AVE
PALO ALTO, CA 94301
Home
(650) 465-3773 Evening

Appraiser Information:

Email:
anthony.jayakoddy@hpcs.com
Phone: (650) 315-1948

Repair Facility:

VEHICLE

Year: 2002 Color: WHITE Int: GRAY License: 4VEA977 Production Date: 01/2002
Make: LINC Body Style: 4D SED State: CA Odometer: 108219
Model: TOWN CAR SIGNATURE Engine: 8-4.6L-FI VIN: 1LNHM82W32Y656930 Condition:

TRANSMISSION

Automatic Transmission
Overdrive

POWER

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

Power Adjustable Pedals
Memory Package

DECOR

Body Side Moldings
Dual Mirrors

CONVENIENCE

Air Conditioning
Rear Defogger
Tilt Wheel
Cruise Control
Intermittent Wipers
Climate Control

Keyless Entry

Steering Wheel Controls
Message Center

RADIO

AM Radio
FM Radio
Stereo
Cassette
Search/Seek

SAFETY

Anti-Lock Brakes (4)
Driver Air Bag

Passenger Air Bag

Front Side Impact Air Bags
4 Wheel Disc Brakes

SEATS

Leather Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Traction Control

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER					
2		O/H rear bumper		0	0.00	1.8	0.0
3	R&I	R&I bumper cover	F8VZ17K835BA	0	0.00	Incl.	0.0
4	* <>	Rpr Bumper cover	F8VZ17K835BA	0	0.00	<u>1.5</u>	3.0
5		Add for Clear Coat		0	0.00	0.0	1.2
6	#	Refn Base Coat Reduction - Full Clear Coat		0	0.00	0.0	-0.2
7	**	Repl A/M RT Cover molding outer bright	FO1159151	1	20.00	Incl.	0.0
8	*	R&I LT Cover molding outer bright	F8VZ17K832BA	0	0.00	<u>Incl.</u>	0.0
9	*	R&I Cover molding center bright	F8VZ17C830BA	0	0.00	<u>Incl.</u>	0.0
10		REAR LAMPS					
11	*	Rpr RT Tail lamp assy w/o Cartier edition	XW1Z13404AA	0	0.00	<u>0.5</u>	0.0
		NOTE: Time provided to buff out right tail lamp					
12		QUARTER PANEL					
13	*	Rpr RT Quarter panel	F8VZ5427840BA	0	0.00	<u>8.5</u>	2.0
14		Overlap Major Non-Adj. Panel		0	0.00	0.0	-0.2
15		Add for Clear Coat		0	0.00	0.0	0.4
16	#	Refn Base Coat Reduction - Full Clear Coat		0	0.00	0.0	-0.2
17		Repl RT Nameplate "Signature Series"	F8VZ54297A74BA	1	18.32	0.2	0.0
18	#	Repl RT quarter flare		1	16.74 X	0.2	0.0
19	#	Pinstripes - Tape		1	15.00 X	0.2	0.0
20		REAR DOOR					
21	Blnd	RT Outer panel	3W1Z5424700BA	0	0.00	0.0	1.2
22	R&I	RT Window molding upper	YW1Z54255A60BA	0	0.00	0.4	0.0
23	R&I	RT Belt w/strip	1W1Z5425596BA	0	0.00	0.4	0.0
24	R&I	RT Body side mldg w/o STS primed	6W1Z5425556BPTM	0	0.00	0.4	0.0
25	R&I	RT Handle, outside	YW1Z5426604AA	0	0.00	0.4	0.0
26	R&I	RT R&I trim panel	2W1Z5427406AAE	0	0.00	0.4	0.0
27		ROOF					
28	R&I	RT Roof molding	F8VZ5451728AA	0	0.00	0.5	0.0
29	#	Corrosion Protection -		1	10.00 T	0.0	0.0
30	#	Cover Car		1	10.00 X	0.0	0.0
31	#	Hazardous Waste		1	3.50 X	0.0	0.0
32	#	Rope Glass - Right back glass		1	0.00	0.5	0.0
SUBTOTALS					93.56	15.9	7.2

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					38.32
Body Labor	15.9 hrs	@	\$ 80.00 /hr		1,272.00
Paint Labor	7.2 hrs	@	\$ 80.00 /hr		576.00
Paint Supplies	7.2 hrs	@	\$ 35.00 /hr		252.00
Miscellaneous					55.24
Subtotal					2,193.56
Sales Tax	\$ 300.32	@	8.6250 %		25.90
Total Cost of Repairs					2,219.46
Deductible					500.00
Total Adjustments					500.00
Net Cost of Repairs					1,719.46

QUALITY REPLACEMENT PARTS WARRANTY

OUR REPAIR ESTIMATE MAY SPECIFY THE USE OF QUALITY REPLACEMENT PARTS. QUALITY REPLACEMENT PARTS ARE PARTS NOT MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER. WE WILL STAND BEHIND THE QUALITY REPLACEMENT PARTS THAT ARE SPECIFIED ON THIS ESTIMATE AND USED IN THE REPAIR OF YOUR VEHICLE, FOR AS LONG AS YOU OWN/LEASE THE VEHICLE. WE WARRANT THESE PARTS ARE OF LIKE KIND, QUALITY, SAFETY, FIT AND PERFORMANCE TO PARTS MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER.

THIS WARRANTY EXCLUSIVELY COVERS LOSS OR DAMAGE THAT IS RELATED TO DEFECTS IN THE QUALITY REPLACEMENT PART. THIS WARRANTY DOES NOT COVER DAMAGE OR PART FAILURE DUE TO IMPROPER INSTALLATION, MISUSE, NEGLIGENCE, ABUSE, IMPROPER MAINTENANCE, ABNORMAL OPERATION, OR NORMAL WEAR & TEAR.

SHOULD A SUPPLIER OF A PART SPECIFIED IN OUR REPAIR ESTIMATE, OR THE REPAIR FACILITY THAT PERFORMS THE REPAIR ON YOUR VEHICLE, BE UNABLE TO RESOLVE A LEGITIMATE COMPLAINT ABOUT THE QUALITY REPLACEMENT PART USED IN THE REPAIR, WE WILL MAKE EVERY EFFORT TO SEE THAT THE PROBLEM IS CORRECTED.

THIS WARRANTY AND ANY REPRESENTATIONS MADE HEREIN ARE NON-TRANSFERABLE AND EXTEND ONLY TO THE PARTY OWNING/LEASING THE VEHICLE AT THE TIME OF THE REPAIR.

FOR ASSISTANCE, PLEASE CONTACT THE NEAREST HELPPPOINT CLAIM SERVICES OFFICE.

DISCLAIMER:

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT INSURANCE CLAIM FOR THE PAYMENT OF A LOSS MAY BE GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE LABOR AND TAX RATES USED WERE DETERMINED BY THE VEHICLE INSPECTION LOCATION UNLESS THE REPAIR FACILITY WAS KNOWN AT THE TIME OF THE INSPECTION OR ANOTHER LOCATION WAS SPECIFIED BEFORE THE ESTIMATE WAS PREPARED

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

TO EXPEDITE THE HANDLING OF ANY SUPPLEMENTAL DAMAGES CLAIM, PLEASE HAVE THE APPROXIMATE AMOUNT OF ADDITIONAL DAMAGES AVAILABLE WHEN YOU CALL 1 (800) 282-7033. POTENTIALLY, A REINSPECTION MAY BE CONDUCTED WITHIN HOURS OF YOUR CALL. ALL SUPPLEMENTS MUST BE APPROVED BY A CLAIMS REPRESENTATIVE BEFORE REPAIRS ARE COMPLETED. WE MUST BE NOTIFIED BY THE REPAIR FACILITY, AND PHYSICALLY INSPECT, ALL REQUESTS FOR SUPPLEMENTAL DAMAGE. FAILURE TO PROVIDE ADEQUATE NOTICE MAY RESULT IN NONPAYMENT OF ADDITIONAL CHARGES NOT CONTAINED IN THIS APPRAISAL.

IF YOU HAVE COVERAGE FOR DAMAGE TO YOUR VEHICLE UNDER THIS POLICY IT IS OUR OBLIGATION TO INFORM YOU THAT UNDER CALIFORNIA CODE OF REGULATIONS, TITLE 10, CHAPTER 5, SECTION 2695.8(E) YOU HAVE THE RIGHT TO SELECT THE VEHICLE REPAIR FACILITY OF YOUR CHOICE.

WE ARE PROHIBITED BY LAW FROM REQUIRING THAT REPAIRS BE DONE AT A SPECIFIC AUTOMOTIVE REPAIR DEALER. YOU ARE ENTITLED TO SELECT THE AUTO BODY REPAIR SHOP TO REPAIR DAMAGE COVERED BY US. WE HAVE RECOMMENDED AN AUTOMOTIVE REPAIR DEALER THAT WILL REPAIR YOUR DAMAGED VEHICLE. IF YOU AGREE TO USE OUR RECOMMENDED AUTOMOTIVE REPAIR DEALER, WE WILL CAUSE THE DAMAGED VEHICLE TO BE RESTORED TO ITS CONDITION PRIOR TO THE LOSS AT NO ADDITIONAL COST TO YOU OTHER THAN AS STATED IN THE INSURANCE POLICY OR AS OTHERWISE ALLOWED BY LAW. IF YOU EXPERIENCE A PROBLEM WITH THE REPAIR OF YOUR VEHICLE, PLEASE CONTACT US IMMEDIATELY FOR ASSISTANCE.

AUTO BODY REPAIR CONSUMER BILL OF RIGHTS

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 SHALL NOT REQUIRE THE 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 AND STORAGE SERVICES.
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.
6. SEEK AND OBTAIN AN INDEPENDENT REPAIR ESTIMATE DIRECTLY FROM A REGISTERED AUTO BODY REPAIR SHOP FOR REPAIR OF A DAMAGED VEHICLE, EVEN WHEN PURSUING AN INSURANCE CLAIM FOR REPAIR OF THE VEHICLE.

COMPLAINTS WITHIN THE JURISDICTION OF THE BUREAU OF AUTOMOTIVE REPAIR

COMPLAINTS CONCERNING THE REPAIR OF A VEHICLE BY AN AUTO BODY REPAIR SHOP SHOULD BE DIRECTED TO:

TOLL FREE (866) 799-3811

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF AUTOMOTIVE REPAIR

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

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) 897-8921

CALIFORNIA DEPARTMENT OF INSURANCE
CONSUMER SERVICES DIVISION
300 SOUTH SPRING STREET
SOUTH TOWER
LOS ANGELES, CA 90013

THE CALIFORNIA DEPARTMENT OF INSURANCE CAN ALSO ACCEPT COMPLAINTS OVER ITS WEB SITE AT:
WWW.INSURANCE.CA.GOV

GLASS REPLACEMENT IS AVAILABLE BY CALLING SAFELITE AT 1-800-826-0914.

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON
WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME
AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE
DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY
LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR,
S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. PATHWAYS: ADJ=ADJACENT,
ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION,
D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY,
INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON
ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION,
REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR,
RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE
ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH
AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER
OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

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

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

"If the above estimate includes a NAPA part price, the repair facility must complete a one time set up with their local NAPA retailer in order to receive the special "Farmers Preferred Parts Program" pricing. To accomplish set up, contact your local NAPA retailer and ask them to insert billing code number 9066 into your customer billing profile. The 9066 code will enable your repair facility to receive special pricing on all NAPA parts and/or supplies purchased. If you do not already have a local NAPA retailer account, please call 1-800 LET-NAPA for your nearest NAPA location."

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DE2KC98, CCC Data Date 03/01/2013, 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 AM. 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 2012 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.

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

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.

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

ALTERNATE PARTS SUPPLIERS

Line	Description	Supplier	Item #	Price
7	A/M RT Cover molding outer bright	Keystone - STOCKTON, CA #3006	FO1159151	\$ 20.00
		Keystone - STOCKTON, CA #3006 1627 ARMY COURT, STOCKTON CA 95206	(800) 263-9727	

Estimate of Record

2002 LINC TOWN CAR SIGNATURE 4D SED 8-4.6L-FI WHITE

ALTERNATE PARTS USAGE

Year: 2002 Color: WHITE Int: GRAY License: 4VEA977 Production Date: 01/2002
 Make: LINC Body Style: 4D SED State: CA Odometer: 108219
 Model: TOWN CAR Engine: 8-4.6L-FI VIN: 1LNHM82W32Y656930 Condition:

Alternate Part Type	Selection Method	# Of Available Parts	# Of Parts Selected
Aftermarket	Manually List	3	1
Optional OEM	Manually List	0	0
Reconditioned	Manually List	6	0
Recycled	N/A	5	0