

Attn: Milwaukee City Forestry Department

CITY OF MILWAUKEE

Monday June 6, 2011

2011 JUN 27 PM 2:47

RONALD D. LEONHARDT  
CITY CLERK

We went out to use our car on Monday May 16, 2011 and found our car had a broken rear window, a broken rear view mirror and back tail light broken along with other scratches and dings. In the back seat of our car we found a note from the Milwaukee City Forestry department on how to go about filing a claim for the above damages.

Our car has been deemed unfit to drive due to the blown out back window and broken rear tail light. We are in need of an immediate car rental/replacement. We are asking for a rush on the action of the claim and car rental/replacement as we have a long road trip planned for the 4<sup>th</sup> of July weekend and are in need of adequate safe transportation for our family.

Your immediate action to this matter is greatly appreciated.

Enclosed please find two repair estimates as required to file a claim and a copy of the original letter placed in the back seat of our car.

Sincerely Scott and Margo Meier

contact info:

Scott cell 1-414-550-3939 Margo cell 1-414-550-5286

Address: 5615 West Martin Drive Apartment #306

Milwaukee, WI 53208

FYI – Our car was under a tree that had been cut down by the

City of Milwaukee Forestry Department

CITY OF MILWAUKEE  
RECEIVED  
2011 JUN -8 PM 4:01  
OFFICE OF  
CITY ATTORNEY

# 2 KNOW THE FACTS:

1. By law, you can have your car towed to any repair facility you choose.
2. You must file a State accident report within 10 days if: the accident occurred on public lands and damage to property or any one person exceeds \$500.00; or, there is bodily injury or death involved.
3. Only one estimate is required to determine the amount of loss for an insurance claim.
4. By law, you can have your car repaired at any facility you choose.
5. You may be entitled to a rental car depending on who was responsible for the accident and/or the insured's policy. By law, the insurance company must tell you if a rental is available.
6. Check your policy regarding the use of used parts. 76 Street Body Shop does not recommend the use of parts from wrecked or salvaged vehicles due to a higher failure rate.
7. If the repairs are covered by a policy, you will be paid by the insurance company, less deductibles. If you have any questions please call your insurance company.
8. It is your responsibility to get the best quality repair work. You should compare shops closely —See Step Three.
9. If for any reason you are not satisfied with the insurance company's handling of your claim, you can get help by contacting the Insurance Information Center at this Toll Free Number: 1-800-362-3999. If you still have problems, call the State Insurance Commissioner's Office: 1-608-266-3585, 123 Washington Ave., Madison, WI or call your attorney.

\* Buck Glass is out + tail lamp - safety issues.

CITY FORESTRY

OFFICE OF THE CITY CLERK  
Milwaukee Wisconsin

286 3594

CENTRAL DIST

# INSTRUCTIONS FOR FILING A CLAIM AGAINST THE CITY OF MILWAUKEE

To file a claim against the City a claimant must comply with Section 893.80(1), Wis. Stats., a copy of which is printed on the reverse side of this instruction sheet. Generally the statute requires the claimant to submit to the City Clerk:

1. A document stating the circumstances of the claim which must be signed by the claimant, or his/her agent or attorney. This document should be filed within 120 days of the event.
2. A document stating the address of the claimant and a statement of the relief sought. If money damages are sought, a specific sum must be stated.

(The above information may be combined in a single document.)

The following information should also be submitted to allow the City to promptly act on your claim:

1. Proof of the amount of the claim by means of either itemized receipts or two itemized estimates.
2. A phone number where the claimant can be reached during business hours as well as the claimant's e-mail address, if any.
3. As detailed a description of the incident as possible, including the date, time and place.

All information should be submitted to:

City Clerk  
ATTN: CLAIMS  
200 E. Wells St., Room 205  
Milwaukee, WI 53202-3567

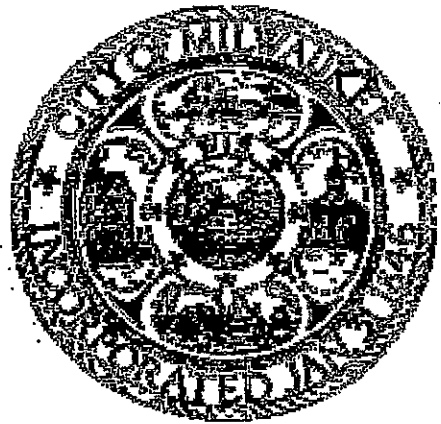
## ADDITIONAL INFORMATION

Before you can file a lawsuit against the City of Milwaukee for reimbursement, State law requires that you first follow the claim procedures established by the City Clerk.

Filing a claim against the City does not automatically guarantee reimbursement from the City. However, the City examines each claim on an individual basis in determining if reimbursement is legally required.

In order to obtain reimbursement for a claim against the City, you must prove that the City or its employees acted unlawfully, or negligently.

Only the City Attorney or the Common Council and the Mayor can authorize payment of a claim against the City. Any other representations made by City employees are not legally binding on the City.



893.80 Claims against governmental bodies or officers, agents or employees; notice of Injury; limitation of damages and suits. (1) Except as provided in subs. (1 g), (1 in), (1 p) and (8), no action may be brought or maintained against any volunteer fire company organized under ch. 213, political corporation, governmental subdivision or agency thereof nor against any officer, official, agent or employee of the corporation, subdivision or agency for acts done in their official capacity or in the course of their agency or employment upon a claim or cause of action unless:

(a) Within 120 days after the happening of the event giving rise to the claim, written notice of the circumstances of the claim signed by the party, agent or attorney is served on the volunteer fire company, political corporation, governmental subdivision or agency and on the officer, official, agent or employee under s. 801.11. Failure to give the requisite notice shall not bar action on the claim if the fire company, corporation, subdivision or agency had actual notice of the claim and the claimant shows to the satisfaction of the court that the delay or failure to give the requisite notice has not been prejudicial to the defendant fire company, corporation, subdivision or agency or to the defendant officer, official, agent or employee; and

(b) A claim containing the address of the claimant and an itemized statement of the relief sought is presented to the appropriate clerk or person who performs the duties of a clerk or secretary for the defendant fire company, corporation, subdivision or agency and the claim is disallowed.

76TH STREET BODY SHOP (HEISER)  
 7800 NORTH 76TH STREET  
 MILWAUKEE, WI 53223  
 PHONE: (414) 357-2121 FAX: (414) 357-2133

CD LOG NO 24770-1 DATE 05/24/11

SHOP: 76TH ST BODY SHOP (HEISER) INSP DATE: 05/24/11  
 ADDRESS: 7800 N. 76TH ST CONTACT: SHANNON LEPINE  
 CITY STATE: MILWAUKEE, WI PHONE 1: (414) 357-2121  
 ZIP: 53223- PHONE 2: (414) 586-7000  
 FAX: (414) 357-2133

OWNER: MEIER, SCOTT HOME PHONE: (414) 550-5286  
 ADDRESS: 5615 W MARTIN DR #306  
 CITY STATE: MILW, WI  
 ZIP: 53208

POINT OF IMPACT: 0

LIC#: 571DXV STATE: WI VIN: JTDKB20U257026227  
 BODY COLOR: RED MILEAGE:  
 CONDITION: GOOD ACCTNG CTL#:

PROD.DATE: 04/05 PAINT CODE: 3Q3

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

INITIAL ESTIMATE/ VISUAL ONLY \*\*\*\*\*  
 HIDDEN DAMAGE POSSIBLE \*\*\*\*\*

2005 TOYOTA PRIUS STD 4DOOR HATCHBACK 4CYL ELECTRIC 1.5  
 CODE: Y1913A/B OPTNS C/24KCE

OPTIONS:  
 TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES  
 HEATED REMOTE CONTROL MIRRORS REAR WIPER  
 ALARM SYSTEM

OP	GDE	MC	DESCRIPTION	MFG.PART NO.	PRICE	AJ%	B%	HOURS	R
N	0031		FRT BUMPER CVR OVERHAU	ADDNL LABOR OPERA				2.1	1
I	0006		COVER,FRONT BUMPER	REPAIR				2.5	*1
L	0006	13	COVER,FRONT BUMPER	REFINISH				3.7	4
RI	0419		BRKT,FRONT LIC PLATE	R&I ASSEMBLY				0.2	1

I 0042	HEADLAMP ASSY,HALOG	RT REPAIR		0.5*1
	BUFF			
RI0042	HEADLAMP ASSY,HALOG	RT R&I ASSEMBLY		0.2 1
I 0104	FENDER,FRONT	RT REPAIR		1.5*1
L 0104	FENDER,FRONT	RT REFINISH		2.6 4
E 0275	NAMEPLATE,FENDER	RT 7537447010	26.41	0.2 1
RI0130	SKIRT,INNER FENDER	RT R&I ASSEMBLY		0.6 1
E 0912 46	COVER,REAR WHEEL	RT 4260247030	51.53	1
E 0316	VENT GLS ASSEMBLY,F	RT 6211047011	124.81	1.1 1
I 0311	PANEL,BODYSIDE OTR	LT REPAIR		1.0*1
L 0311	PANEL,BODYSIDE OTR	LT REFINISH		1.6 4
BR0312	PANEL,BODYSIDE OTR	RT BLEND REFINISH		0.7 4
I 0188 07	PANEL,ROCKER	RT REPAIR		8.0*1
L 0188	PANEL,ROCKER	RT REFINISH		1.6 4
CG0188	PANEL,ROCKER	RT CHIPGUARD		0.3 4
BR0210	PNL,FRONT DOOR OUTE	RT BLEND REFINISH		1.1 4
RI0426	MLDG,FRONT DOOR BEL	RT R&I ASSEMBLY		INC 1
E 0230 46	MIRROR,OUTER STAND	RT 8791047250	192.94	0.1 1
L 0230	MIRROR,OUTER STAND	RT REFINISH		0.6 4
E 0608 01	COVER,FRT DOOR MIRR	RT 8791568010G3	40.87	INC 1
E 0216	GLASS,FRONT DOOR T	RT 6810147051	222.09	1.5 1
RI0228	HANDLE,FRONT DOOR O	RT R&I ASSEMBLY		0.2 1
I 0290	PNL,REAR DOOR OUTER	RT REPAIR		0.5*1
L 0290	PNL,REAR DOOR OUTER	RT REFINISH		2.2 4
RI0432	MLDG,REAR DOOR BELT	RT R&I ASSEMBLY		0.3 1
E 0296	GLASS,REAR DOOR T	RT 6810347041	192.80	1.5 1
RI0306	HANDLE,RR DOOR OUTE	RT R&I ASSEMBLY		0.5 1
I 0341	PANEL,ROOF	REPAIR		12.0*1
	POSSIBLE MORE			
L 0341	PANEL,ROOF	REFINISH		3.0 4
RI0648	MLDG,ROOF DRIP	LT R&I ASSEMBLY		0.3 1
RI0649	MLDG,ROOF DRIP	RT R&I ASSEMBLY		0.3 1
RI0172	ANTENNA,ASSEMBLY	R&I ASSEMBLY		0.2 1
RI0883	ROOF HEADLINER R & I	R&I ASSEMBLY		3.1 1
I 0389	PANEL,QUARTER	LT REPAIR		1.0*1
L 0389	PANEL,QUARTER	LT REFINISH		2.3 4
I 0390	PANEL,QUARTER	RT REPAIR		8.0*1
L 0390	PANEL,QUARTER	RT REFINISH		2.0 4
EC0547	SEALANT KIT,QTR GLA	LT ECONOMY PART	25.00*	1.8 1
EC0548	SEALANT KIT,QTR GLA	RT ECONOMY PART	25.00*	1.4 1
E 0463	SHIELD,QUARTER PANE	LT 5874647010	12.12	0.3 1
E 0464	SHIELD,QUARTER PANE	RT 5874547010	12.12	0.3 1
E 0456	GLASS,TAILGATE HEATED	6810547051	476.85	3.4 1
I 0443	SPOILER,TAILGATE	REPAIR		1.0*1
RI0443	SPOILER,TAILGATE	R&I ASSEMBLY		INC 1
L 0443	SPOILER,TAILGATE	REFINISH		1.0 4
E 0560 46	LENS,TAILLAMP	RT 8155147071	190.55	0.3 1
RI0559	TAILLAMP ASSEMBLY	LT R&I ASSEMBLY		0.3 1
N 0565	RR BUMPER CVR OVERHAUL	ADDNL LABOR OPERA		1.6 1
I 0566	COVER,REAR BUMPER	REPAIR		2.0*1
L 0566	COVER,REAR BUMPER	REFINISH		2.9 4
N M03	FLEX ADDITIVE	ADDNL LABOR OPERA	5.00*	4*
N M14	CORROSION PROTECTION	ADDNL LABOR OPERA	*	0.3*4*

2005 TOYOTA PRIUS STD 4DOOR HATCHBACK  
CD LOG NO 24770-1

N M60 HAZARD. WSTE. REM. ADDNL LABOR OPERA 5.00\* 1\*

56 ITEMS

MC MESSAGE(S)  
01 CALL DEALER FOR EXACT PART NUMBER / PRICE  
07 STRUCTURAL PART AS IDENTIFIED BY I-CAR  
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE  
46 PRINTABLE PXN COMPARE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					1,543.09
OTHER PARTS					60.00
PAINT MATERIAL					880.60
PARTS & MATERIAL TOTAL					2,483.69
TAX ON PARTS & MATERIAL @				5.600%	139.09
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	54.00	18.1	41.7		3,229.20
2-MECH/ELEC	95.00				
3-FRAME	54.00				
4-REFINISH	54.00	25.6	0.3		1,398.60
5-PAINT MATERIAL	34.00				
LABOR TOTAL					4,627.80
TAX ON LABOR		@		5.600%	259.16
SUBLET REPAIRS					
TOWING					
STORAGE					
GROSS TOTAL					7,509.74
NET TOTAL					7,509.74

SHOPLINK U1836 ES CD LOG 24770-1 DATE 05/24/11 12:44:52AM R6.37 CD 04/11  
PXN: Y/03/00/00/03/03 CUM 03/00/00/03/03 GEOCODE 53223  
HOST LOG  
(C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

3.5 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.  
AUDATEX TWO-STAGE EXTERIOR THRESHOLD OF 2.5 HOURS WAS CALCULATED IN THIS  
ESTIMATE.

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05/26/2011 at 12:35 PM  
75698

Job Number:

**ABRA - WEST ALLIS**  
Federal ID #:411653085  
westallis@abraauto.com  
1434 S. 113TH STREET  
WEST ALLIS, WI 53214  
(414)607-8810 Fax: (414)607-8830

**PRELIMINARY ESTIMATE**

Written By: KELLY VICHOS  
Adjuster:

Insured: MARGO MEIER  
Owner: MARGO MEIER  
Address: 5615 W MARTIN DR  
MILWAUKEE, WI 53028-5286  
Day: (414)550-5286

Claim #11  
Policy #  
Deductible:  
Date of Loss: 05/26/2011  
Type of Loss: unknown  
Point of Impact: 14. Unknown

Inspect MEIER, MARGO  
Location: 5615 W MARTIN DR  
MILWAUKEE, WI 53028-5286

Day: (414)550-5286

Insurance  
Company:

Days to Repair

2005 TOYO PRIUS 4-1.5L-G/ 4D H/B RED Int:  
VIN: JTDKB20U257026227 Lic: 571DXV WI Prod Date: 04/2005 Odometer: 105905  
Air Conditioning Rear Defogger Tilt Wheel  
Cruise Control Intermittent Wipers Keyless Entry  
Rear Window Wiper Steering Wheel Controls Message Center  
Dual Mirrors Traction Control Rear Spoiler  
Clear Coat Paint Metallic Paint Power Steering  
Power Brakes Power Windows Power Locks  
Power Mirrors Heated Mirrors AM Radio  
FM Radio Stereo Search/Seek  
CD Player Anti-Lock Brakes (4) Driver Air Bag  
Passenger Air Bag Front Side Impact Air Bag Cloth Seats  
Bucket Seats Automatic Transmission Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H bumper assy	0	0.00	2.5	0.0
3	R&I	R&I bumper cover	0	0.00	Incl.	0.0
4*	Rpr	Bumper cover	0	0.00	<u>2.0</u>	2.8
5		Add for Clear Coat	0	0.00	<u>0.0</u>	1.1
6	R&I	License bracket	0	0.00	0.2	0.0
7		FRONT LAMPS				
8	R&I	RT R&I headlamp assy	0	0.00	0.3	0.0
9		FENDER				
10*	Rpr	RT Fender	0	0.00	<u>1.0</u>	2.0
11		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2



**PRELIMINARY ESTIMATE**  
2005 TOYO PRIUS 4-1.5L-G/ 4D H/B RED Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
12		Add for Clear Coat	0	0.00	0.0	0.4
13		WHEELS				
14	Repl	RT/Rear Trim ring	1	51.53	0.0	0.0
15		FRONT DOOR				
16	R&I	RT R&I trim panel	0	0.00	0.5	0.0
N 17	Repl	RT Run channel	1	68.93	0.3	0.0
N 18	Repl	RT Black out tape	1	45.38	0.2	0.0
19#	Rpr	REMOVE BLACKOUT TAPE	0	0.00	0.5	0.0
20	Repl	RT Mirror assy	1	237.67	0.3	0.5
21		Add for Clear Coat	0	0.00	0.0	0.1
N 22	Repl	RT Fixed glass Toyota	1	124.81	1.0	0.0
23	R&I	RT Corner cover w/o tweeter	0	0.00	0.1	0.0
24		QUARTER PANEL				
25*	Rpr	RT Quarter panel	0	0.00	<u>5.0</u>	2.4
26		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
27		Add for Clear Coat	0	0.00	0.0	0.4
28*	Rpr	LT Quarter panel	0	0.00	<u>3.0</u>	2.4
29		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
30		Add for Clear Coat	0	0.00	0.0	0.4
31	R&I	RT Qtr glass Toyota	0	0.00	2.0	0.0
32	R&I	LT Qtr glass Toyota	0	0.00	2.0	0.0
33	R&I	RT Upper qtr trim w/o head air bags gray	0	0.00	Incl.	0.0
34	R&I	LT Upper qtr trim w/o head air bags gray	0	0.00	Incl.	0.0
35	Repl	RT Quarter panel protector	1	12.12	0.2	0.0
36	Repl	LT Quarter panel protector	1	12.12	0.2	0.0
37		LIFT GATE				
38	Repl	Lift gate w/rear wiper (ALU)	1	511.44	5.0	2.1
39		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
40*		Add for Clear Coat	0	0.00	0.0	0.3
41	R&I	Lift gate w'strp	0	0.00	0.4	0.0
42	Repl	Nameplate "TOYOTA"	1	25.55	0.2	0.0
43	Repl	Nameplate "PRIUS"	1	25.55	0.2	0.0
44	Repl	Nameplate "HYBRID SYNERGY DRIVE"	1	27.24	0.2	0.0
45	Repl	Upper glass Toyota w/rear wiper	1	476.85	Incl.	0.0
46	Repl	Wiper arm	1	46.07	0.2	0.0
47	Repl	Wiper arm cover	1	4.43	0.0	0.0
48	R&I	Spoiler assy	0	0.00	0.4	0.0
49*	Rpr	Spoiler assy	0	0.00	<u>1.0</u>	1.1
50		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
51*		Add for Clear Coat	0	0.00	0.0	0.2
52		REAR LAMPS				
53	Repl	RT Tail lamp assy	1	190.55	0.4	0.0
54	R&I	LT Tail lamp assy	0	0.00	0.4	0.0
55		REAR BUMPER				

PRELIMINARY ESTIMATE  
2005 TOYO PRIUS 4-1.5L-G/ 4D H/B RED Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
56	R&I	R&I bumper cover	0		0.00	0.9	0.0
57*	Rpr	Bumper cover	0		0.00	1.0	2.6
58		Overlap Major Non-Adj. Panel	0		0.00	0.0	-0.2
59*		Add for Clear Coat	0		0.00	0.0	0.5
60	R&I	RT Side spoiler	0		0.00	0.2	0.0
61	R&I	LT Side spoiler	0		0.00	0.2	0.0
62	R&I	Spoiler center	0		0.00	0.3	0.0
63		ROOF					
64*	Rpr	Roof panel	0		0.00	7.0	3.0
65		Overlap Major Adj. Panel	0		0.00	0.0	-0.4
66*		Add for Clear Coat	0		0.00	0.0	0.5
67	R&I	RT Roof molding	0		0.00	0.4	0.0
68	R&I	LT Roof molding	0		0.00	0.4	0.0
69	R&I	Headliner ivory	0		0.00	3.0	0.0
70		ELECTRICAL					
71	R&I	Antenna mast	0		0.00	0.1	0.0
72#	Repl	`Car Cover	1		5.00	0.0	0.0
73#	Refn	`Corrosion Protection	0		0.00	0.0	0.3
74#	Rpr	`Glass Clean Up	0		0.00	1.0	0.0
75#		`Hazardous Waste	1		5.00	0.0	0.0
76#	Repl	`Urethane Kit/FENDER	1		25.00	0.0	0.0
77#	Repl	`Urethane Kit/T/GATE	1		25.00	0.0	0.0
78#	Repl	`Urethane Kit/TGATE LOWER	1		25.00	0.0	0.0
79#	Rpr	BUFF HOOD	0		0.00	0.5	0.0
80#	Rpr	BUFF RT HEADLIGHT	0		0.00	0.0	0.0

Subtotals ==> 1945.24 44.7 21.1

Line 17 : DAMAGED  
Line 18 : SCRATCHED  
Line 22 : SCRATCHED

Prior Damage Notes:  
RT LOWER ROCKER PANEL, LT DOOR DINGS

Parts		1945.24
Body Labor	44.7 hrs @ \$ 54.00/hr	2413.80
Paint Labor	21.1 hrs @ \$ 54.00/hr	1139.40
Paint Supplies	21.1 hrs @ \$ 34.00/hr	717.40

SUBTOTAL		\$ 6215.84
Sales Tax	\$ 6215.84 @ 5.6000%	348.09

GRAND TOTAL \$ 6563.93

ADJUSTMENTS:  
Deductible 0.00

**PRELIMINARY ESTIMATE**

2005 TOYO PRIUS 4-1.5L-G/ 4D H/B RED Int:

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CUSTOMER PAY                               $      0.00
INSURANCE PAY                              $ 6563.93

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MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8545, CCC Data Date 05/16/2011, 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. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, 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 2010 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 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 QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS 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. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.