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| Assignment Instructions |  |
|  | 7775991  : CSAA |  |
|  | 7/6/2023 10:43:15 AM |  |

**Client Quick Summary**

* Release paperwork (Y) (unless vehicle is a total loss or it states no authorization to pay on the assignment)
* T/L does not require additional paperwork
* Use LKQ/Recon/AM on all vehicles with 12k+ miles regardless of year.
* Printout showing the Clean Retail Value of the unit is required with all files - Repairable or Total Loss.

**Client Fatal Error List**

* Pre and post scans are to be written upfront when the vehicle manufacturer's position is to perform scans (reference oem1stop.com/position-statements for specific manufacturer).  CSAA allows a flat rate of $130.00 per scan or .5 mechanical.
* Always refer to the Parts Code Table for “Estimating Allowances” (Refer to the regional director for a copy)
* Always refer to the Average Labor Rates Reference Table for local prevailing rates. (Refer to the regional director for a copy)
* Photos are critical for file documentation
* Always write a complete estimate accounting for all of the damages visible at the inspection.

**Client Photo Rules**

**Repairable Damage Images**

* 4 corners that are clear and legible
* At least 4 photos of the damage area
* Impact height measurements in inches using a Keson Tape Measurer (straight on, level and showing contact with ground)
* Odometer
* License plate
* VIN Plate (Both Door and Windshield to confirm vehicle)
* Production date/MFG data plate
* Vehicle registration
* Unrelated Prior Damage (UPD)

**Required Total Loss Photos in Addition to the Above:**

* Airbag deployment
* Seatbelt deployment
* Radio/NAV
* Headliner condition
* Upholstery condition (front and rear seats)
* Carpet condition (front and rear - be sure to lift up floor mats)
* Tread depth measurements (all 4 tires)
* Doors and dash for vehicle options
* Windshields with attention to chips, pits and cracks
* Spare tire
* Engine compartment condition
* Engine with dipstick pulled to show oil level and condition
* Trunk of vehicle showing spare
* Any other needed photos to depict damage, UPD or conditioning

**Client Estimate/Supplement Release Rules**

* YES - Release a copy of the estimate to vehicle owner and repair facility unless total loss or states no authorization to pay on the assignment.

**Client Parts Application Rules**

* Pre and post scans are to be written upfront when the vehicle manufacturer's position is to perform scans (reference oem1stop.com/position-statements for specific manufacturer).  CSAA allows a flat rate of $130.00 per scan or .5 mechanical
* Use LKQ/Recon/AM on all vehicles with 12k+ miles regardless of year.
* Always refer to the CSAA Parts Reference Profile for specific parts replacement detail.  (Refer to the regional director for a copy)
* A/M Parts must be CAPA certified or equivalent.
* State of CA Only: Do not use Opt OE/OEM Surplus on vehicles.
* Glass should always be replaced utilizing the most cost-efficient method.  Including but not limited to Safelite, NAGS, and local aftermarket suppliers.

**Client Total Loss Rules**

* Mark estimate code 15 total loss.
* No additional paperwork required.
* No salvage bids.
* Write a thorough estimate of all damages.  Consider potential supplement, part availability, salvage value to assist with determining if the vehicle should be considered a total loss.  Provide detailed notes and alert the adjuster as quickly as possible.

**Client Tow Charge Rules**

 Do not include towing, storage or teardown charges in estimate. List in Appraisal Report comments only and include a copy of the invoice/bill with your upload.

**Client Supplement Handling Rules**

* Repair facility information and the shop Tax ID number must be populated on all supplements. (The TIN must be listed under the license number in CCC)
* Supporting invoices and photos are always to be included on supplement uploads

**Client Betterment/Depreciation Rules**

* Refer to the CSAA betterment and depreciation guidelines.
* Only apply betterment to 3rd party claimant vehicles, never apply betterment to 1st party insureds.
* All betterment applied must be measurable and discernable.  (Tires/Mechanical Items)
* Estimate line note should contain the life expectancy or tire tread depth to document the decision.

**Client Documentation Requirements**

* Complete the Core appraisal report in its entirety and provide specific detailed inspection notes.
* Always note in your report the approximate open items.  Provide an approximate supplement amount and an explanation of possible hidden damages and procedures.
* Comment in your Appraisal Report the "Approximate Market Value" of the unit.

**Client Rates and Sales Tax Rules**

* Refer to the CSAA Average Labor Rate Reference Table for prevailing rates in an area.  The table is for reference only and should never be utilized to set rates or draw a line in the sand.
* Utilize applicable tax rate for the area.  (The CSAA Average Labor Rate Reference Table contains a link for State Taxes)

**Client Miscellaneous Rules**

* Review CCC Advisor Report and correct all errors/exceptions BEFORE locking/uploading estimate.
* For all miscellaneous operations and cost refer to the PCT attachment dated 3-29-21.  (Covid Cleaning, Color Tint, Buff, ETC, ETC, ETC)
* If applicable, always supply a UPD estimate.
* OEM Position statements must be utilized and referenced for specific “required” versus “recommended” to ensure the appropriate determination made when considering pre and post scan.