

## Progressive Casualty Insurance Co

## TOTAL LOSS

Estimate ID  
25-822866566-01  
Original  
Claim Number  
25-822866566-01

Owner  
**CHARLES HERD**

Insured  
**CHARLES HERD**

Appraiser  
**CODY HILL**  
(865) 399-5321 (Work)  
a160656@progressive.com

Underwriter  
**Progressive Casualty Insurance Co**

### Progressive Casualty Insurance Co

Claim Number <b>25-822866566-01</b>	Adjuster <b>KIMBERLY BROOKS</b> (423) 800-7013 (Work) kimberly_brooks@progressive.com	Deductible <b>500.00 - Not Waived</b>	Reported Date <b>04/22/2025</b>
Loss Date <b>04/20/2025</b>	Inspection Site <b>COPART TN KNOXVILLE</b> <b>6355B US-411</b> <b>Madisonville, TN 37354</b> (423) 442-5866 (Mobile)		

### 2020 Honda CR-V LX 4 Door Utility 1.5L 4 Cyl Gas Injected Turbocharged Base FWD

Exterior Color <b>BLACK</b>	VIN <b>2HKRW1H23LH404578</b>	Drivable <b>Yes</b>	Odometer <b>121076</b>
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Mitchell Service Code  
**911961**

Primary Point of Impact  
**Front (12)**

Options				
Air Conditioning	Alum/Alloy Wheels	AM-FM Stereo	Anti-Lock Brake Sys. (ABS)	Auto Air Condition
Automatic Headlights	Auxiliary Input	Bluetooth Wireless Connectivity	Cloth Seat	Cruise Control
Daytime Running Lights	Driver-Front Air Bag	Electric Defogger	Electronic Stability Control	First Row Bucket Seat
Keyless Entry System	Left-Curtain Air Bag	MP3 Player	Passenger-Front Air Bag	Power Door Locks
Power Remote Mirror	Power Steering	Power Windows	Rear Bench Seat	Rear Gate Wiper
Rear Spoiler	Rearview Camera	Second Row Side Airbag With Head Protection	Side Airbags	Steering Wheel Mounted Audio Control
Tilt Steering Wheel	Tire Pressure Monitoring System	Traction Control/Electronic	Trip Computer	

### CHARLES HERD | 2020 Honda CR-V LX

		LABOR				PART				
Line #		Description	Operation	Type	Total Units	Type	Number	Qty	Total Price	Tax
Front Bumper										
1	AUTO	Frt Bumper Cover Assy	Overhaul	Body	3.2#	Existing				
2	102785	Frt Bumper Cover	Remove / Replace	Body	INC#	Aftermarket New	HO1014106	1	\$244.00	Yes
3	AUTO	Frt Bumper Cover	Refinish Only	Refinish	2.2 C					
4	102800	Frt Lwr Bumper Cover	Remove / Replace	Body	INC#	Aftermarket Certified	554242EQ	1	\$156.66	Yes
5	AUTO	Frt Bumper Cover	Remove / Install	Body	INC#					
6	102804	R Frt Otr Bumper Moulding	Remove / Replace	Body	INC#	Aftermarket New	554247B	1	\$27.00	Yes
7	102805	L Frt Otr Bumper Moulding	Remove / Replace	Body	INC#	Aftermarket New	HO1046111	1	\$27.00	Yes
8	102792	R Frt Bumper Fog Lamp Garnish	Remove / Replace	Body	INC#	Aftermarket New	HO1039183	1	\$28.00	Yes
9	102793	L Frt Bumper Fog Lamp Garnish	Remove / Replace	Body	INC#	Aftermarket New	HO1038183	1	\$39.00	Yes
Front Lamps										
10	101333	R Front Combination Lamp	Remove / Install	Body	INC#	Existing				
11	101334	L Front Combination Lamp	Remove / Install	Body	INC#	Existing				
Cooling										
12	101975	Cooling Radiator	Remove / Replace	Body	INC#	Qual Recycled Part	R5314261-37354	1	\$152.50	Yes
A/C / Heater / Ventilation										
13	101907	A/C Condenser -M	Remove / Replace	Mechanical	INC#	Qual Recycled Part	R5253827-37354	1	\$115.00	Yes
Front Fender										
14	102094	R Fender Panel	Repair	Body	2.0*#	Existing				
15	900501	for damage from liner being ripped out								
16	AUTO	R Fender Outside	Refinish Only	Refinish	1.5* C	Existing				
17	102095	L Fender Panel	Repair	Body	2.0*#	Existing				
18	900501	for damage from liner being ripped out								
19	AUTO	L Fender Outside	Refinish Only	Refinish	1.5* C	Existing				
20	102108	R Fender Liner	Remove / Replace	Body	0.4	New	74100-TLA-A00	1	\$160.75	Yes
21	102109	L Fender Liner	Remove / Replace	Body	0.4	New	74150-TLA-A00	1	\$160.75	Yes
22	101290	R Upr Fender Moulding	Remove / Install	Body	0.1	Existing				
23	101322	L Upr Fender Moulding	Remove / Install	Body	0.1	Existing				
Front Inner Structure										
24	102858	Frt Body Radiator Support (Com)	Remove / Replace	Body	7.0#	Qual Recycled Part	[~423118244]	1	\$377.50	Yes

		LABOR				PART				
Line #		Description	Operation	Type	Total Units	Type	Number	Qty	Total Price	Tax
25	AUTO	Headlamps	Check / Adjust	Body	0.4					
26	AUTO	Evacuate & Recharge A/C - M	Remove / Replace	Mechanical	1.4					
27	AUTO	Add To R&I/R&R Mechanical Components - M	Remove / Replace	Mechanical	1.0#					
28	103144	Grille Active Shutter Assy	Remove / Replace	Body	0.4#	Aftermarket New	554271G	1	\$200.00	Yes
29	103145	Lwr Grille Active Shutter Assy	Remove / Replace	Body	0.3#	New	71350-TLA-A51	1	\$1,065.62	Yes
30	103070	Sub-Frame Assy -M	Remove / Replace	Mechanical	6.2	Qual Recycled Part	KX32184:1	1	\$462.50	Yes
Front Suspension										
31	102901	R Frt Susp Strut -M	Remove / Replace	Mechanical	1.8#	New	51611-TLB-A22	1	\$277.95	Yes
32	101774	R Lwr Frt Susp Control Arm Assy -M	Remove / Replace	Mechanical	1.3#	Aftermarket New	51350TLAA71	1	\$224.65	Yes
33	101775	L Lwr Frt Susp Control Arm Assy -M	Remove / Replace	Mechanical	1.3#	Aftermarket New	51360TLAA71	1	\$226.72	Yes
Front Steering Linkage / Gear										
34	101255	L Inr Steering Tie Rod -M	Remove / Replace	Mechanical	0.6#	New	53610-TLA-A51	1	\$94.87	Yes
35	AUTO	Steering Gear Assy -M	Remove / Install	Mechanical	INC#					
36	101257	L Steering Tie Rod End -M	Remove / Replace	Mechanical	INC	New	53560-TLA-A01	1	\$28.20	Yes
Engine / Body Under Covers										
37	101209	Frt Engine Under Cover	Remove / Replace	Body	INC	New	74113-TLA-A00	1	\$18.37	Yes
38	101211	Underbody Center Floor Cover	Remove / Replace	Body	0.3	New	74112-TLA-A01	1	\$62.03	Yes
39	101203	Underbody Floor Under Cover	Remove / Replace	Body	0.3	New	74111-TLA-A01	1	\$51.83	Yes
40	101222	Rear Engine Under Cover	Remove / Replace	Body	INC	New	74641-TLA-A00	1	\$132.07	Yes
Rear Suspension										
41	101409	R Lwr Rear Susp Control Arm -M	Remove / Replace	Mechanical	1.8#	New	52350-TLB-A01	1	\$172.53	Yes
42	101410	L Lwr Rear Susp Control Arm -M	Remove / Replace	Mechanical	1.8#	New	52355-TLB-A01	1	\$172.03	Yes
Rear Bumper										
43	AUTO	Rear Bumper Cover Assy	Overhaul	Body	2.8#	Existing				
44	102871	Rear Bumper Cover	Remove / Replace	Body	INC#	New	71501-TLA-A70	1	\$327.48	Yes
Additional Costs & Materials										
45	AUTO	Paint/Materials	Additional Cost						\$285.60	Yes
46	AUTO	Hazardous Waste Disposal	Additional Cost						\$5.00*	Yes
Additional Operations										
47	AUTO	Clear Coat	Additional Operation	Refinish	1.6				\$0.00	
Special / Manual Entry										
48	900500	Four Wheel Alignment	Remove / Replace	Body*	0.0*	Sublet	Sublet	1	\$130.00*	Yes

			LABOR			PART				
Line #		Description	Operation	Type	Total Units	Type	Number	Qty	Total Price	Tax
49	900500	Pre Repair Scan	Additional Labor	Mechanical*	1.0*	Sublet	Sublet	1	\$0.00*	
50	900500	Post Repair Scan	Additional Labor	Mechanical*	1.0*	Sublet	Sublet	1	\$0.00*	

\* Judgment Item

T Included in Two Tone Calculation

# Labor Note Applies

d Discontinued by Manufacturer

C Included in Clear Coat Calculation

A Included in Clear Coat and Two Tone Calculation

r CEG R&R Time Used for this Labor Operation

[ ] Verify the part number and price before ordering

## Parts Vendors

KSI Auto Parts  
100 Wade Ave  
South Plainfield NJ 07080  
(866) 574-4467 (Work)

LKQ Knoxville  
3475 North Bend Circle  
Alcoa TN 37701  
(888) 289-2309 (Work)

Line	Part #	Total Price
4	554242EQ	\$156.66
Supplier Notes: Part sourced from SurePart (powered by PartsTrader). CAPA Certified Part.		
6	554247B	\$27.00
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).		
28	554271G	\$200.00
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).		

Line	Part #	Total Price
8	HO1039183	\$28.00
Supplier Notes: Part sourced from SurePart (powered by PartsTrader)., Certs/Programs: KEYSIQ		
9	HO1038183	\$39.00
Supplier Notes: Part sourced from SurePart (powered by PartsTrader)., Certs/Programs: KEYSIQ		

NAPA  
115 Logistics Dr  
Lebanon TN 37090  
(833) 627-2265 (Work)

UCC - New World Auto Parts - Alabama  
5500 Parkwest Dr  
Bessemer AL 35022  
(659) 265-0505 (Work)

Line	Part #	Total Price
32	51350TLAA71	\$224.65
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).		
33	51360TLAA71	\$226.72
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).		

Line	Part #	Total Price
2	HO1014106	\$244.00
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).		
7	HO1046111	\$27.00
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).		

**Disclaimer:** This estimate has been prepared based on the use of one or more crash parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these replacement parts are provided by the parts manufacturer or distributor rather than by the manufacturer of your vehicle.

## Recycled Part Vendors

Knox Auto Parts of Knoxville (Team PRP)  
8721 Oak Ridge Highway  
Knoxville TN 37931  
(865) 690-4223 (Work)

Line	Part #	Total Price	Vehicle	Description	VIN
30	KX32184:1	<b>\$462.50</b>		Recycled > Grade A	
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).					

## Recycled Part Vendors

LKQ Knoxville  
3475 North Bend Circle  
Alcoa TN 37701  
(888) 289-2309 (Work)

Line	Part #	Total Price	Vehicle	Description	VIN
24	~423118244	<b>\$377.50</b>		Recycled > Grade A	
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).					

## Recycled Part Vendors

PAM's Auto Inc  
7505 Ridgewood Rd  
Saint Cloud MN 56303  
(800) 560-7336 (Work)

Line	Part #	Total Price	Vehicle	Description	VIN
12	R5314261-37 354	<b>\$152.50</b>		Recycled > Grade A	
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).					
13	R5253827-37 354	<b>\$115.00</b>		Recycled > Grade A	
Supplier Notes: Part sourced from SurePart (powered by PartsTrader).					

Disclaimer: Recycled part pricing may represent either actual pricing (the price at which the recycler is willing to sell the part for in its existing condition) or undamaged pricing (the price at which the recycler would sell the part if it was in undamaged condition). If you are unsure, please contact the automotive recycler.

## Estimate Totals

Labor	Units	Rate	Sublet	Add'l Amount	Totals
Body Labor	19.7	\$58.00			\$1,142.60
Refinish Labor	6.8	\$58.00			\$394.40
Mechanical Labor	19.2	\$105.00	\$0.00		\$2,016.00
Total Labor	45.7				\$3,553.00

## Estimate Totals

		Taxable	\$3,553.00
		Tax 9.2500%	\$328.65
		Non-Taxable	\$0.00
		Pre-Tax Discount 0.00%	\$0.00
		<b>Labor Total</b>	<b>\$3,881.65</b>
Parts	Amount		
Taxable Parts	\$5,135.01		\$5,135.01
		Parts Adjustments	\$0.00
		Tax 9.2500%	\$474.99
		Non-Taxable	\$0.00
		Pre-Tax Discount 0.00%	\$0.00
		<b>Parts Total</b>	<b>\$5,610.00</b>
Costs	Amount		
Paint Materials	\$285.60		\$285.60
Shop Materials	\$0.00		\$0.00
Other Additional	\$5.00		\$5.00
Costs			
Paint Materials:		Taxable	\$290.60
- Refinish Units: 6.8 units		Tax 9.2500%	\$26.88
- Rate: \$42.00		Non-Taxable	\$0.00
- Rate Max: 99.9 units		Pre-Tax Discount 0.00%	\$0.00
- Additional Rate: \$0.00		<b>Costs Total</b>	<b>\$317.48</b>
Gross Totals	Amount		
Gross Total	\$9,809.13		\$9,809.13
		Taxable	\$8,978.61
		Tax	\$830.52
		Non-Taxable	\$0.00
		Pre-Tax Discount 0.00%	\$0.00
		<b>Gross Total</b>	<b>\$9,809.13</b>
Adjustments	Amount		
Deductible	-\$500.00		-\$500.00
<b>Total Customer Responsibility</b>			<b>-\$500.00</b>
		<b>Net Estimate Total</b>	<b>\$9,309.13</b>

"All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep."

This is a damage assessment only - Not an authorization to repair-based on damage visible or certain at the time it was written.

If frame or unibody repair is included on this estimate, the amount shown includes time or allowance for measuring before, during and after those repairs.

The owner of the vehicle may select the repair facility of his/her choice.

To ensure proper and prompt payment for additional damage discovered during the course of repairs, contact Progressive for supplement handling procedures.

Progressive honors the prevailing labor market rate in your area for your property. If you choose a shop that charges in excess of the prevailing labor market rates, you will be responsible for the difference.

This estimate has been prepared based on the use of one or more crash parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these replacement parts are provided by the parts manufacturer or distributor rather than by the manufacturer of your vehicle.

#### Lifetime guarantee for sheet metal and plastic body parts

The replacement parts written on the estimate are intended to return your vehicle to its pre-loss condition with proper installation. After repair, if any sheet metal or plastic body part included in the estimate fails to return your vehicle to its pre-loss condition (assuming proper installation), in terms of form, fit, finish, durability or functionality, Progressive will arrange and pay for the replacement of the part, to the extent not covered by a manufacturer's or other warranty. This service will be performed at no cost to you (including associated repair and rental car costs). To obtain service under this Guarantee, call Progressive at 1-800-274-4641. This Guarantee applies as long as you own or lease the vehicle. This Guarantee is not transferable and terminates if you sell or otherwise transfer your vehicle.

This guarantee does not cover normal wear and tear or damage caused by improper maintenance, neglect, abuse or subsequent accident. This guarantee is limited to arranging for the selection of repair parts that will return your vehicle to its pre-loss condition. Accordingly, Progressive will not be liable for any indirect, incidental or consequential damages that result from the installation or use of these parts.

#### Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original equipment manufacturer part.

A/M Certified: This refers to a new, certified non-original equipment manufacturer replacement part.

A/M: This refers to a new, non-original equipment manufacturer replacement part.

Recycled: This refers to a used OEM part.

Remanufactured and Recond. and Recore: These refer to recycled OEM parts that have been rebuilt or refurbished.

OEM Surplus Part: This refers to new OEM parts, that are excess inventory from the Original Equipment Manufacturer.

Recovered OE - This refers to parts removed from a new vehicle for various reasons.

Repair shop's authorized representative's signature indicating agreement on cost to return the vehicle to pre-loss condition including tow/storage charges:

Shop Signature: \_\_\_\_\_ Est. completion Date: \_\_\_\_\_

Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or file a claim containing a false or deceptive statement is guilty of insurance fraud.

Disclaimer: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

#### Estimate Event Log

Job Created	5/27/2025 08:55 AM
Estimate Started	5/28/2025 10:06 AM
Estimate Printed	5/28/2025 11:01 AM
Estimate Committed	5/28/2025 11:01 AM
Estimate Version	0
Estimate Retrieval ID	10005740708