



ARROW AUTO BODY, INC

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808 W COLISEUM BLVD, FORT WAYNE, IN 46808
Phone: (260) 482-6822
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Workfile ID: e98ec842
Federal ID: 35-2128232

Preliminary Supplement 4 with Summary

Customer: MUTUURA, HELEN

Job Number:

Written By: Donna Oswalt
Adjuster: RZO1

Insured: MUTUURA, HELEN
Type of Loss: Collision
Point of Impact: 01 Right Front

Policy #: PT5010A6146391712031
Date of Loss: 1/31/2024 1:00 PM

Claim #: I9K7016001
Days to Repair: 4

Owner:
MUTUURA, HELEN

1622 HOBSON RD
FORT WAYNE, IN 46805-4876
(973) 234-4320 Cell

Inspection Location:
FORT WAYNE, IN 46805-0000

Virtual

Insurance Company:
TRAVELERS - THE STANDARD FIRE INSURANCE
COMPANY
AUTO EXPRESS - NATIONAL
ORLANDO

VEHICLE

2014 TOYO RAV4 LE AWD 4D UTV 4-2.5L Gasoline Sequential MPI Red

VIN: JTMBFREVXEJ007006	Interior Color: Ash	Mileage In: 69,429	Vehicle Out:
License: WJX985	Exterior Color: Red	Mileage Out:	
State: IN	Production Date: 5/2014	Condition:	Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Backup Camera

RADIO

AM Radio
FM Radio
Stereo

Search/Seek
CD Player
Auxiliary Audio Connection

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats
Bucket Seats
Reclining/Lounge Seats

WHEELS

Wheel Covers

PAINT

Clear Coat Paint
Metallic Paint

OTHER

Rear Spoiler
California Emissions

TRUCK

Power Trunk/Liftgate

Get live updates at www.carwise.com/e/55W4Tu

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Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		SPECIAL PRECAUTION					
2	#	S03 D&R BATTERY		1		0.2	
3		FRONT BUMPER & GRILLE					
4		R&I R&I bumper cover				1.2	
5		FRONT LAMPS					
6		R&I RT R&I headlamp assy Note: LABOR: Time is after bumper cover is removed.				0.2	
7		FENDER					
8	*	S02 Rpr RT Fender Japan built Note: Scratches & dents see photos				2.0	1.8
9		S01 Add for Clear Coat					0.7
10		R&I RT Wheel opng mldg Japan Built				0.3	
11		R&I RT Corner molding Japan built				0.1	
12		S04 R&I RT Fender liner Canada built				0.4	
13		RESTRAINT SYSTEMS					
14		S01 R&I RT Side impact sens front door Japan built Note: Replacing door must be installed in new used door			m	0.2 M	
15		S02 Repl Air bag system diagnosis		1	m	0.5 M	
16		PILLARS					
17	#	S03 BLEND UPPER OUTER INCL W/S PILLAR & CC		1			1.0
18		FRONT DOOR					
19		S02 Repl RT Door shell Japan built (HSS)	6700142140	1	908.01	4.8	3.0
20		S02 Overlap Major Adj. Panel					-0.4
21		S02 Add for Clear Coat					0.5
22		S03 Refn RT Handle, outside w/o smart entry, Japan built black Note: See photo					0.5
23		S03 Overlap Minor Panel					-0.2
24		S03 Add for Clear Coat					0.1
25		S02 Repl RT Water shield Note: PARTS: Part cannot be reused/reinstalled. Must be removed to replace door one time use part	678310R041	1	26.06	Incl.	
26		S02 Repl RT Black out tape	759210R030	1	33.50	0.3	
27		S02 Repl RT Applique	757550R010	1	41.06	Incl.	
28		S02 Repl RT Lower molding Japan built	7507342011	1	251.65	0.3	
29		S04 Repl RT Corner trim Japan built Note: SEE PART INVOICE \$37.29 LIST.	674910R030	1	37.29	0.1	
30		S04 Repl LT Door shell cushion Note: STOCK 2 of these are required.	9054109137	2	7.06		

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2014 TOYO RAV4 LE AWD 4D UTV 4-2.5L Gasoline Sequential MPI Red

31	REAR DOOR						
32	*	S04	Rpr	RT Door shell Japan built (HSS)		4.0	2.0
				Note: Damage goes past the outer panel Damage on edge of door (near the RF door and RT QTR as well as in the center of the door) see photo. Blending within a panel takes more time and materials than full refinish. See documentation attached.			
33		S01		Overlap Major Adj. Panel			-0.4
34		S01		Add for Clear Coat			0.3
35		S04		Add for Edging			0.5
				Note: see photo			
36	#	S04		Unable to do partial basecoat refinish d/t entire door	1		
				Note: needed refinished. See picture. Refinished the Front door and Qtr also. Please remove 0.3 deduction from Paint Labor. Line # 32.			
37			R&I	RT Belt molding		0.2	
38		S01	R&I	RT Lower molding Japan built		0.3	
				Note: PARTS: Part has related components that cannot be reused/ reinstalled; seal, pad upper, pad lower and pad rear.			
39		S04	Refrn	RT Handle, outside Japan built red			0.5
				Note: See photo. Refinished for color match.			
40		S04		Overlap Minor Panel			-0.2
41		S04		Add for Clear Coat			0.1
42			R&I	RT Handle, outside Japan built red		0.3	
43			R&I	RT R&I trim panel		0.4	
44	*	S04	Repl	RT Lower molding pad upper	7579742030	1	12.30
				Note: PARTS: Part cannot be reused/reinstalled. PART PRICE INCREASE			
45		S01	Repl	RT Lower molding pad lower	757670R010	1	11.18
				Note: PARTS: Part cannot be reused/reinstalled.			
46		S01	Repl	RT Lower molding pad rear	757980R030	1	11.18
				Note: PARTS: Part cannot be reused/reinstalled.			
47	QUARTER PANEL						
48	*	S04	Rpr	RT Quarter panel		1.5	2.6
				Note: see photo of damage			
49		S01		Overlap Major Adj. Panel			-0.4
50		S01		Add for Clear Coat			0.4
51		S02	Repl	RT Wheel opng mldg Japan Built	756050R030	1	131.42
52		S01	Repl	RT Quarter glass Toyota Japan built	627100R060	1	106.10
				Note: PARTS: Part cannot be reused/reinstalled. LABOR: Time is after upper and lower quarter trim panels are removed.			
53		S01	R&I	RT Lower qtr trim Japan built		0.7	
54		S01	R&I	RT Upper qtr trim Japan built		0.3	
55		S04	Repl	LT Wheelhouse liner fastener	9046706121	2	12.36
				Note: STOCK			
56	REAR LAMPS						

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57	**	S04	Repl	A/M CAPA RT Tail lamp	8155142161	1	96.02	0.3
58		S04	Repl	RT Tail lamp	8155142161	1	117.00	Incl.
59	REAR BUMPER							
60		S01	R&I	R&I bumper cover				1.0
				Note: To refinish QTR				
61	VEHICLE DIAGNOSTICS							
62	#	S02		Pre - Scan		1	60.00 X	0.5 M
				Note: see invoice attached				
63	#	S01		Post - Scan		1	60.00 X	0.5 M
64	MISCELLANEOUS OPERATIONS							
65	#	S04	Refn	Test Spray Out				1.5
				Note: see photo.				
				3 Spray outs were completed by our painter Per CCC Motor guide (see photo) these are sometimes a necessary item to achieve a blendable match. However, they are not included in the base refinish time allocated when painting is necessary to restore the vehicle to pre-loss condition.				
				Also, please see photo regarding paint formula cost for Barcelona Red from the paint manufacturer. "FORMULA CONTAINS A RARE LIMITED USE PIGMENT. COST EXCEEDS NORMAL PRICE GROUPS".				
66	#	S03	Subl	Hazardous waste removal		1	3.00 X	
67	#	S03		Car Cover		1	7.00	0.2
				Note: For primer				
				\$5.00 is below our cost				
68	#	S03		2nd Car Cover		1	7.00	0.2
				Note: For paint				
				\$ 5.00 is below our cost				
69	#	S01		Urethane kit		1	25.00	
70	#	S02	Repl	Corrosion protection		1	7.00 T	0.2
71	#	S01		Mask Jamb(s)		1	4.00	0.2
72	#	S01	Repl	Remove adhesive		1	3.00 T	0.3
				Note: W/O MLDG on QTR panel remove adhesive from body to refinish				
73	#	S04		LABOR RATES ADJUSTED TO		1		
				LOWEST CONTRACTED RATES				
				Note: CUSTOMER TO PAY DIFFERENCE BETWEEN OUR LOWEST CONTRACTED RATE \$62/42/100 AND WHAT TRAVELERS HAS ON THEIR ESTIMATE \$60/40/95. CAN PROVIDE DOCUMENTATION SHOWING LABOR RATES IN OUR AREA ARE MORE THAN \$60/40/95.				
74	#	S04		Color sand and buff		1		2.0
75	#	S04		Material Invoice attached		1	97.71	
76	#	S04		Seat Weight Sensor calibration		1	119.95 X	
				Note: Waiting on parts; calibration to be done after vehicle is assembled.				
SUBTOTALS						2,195.85	26.3	13.9

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ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,942.90
Body Labor	24.6 hrs @	\$ 62.00 /hr	1,525.20
Paint Labor	13.9 hrs @	\$ 62.00 /hr	861.80
Mechanical Labor	1.7 hrs @	\$ 100.00 /hr	170.00
Paint Supplies	13.9 hrs @	\$ 42.00 /hr	583.80
Miscellaneous			252.95
Subtotal			5,336.65
Sales Tax	\$ 2,536.70 @	7.0000 %	177.57
Grand Total			5,514.22
Deductible			1,000.00
CUSTOMER PAY			1,000.00
INSURANCE PAY			4,514.22

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SUPPLEMENT SUMMARY

Line		Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items								
28		S02	Repl	RT Corner trim Japan built	674910R030	1	-37.29	-0.1
29		S04	Repl	RT Corner trim Japan built	674910R030	1	37.29	0.1
				NOTE: SEE PART INVOICE \$37.29 LIST.				
30	*	S02	Rpr	RT Door shell Japan built (HSS)			-3.5	-2.0
				NOTE: Damage goes past the outer panel Damage on edge of door (near the RF door and RT QTR as well as in the center of the door) see photo				
32	*	S04	Rpr	RT Door shell Japan built (HSS)			4.0	2.0
				NOTE: Damage goes past the outer panel Damage on edge of door (near the RF door and RT QTR as well as in the center of the door) see photo. Blending within a panel takes more time and materials than full refinish. See documentation attached.				
33	*	S03		Add for Edging				-0.2
				NOTE: see photo				
35		S04		Add for Edging				0.5
				NOTE: see photo				
38		S01	Repl	RT Lower molding pad upper	7579742030	1	-11.18	
				NOTE: PARTS: Part cannot be reused/reinstalled.				
44	*	S04	Repl	RT Lower molding pad upper	7579742030	1	12.30	
				NOTE: PARTS: Part cannot be reused/reinstalled.				
				PART PRICE INCREASE				
42	*	S02	Rpr	RT Quarter panel			-1.0	-2.6
				NOTE: see photo of damage				
48	*	S04	Rpr	RT Quarter panel			1.5	2.6
				NOTE: see photo of damage				
59	#	S03	Refn	Test Spray Out				-0.5
				NOTE: see photo				
65	#	S04	Refn	Test Spray Out				1.5
				NOTE: see photo.				
				3 Spray outs were completed by our painter Per CCC Motor guide (see photo) these are sometimes a necessary item to achieve a blendable match. However, they are not included in the base refinish time allocated when painting is necessary to restore the vehicle to pre-loss condition.				
				Also, please see photo regarding paint formula cost for Barcelona Red from the paint manufacturer. "FORMULA CONTAINS A RARE LIMITED USE PIGMENT. COST EXCEEDS NORMAL PRICE GROUPS".				
68	#	S03		LABOR RATES ADJUSTED TO LOWEST CONTRACTED RATES		1		
73	#	S04		LABOR RATES ADJUSTED TO LOWEST CONTRACTED RATES		1		
				NOTE: CUSTOMER TO PAY DIFFERENCE BETWEEN OUR LOWEST CONTRACTED RATE \$62/42/100 AND WHAT TRAVELERS HAS ON THEIR ESTIMATE \$60/40/95. CAN PROVIDE DOCUMENTATION SHOWING LABOR RATES IN OUR AREA ARE MORE THAN \$60/40/95.				
Deleted Items								
49	REAR LAMPS							
50		S01	R&I	RT Tail lamp			-0.3	

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57	#	S01	Refn	Test Spray Out				-0.5
58	#	S03	Refn	Tint Color				-0.5
67	#	S03	Refn	Feather edge prime and block				-1.0
NOTE: See photo and CCC P- pages								

Added Items

12		S04	R&I	RT Fender liner Canada built				0.4
30		S04	Repl	LT Door shell cushion	9054109137	2	7.06	
NOTE: STOCK 2 of these are required.								
36	#	S04		Unable to do partial basecoat refinish d/t entire door		1		
NOTE: needed refinished. See picture. Refinished the Front door and Qtr also. Please remove 0.3 deduction from Paint Labor. Line # 32.								
39		S04	Refn	RT Handle, outside Japan built red				0.5
NOTE: See photo. Refinished for color match.								
40		S04		Overlap Minor Panel				-0.2
41		S04		Add for Clear Coat				0.1
55		S04	Repl	LT Wheelhouse liner fastener	9046706121	2	12.36	
NOTE: STOCK								
56	REAR LAMPS							
57	**	S04	Repl	A/M CAPA RT Tail lamp	8155142161	1	96.02	0.3
58		S04	Repl	RT Tail lamp	8155142161	1	117.00	Incl.
74	#	S04		Color sand and buff		1		2.0
75	#	S04		Material Invoice attached		1	97.71	
76	#	S04		Seat Weight Sensor calibration		1	119.95	X
NOTE: Waiting on parts; calibration to be done after vehicle is assembled.								

SUBTOTALS	451.22	3.4	-0.3
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TOTALS SUMMARY

Category	Basis			Rate	Cost \$
Parts					331.27
Body Labor	3.4 hrs	@		\$ 62.00 /hr	210.80
Paint Labor	-0.3 hrs	@		\$ 62.00 /hr	-18.60
Paint Supplies	-0.3 hrs	@		\$ 42.00 /hr	-12.60
Miscellaneous					119.95
Subtotal					630.82
Sales Tax	\$ 318.67	@		7.0000 %	22.31
Total Supplement Amount					653.13
NET COST OF SUPPLEMENT					653.13

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CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	1,833.02	ERIC SCHATVET
Supplement S01	2,973.36	Maggie Sands
Supplement S02	97.92	Donna Oswalt
Supplement S03	-43.21	Donna Oswalt
Supplement S04	653.13	Donna Oswalt
Job Total:	\$ 5,514.22	
CUSTOMER PAY:	\$ 1,000.00	
INSURANCE PAY:	\$ 4,514.22	

All supplements must be pre-approved by Travelers.

Supplement repair charges may be subject to rejection unless approved by Travelers prior to repairs.

This instrument is a damage estimate only and not an acceptance of liability or authorization to repair.

Repair must be pre-authorized by the vehicle owner.

Vehicle owner maintains the right to repair vehicle at a repair facility of their choice.

Please present this estimate to the repair facility prior to repairs.

Necessary Information for Photograph and Video Estimates (READ CAREFULLY):

This estimate may have been completed based wholly or in part using photographs and/or video. Because of the use of photographs and video, this estimate may not be complete, as there could be hidden damage. You should provide this estimate to the shop of your choice prior to commencement of work. If your shop finds additional damages or undiscovered damages, Travelers will work with your repairer to assess the appropriate scope of work. Your shop is instructed in this estimate to contact Travelers through its supplement process and the damages they discover must be reviewed and approved prior to repairing the vehicle. In the event that you are not repairing your vehicle and believe that our estimate does not account for all of your damages, please contact your Claim professional to discuss and address your concerns and options.

A PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD AN INSURER FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION COMMITS A FELONY.

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

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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 ARM8451, CCC Data Date 05/08/2025, 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 2024 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. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. CFC=Carbon Fiber. 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. STS=Stainless Steel. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Intelligent Solutions 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.

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PARTS SUPPLIER LIST

Line	Supplier	Description	Price
30	Bill Estes Toyota 3232 Harper Road Indianapolis IN 46240	#9054109137 LT Door shell cushion Quote: 2354356774 Expires: 07/05/24	\$ 3.53
57	HeadlightsDepot 8701 W 47th Street Ste E McCook IL 60525 (855) 544-4875	#312-19B6R-UC A/M CAPA RT Tail lamp Quote: 2400281441 Expires: 06/25/24	\$ 96.02