

# PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	10/7/2016
RO Number:	1222	Claim Number:	██████████				
Year:	2014	Color:		License Plate:	██████████	Production Date:	
Make:	GMC	Body Style:	4D SHORT	State:	IA	Mileage In:	
Model:	K2500 4X4 SIERRA	Engine:	8-6.6L-TD	VIN:	██████████	Condition:	

## Notes - All Notes

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Joni</b>	Date:	<b>1/10/2017</b>	Critical:	
							<b>11:44:55 AM</b>		

I am trying to get final payment on accounts and noticed we are still missing \$733.65 on this claim. I have attached our final bill, please let me know if you need anything from us to issue payment.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/17/2016</b>	Critical:	
							<b>4:07:28 PM</b>		

Called ████████ LM

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/14/2016</b>	Critical:	
							<b>3:49:36 PM</b>		

Hi ████████  
I was just checking to see if you needed anything on this claim, I haven't received a check yet.

Thank You

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/7/2016</b>	Critical:	
							<b>5:52:55 PM</b>		

I also missed this invoice earlier.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/7/2016</b>	Critical:	
							<b>3:59:18 PM</b>		

I forgot this earlier.

(Sent scan invoice)

Category:	<b>Customer Communication</b>	Type:	<b>Call, general</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/7/2016</b>	Critical:	
							<b>2:34:36 PM</b>		

Called ████████, said we will work it out with the insurance

Category:	<b>Incoming Communication</b>	Type:	<b>Insurance Called</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/7/2016</b>	Critical:	
							<b>2:31:14 PM</b>		

██████████ called in she was in meetings all week will send check directly to us with DTP

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/7/2016</b>	Critical:	
							<b>2:15:01 PM</b>		

Called ████████ @ the imt group ██████████  
She did not answer I left a message.

Category:	<b>Incoming Communication</b>	Type:	<b>Customer Called In</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/7/2016</b>	Critical:	
							<b>2:10:29 PM</b>		

██████████ called in wanted to know if we got a check. I said I will look into it and call back in 15min

Category:	<b>Incoming Communication</b>	Type:	<b>Customer Called In</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/6/2016</b>	Critical:	
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# PRECISION COLLISION

Owner: [REDACTED] Insurance: THE IMT GROUP Estimator: Mark Jaeger Vehicle Out: 10/7/2016  
RO Number: 1222 Claim Number: [REDACTED]  
Year: 2014 Color: License Plate: [REDACTED] Production Date:  
Make: GMC Body Style: 4D SHORT State: IA Mileage In:  
Model: K2500 4X4 SIERRA Engine: 8-6.6L-TD VIN: [REDACTED] Condition:

**2:10:48 PM**

[REDACTED] called, I told him almost finished, I will call when complete.

Category: **Status Update** Type: **Parts Update** Author: **Mark Jaeger** Date: **10/4/2016 4:40:31 PM** Critical:

Part ordered.

Category: **Customer Communication** Type: **Call, general** Author: **Mark Jaeger** Date: **10/4/2016 4:17:02 PM** Critical:

called [REDACTED] no answer

Category: **Outgoing Communication** Type: **Contacted Customer** Author: **Mark Jaeger** Date: **9/30/2016 4:14:12 PM** Critical:

Sign these and leave them in the Truck

Category: **Incoming Communication** Type: **Customer Called In** Author: **Mark Jaeger** Date: **9/30/2016 4:13:45 PM** Critical:

[REDACTED] called He will sign forms when I email them and drop off for Monday am

Category: **Customer Communication** Type: **Call, general** Author: **Mark Jaeger** Date: **9/29/2016 10:50:52 AM** Critical:

LM that we have parts ordered and can start on this anytime

Category: **Status Update** Type: **Parts Update** Author: **Mark Jaeger** Date: **9/29/2016 7:59:55 AM** Critical:

Parts didn't show up this morning. Will be tomorrow. Sorry for the inconvenience.

Category: **Status Update** Type: **Parts Update** Author: **Mark Jaeger** Date: **9/29/2016 7:59:37 AM** Critical:

9/28 3:58pm

Parts will be here tomorrow except for fender will be Friday.

Category: **Outgoing Communication** Type: **Called Insurance Co.** Author: **Mark Jaeger** Date: **9/28/2016 6:11:52 PM** Critical:

I agree with what you have except:

Our labor rates are [REDACTED] body [REDACTED] frame and mechanical and [REDACTED] materials

You don't have EPC 4.00

Cover Car .2 \$10.00

Featheredge prime and block .5

Clean and re-tape molding

Flex additive

Color tint

De-nib and finesse

Category: **Incoming Communication** Type: **Insurance Called** Author: **Mark Jaeger** Date: **9/28/2016 6:11:18 PM** Critical:

9/27 @ 8:55pm

# PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	10/7/2016
RO Number:	1222	Claim Number:	██████████				
Year:	2014	Color:		License Plate:	██████████	Production Date:	
Make:	GMC	Body Style:	4D SHORT	State:	IA	Mileage In:	
Model:	K2500 4X4 SIERRA	Engine:	8-6.6L-TD	VIN:	██████████	Condition:	

Mark,

Thank you for sending this information. I have forwarded it to our Physical Damage department for review. Feel free to forward the DEG sheet.

Please see attached my CCC estimate for repairs to the 2014 GMC Sierra for our insureds ██████████ \$3083.50.

Please review estimate and confirm by return email that we have an agreed price for repairs.

There is a \$500.00 collision deductible that will apply to these repairs. Our payment will be sent directly to our insured.

Category:	<b>Status Update</b>	Type:	<b>Parts Update</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>9/28/2016 11:11:54 AM</b>	Critical:	
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sent PO

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>9/27/2016 1:42:27 PM</b>	Critical:	
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██████, ██████ just called me wanting to schedule his truck for repairs, could you send me a copy of your estimate?

Category:	<b>Incoming Communication</b>	Type:	<b>Customer Called In</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>9/26/2016 3:31:39 PM</b>	Critical:	
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██████ called she needs a statement for color tint.

Category:	<b>Incoming Communication</b>	Type:	<b>Customer Called In</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>9/23/2016 1:15:49 PM</b>	Critical:	
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██████ called he's going to call his insurance

Category:	<b>Outgoing Communication</b>	Type:	<b>Contacted Customer</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>9/23/2016 11:09:30 AM</b>	Critical:	
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called LM

Category:		Type:	<b>Estimate</b>	Author:		Date:		Critical:	
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Category:		Type:	<b>Estimate Line - Line 46</b>	Author:		Date:		Critical:	
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Nitrogen welder setup  
Needed to weld tabs on bumper cover see photo

Category:		Type:	<b>Estimate Line - Line 44</b>	Author:		Date:		Critical:	
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Clean & re-tape mldg(s)  
Includes clean adhesive from panel  
this is for hood side strip which attaches to fender, and the bodyside molding on the door, and remove adhesive from door from bodyside molding and nameplate

Category:		Type:	<b>Towing Worksheet</b>	Author:		Date:		Critical:	
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Category:		Type:	<b>Estimate Line - Line 19</b>	Author:		Date:		Critical:	
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LT Fender GMC  
LABOR: Time is after front bumper upper cap and headlamp assembly are removed. Time includes R&I/R&R battery tray, fender liner, front support, hinge,

# PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	10/7/2016
RO Number:	1222	Claim Number:	██████████				
Year:	2014	Color:		License Plate:	██████████	Production Date:	
Make:	GMC	Body Style:	4D SHORT	State:	IA	Mileage In:	
Model:	K2500 4X4 SIERRA	Engine:	8-6.6L-TD	VIN:	██████████	Condition:	

assist spring, cowl grille end cap and rear brace. Time includes D&R junction block and ECM.

Category:	Type: <b>Damage - Impact</b>	Author:	Date:	Critical:
Backing a trailer and struck a pole				

Category:	Type: <b>Adjuster - ██████████</b>	Author:	Date:	Critical:
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Category:	Type: <b>Vehicle Owner - ██████████</b>	Author:	Date:	Critical:
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Category:	Type: <b>Damage - Prior</b>	Author:	Date:	Critical:
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MARK JAEGER

Mon 9/26/2016 4:15 PM

To: [REDACTED]@theimtgroup.com <[REDACTED]@theimtgroup.com>;

 2 attachments (6 MB)

The need for scans.docx; 08 CA Color Match or Tinting Negotiation Tool 081315.pdf;

Hi [REDACTED], I've actually Attached an entire packet that has plenty of documentation for color tint. I've also included an article from August that shows GM is working on a statement, and they say "a dashboard light is not a diagnosis", and pre-scanning is necessary if you want to know everything wrong with the car. I've left my copy of the DEG statement at home, if you need that I can send it later or in the morning.

Re: [REDACTED]

MARK JAEGER

Wed 9/28/2016 6:10 PM

To: [REDACTED]@theimtgroup.com>;

📎 4 attachments (11 MB)

16 CA Finish Sand Buff Neg Tool Version 2.0.pdf; 20 CA Masking beyond 36 inches Neg Tool\_Blue 8.24.15.pdf; Clean and retape (MOTOR).pdf; Flex additive (MOTOR).pdf;

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**From:** [REDACTED]@theimtgroup.com>  
**Sent:** Tuesday, September 27, 2016 8:55:19 PM  
**To:** 'MARK JAEGER'  
**Subject:** [REDACTED]

Mark,

Thank you for sending this information. I have forwarded it to our Physical Damage department for review. Feel free to forward the DEG sheet.

Please see attached my CCC estimate for repairs to the 2014 GMC Sierra for our insureds [REDACTED] - \$3083.50.

Please review estimate and confirm by return email that we have an agreed price for repairs.

There is a \$500.00 collision deductible that will apply to these repairs. Our payment will be sent directly to our insured.

**NO SUPPLEMENTS WITHOUT PRIOR APPROVAL!! If there is an approved supplement, please have the insured sign a direction to pay and our payment can then be made directly to the shop.**

Thank you,

[REDACTED] CPCU, CIC, AIC  
Sr. Field Claim Representative  
The IMT Group | [www.imtins.com](http://www.imtins.com)  
4445 Corporate Drive | West Des Moines, IA 50266

[REDACTED]  
[@theimtgroup.com](mailto:[REDACTED]@theimtgroup.com)

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**From:** MARK JAEGER [mailto:mjaeger.pcollision@hotmail.com]

**Sent:** Monday, September 26, 2016 4:16 PM

**To:** [REDACTED]@theimtgroup.com>

**Subject:** [REDACTED]

Hi [REDACTED], I've actually Attached an entire packet that has plenty of documentation for color tint. I've also included an article from August that shows GM is working on a statement, and they say "a dashboard light is not a diagnosis", and pre-scanning is necessary if you want to know everything wrong with the car. I've left my copy of the DEG statement at home, if you need that I can send it later or in the morning.

Workfile Attachments for [REDACTED] - 2014 GMC K2500 4X4  
SIERRA CREW DENALI

MARK JAEGER <mjaeger.pcollision@hotmail.com>

Fri 10/7/2016 3:58 PM

To: [REDACTED]@theimgroup.com <[REDACTED]@theimgroup.com>;

 1 attachments (83 KB)

ScanReport - Invoice \_6731 RO 1222 2014 GMC Sierra 2500 HD.PDF;

I forgot this earlier.

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Thank You, any questions or concerns please contact Mark at 563-927-2370



Claim [REDACTED]

MARK JAEGER <mjaeger.pcollision@hotmail.com>

Fri 10/7/2016 3:33 PM

To: [REDACTED]@theimtgroup.com <[REDACTED]@theimtgroup.com>;

 6 attachments (13 MB)

Supplement\_of\_Record\_2\_with\_Summary.pdf; dtp1222.pdf; IMG\_2737.JPG; IMG\_2739.JPG; IMG\_2753.JPG; IMG\_2754.JPG;

[REDACTED]

Here is the final on [REDACTED], I have included a signed DTP, R/A, and a signed copy of the final bill.

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Thank You, any questions or concerns please contact Mark at 563-927-2370



MARK JAEGER

Fri 10/14/2016 3:49 PM

To: [redacted]@theimtgroup.com <[redacted]@theimtgroup.com>;

Hi Sue,

I was just checking to see if you needed anything on this claim, I haven't received a check yet.

Thank You

[REDACTED]  
[REDACTED]@theimtgroup.com>

Tue 10/18/2016 10:38 AM

IMT

To: 'MARK JAEGER' <mjaeger.pcollision@hotmail.com>;

Mark,

I had a chance to look over all the emails you sent me and discuss with our management regarding some of your supplemental charges.

Please forward receipts for all parts on your supplement showing the purchase and increased part pricing.

Our labor rate for your area based on our Iowa market survey is \$62.00/\$40.00.

EPC charge of \$4.00 – this is a cost of doing business for you. Most shops burn and recycle the waste and no cost is incurred.

I have added \$10.00 for cover car to my supplement.

Feather edge, prime and block – what labor is this needed for? CCC generally includes in their labor time.

Clean and retape molding – I have added \$10.00 for the clean & retape molding for the left front door.

Flex additive – This is not required with modern paint systems. No longer required by Dupont, Sikkens and others.

Color tint – Please provide a photo of your spray out card for tinting for consideration of this cost.

Denib and finesse – This is a cost for the shop if necessary due to application for painting imperfections.

Your supplement includes a pre-scan for \$149.94. We are not able to pay this as it is not necessary.

I received the signed Direction to Pay you emailed to me. Please provide the additional documents so that our payment can be made directly to your shop.

Thank you,

[REDACTED] CPCU, CIC, AIC  
Sr. Field Claim Representative  
The IMT Group | [www.imtins.com](http://www.imtins.com)  
4445 Corporate Drive | West Des Moines, IA 50266  
[REDACTED]

[\[REDACTED\]@theimtgroup.com](mailto:[REDACTED]@theimtgroup.com)

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**From:** MARK JAEGER [mailto:mjaeger.pcollision@hotmail.com]

**Sent:** Friday, October 14, 2016 3:50 PM

**To:** [REDACTED]@theimtgroup.com>

**Subject:** [REDACTED]

Hi [REDACTED],

I was just checking to see if you needed anything on this claim, I haven't received a check yet.

Thank You

Re: [REDACTED] - PLEASE RESPOND

MARK JAEGER

Tue 10/25/2016 8:41 PM

To: [REDACTED]@theimtgroup.com>; pcollision@hotmail.com <pcollision@hotmail.com>;

📎 6 attachments (484 KB)

70262.pdf; 70315.pdf; 70437.pdf; ScanReport - Invoice \_6731 RO 1222 2014 GMC Sierra 2500 HD.PDF; GM scan position.pdf; pre-and-post-repair-diagnostic-scan-work-authorization-form (2).docx;

[REDACTED],  
Here are the receipts showing purchase of the parts and the scan invoice.

The labor rate is the least of my worries, but we all know these shops you're trying to lump us together with are not repairing cars safely and correctly.

EPC charge- Please send me a list of these shops, I would love to get this equipment that burns and recycles waste for free

Feather edge, prime, and block- I believe if you read the p-pages it actually says the opposite of "we generally include this in our labor times" (I will also send that packet in a separate email)

Flex additive- I see where this could be confusing, nearly every paint manufacturer has a clearcoat that doesn't require flex additive for normal use. However that is only the clear, I still am required to add a flex agent to the surfacer and sealer, if you have documentation from Axalta (formerly Dupont), Sikkens, or any others to the contrary, send that to me as well.

Color Tint- I can send you a photo of a sprayout, if you'd like to pay for more than one color tint, although it wasn't necessary on this one, as it was black and had a blendable alternate that we used. If you had read the documents I sent you, and per our 1st phone conversation when I explained this, looking up the paint code, using a spectrophotometer or color chips to select that blendable variant, or mixing the toners to create a color is not included in refinish time.

Denib and Finesse- This is a cost for the shop- to return this vehicle to pre-accident condition. I have already sent this documentation also. I would like you to send me a copy of Mr. [REDACTED]'s policy that shows me where you don't owe for this, I have already proven that it is required, that I've done it, and that it's not included.

Vehicle Health Scan-Again I've sent you this documentation, I've proven it's required, that we've done it, and once again if we're going to do the "We don't pay for that" then I'll need a copy of the policy that states that, I'll also need a representative from IMT to sign this scan authorization (just initial next

to the refusal portion and sign and date) If we don't do this and something happens we need proof that IMT knows more than General Motors.

Thank You

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**From:** [REDACTED]@theimtgroup.com>  
**Sent:** Tuesday, October 25, 2016 2:01:04 PM  
**To:** 'MARK JAEGER'  
**Subject:** [REDACTED] - PLEASE RESPOND

Hi Mark,

As requested last week, please forward receipts for all parts on your supplement showing the purchase and increased part pricing.

Thank you,

[REDACTED]  
Sr. Field Claim Representative  
The IMT Group | [www.imtins.com](http://www.imtins.com)



Insurance for your car, home and business | The IMT Group ...

[www.imtins.com](http://www.imtins.com)

Enjoy what matters the most, leave the worry to us. The IMT Group consists of IMT Insurance Company and Wadena Insurance Company. Our home office is located in West ...

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4445 Corporate Drive | West Des Moines, IA 50266  
Office: [REDACTED]  
[REDACTED]@theimtgroup.com