

# PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/7/2016
RO Number:	1252	Claim Number:					
Year:	2014	Color:		License Plate:		Production Date:	
Make:	BUIC	Body Style:	4D SED	State:	IA	Mileage In:	
Model:	LACROSSE LEATHER	Engine:	4-2.4L-G/E	VIN:		Condition:	

## Notes - All Notes

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Joni</b>	Date:	<b>11/27/2017 11:54:26 AM</b>	Critical:	
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I am following up on payment that was supposed to be issued in Nov on this claim. Can you please look into it and let me know what you are needing from us.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Jeff Domeyer</b>	Date:	<b>11/23/2016 4:10:57 PM</b>	Critical:	
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called he said he got the supplement but has had no time(imagine that) and he would have it all done by the end of the weekend.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/19/2016 11:05:53 AM</b>	Critical:	
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just stopped in with the original check today, this is what we have left for a balance.  
I have sent this to you on the 14th I also wonder why the check was sent to the customer with a signed direction to pay? I have included that again. I tried to fax this to and am getting no answer, is there an email for your office?

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

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/19/2016 10:27:38 AM</b>	Critical:	
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just stopped in with the original check today, this is what we have left for a balance.

Category:	<b>Customer Communication</b>	Type:	<b>CSI survey, sent via text</b>	Author:	<b>System</b>	Date:	<b>11/16/2016 12:08:55 PM</b>	Critical:	
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Hi please take a short customer satisfaction survey. Go to: \*\*\*\*\* Reply "Stop" to Opt Out. Thank you, Precision Collision

Category:	<b>Customer Communication</b>	Type:	<b>CSI survey, sent via text</b>	Author:	<b>System</b>	Date:	<b>11/13/2016 12:35:29 PM</b>	Critical:	
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Hi, please take a short customer satisfaction survey. Go to: \*\*\*\*\* Reply "Stop" to Opt Out. Thank you, Precision Collision

Category:	<b>Customer Communication</b>	Type:	<b>CSI survey, sent via text</b>	Author:	<b>System</b>	Date:	<b>11/10/2016 12:57:33 PM</b>	Critical:	
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Hi please take a short customer satisfaction survey. Go to: \*\*\*\*\* Reply "Stop" to Opt Out. Thank you, Precision Collision

Category:	<b>Customer Communication</b>	Type:	<b>Text, automatic status update</b>	Author:	<b>System</b>	Date:	<b>11/10/2016 12:57:32 PM</b>	Critical:	
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Precision Collision will be sending you repair status updates and a survey. Msg/data rates may apply. Reply "STOP" to cancel.

Category:	<b>Customer Communication</b>	Type:	<b>Call, general</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/7/2016 3:20:11 PM</b>	Critical:	
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Called told him that the car is finished he is on his way.

# PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/7/2016
RO Number:	1252	Claim Number:					
Year:	2014	Color:		License Plate:		Production Date:	
Make:	BUIC	Body Style:	4D SED	State:	IA	Mileage In:	
Model:	LACROSSE LEATHER	Engine:	4-2.4L-G/E	VIN:		Condition:	

Category:	<b>Customer Communication</b>	Type:	<b>Call, update status</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/7/2016 8:32:34 AM</b>	Critical:
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Called Lm that we are on schedule to deliver today.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/3/2016 8:24:27 AM</b>	Critical:
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Thanks for sending that over, and here is a copy of the signed authorization/DTP.  
If you need anything else let me know.

Category:	<b>Incoming Communication</b>	Type:	<b>Insurance Called</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/3/2016 8:09:07 AM</b>	Critical:
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Mark,  
Here's my sheet for Buick.  
Make sure you have ok to repair from the owner before doing anything.  
ALL supplements, with the exception of parts price increases, must have prior approval from this office before add'l repairs are done. Call me with any issues that you might have.  
Any supplements must be faxed to our office along with supporting invoices and photos.

Thanks,  
Auto Damage Appraisers of Eastern Iowa  
Fax (319)665-6170  
Email @ada Iowa.com

Category:	<b>Status Update</b>	Type:	<b>Parts Update</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/2/2016 12:49:13 PM</b>	Critical:
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Hi Mark,  
We are looking @ Monday or Tuesday for the bezel.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/2/2016 12:14:47 PM</b>	Critical:
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I have gone through this estimate, I found a few parts price differences ( I can send you the invoices upon completion), I also was unaware of the broken lock cable and switch bezel on the rt rear door. I have attached photos.

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/2/2016 10:44:45 AM</b>	Critical:
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Thank you I'll look this over and get back to you shortly.

Category:	<b>Incoming Communication</b>	Type:	<b>Insurance Called</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/2/2016 10:41:59 AM</b>	Critical:
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Mark,

# PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/7/2016
RO Number:	1252	Claim Number:					
Year:	2014	Color:		License Plate:		Production Date:	
Make:	BUIC	Body Style:	4D SED	State:	IA	Mileage In:	
Model:	LACROSSE LEATHER	Engine:	4-2.4L-G/E	VIN:		Condition:	

Look this over and let me know if I can commit this!  
I'm not sure what you have done as far as the scans, but if they are performed we can always submit that cost as a supl.if we can show there are some issues.

Category:	<b>Status Update</b>	Type:	<b>Parts Update</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/2/2016 9:02:57 AM</b>	Critical:
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Notification of Purchase Order Placement

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>11/1/2016 8:50:15 AM</b>	Critical:
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Called LM that we would finish teardown this am

Category:	<b>Incoming Communication</b>	Type:	<b>Insurance Called</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/28/2016 4:15:17 PM</b>	Critical:
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2:28 pm  
I had printed out a copy of my sheet and was going to stop by first thing this am but ended up having to go a different route.  
Here's what I wrote on this. I realize there is a large discrepancy but this is where I ended up.  
Look this over and I will stop at the shop later today and go over the items I had questions on and come to an agreed repair.

Auto Damage Appraisers of Eastern Iowa  
Fax (319)665-6170  
Email @ada Iowa.com

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/28/2016 11:18:49 AM</b>	Critical:
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Hi  
I haven't heard from you on this yet, and the customer was asking if you contacted me, could you please email me your estimate?

Category:	<b>Status Update</b>	Type:	<b>Parts Update</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/25/2016 3:14:40 PM</b>	Critical:
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Notification of Purchase Order Placement

Category:	<b>Outgoing Communication</b>	Type:	<b>Called Insurance Co.</b>	Author:	<b>Mark Jaeger</b>	Date:	<b>10/25/2016 11:01:40 AM</b>	Critical:
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Here is my preliminary estimate on this vehicle, if you could get me a claim # and deductible amount when you have them, that would be great.

Category:		Type:	<b>Estimate Line - Line 72</b>	Author:		Date:		Critical:
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Panel bond adhesive  
will invoice by amount used

Category:		Type:	<b>Towing Worksheet</b>	Author:		Date:		Critical:
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PRECISION COLLISION

Owner:		Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/7/2016
RO Number:	1252	Claim Number:					
Year:	2014	Color:		License Plate:		Production Date:	
Make:	BUIC	Body Style:	4D SED	State:	IA	Mileage In:	
Model:	LACROSSE LEATHER	Engine:	4-2.4L-G/E	VIN:		Condition:	

Category:	Type:	Estimate Line - Line 73	Author:	Date:	Critical:
Seam sealer/caulking will invoice by amount used					

Category:	Type:	Estimate	Author:	Date:	Critical:
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Category:	Type:	Estimate Line - Line 71	Author:	Date:	Critical:
Clean & re-tape mldg(s) Includes clean adhesive from panel					

Category:	Type:	Damage - Prior	Author:	Date:	Critical:
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Category:	Type:	Damage - Impact	Author:	Date:	Critical:
Struck low post with right side					

Category:	Type:	Estimate Line - Line 12	Author:	Date:	Critical:
Add for Stone Guard We were able to stay out of the stone guard					

Category:	Type:	Vehicle Owner -	Author:	Date:	Critical:

Date: 11/ 2/2016 09:25 AM  
Estimate ID: [REDACTED]  
Estimate Version: 0  
Preliminary  
Profile ID: \* DELAWARE CO.  
Quote ID: [REDACTED]

DR

## AUTO DAMAGE APPRAISERS OF EAST IOWA

85 EAST ZELLER ST, NORTH LIBERTY, IA 52317  
(319) 665-6166  
Fax: (319) 665-6170  
Email: ADA@ADA-IOWA.COM

Damage Assessed By: [REDACTED]  
Classification: None

Appraised For: IMT GROUP

Condition Code: AVERAGE  
Date of Loss: 10/10/2016  
Contact Date: 10/26/2016  
Deductible: UNKNOWN  
File Number: [REDACTED]  
Claim Number: [REDACTED]

Type of Loss: Collision

Accident Date: 10/10/2016

Insured: [REDACTED]  
Address: [REDACTED]  
Telephone: [REDACTED]

Mitchell Service: 910150

Description: 2014 Buick LaCrosse eAssist  
Body Style: 4D Sed  
VIN: [REDACTED]  
Mileage: 22,723  
OEM/ALT: A  
Color: SILVER  
Options:

Vehicle Production Date: 5/14  
Drive Train: 2.4L Inj 4 Cyl 6A FWD  
License: [REDACTED]  
Search Code: [REDACTED]

PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW  
REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN  
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, REAR (DUAL-ZONE) AC  
POWER PASSENGER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION, TRACTION CONTROL  
ALUM/ALLOY WHEELS, REMOTE IGNITION, TIRE INFLATION/PRESSURE MONITOR  
ANTI-THEFT SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY  
LEATHER STEERING WHEEL, SATELLITE RADIO, CD PLAYER  
POWER ADJUSTABLE EXTERIOR MIRROR, AUTO AIR CONDITION, FIRST ROW BUCKET SEAT  
TELEMATIC SYSTEMS, UNIVERSAL GARAGE DOOR OPENER  
REAR HEATING, VENTILATION & AIR CONDITIONING, CLOTH SEAT, SIDE AIRBAGS  
AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION  
INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER  
DAYTIME RUNNING LIGHTS, DRIVER SEAT WITH POWER LUMBAR SUPPORT  
ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT  
STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
				<u>Front Fender</u>			
1	000103	BDY	REMOVE/INSTALL	R Up'r Fender Moulding			0.3
				<u>Air Bag System</u>			
2	000051	MCH	REMOVE/REPLACE	Disable & Enable Air Bag System -M			0.2*
				<u>Cowl &amp; Dash</u>			
3	000584	BDY	REMOVE/INSTALL	R Cowl/Dash Seal	Existing		0.1*
				<u>Front Door</u>			
4	001445	BDY	REMOVE/INSTALL	R Frt Door Assembly			1.0 #

ESTIMATE RECALL NUMBER: 11/01/2016 21:34:03 79832RP

Mitchell Data Version: OEM: SEP\_16\_V

MAPP:SEP\_16\_V

Software Version:

7.1.208

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Date: 11/ 2/2016 09:25 AM  
Estimate ID: 79832RP  
Estimate Version: 0  
Preliminary  
Profile ID: \* DELAWARE CO.  
Quote ID: 13165415

5	001447	BDY	REPAIR	R Frt Door Shell	Existing		2.0* #
6		REF	REFINISH/REPAIR	R Frt Door Shell			C 1.4*
7				MODIFIED REFINISH WITH FULL CLEAR COAT			
8	001453	BDY	REMOVE/INSTALL	R Frt Otr Door Belt Moulding			0.5 #
9	001459	BDY	REMOVE/INSTALL	R Frt Rear View Mirror			INC #
10	001594	BDY	REMOVE/INSTALL	R Frt Door Adhesive Moulding	Existing		0.2 r
11	001463	BDY	REMOVE/INSTALL	R Frt Door Trim Panel			INC
12	001628	BDY	REMOVE/INSTALL	R Frt Otr Door Handle			0.3
13	001642	BDY	REMOVE/INSTALL	R Frt Door Frt Weatherstrip	Existing		0.4 r
14	001644	BDY	REMOVE/INSTALL	R Frt Door Rear Weatherstrip	Existing		0.2 r
				<u>Rear Door</u>			
15	000957	REF	REFINISH	R Rear Add For Jambs			C 0.5
16	001085	BDY	REMOVE/REPLACE	R Rear Door Repair Panel	25951210	514.82	6.4 #
17		REF	REFINISH	R Rear Door Outside			C 2.1
18	002907	BDY	REMOVE/REPLACE	R Rear Sound Absorber	23438138	8.48	
19	001087	BDY	REMOVE/INSTALL	R Rear Otr Door Belt Moulding			INC #
20	001089	BDY	REMOVE/INSTALL	R Rear Door Rear Applique			INC
21	001091	BDY	REMOVE/INSTALL	R Rear Uptr Door Moulding			INC
22	001102	BDY	REMOVE/REPLACE	R Rear Door Adhesive Moulding	** QUAL REPL PART	76.00	0.1
23	001104	BDY	REMOVE/INSTALL	R Rear Door Trim Panel			INC
24	000824	BDY	REMOVE/INSTALL	R Rear Otr Door Handle			INC
25	000875	BDY	REMOVE/INSTALL	R Rear Door Frt Weatherstrip	Existing		INC r
26	000877	BDY	REMOVE/INSTALL	R Rear Door Rear Weatherstrip	Existing		INC r
				<u>Special/Manual Entry</u>			
27	900500	BDY *	REMOVE/REPLACE	Seam Seal Rear Door	** QUAL REPL PART	20.00 *	0.3*
28	900500	BDY *	REPAIR	R Quarter Panel	Existing		2.0*
				<u>Rear Door</u>			
29	000881	GLS	REMOVE/INSTALL	R Rear Door Moveable Glass	Existing		INC r
30	000963	GLS	REMOVE/INSTALL	R Rear Door Stationary Vent Glass	Existing		1.4 #r
				<u>Side Body</u>			
31	002766	REF	BLEND	R Rocker Panel			C 1.0
32	000912	REF	REFINISH	R Quarter Panel Outside			C 2.0
33	000914	REF	REFINISH	R Add For Pillar			C 0.5
				<u>Special/Manual Entry</u>			
34	900500	BDY *	ADD'L LABOR OP	Mask Interior	Existing		0.4*
				<u>Side Body</u>			
35	000982	REF	BLEND	R Roof Rail			C 0.6 #
				<u>Special/Manual Entry</u>			
36	900500	REF *	REFINISH/REPAIR	R Roof Rail Edge	Existing		0.5*
				<u>Side Body</u>			
37	001036	BDY	REMOVE/INSTALL	R Quarter Wheelhouse Liner	Existing		0.3 r
38	001053	BDY	REMOVE/INSTALL	R Quarter Fuel Door	Existing		0.3 r
39	002003	BDY	REMOVE/INSTALL	R Quarter Fuel Filler Housing	Existing		0.5 r
40	002061	BDY	REMOVE/REPLACE	R Lwr Rocker Protector	20790397	5.64 *	0.2 #
41	001179	BDY	REMOVE/INSTALL	R Lwr Door Opening Weatherstrip	Existing		0.4 r
				<u>Rear Lamps</u>			
42	000260	BDY	REMOVE/INSTALL	R Rear Combination Lamp			INC
				<u>Special/Manual Entry</u>			
43	900500	GLS *	ADD'L LABOR OP	Rope Glass Mldg	Existing		0.2*
44	900500	BDY *	REMOVE/REPLACE	Clean & Retape Trim	** QUAL REPL PART	7.00 *	0.5*
				<u>Rear Bumper</u>			
45	001380	BDY	REMOVE/INSTALL	Rear Bumper Cover			1.6 #
46	002033	BDY	REMOVE/INSTALL	R Rear Bumper Bracket	Existing		0.2 #r
47	002359	BDY	REMOVE/REPLACE	Rear Bumper Rivet 5@4.00	** QUAL REPL PART	20.00 *	
				<u>Additional Costs &amp; Materials</u>			
48	936012		ADD'L COST	Hazardous Waste Disposal		4.00 *	
				<u>Additional Operations</u>			
49	933021	REF	ADD'L OPR	De-Nib And Finesse			1.5*
50		REF	ADD'L OPR	Clear Coat			2.2

ESTIMATE RECALL NUMBER: 11/01/2016 21:34:03 79832RP

Mitchell Data Version: OEM: SEP\_16\_V  
MAPP:SEP\_16\_V

Software Version: 7.1.208

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Date: 11/ 2/2016 09:25 AM  
Estimate ID: 79832RP  
Estimate Version: 0  
Preliminary  
Profile ID: \* DELAWARE CO.  
Quote ID: 13165415

51	933005	BDY	ADD'L OPR	Restore Corrosion Protection	15.00	*	0.3*
52	933007	REF	ADD'L OPR	Feather, Prime & Block			0.5*
53	933008	REF	ADD'L OPR	Chip Resistant Material Application			0.5*
54	933018	REF	ADD'L OPR	Mask For Overspray	5.00	*	
<u>Additional Costs &amp; Materials</u>							
55			ADD'L COST	Paint/Materials	495.60	*	

\* - Judgment Item

# - Labor Note Applies

\*\* QUAL REPL PART - Quality Replacement Parts

C - Included in Clear Coat Calc

r - CEG R&R Time Used For This Labor Operation

KEYSTONE-INS QUALITY PRT  
2400 KERPER BLVD.  
DUBUQUE  
IA 52004  
(319) 566-5030 (800) 747-2500

22 \*\* GM1505117 76.00

## Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary				Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals					
Body	18.5		15.00	0.00	1,190.86	T	Taxable Parts		651.94	
Refinish	13.3		5.00	0.00	850.35	T	Sales Tax	@ 7.000%	45.64	
Glass	1.6		0.00	0.00	101.70	T				
Mechanical	0.2		0.00	0.00	15.00	T	Total Replacement Parts Amount		697.58	

Date: 11/ 2/2016 09:25 AM  
Estimate ID: 79832RP  
Estimate Version: 0  
Preliminary  
Profile ID: \* DELAWARE CO.  
Quote ID: 13165415

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

This is a preliminary estimate.

Additional changes to the estimate may be required for the actual repair.

Point(s) of Impact

3 Right Side (P)

Insurance Co: IMT INSURANCE

Inspection Site: RESIDENCE

Address: [REDACTED]  
[REDACTED]  
[REDACTED]

Inspection Date: 10/26/2016

Body Shop: PRECISION COLLISION - DELAWARE

Address: 2331 210TH STREET  
MANCHESTER, IA 52057

Telephone: (563) 927-2370

Fax Phone: (563) 927-2295

State Lic. No: 27-2224213

NOTE TO THE SHOP: THIS IS NOT A AUTHORIZATION TO REPAIR. THE ONLY PERSON AUTHORIZED TO ORDER PARTS OR REPAIR THIS VEHICLE IS THE REGISTERED OWNER. IF ADDITIONAL DAMAGE IS FOUND, YOU MUST CONTACT THIS OFFISE TO OBTAIN A SUPPLEMENT REQUEST NUMBER BEFORE THE HIDDEN DAMAGE HAS BEEN REPAIRED. PLEASE SAVE ALL PARTS FOUND WITH HIDDEN DAMAGE.

ESTIMATE RECALL NUMBER: 11/01/2016 21:34:03 79832RP

Mitchell Data Version: OEM: SEP\_16\_V

MAPP:SEP\_16\_V

Software Version: 7.1.208

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**mjaeger.pcollision@hotmail.com**

---

**From:** [REDACTED]@adaiowa.com>  
**Sent:** Friday, October 28, 2016 2:27 PM  
**To:** 'MARK JAEGER'  
**Subject:** [REDACTED]  
**Attachments:** 79832RP PREL EST.pdf

I had printed out a copy of my sheet and was going to stop by first thing this am but ended up having to go a different route.  
Here's what I wrote on this. I realize there is a large discrepancy but this is where I ended up.  
Look this over and I will stop at the shop later today and go over the items I had questions on and come to an agreed repair.

[REDACTED]  
Auto Damage Appraisers of Eastern Iowa  
[REDACTED]  
Fax (319)665-6170  
Email [REDACTED]@adaiowa.com

---

**From:** MARK JAEGER [mailto:mjaeger.pcollision@hotmail.com]  
**Sent:** Friday, October 28, 2016 11:19 AM  
**To:** [REDACTED]@adaiowa.com>  
**Subject:** [REDACTED]

Hi [REDACTED]

I haven't heard from you on this yet, and the customer was asking if you contacted me, could you please email me your estimate?

**mjaeger.pcollision@hotmail.com**

---

**From:** [REDACTED]@ada Iowa.com>  
**Sent:** Wednesday, November 2, 2016 9:30 AM  
**To:** 'MARK JAEGER'  
**Subject:** [REDACTED]  
**Attachments:** 79832RP PREL. EST.pdf

Mark,

Look this over and let me know if I can commit this!

I'm not sure what you have done as far as the scans, but if they are performed we can always submit that cost as a suppl. if we

can show there are some issues.

Your message is ready to be sent with the following file or link attachments:

79832RP PREL. EST

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

**mjaeger.pcollision@hotmail.com**

---

**From:** [REDACTED]@ada Iowa.com>  
**Sent:** Thursday, November 3, 2016 7:52 AM  
**To:** 'MARK JAEGER'  
**Subject:** [REDACTED] est  
**Attachments:** 79832RP REPORT.pdf

Mark,

Here's my sheet for [REDACTED] Buick.

Make sure you have ok to repair from the owner before doing anything.

ALL supplements, with the exception of parts price increases, must have prior approval from this office before addt'l repairs are done. Call me with any issues that you might have.

Any supplements must be faxed to our office along with supporting invoices and photos.

Thanks,

[REDACTED]  
Auto Damage Appraisers of Eastern Iowa  
[REDACTED]

Fax (319)665-6170

Email [REDACTED]

Your message is ready to be sent with the following file or link attachments:

79832RP REPORT

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.