

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	██████████	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

Notes - All Notes

Category: **Outgoing Communication** Type: **Called Insurance Co.** Author: **Jeff Domeyer** Date: **1/20/2017 10:56:07 AM** Critical:

██████████ I received your check for supplement on the ██████████ supplement. The check is a little off from the supplement that I have here from you. Could you send me the supplement that you paid off of. Also we are still a long ways off. Are you 100% sure that you cannot pay for anything also on this claim?

Category: **Incoming Communication** Type: **Insurance Called** Author: **Joni** Date: **1/11/2017 11:23:52 AM** Critical:

██████████ called in, will void check and resend for 1218.44.

Category: **Outgoing Communication** Type: **Called Insurance Co.** Author: **Joni** Date: **1/10/2017 10:51:12 AM** Critical:

Called ██████████ to see if we can get taken care of.

Category: **Outgoing Communication** Type: **Called Insurance Co.** Author: **Joni** Date: **1/6/2017 10:25:34 AM** Critical:

Emailed ██████████ again about payment

██████████
I have attached final bill for this claim. I emailed you a couple weeks ago about this and havent heard back from you. Jeff said he spoke to you about cashing the wrong check. We are still waiting on final payment. Please let me know if there is anything else you need from me.

Category: **Outgoing Communication** Type: **Called Insurance Co.** Author: **Joni** Date: **12/28/2016 10:23:14 AM** Critical:

Hi ██████████
We are still waiting on payment for claim ██████████, for ██████████. Jeff said that he spoke to you about him cashing the wrong check. He said he thought you would know what I was talking about.

Category: **Incoming Communication** Type: **Customer Called In** Author: **Joni** Date: **12/27/2016 1:23:57 PM** Critical:

Email:
I never requested it since it was only in the car and no kiddos were with me at the time.

Category: **Outgoing Communication** Type: **Contacted Customer** Author: **Joni** Date: **12/27/2016 10:56:47 AM** Critical:

Hi ██████████
Jeff and Mark wanted me to check in with you to see if your insurance ever replaced your car seat from your accident? I need to contact them to find out why they havent paid something but wanted to make sure they took care of you as well. Please let me know either way so I can look into if needed.

Category: **Customer Communication** Type: **Post delivery feedback, received** Author: **System** Date: **11/9/2016 3:52:35 PM** Critical:

Feedback: Satisfied

PRECISION COLLISION

Owner: [REDACTED] Insurance: THE IMT GROUP Estimator: Mark Jaeger Vehicle Out: 11/4/2016
RO Number: 1249 Claim Number: [REDACTED]
Year: 2012 Color: License Plate: [REDACTED] Production Date:
Make: CHRY Body Style: 4D VAN State: IA Mileage In: 45,885
Model: TOWN & COUNTRY Engine: 6-3.6L-FI VIN: [REDACTED] Condition:

Category: **Customer Communication** Type: **CSI Survey, received** Author: **System** Date: **11/9/2016 3:06:11 PM** Critical:

CSI Survey received from customer.

Category: **Customer Communication** Type: **CSI survey, sent via text** Author: **System** Date: **11/7/2016 1:53:25 PM** Critical:

Hi [REDACTED] please take a short customer satisfaction survey. Go to: ***** Reply "Stop" to Opt Out. Thank you, Precision Collision

Category: **Customer Communication** Type: **Text, automatic status update** Author: **System** Date: **11/7/2016 1:53:25 PM** Critical:

[REDACTED] Precision Collision will be sending you repair status updates and a survey. Msg/data rates may apply. Reply "STOP" to cancel.

Category: **Customer Communication** Type: **CSI survey, sent via email** Author: **System** Date: **11/7/2016 1:53:25 PM** Critical:

Dear [REDACTED]

Please take a moment to answer a short survey regarding your experience with Precision Collision. The survey will take less than 5 minutes and will help us to improve our customer service.

If you agree to take the survey, follow this link to begin: [Start Survey >](#)

To Opt Out click Unsubscribe below.

Thank you for your time,

Precision Collision

Category: **Customer Communication** Type: **Post delivery survey, sent via email** Author: **System** Date: **11/5/2016 7:40:08 PM** Critical:

Dear [REDACTED]

Thank you for trusting Precision Collision to repair your Chrysler. To help us ensure that we always deliver the highest quality service, please answer one simple question about your complete satisfaction. [Click here.](#)

Category: **Customer Communication** Type: **Email, automatic status update** Author: **System** Date: **11/4/2016 9:06:02 PM** Critical:

[REDACTED]

Confirming that you picked up your vehicle today. We enjoyed working with you.

Precision Collision

To Opt Out click Unsubscribe below.

Category: **Customer Communication** Type: **Email, automatic status update** Author: **System** Date: **11/4/2016 9:06:02 PM** Critical:

[REDACTED]

Precision Collision will be sending you repair status updates and a survey.

To Opt Out click Unsubscribe below.

Category: **Outgoing Communication** Type: **Called Insurance Co.** Author: **Mark Jaeger** Date: **11/4/2016 12:03:59 PM** Critical:

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	██████████	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

Thank You
I appreciate the heads up.

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	11/4/2016 12:03:39 PM	Critical:	
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Hi Mark,

Sorry I was out of the office unexpectedly yesterday... I will review this and get back with you this afternoon.

Thanks!

Category:	Customer Communication	Type:	Call, general	Author:	Mark Jaeger	Date:	11/4/2016 10:21:04 AM	Critical:	
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██████████ will call in and ask why they haven't responded.

Category:	Customer Communication	Type:	Call, general	Author:	Mark Jaeger	Date:	11/4/2016 8:57:18 AM	Critical:	
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Called ██████████ LM to call

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	11/4/2016 8:46:15 AM	Critical:	
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Here are all my invoices and supporting photos.

██████████ and I will be patiently waiting for your response.

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	11/4/2016 8:18:45 AM	Critical:	
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Called ██████████ LM about getting this settled.

Category:	Customer Communication	Type:	Call, repair complete	Author:	Mark Jaeger	Date:	11/3/2016 4:12:24 PM	Critical:	
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██████████ said it would work better for her to pick it up tomorrow

Category:	Customer Communication	Type:	Call, update status	Author:	Mark Jaeger	Date:	11/2/2016 1:39:24 PM	Critical:	
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Called ██████████ spoke with her about the A/M parts she is ok with an A/M HL

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/2/2016 10:38:35 AM	Critical:	
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bumper stay:
Tomorrow morning also!

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/2/2016 10:38:00 AM	Critical:	
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Fender bracket:
I will have in the morning also!

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	██████████	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/2/2016 10:37:17 AM	Critical:	
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Grille:
That was on backorder and current eta is 11/03

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/2/2016 8:32:02 AM	Critical:	
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Michelle,
It looks like I also need 1 of these.
Notification of Purchase Order Placement

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/2/2016 8:27:21 AM	Critical:	
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Michelle,
Is there any chance you have one of these on hand?
Notification of Purchase Order Placement

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/1/2016 5:29:05 PM	Critical:	
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Michelle, I never received this grille on this PO.
Notification of Purchase Order Placement

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	11/1/2016 2:31:38 PM	Critical:	
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██████████
I have a few more items here, and I also will need a documented reason for every disallowed item. I have sent you documentation for every request (other than those that are in the p-pages), I have to have a reason that I am not being paid for the work that is required to repair this vehicle. I can't have a "We don't pay for that" unless you actually have documentation that shows me you don't and the reason why. I have sent photos and invoices for the additional, and I am willing to discuss and send any other documentation you need.

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	11/1/2016 2:07:18 PM	Critical:	
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Core return
Notification of Returns

Category:	Incoming Communication	Type:	Customer Called In	Author:	Mark Jaeger	Date:	10/31/2016 12:15:53 PM	Critical:	
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██████████ called in, said she had a voicemail from IMT saying that this is all they are willing to pay.

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	10/28/2016 6:07:47 PM	Critical:	
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1:12 pm
Hello Mark and Jeff,

██████████ approached me with concerns on another one of our vehicles at your shop.

I have previously verbalized our position on these items to Jeff. A letter has been processed and placed in the mail to your shop yesterday. I encourage you

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	██████████	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

to read it when it arrives.

As Jeff knows, we "compromised" and agreed to pay on a claim (Nefzger) in which was previously handled by Andy Lopez. I informed Jeff that we would not be compromising on any of these items without a prior discussion. At that point, or adjuster will prepare an estimate per our estimating guidelines and work with you on those items that may warrant a further discussion.

We will be contacting our Insured and advising them that there may be some potential out of pocket expenses.

Perhaps, in the future, if your shop identifies that a vehicle is a Wadena or IMT customer you may wish to direct the business elsewhere to avoid spending all of this time emailing on issues that it appears we are not going to get an agreement on. We may have no choice to advise those vehicle owners who choose your shop that there may be out of pocket expenses incurred to them.

██████████ | Claims Supervisor CPCU AIC AINS AIS

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	11:38:32 AM
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All parts will be here tomorrow am and you will see them on Monday!

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	10:09:47 AM
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I've attached the emails that have taken place up until this point, my estimate as it stands right now, and the IMT estimate. I also have a piece I snipped from the NHTSA (national highway traffic safety administration) as you can see by reading this, the manufacturer of the part says it's ok, not the DOT or the NHTSA. The other 2 forms are both from the manufacturer of your vehicle, the scan statement we've briefly discussed, and their structural parts statement(the radiator support that we are talking about here is a structural part). I hope I didn't overload you with info, and if you have any questions at all I can definitely answer them. The whole point of what we're trying to do here is change the culture of this Industry from one where shops just accept "orders" from the Insurance company to a culture of doing what is right for the customer. I believe the real problem is a lot of shops forgot who the customer is, you the vehicle owner that will be driving that vehicle, not the Insurance company.

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	9:12:06 AM
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I will be out of the office Friday, October 28. If you need immediate assistance, contact the home office at 800-274-3531. Otherwise, I will reply to all emails when I am back in the office on Monday, October 31.

Thanks!

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	8:59:54 AM
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Michelle,

Could you please let me know when I can have these?
Notification of Purchase Order Placement

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	8:58:16 AM
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As you can see we've already begun repairs, so there is no point in trying to scare the customer to one of the butchers that agree with everything you say(they won't be around in 5-10 yrs anyway).

We will release the vehicle once our bill is paid, as you are not repairing the vehicle, I don't understand how you can know what it cost. If you want me to "agree" to your estimate, all you have to do is sign the necessary forms that relieve Precision Collision of the liability, and I'll be happy to save you a few

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	CXY115	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

hundred dollars.

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	8:57:37 AM
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██████████
A/M support "DOT approved"? I happen to know that the DOT does not certify parts, they expect the companies to self regulate, and have never crash tested any such part (see attached page from NHSTA). I will be using an OEM support, as I have a responsibility to protect this customer and her 4 children. Do you think if we're in court and I say "██████████ told me it was DOT approved" I wouldn't be held liable? I would like a copy of the portion of her policy that states, you only owe for aftermarket structural parts.

The A/M HL, I'll order it and take photos, if it is exactly LKQ (that is Iowa law) we'll use it with the customers consent if not I'll send photos. This makes me wonder, have you personally compared these parts, or are you just told that they're the same? Maybe you should do a little research.

So, the scan, you say it is not necessary to return the vehicle to pre loss condition, how do you anticipate we will get these fault codes removed? Are you saying these codes were all there before the loss? And I'm sure you are aware that I have to scan this vehicle (I am the repair professional, and Mopar has a statement that explicitly requires it be done). I wonder what the customer will think when I show her your email, stating that Wadena/IMT will not sign the scan authorization nor will they pay for the scan when she has already read the OEM position statement, been informed of what the scan does and has signed the authorization. I don't understand, you can tell me which parts to use, that they are "DOT" approved, and when I have legitimate, indisputable documentation, you say it is not necessary? The very definition of "necessary" is "required". Your actions of not signing just prove that you know it's needed, otherwise what harm could come from signing a piece of paper that may put the liability on you? I would also like a copy of the portion of her policy that states you don't need to clear fault codes after a loss and repair.

As you c

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	7:59:34 AM
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██████████
A/M support "DOT approved"? I happen to know that the DOT does not certify parts, they expect the companies to self regulate, and have never crash tested any such part (see attached page from NHSTA). I will be using an OEM support, as I have a responsibility to protect this customer and her 4 children. Do you think if we're in court and I say "██████████ told me it was DOT approved" I wouldn't be held liable?

The A/M HL, I'll order it and take photos, and have the customer come in and just like the last one 2 weeks ago, it is totally different(I'll send some pictures). This makes me wonder, have you personally compared these parts, or are you drinking the Kool-Aid?

So, the scan, you say it is not necessary to return the vehicle to pre loss condition, how do you anticipate we will get these fault codes removed? And I'm sure you are aware that I have to scan this vehicle (I am the repair professional, and Mopar has a statement that explicitly requires it be done). I wonder what the customer will think when I show her your email, stating that Wadena/IMT will not sign the scan authorization nor will they pay for the scan when she has already read the OEM position statement, been informed of what the scan does and has signed the authorization. I don't understand, you can tell me which parts to use, that they are "DOT" approved, and when I have legitimate, indisputable documentation, you say it is not necessary? The very definition of "necessary" is "required". Your actions of not signing just prove that you know it's needed, otherwise what harm could come from signing a piece of paper that may put the liability on you?

As you can see we've already begun repairs, so there is no point in trying to scare the customer to one of the butchers that agree with everything you say(they won't be around in 5-10 yrs anyway).

We will release the vehicle once our bill is paid, as you are not repairing the vehicle, so you don't know what it cost. If you want me to "agree

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	10/28/2016	Critical:	7:46:00 AM
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10/27 @ 11:05 am

Hi Mark,

An AM radiator support is approved by DOT and it is not a safety issue to use as a replacement part. IMT/Wadena will pay for the aftermarket part, if you or

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	██████████	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

the vehicle owner chooses to put OEM, then of course they can and they will be responsible for the difference.

There should be no issues with AM headlamp whatsoever.

Wadena/ IMT will not be signing anything in regards to a scan. It is not necessary (at this time) in order to put the vehicle into pre loss condition. Once the repairs are paid for, per our estimate, I anticipate that you will release the vehicle to the vehicle owner and cannot hold it from the customer.

Please let me know if we are not able to come to an agreed upon price for the repairs, as I will need to let the customer know and give them a heads up that they may be responsible for out of pocket expenses if they still choose to repair at your shop.

Thanks

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	10/26/2016	Critical:	3:19:21 PM
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Hi Mark,

Here is my estimate... based on the photos and the damages, this is all I can allow for at this time. Please let me know if you have any questions.

Thanks,

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	10/26/2016	Critical:	3:18:40 PM
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Chrysler requires this vehicle to be scanned before and after repair. I also cannot use an aftermarket radiator support as that is a safety issue. I will order an A/M HL and will use if it is exactly like kind and quality. If you wish to not pay for the scans then I will need someone to sign this Scan authorization (just initial by the NO and sign and date) and return to me, I have to scan this vehicle as a matter of liability, so we will continue on as such. I will need this cleared up to reach an agreed price before we release this vehicle to the customer. We anticipate being done by Wednesday the 2nd.

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	10/24/2016	Critical:	3:47:52 PM
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We have these on hand, however my drive is gone for the day.
We will send them up tomorrow !

Category:	Status Update	Type:	Parts Update	Author:	Mark Jaeger	Date:	10/24/2016	Critical:	2:00:11 PM
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Michelle, could you please email me with the eta on these.
Notification of Purchase Order Placement

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	10/24/2016	Critical:	12:06:27 PM
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Here is my preliminary estimate, if you need any further documentation just let me know.

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	10/24/2016	Critical:	12:02:55 PM
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██████████ w/ IMT called I am going to send her the estimate w/photos

Category:	Incoming Communication	Type:	Insurance Called	Author:	Mark Jaeger	Date:	10/21/2016	Critical:	4:41:22 PM
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10/21/2016

PRECISION COLLISION

Owner:	██████████	Insurance:	THE IMT GROUP	Estimator:	Mark Jaeger	Vehicle Out:	11/4/2016
RO Number:	1249	Claim Number:	██████████				
Year:	2012	Color:		License Plate:	██████████	Production Date:	
Make:	CHRY	Body Style:	4D VAN	State:	IA	Mileage In:	45,885
Model:	TOWN & COUNTRY	Engine:	6-3.6L-FI	VIN:	██████████	Condition:	

MARK,

██████████
THE CLAIM # ██████████

THE COMP. DEDUCTIBLE ON THIS 2012 CHRYSLER TOWN & COUNTRY IS \$250

THANKS!
SUE

Category:	Outgoing Communication	Type:	Called Insurance Co.	Author:	Mark Jaeger	Date:	10/21/2016 3:02:35 PM	Critical:	
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Here is my estimate for ██████████ if you could let me know her deductible and claim # that would be great.

Category:	Outgoing Communication	Type:	Contacted Customer	Author:	Mark Jaeger	Date:	10/21/2016 3:00:43 PM	Critical:	
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██████████
Here is an estimate to repair your van, if you have any questions you can call or email me.

Category:		Type:	Estimate	Author:		Date:		Critical:	
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Category:		Type:	Estimate Line - Line 41	Author:		Date:		Critical:	
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Clean & re-tape mldg(s)
Includes clean adhesive from panel

Category:		Type:	Estimate Line - Line 27	Author:		Date:		Critical:	
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Body & cable
R&I to paint
LABOR: Time is after right fender liner is removed. Time includes R&I/R&R antenna mast.

Category:		Type:	Towing Worksheet	Author:		Date:		Critical:	
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Category:		Type:	Damage - Impact	Author:		Date:		Critical:	
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Deer hit rt front

Category:		Type:	Adjuster - ██████████	Author:		Date:		Critical:	
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Category:		Type:	Vehicle Owner - ██████████	Author:		Date:		Critical:	
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Category:		Type:	Damage - Prior	Author:		Date:		Critical:	
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RE: 2016M8351

[REDACTED]@theimtgroup.com>

Thu 10/27/2016 11:05 AM

IMT

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

Hi Mark,

An AM radiator support is approved by DOT and it is **not** a safety issue to use as a replacement part. IMT/Wadena will pay for the aftermarket part, if you or the vehicle owner chooses to put OEM, then of course they can and they will be responsible for the difference.

There should be no issues with AM headlamp whatsoever.

Wadena/ IMT will not be signing anything in regards to a scan. It is not necessary (at this time) in order to put the vehicle into pre loss condition. Once the repairs are paid for, per our estimate, I anticipate that you will release the vehicle to the vehicle owner and cannot hold it from the customer.

Please let me know if we are not able to come to an agreed upon price for the repairs, as I will need to let the customer know and give them a heads up that they may be responsible for out of pocket expenses if they still choose to repair at your shop.

Thanks,

[REDACTED] Claim Representative

The IMT Group | www.imtins.com

PO Box 268 | West Point, Iowa | 52656

Office: 800-274-3531 ext: 561 Fax: 800-365-3531

[REDACTED]
[REDACTED]@theimtgroup.com

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

Sent: Wednesday, October 26, 2016 3:19 PM

To: [REDACTED]@theimtgroup.com>

Subject: Re: [REDACTED]

Chrysler requires this vehicle to be scanned before and after repair. I also cannot use an aftermarket radiator support as that is a safety issue. I will order an A/M HL and will use if it is exactly like kind and quality. If you wish to not pay for the scans then I will need someone to sign this Scan authorization (just initial by the NO and sign and date) and return to me, I have to scan this vehicle as a matter of

liability, so we will continue on as such. I will need this cleared up to reach an agreed price before we release this vehicle to the customer. We anticipate being done by Wednesday the 2nd.

From: [REDACTED]@theimtgroup.com>
Sent: Wednesday, October 26, 2016 2:49:10 PM
To: 'MARK JAEGER'
Subject: [REDACTED]

Hi Mark,

Here is my estimate... based on the photos and the damages, this is all I can allow for at this time. Please let me know if you have any questions.

Thanks,

[REDACTED] | Claim Representative
The IMT Group | www.imtins.com
PO Box 268 | West Point, Iowa | 52656
[REDACTED]
[REDACTED]
[REDACTED]@theimtgroup.com

-----Original Message-----

From: MARK JAEGER [<mailto:mjaeger.pcollision@hotmail.com>]
Sent: Monday, October 24, 2016 12:07 PM
To: [REDACTED]@theimtgroup.com>
Subject: [REDACTED]

[REDACTED]

Here is my preliminary estimate, if you need any further documentation just let me know.

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

COMPLETION SCAN

Scan Report: [REDACTED]

Date/Time: 11/03/16, 06:15 PM, EST

RO Number: 1249
Invoice Number: 10693

ATTN: Jeff Domeyer
Precision Collision-Manchester
2331 210th St, Manchester, Iowa 52057
563-927-2370

2012, Chrysler Town & Country Touring
VIN Number: [REDACTED]
SRS Deployment: No | Odometer: 46,174 mi.
Scan Type: Completion Scan

Insurance: Other | Drivable: Yes
Point of Impact: Not specified
Shop Notes: Just checking to insure there are no issues after the repair

Master Technician Notes Tech found blown fuse for the radio.
from Shop Contact:

Service Details

Master Technician: Noel Isidro

Time Complete: 05:03 PM

Performed a full completion vehicle scan (Health Check) with the Chrysler WiTech tool.
Found 18 faults were reported in 10 modules.
Performed a full vehicle scan clearing all faults, 0 faults returned.

Recommendations

Complete vehicle road test with systems function checks before delivery to customer.
Verify no malfunction lamps/messages return and all accessories function properly.
Inflate all tires to manufacturer's specification.
Inspect battery for proper state of charge, recharge as required.
If warning lamps or malfunctions return contact CDS Immediately for re-scan.
Contact CDS for any question regarding this scan.

Scan Readings

Powertrain Control Module-
P0562 Battery system voltage low.
Antilock Brake System-
C212A-16 System voltage, circuit voltage below threshold.
C1246-1C Vacuum pressure sensor supply circuit voltage out of range.
Occupant Restraint Control Module-
B210F Loss of battery voltage.
B210A System voltage low.
Steering Angle Sensor-
U3FFF System voltage low.
Wireless Control Module-
B210D Battery system voltage low.



Completion Scan ctd.

Scan Report: [REDACTED]

Date/Time: 11/03/16, 06:15 PM, EST

Scan Readings ctd.

Cabin Compartment Node-
U0184 Lost communication with Radio.
Door Module Front Left-
B210D Battery system voltage low.
B210A Battery system voltage low.
B21A1 Control Unit reset.
Door Module Front Right-
B210D Battery system voltage low.
B210A Battery system voltage low.
B21A1 Control Unit reset.
B1678 Passenger courtesy lamp control circuit high.
Hands Free Module-
U0184 Lost communication with Radio.
Gateway Module-
U0184 Lost communication with Radio.
B210D Battery system voltage low.

Snapshot Data

No snapshot data available.

Billing

\$50.00

DISCLAIMERS

CDS makes every attempt to provide the most reliable information available through the use of the asTech™ device, however;

- Remotely diagnosing vehicles has limitations that are outside the control of CDS and the Master Technicians employed by CDS. Information gathered through the asTech™ device is done so remotely, and therefore CDS and its employees cannot be responsible for omission or errors caused by the information provided, or not provided, by the customer.
- All work performed by CDS will be in accordance with OEM specifications and defaults. This includes, but is not limited to, any repairs, calibrations, integrations, programming and set points as indicated by the OEM by way of their designated sources of such information. CDS is not responsible for any damage that results from, or to, aftermarket parts or modifications from OEM factory specifications.
- While every attempt is made to provide accurate information on the Scan Report, the asTech™ device may not, in every circumstance, return the same information that would result from a scan performed with an OE scan tool proximate to the vehicle.
- CDS Master Technicians will utilize the asTech™ device in conjunction with the appropriate scan tool to return the vehicle to factory default settings.
- While every attempt will be made to use the factory scan tool, at times an aftermarket tool will be utilized. The CDS master technician will discuss this decision with the shop technician.
- Despite the best efforts of the Master Technicians employed by CDS and the functions of the asTech™ device, some vehicles will require dealer service in order to be repaired. Instances where a vehicle may need additional work from a dealership could include Warranty work on modules, Collision Avoidance System programming where targets are needed, Programming where modules can potentially be damaged and/or Programming keys.
- Variations between cars according to the make model and trim level, may limit the information provided by the asTech™ device.
- Depending on the condition of the vehicle and the extent of the damage, and other factors outside the control of CDS, the asTech™ device may not see every system on the vehicle being scanned.
- CDS and its employees are not responsible for any intentional or unintentional misuse of the asTech™ device, or data provided on the Scan Report, by the end user.
- At times the Master Technician working for CDS will request that a vehicle be "road tested." Failure to "road test" a vehicle when the Master Technician has requested it may lead to incomplete or inaccurate scan results.
- CDS offers completion scans to insure technicians that vehicles have been successfully repaired. If a shop fails to request a completion scan, systems on the vehicle that have not been repaired/reset may not be found. Completion scans are intended to finalize repairs, but do not guarantee that all systems have been repaired/reset. CDS makes no warranty that the vehicle is repaired.
- CDS is not responsible for any changes made to the vehicle after the asTech™ device is disconnected.