

CCC Information Services Inc. closed your Database Inquiry as detailed below. The attached application screen shot shows no additional change is required.

Web Tracking Number: [REDACTED]

Vehicle: [REDACTED]

Inquiry: Hello, i have detailed instructions from bmwna on bleeding, filling, leak testing on the high temperature and the low temperature circuit of the cooling system of this particular car. It also requires special tools and a trained technician. I have explained this fact to the insurance company and they still refuse to acknowledge and are refusing to pay the correct rate "m" and keep saying that per the p page it is "included". I tried explaining that your p page is a guide and that anything beyond the scope of a base model vehicle needs to have additional time accounted for on the spot. Please reply with a detailed clarification as there is no way that the time in your database to rr the radiators can include the time to leak test, fill and purge. On top of this issue noted above. This car also has water to air coolers for the turbocharging system that are not accounted for on your database. A manual entry was generated and the insurer refuses to pay anything out of the scope due to it not being in your database.

Content Verification:

Estimated Release Date: Closed

Proposed Resolution: MOTOR stated:

After review, in the Cooling, 2.0 Liter group, the estimated work time applied to the Radiator is appropriate.

Please note:

- According to the "Guide To Estimating: RADIATOR", "Drain, Check and Refill Fluids" and "Purge Air From System" is listed as "Included."
- During the process of "Refill Fluids" and "Purge Air from System" the technician should "Visually Check" for leaks and "Cooling System Concerns."
- Pressure Testing for Diagnosis of Cooling system is Not Included.
- Cooling System leak repair is Not Included.
- MOTOR recommends following OEM service repair information for Cooling System Leak Repair and mutually agreed upon before finalizing any repair cost estimate.
- The purpose of classifying components is to describe physical properties of the component, and classifications may inform the estimator that specialized technician skill levels and/or tools may be required. Indicators are not intended to determine labor rates charged, or to be inclusive

of all components.

(M) Mechanical: Components that transform one form of motion or energy into another. Mechanical components would likely be serviced at a mechanical service facility rather than a body repair facility if that component failed during normal operation. Mechanical components will likely require a specialized technician skill level and/or specialized tools.

As stated above, indicators are not intended to determine labor rates charged, or to be inclusive of all components. If the customer is using component classifications to determine technician compensation, this is at the sole discretion of the shop's management.

Do not respond to this e-mail address. Please contact CCC Technical Support with questions and comments.

Recreated DI:

To ensure that you receive all messages about your Database Inquiry, add CCCDIFYI@cccis.com to your email program's Address Book.

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