

"Winning Property Damage Claims:  
How to Effectively, Economically, and Efficiently  
Keep Insurance Companies from  
Pushing You and Your Clients Around"

Would you ever ignore a wage loss claim?

Then how can you ignore diminished value?

Or loss of use?

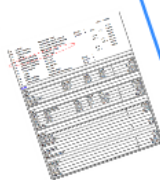
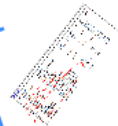
Or let your client drive an unsafe car  
repaired with junk yard or imitation parts?

Who is in charge of your client's case -  
you or the insurance adjuster?

The property claim is about control  
And setting the tone for  
the injury negotiations

And it matters to your client

Automobile Gross Anatomy



"Pre-Loss Condition" Repair



Total

Actual Cash Value (ACV) = Replacement Cost (RC) - Depreciation (D)

Car Market Value  
Comparable Repair

First-party:  
Hire Appraiser  
Inspect Appraisal  
Post-Appraisal IFCA

Repair

Insurance Company's Repair Estimate

Insuring Co.

Insurance Company's Repair Estimate

First-party:  
Hire Appraiser  
Inspect Appraisal  
Post-Appraisal IFCA

Diminished Value

Diminished Value (DV) = Actual Cash Value (ACV) - Fair Market Value (FMV) of the vehicle after repair

Make the claim, and be ready to sue  
Hire a competent appraiser  
Attempt to secure the insurance report  
Settle-or-file requires math  
The Best-case Scenario is known

Loss of Use  
Comparable Rental

Comparable Rental = Rental of a similar vehicle

Loss of Use = Rental of a similar vehicle - Actual Cash Value (ACV) of the vehicle

Comparable Rental = Rental of a similar vehicle

Loss of Use = Rental of a similar vehicle - Actual Cash Value (ACV) of the vehicle

“Winning Property Damage Claims:  
How to Effectively, Economically, and Efficiently  
Keep Insurance Companies from  
Pushing You and Your Clients Around”

Would you ever ignore a wage loss claim?

Then how can you ignore diminished value?

Or loss of use?

Or let your client drive an unsafe car  
repaired with junk yard or imitation parts?

Who is in charge of your client's case -  
you or the insurance adjuster?

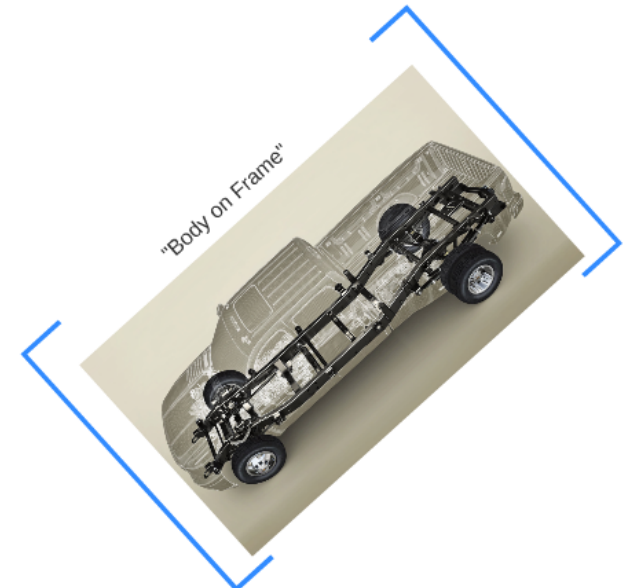
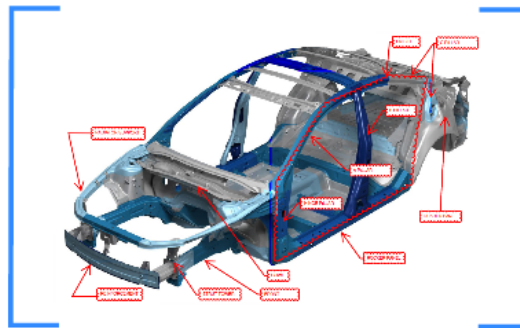
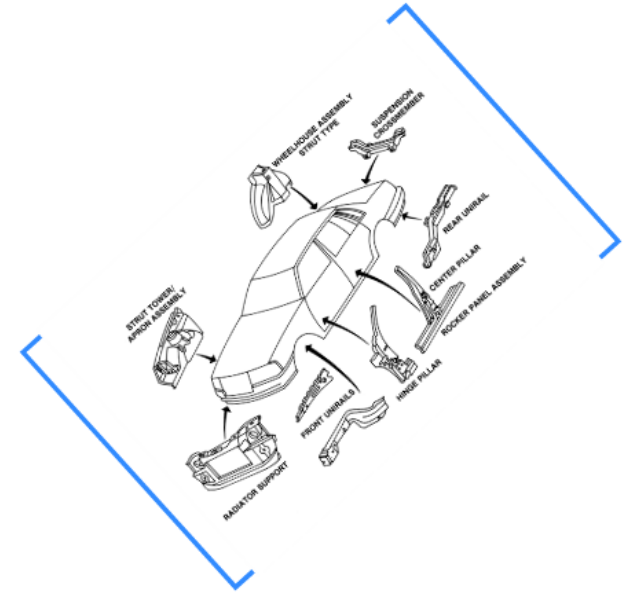
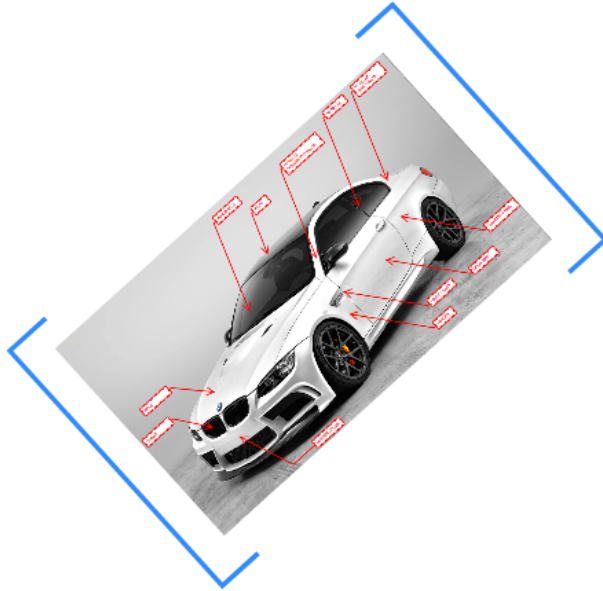
The property claim is about control

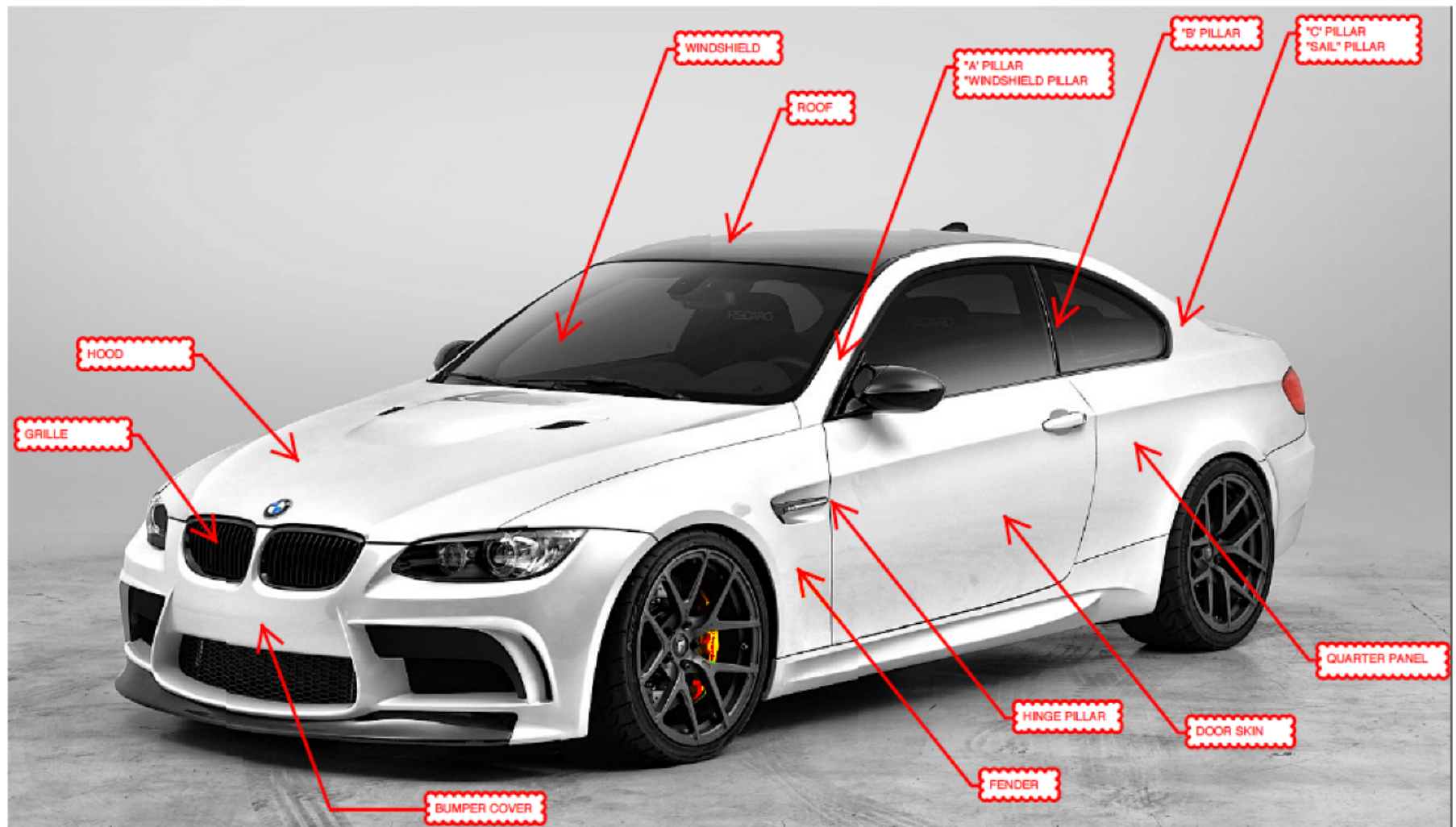
And setting the tone for  
the injury negotiations

And it matters to your client

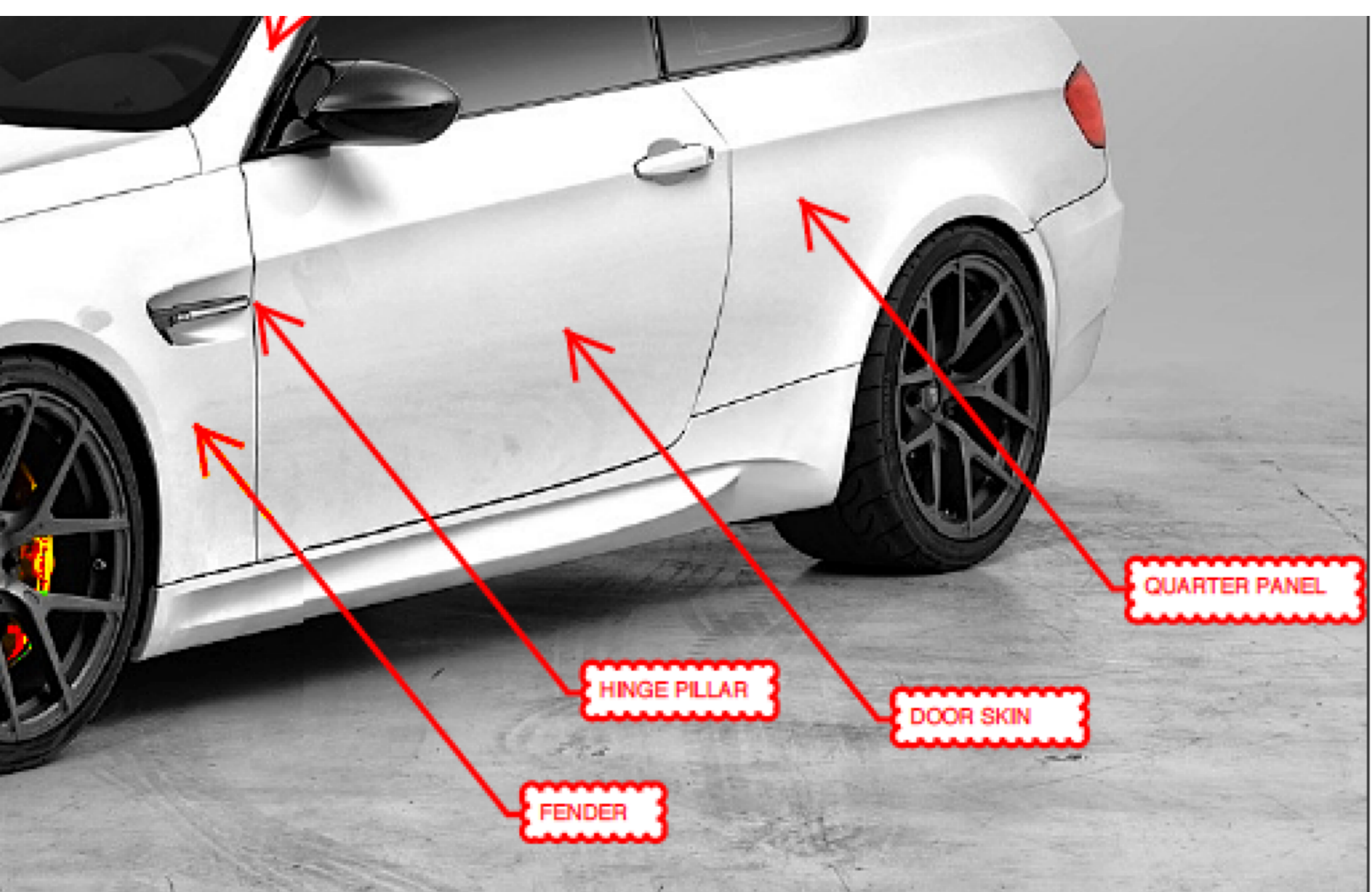


# Automobile Gross Anatomy











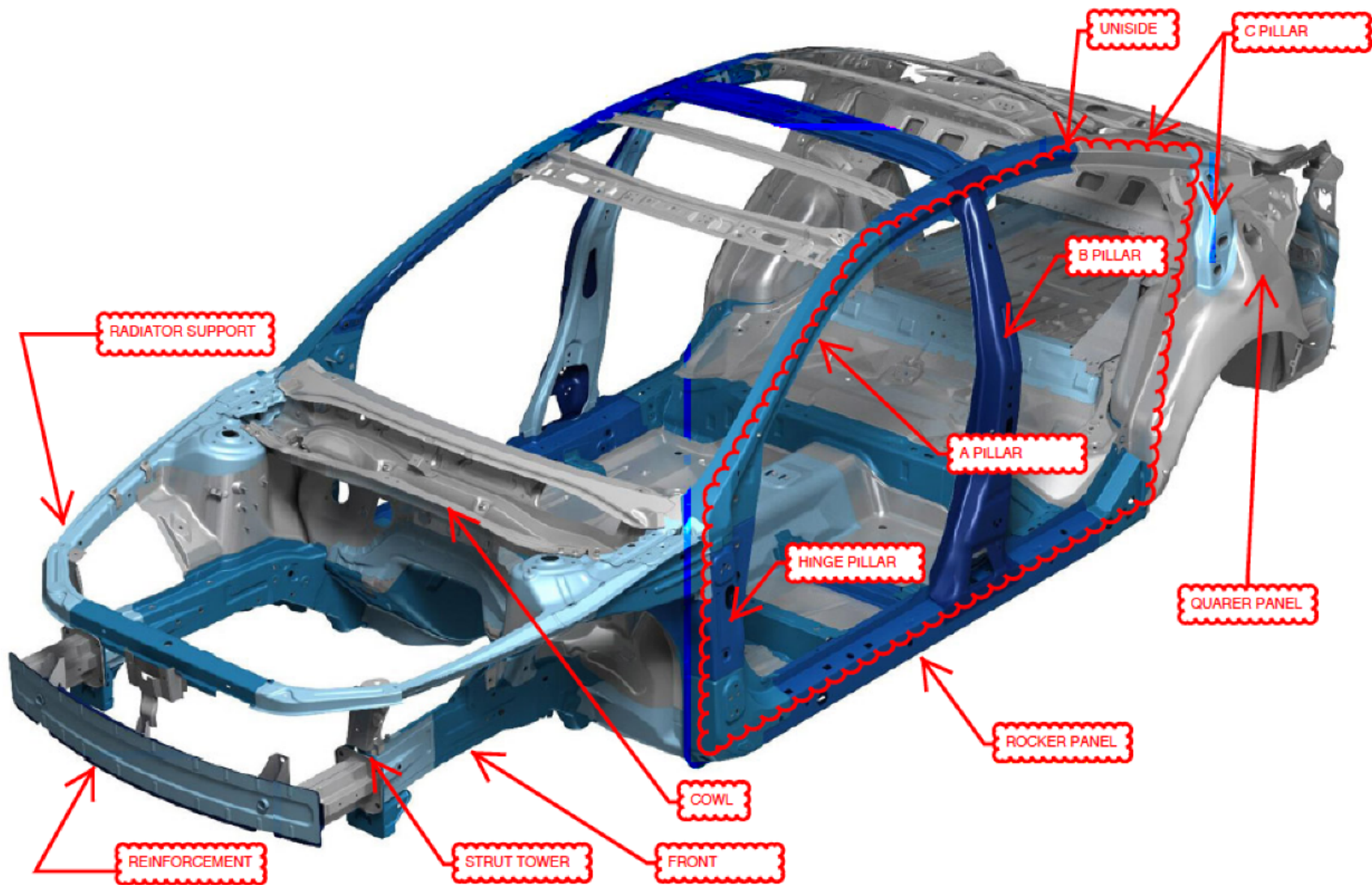
DOOF

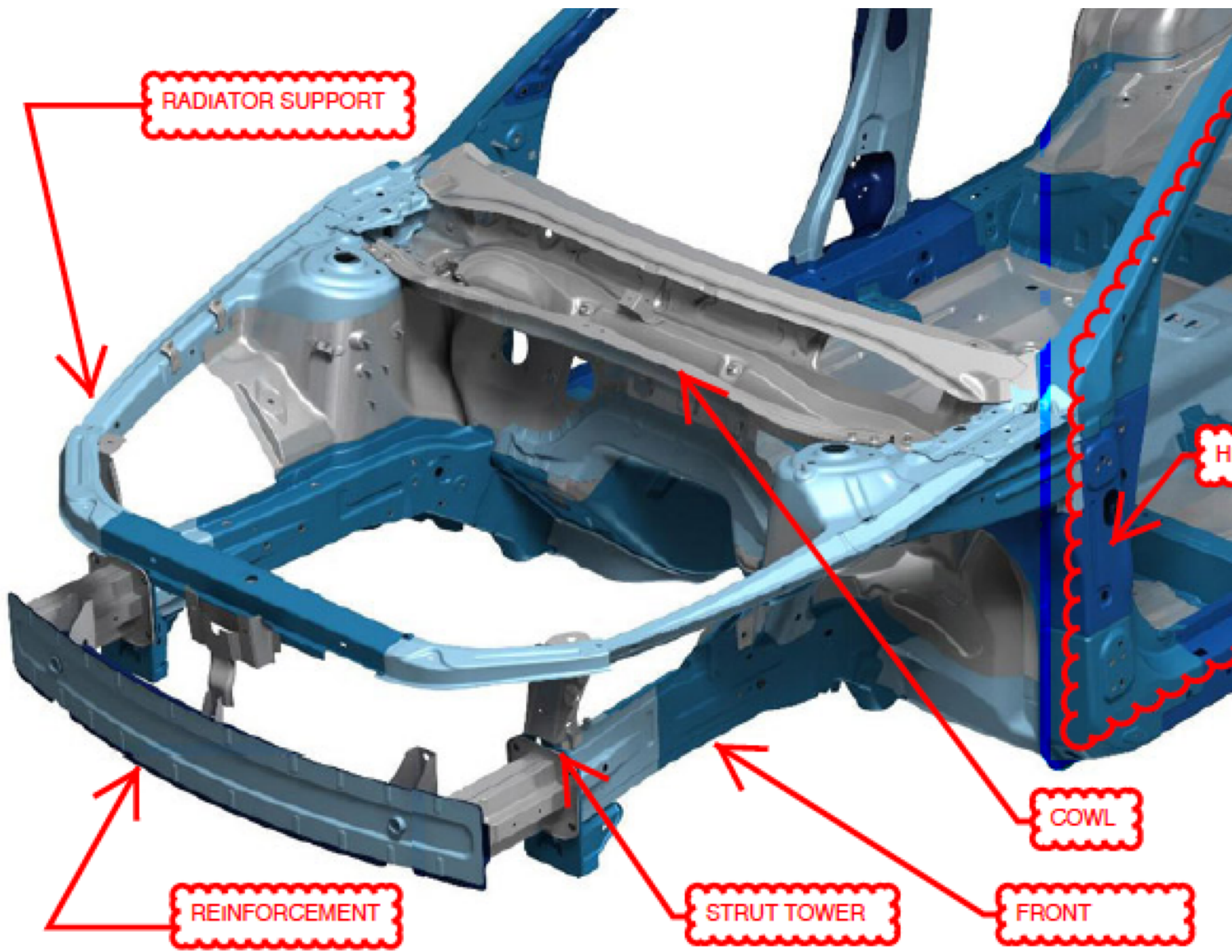
"A" PILLAR  
"WINDSHIELD PILLAR"

"B" PILLAR

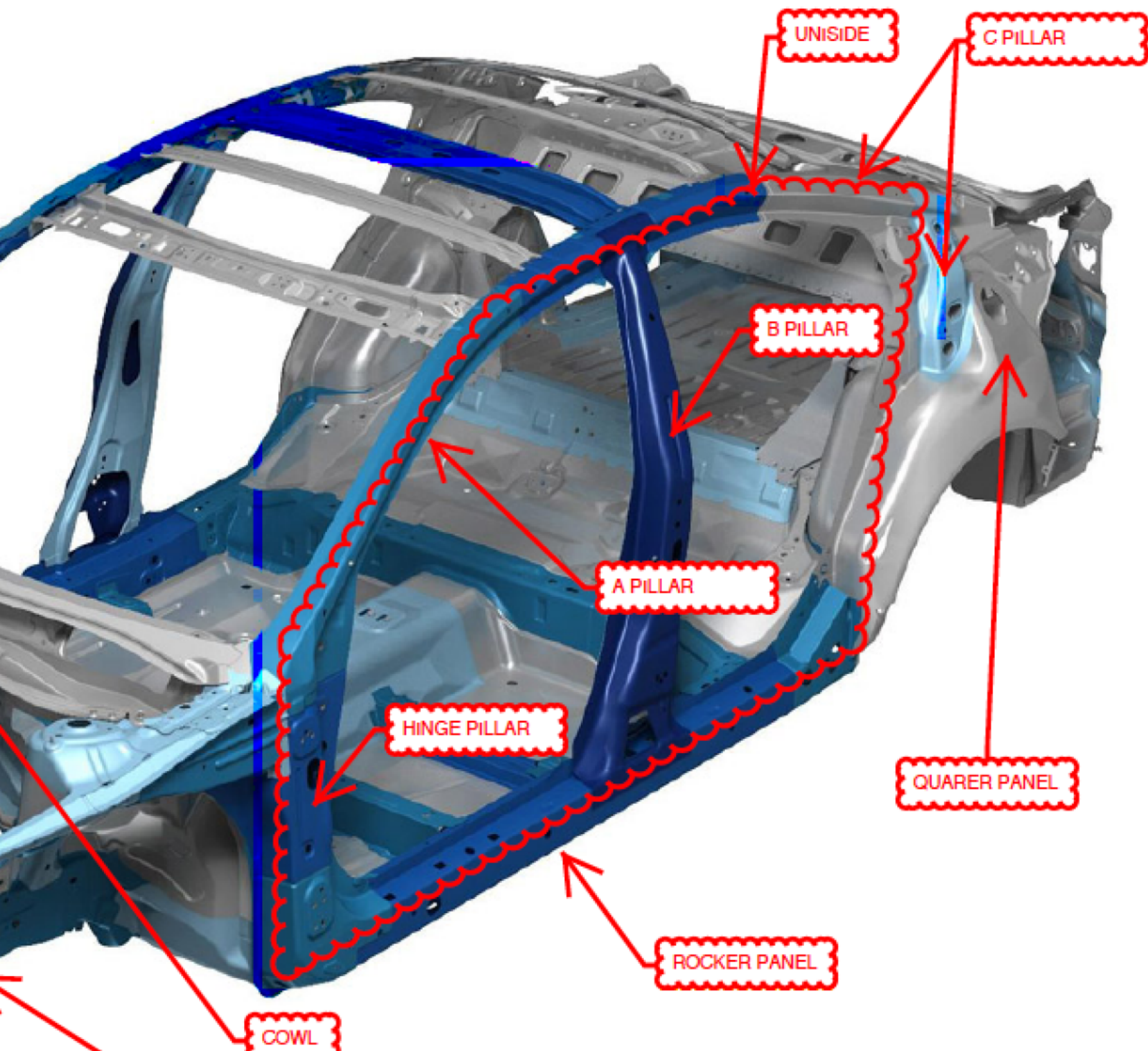
"C" PILLAR  
"SAIL" PILLAR



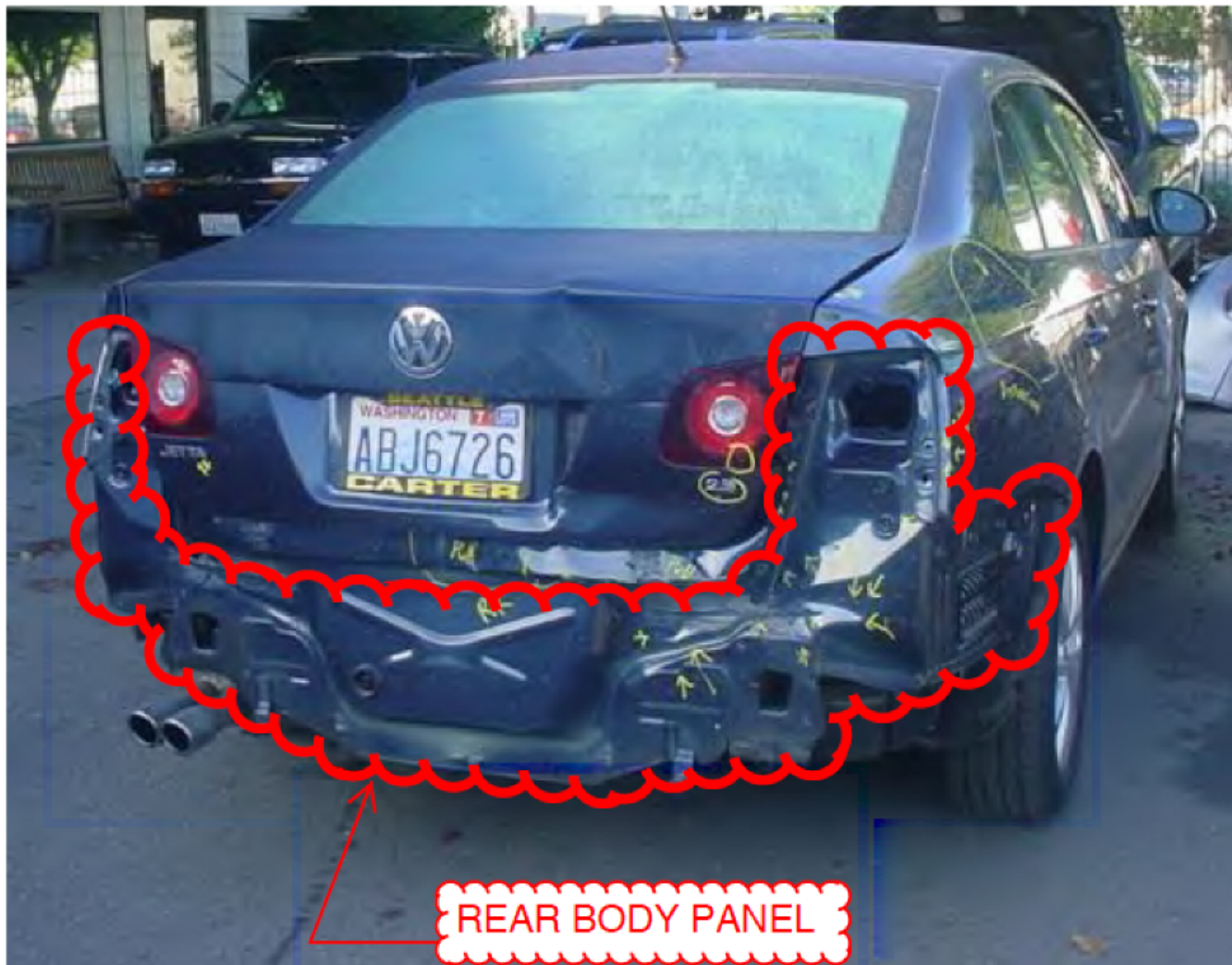




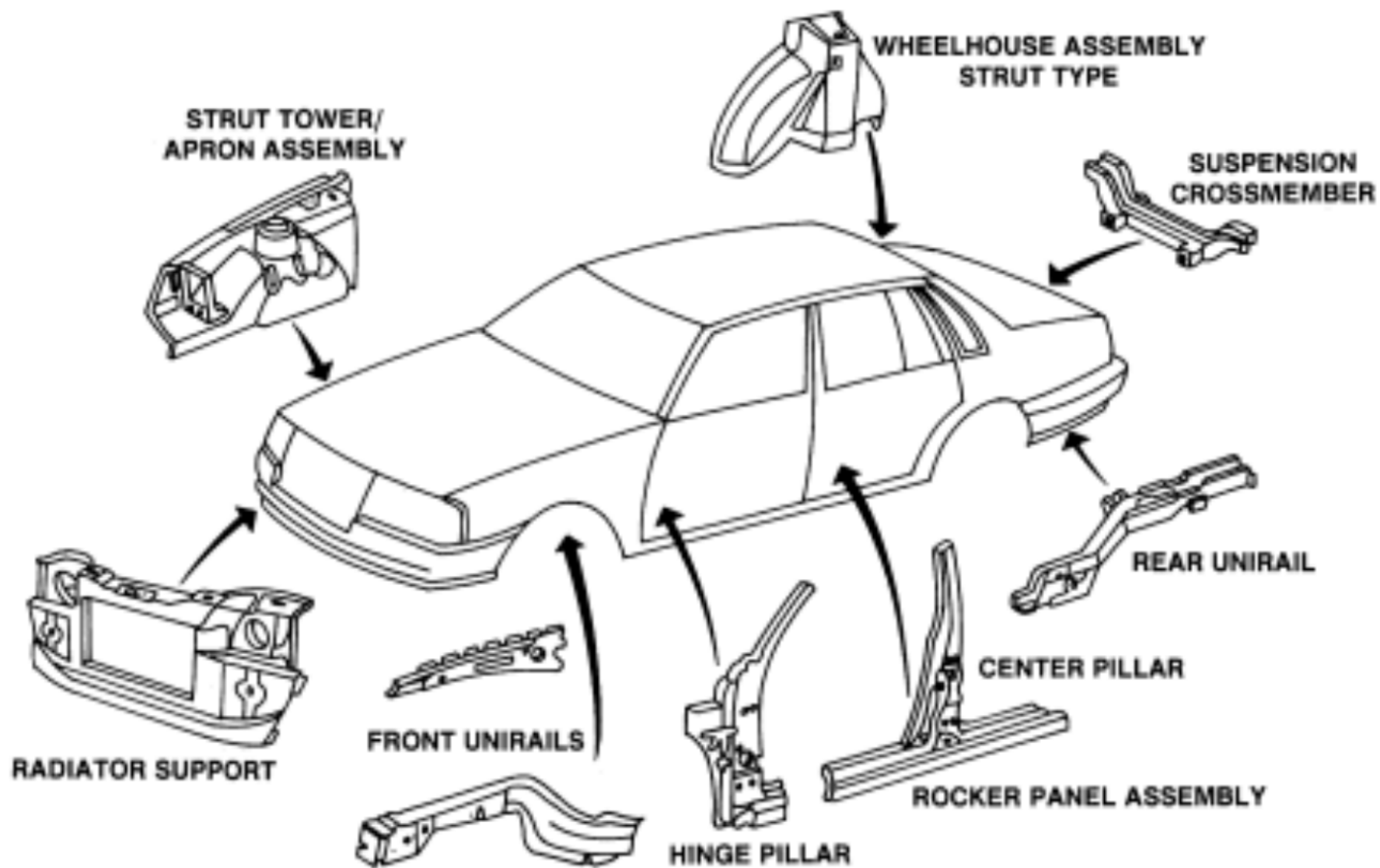




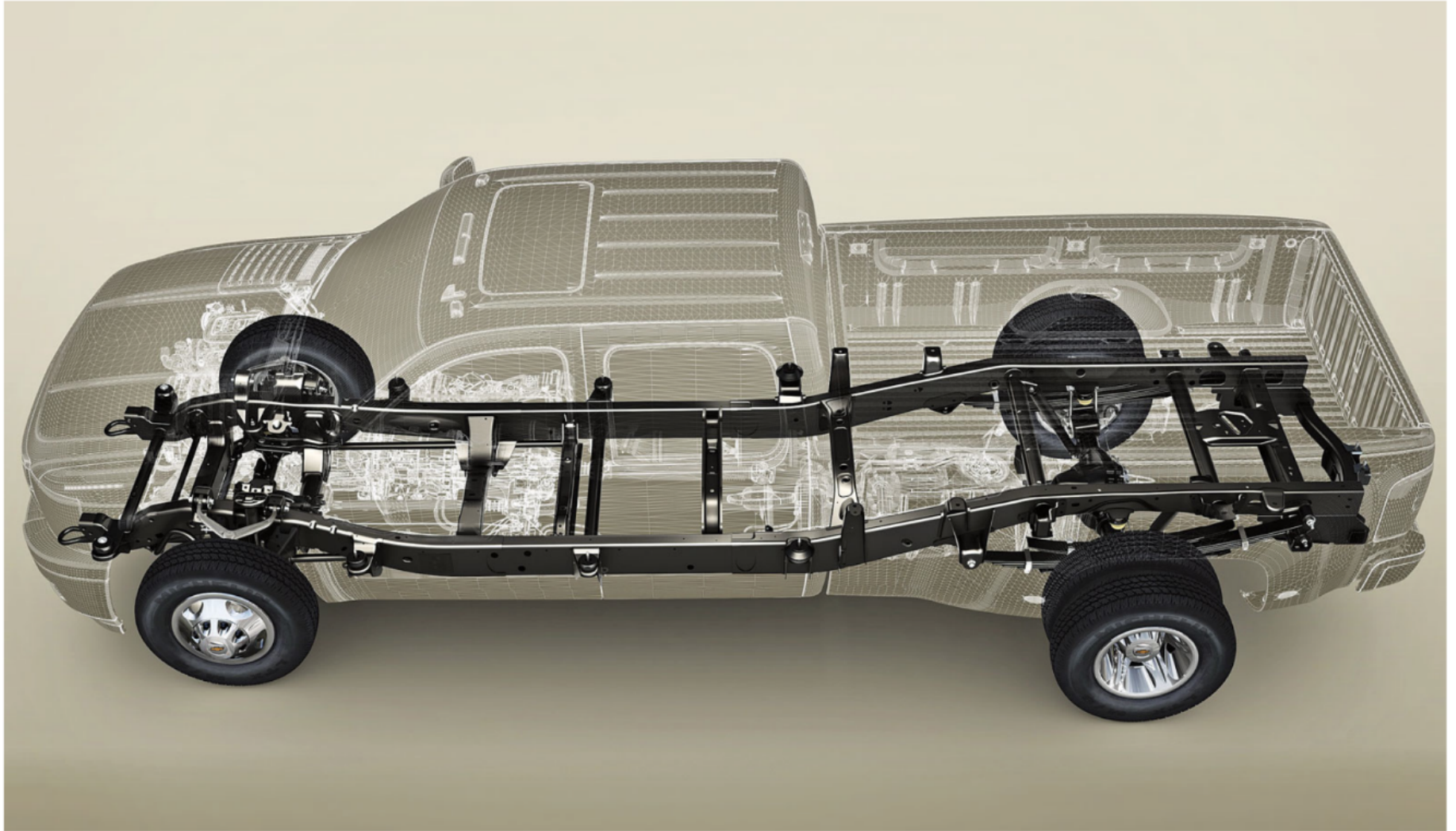




REAR BODY PANEL



# "Body on Frame"



Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other
1	Remove/Replace	Exhaust Muffler & Resonator	\$445.00	1	0.8 B		\$22.40	
2	Repair	Liftgate Shell			5' B	2.6 R	\$140.00	
3	Refinish	Liftgate Outside					\$72.80	
4	Remove/Replace	Rear Body Panel	\$305.00	1	8.5 B	1.6 R	\$238.00	
5	Refinish	Rear Body Floor Pan	\$674.00	1	16.5 B	1.5 R	\$442.00	
6	Remove/Replace	Rear Body Panel					\$56.00	
7	Refinish	Rear Body Floor Pan					\$70.00	
8	Repair	L Rear Body Member Assy-S	\$23.95	1	2' B		\$70.00	
9	Remove/Replace	Rear Body Floor Pan	\$457.00	1	2.5 B		\$70.00	
10	Refinish	Rear Body Floor Pan	\$151.00	1	2.5 B		\$70.00	
11	Remove/Replace	L Rear Body Rail Extension-S			0.4 B		\$11.20	
12	Overhaul	Rear Bumper Cover Assy	\$200.00	1				
13	Remove/Replace	Rear Bumper Cover						

14	Refinish	Rear Bumper Cover				3.2 R	\$89.60	
15	Remove/Replace	Rear Bumper Impact Absorber	\$101.00	1				
16	Remove/Replace	Rear Bumper Reinforcement Bar	\$110.00	1	0.4 B		\$11.20	
17	Refinish	Rear Bumper Reinforcement				1 R	\$28.00	
18	Additional Operations	Frame/Rack Set Up			2.5' F		\$80.00	
19	Additional Operations	Pull For Mash			2.5' F		\$80.00	
20	Additional Operations	Clear Coat				2 R	\$56.00	
21	Additional Operations	Tint Color				0.5' R	\$14.00	
22	Remove/Install	rear interior			2' B		\$56.00	
23	Repair	pull rear floor			1.5' B		\$42.00	
24	Repair	flex add	\$8.00	1				
25	Additional Costs	Paint/Materials	\$198.40	1				
26	Additional Costs	Hazardous Waste Disposal	\$5.00	1				

#### Totals

#### Parts

Part	Sub Total	Adj %	Adj \$	Total
New Parts	\$1,351.13	0.00 %	\$0.00	\$1,351.13
Aftermarket Parts	\$200.00	0.00 %	\$0.00	\$200.00
Parts Total				\$1,551.13

#### Labor

Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$0.00	\$28.00	44.6	\$1,248.80	\$1,248.80
Paint	\$0.00	\$28.00	12.4	\$347.20	\$347.20
Frame	\$0.00	\$32.00	5	\$160.00	\$160.00
Labor Total					\$1,756.00

#### Materials

Paint Materials	\$198.40
Hazardous Wastes	\$5.00
Materials Total	\$203.40

#### Miscellaneous

Sublet	\$8.00
Miscellaneous Total	\$8.00

#### Adjustments

Deductible	\$0.00
Sales Tax	\$0.00
Orig Total	\$3,518.53
Final Total	\$3,518.53

Misleading



**Line Items**

Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other
1	Remove/Replace	Exhaust Muffler & Resonator	\$445.00	1	0.8 B		\$22.40	
2	Repair	Liftgate Shell			5* B		\$140.00	
3	<del>Refinish</del>	<del>Liftgate Outside</del>				2.6 R	\$72.80	
4	Remove/Replace	Rear Body Panel	\$305.00	1	8.5 B		\$238.00	
5	Refinish	Rear Body Panel				1.6 R	\$44.80	
6	Remove/Replace	Rear Body Floor Pan	\$674.00	1	16.5 B		\$462.00	
7	Retinish	Rear Floor Pan				1.5 R	\$42.00	
8	Repair	L Rear Body Member Assy -S			2* B		\$56.00	
9	Remove/Replace	L Rear Body Rear Side Rail -S	\$33.95	1	2.5 B		\$70.00	
10	Remove/Replace	R Rear Body Rail Extension -S	\$167.00	1	2.5 B		\$70.00	
11	Remove/Replace	L Rear Body Rail Extension -S	\$151.00	1	2.5 B		\$70.00	
12	Overhaul	Rear Bumper Cover Assy			0.4 B		\$11.20	
13	Remove/Replace	Rear Bumper Cover	\$200.00*	1				

14	Refinish	Rear Bumper Cover		
15	Remove/Replace	Rear Bumper Impact Absorber	\$101.00	1
16	Remove/Replace	Rear Bumper Reinforcement Bar	\$110.00	1
17	Refinish	Rear Bumper Reinforcement		
18	Additional Operations	Frame/Rack Set Up		
19	Additional Operations	Pull For Mash		
20	Additional Operations	Clear Coat		
21	Additional Operations	Tint Color		
22	Remove/Install	rear interior		
23	Repair	pull rear floor		
24	Repair	flex add	\$8.00*	1
25	Additional Costs	Paint/Materials	\$198.40*	1
26	Additional Costs	Hazardous Waste Disposal	\$5.00*	1

Totals

Parts

	\$8.00
	\$0.00
	\$0.00
	\$3,518.53
	\$3,518.53

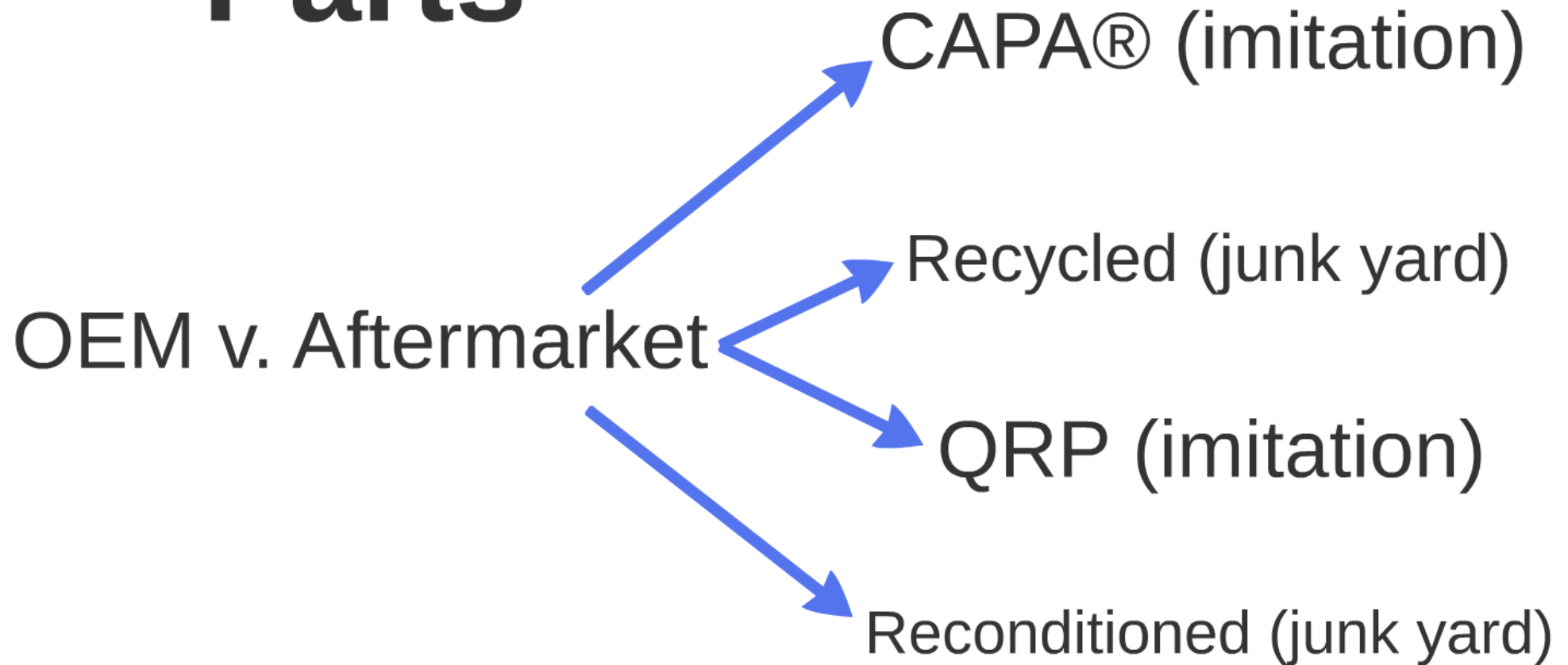


Misleading

# **"Pre-Loss Condition" Repair**



# Parts



# "Certified, Approved, Preferred"

Manufacturer Approved

Dealership Recommended

Insurance Direct Repair

Independent Facility

I-CAR Certified Technicians

Factory-specified Repair Guidelines  
"Industry Standard Collision Repair"  
Repair vs Replace  
BONDO®  
Corrosion Protection  
High-strength Steel  
Aluminum Repair

Factory-specified Repair Guidelines

"Industry Standard Collision Repair"

Repair vs Replace

BONDO®

Corrosion Protection

High-strength Steel

Aluminum Repair

All photographs by John Walker Sr Frontier Adjusters 2311 N. 45th Street, Seattle WA 98103 425-337-9798



**LEFT REAR BODY IN TOO FAR - POOR LID FIT.**

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2009 AUDI A4 QUATTRO PREMIUM PLUS 4-2.0L-T 4D SED BLACK INT:UNK

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8		<del>FENDER</del>				
9**		REPL A/M CAPA LT FENDER	1	193.00	2.5	2.0
10		<del>ADD FOR CLEAR COAT</del>				0.8
11		ADD FOR EDGING				0.5
12		DEDUCT FOR OVERLAP			-0.4	

All photographs by John Walker Sr Frontier Adjusters 2311 N. 45th Street, Seattle WA 98103 425-337-9798



LEFT FENDER FULL OF BONDO.

## **"Reliable" Collision Repair Facilities**

Queen City Auto Rebuild (Redmond)  
Metro Auto Rebuild (SoDo)  
Paramount Centre (Fife)  
Bel-Red Auto Rebuild (Bellevue)  
Haury's Lake City Collision (Lake City)

Metro Auto Rebuild South (Tacoma)  
RNR Automotive Refinishing (Bellevue)  
Accurate Lines (Smokey Point)  
Degrazia's Auto Body (Lake City)  
Phil's Finishing Touch (South Park)  
Center Collision (Tacoma)  
Accurate Auto Body (Redmond)  
Pacific Auto Body (SoDo)

## **"Less Reliable" Facilities**

"Collision One"  
(Auto Body Like it Never Happened)

Thoroughbred Collision

Precision Collision

MAACO

Auto Nation

Kirmac Collision

Lakeside Collision



# Total

Insurers are responsible for the accuracy of evaluations to determine actual cash value. WAC 284-30-380(7).



"Fair market value"

Demand a Report

Find comps, call the insurer's comps, set expectations

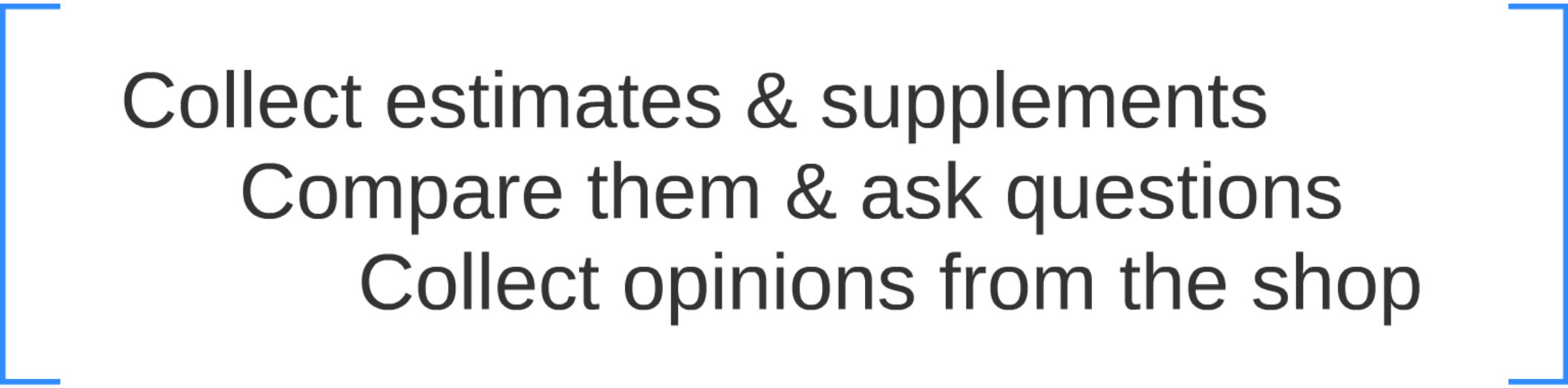
First-party:  
Hire Appraiser  
Invoke Appraisal  
Post-Appraisal IFCA



Repair

"Unfair or deceptive practice: Failing to prepare or accept an estimate provided by the claimant that will restore the loss vehicle to its condition prior to the loss. WAC 284-30-390(4).

Steering: No!

A large blue square bracket on the left and a large blue square bracket on the right, both spanning the height of the text area.

Collect estimates & supplements  
Compare them & ask questions  
Collect opinions from the shop

Demand Pre-loss In Writing



First-party:

Hire Appraiser

Invoke Appraisal

Post-Appraisal IFCA



# Loss of Use Comparable Rental

[ Comparable vehicle or "Point A to Point B?" ]

While, he is nevertheless entitled to receive,  
his inconvenience. Proof of what it  
evidence to carry this item  
Raffo.

[W]here . . . a plaintiff has not rented a substitute automobile, he is nevertheless entitled to receive, as general damages . . . such sum as will compensate him for his inconvenience. Proof of what it reasonably would have cost to hire a substitute automobile is sufficient evidence to carry this item of damages to the jury, but is not the measure of such damages. *Holmes v Raffo*.


Comparable vehicle or "Point A to Point B?"

Work Trucks, Family Minivans, Credibility  
Exotic Vehicles - Re-frame the Question

Rental Quote - Enterprise Online Quote  
Loss of Use Expert - Manager or Owner



# Diminished Value



[ Vehicle < 4 years old ]


[ Original owner or CPO ]

[ Financed, not leased ]

[ No prior collision history ]

[ Structural damage ]

[ Coverage - 3rd-party or UIM PD ]



[ Vehicle < 4 years old ]



Original owner or CPO

**Financed, not leased**

No prior collision history

Structural damage

Coverage - 3rd-party or UIM PD



Make the claim, and be ready to sue

Hire a competent appraiser

Attempt to secure the insurance report

Settle-or-file requires math

The Best-case Scenario is known