



## BOARD OF HENNEPIN COUNTY COMMISSIONERS

A-2400 GOVERNMENT CENTER  
MINNEAPOLIS, MINNESOTA 55487-0240

February 10, 2025

Natalie Lenz  
Auto Club Insurance Association  
ATTN: Subrogation Recovery Unit  
PO Box 631883  
Cincinnati, OH 45263

Dear Natalie Lenz:

RE: Natalie Lenz v. Hennepin County

Your communication dated December 2, 2024, which was served by mail on February 10, 2025, will be formally recorded on the Communications List of the Hennepin County Board of Commissioners next meeting on February 11, 2025. The communication has been forwarded to the Civil Division of the Hennepin County Attorney's Office for investigation and further action. The investigation may not be completed until after the meeting date. You will be hearing from that office when the investigation is completed.

If you have further questions about this, you may contact the Hennepin County Attorney's Office at 612-348-5518.

Sincerely,

A handwritten signature in black ink, appearing to read "Sheri Selton".

Sheri Selton  
Deputy Clerk to the County Board

em

cc: Ben Schweigert



The Auto Club Group  
Claim Department  
PO Box 8001  
Royal Oak, MI 48068-9826

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BOARD OF COMMISSIONERS  
COUNTY OF HENNEPIN  
A-2400 GOVERNMENT CENTER  
MINNEAPOLIS, MN 55487

**OUR CLAIM NUMBER:** 402017590  
**OUR INSURED:** NATALIE LENZ  
**DATE OF LOSS:** 12/2/2024  
**YOUR CLIENT:** HENNEPIN COUNTY  
**DEMAND TOTAL:** \$2,221.63

Dear ANDREW KRAEMER/HENNEPIN COUNTY:

We have been informed that you are the liability party for the above referenced claimant. Our investigation of the accident indicates that the Hennepin County is liable for this loss.

It was explained to us by our insured Natalie Lenz, that insured was on the road/street of **2836 Park Ave in Minneapolis, MN 55409** on the date **12/02/2024** and front area of vehicle was damaged by a **raised/protruding curb**. This was not taped off as a **road hazard or damaged**, so the insured was not aware of the damaged curb when approaching this area and coming into contact with the curb.



The Auto Club Group  
Claim Department  
PO Box 8001  
Royal Oak, MI 48068-9826

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Attached please find our documents to support the demand amount listed above.

Please issue your reimbursement check, referencing the above captioned claim number, to:

**Auto Club Insurance Association  
ATTN: Subrogation Recovery Unit  
PO Box 631883  
Cincinnati, OH 45263-1883**

Should you have any questions or additional information is needed, please do not hesitate to contact me.

Sincerely,

***SUBROGATION/RECOVERY UNIT***

*Kyisha Bandy*

**Kyisha Bandy**

**SUBROGATION CLAIM REPRESENTATIVE II**

**313-436-7152**

**[kqbandy@acg.aaa.com](mailto:kqbandy@acg.aaa.com)**

# PAYMENT LOG

**Claim Number:** 402017590  
**Date of Loss:** 12/02/2024  
**Posting Date From:** 00/00/0000  
**Prepared by:** Kyisha Bandy

**Posting Date To:** 00/00/0000  
**Print Date:** 01/17/2025



**Claimant:** NATALIE LENZ  
**Coverage:** Collision  
**Subclaim #:** 001

Pmt #	Posting Date	Check Number	Payee(s)	Remitter	Benefit Type	Loss/Expense	Payment Amount	Payment Status	Payment Category	Service Start Date	Service End Date	EOB	Invoice No.
2	12/12/2024	2761221	MASTER COLLISION MINNEAPOLIS SOUTH AND NATALIE LENZ		Repair Costs	Loss	\$ 1906.27	Check Cashed	Disbursement				
2	12/12/2024	2761221	MASTER COLLISION MINNEAPOLIS SOUTH AND NATALIE LENZ		Collision Indemnity	Loss	\$ 500.00	Check Cashed	Disbursement				
1	12/12/2024		MASTER COLLISION MINNEAPOLIS SOUTH AND NATALIE LENZ		Repair Costs	Loss	\$ 1906.27	Reversed	Disbursement				
1	12/12/2024		MASTER COLLISION MINNEAPOLIS SOUTH AND NATALIE LENZ		Collision Indemnity	Loss	\$ 500.00	Reversed	Disbursement				



# PAYMENT LOG

Claim Number: 402017590  
Date of Loss: 12/02/2024  
Posting Date From: 00/00/0000  
Prepared by: Kyisha Bandy

Posting Date To: 00/00/0000  
Print Date: 01/17/2025



Claimant: NATALIE LENZ  
Coverage: Car Rental  
Subclaim #: 002

Pmt #	Posting Date	Check Number	Payee(s)	Remitter	Benefit Type	Loss/Expense	Payment Amount	Payment Status	Payment Category	Service Start Date	Service End Date	EOB	Invoice No.
1	12/20/2024	2000801723	ENTERPRISE RENT A CAR		Car Rental	Loss	\$ 315.36	Check issued	Disbursement	12/11/2024	12/18/2024		191006MO5L

N

## Master Collision- South

Quality Auto Body Repair  
3920 Nicollet Avenue S., Minneapolis, MN 55409  
Phone: (612) 823-7257

Workfile ID: 6da1c06a  
PartsShare: 8h7Gz9  
Federal ID: 85-4352427  
State ID: on file  
Federal EPA: on file  
State EPA: on file

### Supplement of Record 1 with Summary

#### Customer: LENZ, NATALIE

Written By: Pernell Bump, 12/11/2024 3:05:35 PM  
Adjuster: HURST, CLEVELAND, (800) 000-0000 Business

Insured:	LENZ, NATALIE	Policy #:		Claim #:	402017590ZCOL001-01
Type of Loss:	Collision	Date of Loss:	12/2/2024 11:30 AM	Days to Repair:	0
Point of Impact:	12 Front				

<b>Owner:</b>	<b>Inspection Location:</b>	<b>Insurance Company:</b>
LENZ, NATALIE	Master Collision- South	AUTO CLUB INSURANCE ASSOCIATION
16 W 39TH ST	3920 Nicollet Avenue S.	Minnesota
MINNEAPOLIS, MN 55409	Minneapolis, MN 55409	1 Auto Club Drive
(612) 799-2483 Cell	Repair Facility	Dearborn, MI 48126
(612) 799-2483 Day	(612) 823-7257 Business	(800) 000-0000 Business

### VEHICLE

2009 VW Jetta Sedan SE Automatic PZEV 4D SED 5-2.5L Gasoline SMPI BLUE

VIN: 3VWRZ71K99M071128	Interior Color:	Mileage In: 124,796	Vehicle Out:
License: MEB367	Exterior Color: BLUE	Mileage Out:	
State:	Production Date:	Condition:	Job #:

#### TRANSMISSION

Automatic Transmission  
Overdrive

#### POWER

Power Steering  
Power Brakes  
Power Windows  
Power Locks  
Power Mirrors  
Heated Mirrors

#### DECOR

Dual Mirrors  
Tinted Glass  
Console/Storage

#### CONVENIENCE

Air Conditioning  
Intermittent Wipers  
Tilt Wheel  
Cruise Control  
Rear Defogger  
Keyless Entry  
Alarm  
Telescopic Wheel

#### RADIO

AM Radio  
FM Radio  
Stereo  
Search/Seek

#### Auxiliary Audio Connection

Premium Radio  
Satellite Radio  
CD Changer/Stacker

#### SAFETY

Drivers Side Air Bag  
Passenger Air Bag  
Anti-Lock Brakes (4)  
4 Wheel Disc Brakes  
Front Side Impact Air Bags  
Head/Curtain Air Bags  
Positraction

#### ROOF

Electric Glass Sunroof

#### SEATS

Bucket Seats  
Reclining/Lounge Seats  
Leather Seats  
Heated Seats

#### WHEELS

Aluminum/Alloy Wheels

#### PAINT

Clear Coat Paint

#### OTHER

Traction Control  
Stability Control  
Signal Integrated Mirrors  
Power Trunk/Liftgate

## Supplement of Record 1 with Summary

**Customer: LENZ, NATALIE**

2009 VW Jetta Sedan SE Automatic PZEV 4D SED 5-2.5L Gasoline SMPI BLUE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		<b>FRONT BUMPER &amp; GRILLE</b>					
2		O/H front bumper				2.9	
3	<>	Repl Bumper cover	1K0807217AGRU	1	367.37	Incl.	2.6
4		Add for Clear Coat					1.0
5		Repl Spoiler black	1K0805903B9B9	1	161.67	Incl.	
6		<b>FENDER</b>					
7		Repl RT Fender liner	1K5805978B	1	80.00	0.3	
8		Repl RT Front extn w/o 6 speed manual	1K0805912E	1	72.03	0.3	
9		Repl RT Front extn screw	N10354602	4	10.12		
10		Repl RT Fender liner screw	N10354602	4	10.12		
11		Repl RT Fender liner grommet	N90833801	6	16.14		
12		<b>VEHICLE DIAGNOSTICS</b>					
13	*	Subl Pre-repair scan		1	50.00 X m		
14	*	Rpr Pre-repair scan			m	0.5 M	
15	*	Subl Post-repair scan		1	85.00 X m		
16	*	Rpr Post-repair scan			m	0.5 M	
17	#	COLOR TINT		1			0.5
18	#	Subl HAZARDOUS WASTE		1	4.00		
19		<b>MISCELLANEOUS OPERATIONS</b>					
20	#	Flex Additive		1	6.00		
<b>SUBTOTALS</b>					<b>862.45</b>	<b>4.5</b>	<b>4.1</b>

### ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			727.45
Body Labor	3.5 hrs @	\$ 76.00 /hr	266.00
Paint Labor	4.1 hrs @	\$ 76.00 /hr	311.60
Mechanical Labor	1.0 hrs @	\$ 150.25 /hr	150.25
Paint Supplies	4.1 hrs @	\$ 56.00 /hr	229.60
Miscellaneous			135.00
Subtotal			1,819.90
Sales Tax	\$ 957.05 @	9.0250 %	86.37
<b>Grand Total</b>			<b>1,906.27</b>
Deductible			500.00
<b>CUSTOMER PAY</b>			<b>500.00</b>
<b>INSURANCE PAY</b>			<b>1,406.27</b>

## Supplement of Record 1 with Summary

**Customer: LENZ, NATALIE**

2009 VW Jetta Sedan SE Automatic PZEV 4D SED 5-2.5L Gasoline SMPI BLUE

### RATE CHANGES

Body Labor	(Est)	3.5 hrs	@	\$ -14.25 /hr	( 90.25	to	76.00 )	=	-49.88
Paint Labor	(Est)	4.1 hrs	@	\$ -14.25 /hr	( 90.25	to	76.00 )	=	-58.43
Paint Supplies	(Est)	4.1 hrs	@	\$ -4.25 /hr	( 60.25	to	56.00 )	=	-17.43

### TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			0.00
Additional Supplement Labor			-108.31
Additional Supplement Materials/Supplies			-17.43
Subtotal			-125.74
Sales Tax	\$ -17.43 @	9.0250 %	-1.57
Additional Supplement Taxes			-0.01
<b>Total Supplement Amount</b>			<b>-127.32</b>
<b>NET COST OF SUPPLEMENT</b>			<b>-127.32</b>

### CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	2,033.59	Pernell Bump
Supplement S01	-127.32	Pernell Bump

<b>Job Total:</b>	<b>\$ 1,906.27</b>
<b>CUSTOMER PAY:</b>	<b>\$ 500.00</b>
<b>INSURANCE PAY:</b>	<b>\$ 1,406.27</b>

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Thank You For Your Business.

This is an estimate only. This estimate does not account for hidden or unseen damage. Parts prices may vary and are subject to invoice.

Authorization of Repair

Customer Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

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## Supplement of Record 1 with Summary

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### Customer: LENZ, NATALIE

2009 VW Jetta Sedan SE Automatic PZEV 4D SED 5-2.5L Gasoline SMPI BLUE

AUTO CLUB INSURANCE ASSOCIATION, MEMBERSELECT INSURANCE COMPANY OR AUTO CLUB GROUP INSURANCE COMPANY (HEREIN INDIVIDUALLY AND COLLECTIVELY REFERRED TO AS ACIA) GUARANTEES THAT IT WILL REPLACE THE QUALITY REPLACEMENT PARTS (PARTS NOT MANUFACTURED BY THE ORIGINAL EQUIPMENT MANUFACTURER) IDENTIFIED ON THE VEHICLE ESTIMATE ASSOCIATED WITH THIS GUARANTEE IF A DEFECT IS DISCOVERED.

ACIA FURTHER GUARANTEES THAT ALL SHEET METAL QUALITY REPLACEMENT PARTS ARE CERTIFIED OR VALIDATED TO BE OF OEM QUALITY. THIS GUARANTEE IS IN EFFECT FOR AS LONG AS YOU OWN THE REPAIR VEHICLE AND IS NOT TRANSFERABLE TO ANOTHER PARTY AT ANY TIME. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, PAINT AND MATERIALS IF REQUIRED, AND REASONABLE RENTAL COST OF A SIMILAR TEMPORARY REPLACEMENT VEHICLE DURING THE REPAIRS. THIS GUARANTEE DOES NOT COVER CLAIMS FOR DIMINUTION IN VALUE OR CONSEQUENTIAL DAMAGES.

IF A DEFECT IN A QUALITY REPLACEMENT PART IS DISCOVERED, CONTACT YOUR LOCAL ACIA CLAIMS DEPARTMENT IMMEDIATELY AND ACIA WILL REPLACE THE PART WITH A NEW ORIGINAL EQUIPMENT MANUFACTURER PART. IF AN ORIGINAL EQUIPMENT MANUFACTURER PART IS NOT REASONABLY COMMERCIALY AVAILABLE, ACIA WILL REPLACE THE DEFECTIVE PART WITH ANOTHER QUALITY REPLACEMENT PART. 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. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTOR, OR INSURER OF THESE PARTS.

"Minnesota law gives you the right to choose any rental vehicle company, and prohibits me from requiring you to choose a particular vendor."

MN ST 60A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

## Supplement of Record 1 with Summary

### Customer: LENZ, NATALIE

2009 VW Jetta Sedan SE Automatic PZEV 4D SED 5-2.5L Gasoline SMPI BLUE

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide EEA9278, CCC Data Date 12/09/2024, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2024 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

#### SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

#### SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

#### OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. CFC=Carbon Fiber. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. STS=Stainless Steel. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Intelligent Solutions Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.





Rental Company: ENTERPRISE RENT-A-CAR  
Invoice: D6MQ5LN-1910  
Alternate Invoice Number: 6MQ5LN

Bill To: AA120G9  
AAA AUTO CLUB GRP (AAA MI)  
ATTN: CLEVELAND HURST IV  
1 Auto Club Drive  
Dearborn, MI 48126

**RENTER INFORMATION:**

Renter: LENZ, NATALIE

**RENTAL INFORMATION:**

Rental Branch Location:  
ENTERPRISE RENT-A-CAR (1910)  
236 W LAKE ST  
MINNEAPOLIS, MN 55408  
(612) 822-3932

**ADDITIONAL CLAIM INFORMATION:**

Claim Number :402017590  
Claim Type: Insured  
Vehicle Condition: Driveable  
Date Of Loss: 12/2/24  
Insured Name: NATALIE LENZ  
Owner's Vehicle: 2009 VW JETTA  
Additional Driver:

**RENTAL DETAIL:**

Rental Period: 12/11/24 to 12/18/24 (8 days)  
Billed Period: 12/11/24 to 12/18/24 (8 days)

Products and Services	Quantity	Rate	Amount
TIME & DISTANCE	8	31.99	\$255.92
REFUELING CHARGE	3	4.29	\$15.44
Taxes and Surcharges			
MN REGISTRATION FEE	1	5.00%	\$12.80
MN RENTAL CAR TAX	1	9.20%	\$23.54
SALES TAX	1	9.03%	\$23.10
Total Charges:			\$330.80
Less Amount Received:			\$15.44
Total Amount Due:			\$315.36

**Repair Facility:**

MASTER COLLISION-MINNEAPOLIS SO  
MINNEAPOLIS, MN 554091566  
(612) 823-7257

**VEHICLES RENTED:**

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
12/11/24 9:34 AM	2024	CHEV	MALI	1G1ZD5ST1RF139556	23019	23104	85	\$31.99

## Rental Invoice

Please Return This Portion with Remittance

**Make Payment To:**

ENTERPRISE RENT-A-CAR  
P.O. BOX 840086  
KANSAS CITY, MO 64184-0086  
Federal ID: 43-0724835

Total Charges: \$330.80  
Less Amount Received: \$15.44  
Total Amount Due..... \$315.36

Please include on your check:

Invoice: D6MQ5LN-1910

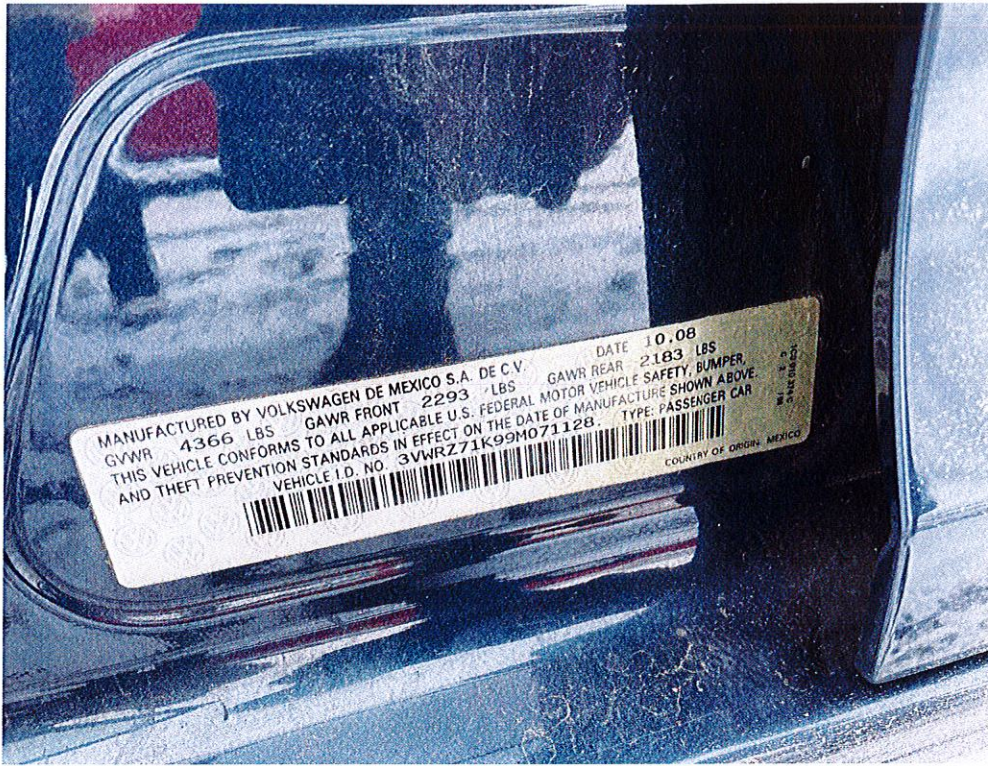


Photo 01

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO12

File Date: 12/11/2024

Label: Photo 01

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





**Photo 02**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO15

**File Date:** 12/11/2024

**Label:** Photo 02

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01



**Photo 03**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO28

**File Date:** 12/11/2024

**Label:** Photo 03

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





**Photo 04**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO16

**File Date:** 12/11/2024

**Label:** Photo 04

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





Photo 05

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO17

File Date: 12/11/2024

Label: Photo 05

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





Photo 06

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO26

File Date: 12/11/2024

Label: Photo 06

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





Photo 07

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO8

File Date: 12/11/2024

Label: Photo 07

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





Photo 08

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO27

File Date: 12/11/2024

Label: Photo 08

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|Cl  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





Photo 09

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO2

File Date: 12/11/2024

Label: Photo 09

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|CI  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





Photo 10

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO18

File Date: 12/11/2024

Label: Photo 10

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01



Photo 11

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO1

File Date: 12/11/2024

Label: Photo 11

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|Ci  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





Photo 12

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO24

File Date: 12/11/2024

Label: Photo 12

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





**Photo 13**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO20

**File Date:** 12/11/2024

**Label:** Photo 13

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





Photo 14

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO6

File Date: 12/11/2024

Label: Photo 14

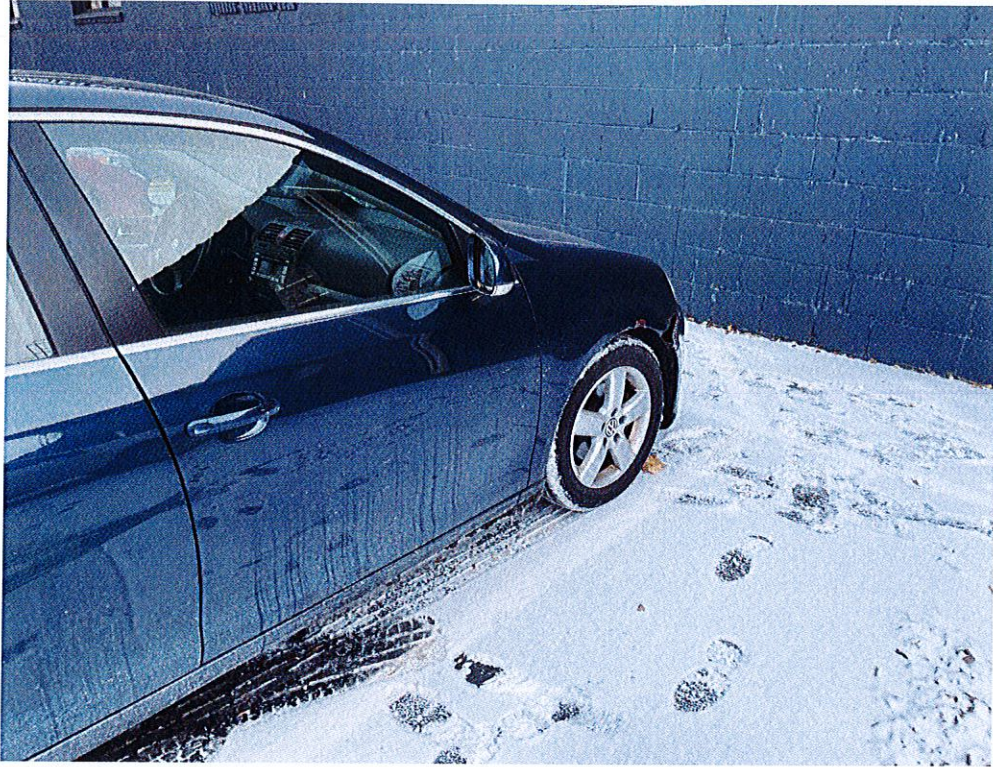
Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|CI  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





**Photo 15**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO13

**File Date:** 12/11/2024

**Label:** Photo 15

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





Photo 16

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO22

File Date: 12/11/2024

Label: Photo 16

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





**Photo 17**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO25

**File Date:** 12/11/2024

**Label:** Photo 17

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





Photo 18

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO21

File Date: 12/11/2024

Label: Photo 18

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01



**Photo 19**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO4

**File Date:** 12/11/2024

**Label:** Photo 19

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





**Photo 20**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO3

**File Date:** 12/11/2024

**Label:** Photo 20

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01



**Photo 21**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO9

**File Date:** 12/11/2024

**Label:** Photo 21

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|ClaimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





Photo 22

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO11

File Date: 12/11/2024

Label: Photo 22

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|CI  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01



Photo 23

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO7

File Date: 12/11/2024

Label: Photo 23

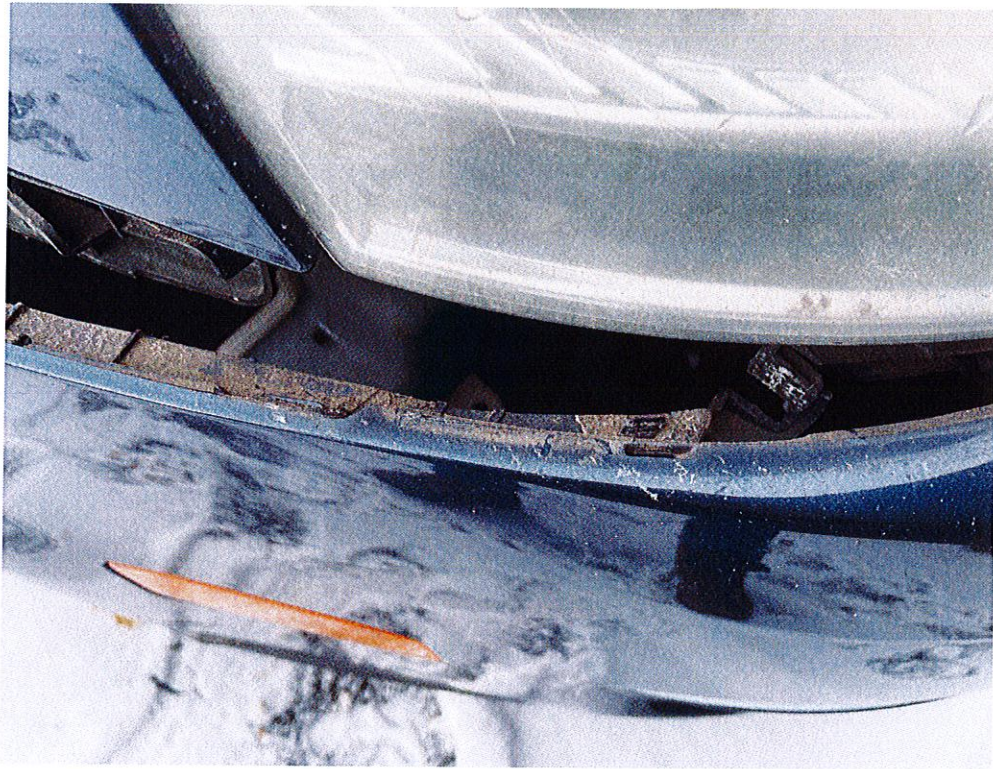
Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01





**Photo 24**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO5

**File Date:** 12/11/2024

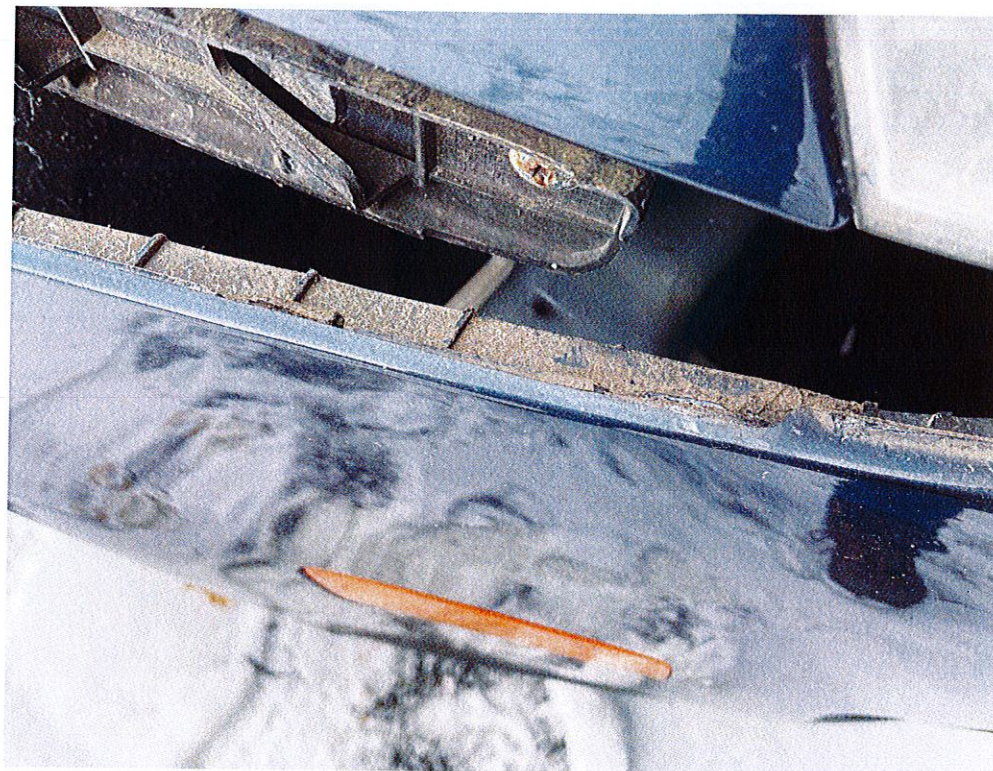
**Label:** Photo 24

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|CI  
aimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01



**Photo 25**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO14

**File Date:** 12/11/2024

**Label:** Photo 25

**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





Photo 26

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO10

File Date: 12/11/2024

Label: Photo 26

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|CI  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01



**Photo 27**

**Claim Reference Id:** 402017590ZCOL001-01

**File Name:** PHOTO23

**File Date:** 12/11/2024

**Label:** Photo 27

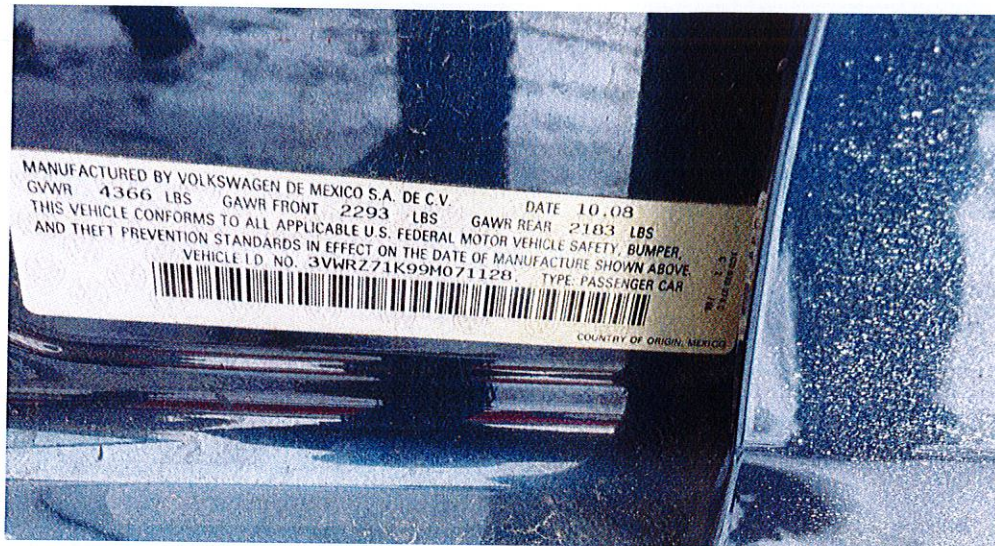
**Note:** Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

**Photo Location:** Master Collision- South

**Photo Taken By:** Pernell Bump

**Estimate Indicator:** E01





VIN Number

Claim Reference Id: 402017590ZCOL001-01

File Name: PHOTO19

File Date: 12/11/2024

Label: VIN Number

Note: Owner:NATALIE,LENZ|Style:2009,VW,Jetta Sedan SE  
Automatic  
PZEV|Insured:NATALIE,LENZ|LossDate:12/02/2024|C  
aimRepresentative:HURST|ShopName:M

Photo Location: Master Collision- South

Photo Taken By: Pernell Bump

Estimate Indicator: E01