

Most frequent damages to cars and vans	Mini VW up! or similar				Economy Polo 1.2 DSG or similar				Compact VW Golf 1.6 DSG or similar				Intermediate BMW 116 or similar				Standard VW Passat 2.0 TDI or similar				
	Damage severity				Damage severity				Damage severity				Damage severity				Damage severity				
	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	t	Light	Medium	Serious	t	
	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	
Body repairs																					
Front bumper	36	72	143	191	59	117	234	313	66	132	264	353	100	200	399	533	98	196	391	522	
Rear bumper	37	74	148	197	54	108	216	288	65	131	261	348	113	226	451	602	82	164	328	438	
Front doors	62	123	247	329	81	162	324	432	95	191	381	508	121	242	486	648	113	225	450	600	
Rear doors	63	127	253	338	80	159	319	425	99	198	396	528	120	239	478	638	113	225	450	600	
Front fenders	27	55	109	146	36	72	143	191	39	78	156	208	93	185	370	493	45	89	178	238	
Rear fenders	27	55	109	146	36	72	143	191	39	78	156	208	86	173	346	461	45	89	178	238	
Sills	110	219	439	585	133	267	533	711	144	288	576	767	58	116	233	310	160	319	638	851	
Bonnet	67	135	269	359	88	175	350	467	91	181	363	483	141	283	566	754	115	230	459	613	
Back door	78	156	313	417	109	219	438	583	86	172	344	458	160	320	639	853	108	215	431	574	
Rear view mirrors	28	56	111	148	46	92	183	244	46	91	183	243	63	127	254	338	97	193	387	516	
Mirror housings	17	35	70	93	14	29	58	77	22	44	87	116	36	72	144	198	58	117	233	311	
Front bumper grille	10	19	38	51	23	47	93	124	28	57	114	152	30	60	119	159	41	81	162	216	
Headlights	24	48	97	129	43	85	170	227	46	93	186	248	57	113	226	302	125	249	499	665	
Rear lights	20	39	78	104	20	40	80	107	19	38	76	102	60	119	239	318	43	86	172	229	
Roof	69	138	275	367	145	290	581	774	144	287	574	766	176	352	704	939	189	378	756	1008	
Door locks	23	47	93	124	17	35	69	93	17	35	69	93	17	33	66	88	21	42	83	111	
Glasses																					
Windscreen	37	74	149	198	62	123	247	329	83	165	331	441	45	91	181	242	67	134	269	358	
Rear window	40	80	159	212	58	115	230	307	49	98	197	263	81	162	324	433	71	142	284	379	
Front doors glass	10	20	40	53	14	28	56	74	11	22	44	58	22	43	86	115	15	30	61	81	
Rear doors glass	16	31	62	83	13	27	53	71	9	18	35	47	24	49	98	130	17	33	66	88	
Front doors fixed glass	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	23	45	60	
Rear doors fixed glass	0	0	0	0	12	25	49	66	9	18	35	47	22	44	88	117	24	48	96	128	
Rear wiper arm (complete)	8	15	30	40	5	9	19	25	5	9	19	25	7	13	26	35	9	17	35	46	
Front wiper arm (complete)	15	30	59	79	13	26	51	68	13	27	53	71	5	11	21	28	0	0	0	0	
Front wiper blades	7	13	26	35	5	11	21	28	6	12	24	33	9	19	38	50	9	18	35	47	
Wheels and tyres																					
Alloy wheel	0	0	0	0	0	0	0	0	53	107	214	285	53	105	211	281	78	155	310	413	
Iron wheel	32	64	128	170	21	42	84	112	9	19	38	50	0	0	0	0	45	90	181	241	
Hub covers	5	9	18	24	6	13	25	33	7	13	26	35	0	0	0	0	7	14	29	38	
Wheel trim	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Tyres *	5	9	19	25	4	9	17	23	5	11	21	28	13	25	51	68	16	32	64	85	
Interiors and accessories																					
Owners guide	8	15	30	40	7.5	15	30	40	7.5	15	30	40	7.5	15	30	40	8	15	30	40	
Main key (with remote)	27	54	107	143	22	43	87	116	22	43	87	116	46	91	183	243	27	54	107	143	
Lighter	3	7	14	18	0	0	0	0	0	0	0	0	0	0	0	0	3	7	14	18	
Ashtray	4	8	17	23	4	8	17	23	5	10	20	27	0	0	0	0	4	8	17	23	
Radio	74	147	295	393	177	354	708	944	118	235	470	627	170	340	681	908	128	257	513	684	
Internal mirror	14	27	55	73	16	31	62	83	45	89	179	238	70	139	278	371	53	107	213	284	
Cockpit	114	227	455	606	126	252	503	671	168	336	671	895	0	0	0	0	278	557	1113	1484	
Gloves compartment	11	21	43	57	10	21	41	55	14	28	55	73	70	139	278	371	11	21	43	57	
Luggage cover	20	41	81	108	27	54	108	143	22	44	88	118	16	32	63	84	0	0	0	0	
(Iron wheel trim) spare tyre	32	64	128	170	21	42	84	112	25	50	100	133	0	0	0	0	45	90	181	241	
(Alloy wheel trim) spare tyre	0	0	0	0	0	0	0	0	53	107	214	285	53	105	211	281	77	155	310	413	
Compressor	0	0	0	0	158	316	633	843	158	316	633	843	179	358	716	954	0	0	0	0	
Tool kit	12	24	48	64	5	11	21	28	5	11	21	28	2	4	9	12	12	24	48	64	
Roof lining	42	85	170	226	49	98	196	262	54	108	216	288	15	30	60	80	79	158	317	422	
Extraordinary interior cleaning	16	31	63	83	16	31	63	83	16	31	63	83	16	31	63	83	16	31	63	83	
Cleaning ½	8	16	31	42	8	16	31	42	8	16	31	42	8	16	31	42	8	16	31	42	
Lost key hanger	1	2	4	5	1	2	4	5	1	2	4	5	1	2	4	5	1	2	4	5	
Lost keys	27	54	107	143	22	43	87	116	22	43	87	116	46	91	183	243	27	54	107	143	
Lost documents	23	47	94	125	23	47	94	125	23	47	94	125	23	47	94	125	23	47	94	125	
Lost plates	23	47	94	125	23	47	94	125	23	47	94	125	23	47	94	125	23	47	94	125	

Most frequent damages to cars and vans	Premium BMW 320 or similar				Luxury - Special BMW 520 - or similar				Minibus Mercedes Vito or similar				SUV Audi Q5 or similar				SUV-special Porsche Cayenne or similar			
	Damage severity				Damage severity				Damage severity				Damage severity				Damage severity			
	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement	Light	Medium	Serious	Replacement
	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%	25%	50%	75%	100%
Body repairs																				
Front bumper	111	222	443	591	176	351	703	937	105	209	419	558	105	209	419	558	131	262	524	698
Rear bumper	130	260	521	694	190	380	759	1013	75	151	301	402	62	124	248	330	108	217	434	578
Front doors	133	266	532	709	176	352	703	938	110	220	440	587	116	231	463	617	234	468	935	1247
Rear doors	136	271	543	723	175	350	700	933	128	257	514	685	116	231	463	617	230	461	922	1229
Front fenders	81	162	323	431	115	229	459	612	45	89	179	238	59	117	234	312	129	259	518	690
Rear fenders	81	162	323	431	115	229	459	612	45	89	179	238	214	428	855	1,140	369	739	1,478	1,970
Sills	60	121	242	323	75	149	298	398	147	294	588	783	104	208	416	555	76	152	305	406
Bonnet	126	252	503	671	240	480	959	1,279	76	152	304	405	174	347	695	926	270	540	1,081	1,441
Back door	88	176	353	470	88	176	353	470	112	223	447	596	180	360	719	959	266	532	1,064	1,419
Rear view mirrors	138	275	550	733	162	323	647	863	49	98	196	262	56	112	224	299	110	220	440	586
Mirror housings	72	143	287	383	86	172	343	458	20	41	82	109	55	110	220	293	110	219	438	584
Front bumper grille	13	27	53	71	14	29	58	77	12	23	47	63	14	28	56	75	29	59	118	157
Headlights	178	355	711	948	222	444	888	1,184	72	144	288	384	161	322	644	858	158	315	630	840
Rear lights	24	49	98	130	35	71	142	189	37	73	146	195	68	137	274	365	153	305	611	814
Roof	205	411	822	1,096	248	495	990	1,320	464	927	1,854	2,473	249	498	996	1,328	353	706	1,412	1,883
Door locks	17	33	66	88	21	42	83	111	8	16	31	42	25	51	101	135	42	83	167	222
Glasses																				
Windscreen	55	109	218	291	95	190	381	508	105	209	419	558	113	225	451	601	107	214	428	570
Rear window	45	89	178	238	51	102	204	273	69	138	275	367	65	130	260	346	177	355	710	946
Front doors glass	14	29	58	77	20	40	79	106	14	28	56	75								