VALUE
RECLAIMED

SAMPLE FILE A · REDACTED

INDEPENDENT APPRAISAL REPORT

Diminished value appraisal

Prepared for submission to the at-fault party's insurer.

VEHICLE	2020 GMC Sierra 2500HD Denali
PREPARED FOR	Client
LOSS STATE	South Carolina
REPORT NUMBER	DVR-SAMPLE-A
EFFECTIVE DATE	October 6, 2026
PREPARED BY	Bryan Dastmalchi, Appraisal Analyst, Value Reclaimed

INHERENT DIMINISHED VALUE
15.6% of the $50,698 pre-loss value

$7,909

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VALUE RECLAIMED

Diminished value appraisal

Prepared for submission to the at-fault party's insurer

Appraisal Date	October 6, 2026	**VIN**	VIN on file
Report Number	DVR-SAMPLE-A	**Vehicle**	2020 GMC Sierra 2500HD Denali (Ultimate Package), Crew Cab 4WD, 6.6L Duramax diesel
Vehicle Owner	Client, City, SC ZIP	**Odometer**	95,438 miles
Date of Loss	August 1, 2026	**Pre-loss Condition**	Clean history; no prior accident reported by owner
Loss State	South Carolina	**Repair Cost**	$3,115.16 net (Repair shop, City, SC)
Claim Number	Claim no.	**At-Fault Insurer**	Insurer (third-party liability claim)

Inherent Diminished Value: $7,909

Pre-loss retail value **$50,698**
Market discount for accident history **15.6%**
Post-repair retail value **$42,789**

Appraiser profile

Bryan Dastmalchi · Appraisal Analyst, Value Reclaimed

Mr. Dastmalchi holds a Bachelor of Arts in Accounting from the University of Washington and a Master of Business Administration from the University of California, Davis. He brings 14 years of professional experience in financial analysis, asset valuation, and quantitative modeling, including roles at Deloitte, Microsoft, and Chevron.

Value Reclaimed appraisals are prepared using a market-based comparable methodology following the principles and methodology standards of the Uniform Standards of Professional Appraisal Practice (USPAP). Pre-loss value is derived from a blend of recognized valuation guides and verified clean-history market comparables. Inherent diminished value is quantified by isolating the market discount applied to accident-history vehicles relative to their own book values, a method designed to produce evidence-based findings rather than formula-derived estimates.

Purpose of appraisal

The purpose of this appraisal is to estimate the inherent diminished value of the subject 2020 GMC Sierra 2500HD Denali (VIN VIN on file) following the collision of August 1, 2026. Inherent diminished value is the loss in market value that remains after quality repairs, caused solely by the vehicle's accident history. The intended user is the vehicle owner, Client, and the intended use is the presentation and negotiation of a third-party diminished value claim with the at-fault driver's insurer, Insurer, under claim number Claim no..

Scope of work

This is a desk appraisal. It relies on the claim documentation and the Mitchell repair estimate with four supplements from Repair shop, City, SC (final net $3,115.16); J.D. Power (formerly NADAguides) and Black Book valuation guides; and five comparable retail listings surveyed on AutoTrader on October 6, 2026, three with no reported accident history and two with a reported accident. No physical inspection was performed. Inherent diminished value depends on the documented repair scope and on market behavior toward accident-history vehicles, not on the vehicle's current physical condition, so an inspection would not change the analysis.

Comparable search parameters: 2020 and 2021 GMC Sierra 2500HD Denali, crew cab, 4WD, 6.6L Duramax diesel, measured from the owner's ZIP code ZIP. Clean-history comparables were drawn from within approximately 100 miles. Accident-history Denali HD trucks are scarce in any single region, so that search was extended nationally; the two selected are approximately 139 and 248 miles from the subject. Each listing was opened and verified individually, and each listing page was archived as a dated PDF exhibit, since dealer listings are removed when a vehicle sells.

J.D. Power Clean Retail values for the two accident-history comparables were retrieved on October 6, 2026 for ZIP ZIP at each vehicle's listed mileage with the 6.6L Duramax diesel engine selected, matching the comparables' actual equipment. The valuation pages were archived with the inputs visible. A reader who runs the same year, trim, mileage, ZIP code, and engine option on J.D. Power will reproduce these figures; running the base gasoline configuration will not.

Subject vehicle

The subject is a 2020 GMC Sierra 2500HD Denali crew cab 4WD with the 6.6L Duramax turbo-diesel, Onyx Black, showing 95,438 miles at the appraisal date. Denali is the top trim of the Sierra heavy-duty line, positioned above SLE, SLT, and AT4, with premium interior appointments and advanced convenience and technology features. The Duramax diesel is a factory option of roughly $9,000 to $10,000 over the gasoline engine and is the configuration most buyers of this trim seek. The truck was drivable at the time of loss, and no pre-loss damage or title brand has been reported. For this analysis it is treated as being in average-to-good retail condition for its mileage, with a clean title and no prior accident history.

Trim package. The subject carries the Denali Ultimate Package (power sunroof, power-retractable assist steps, head-up display, premium wheels), as confirmed by the owner. The comparables in this report were likewise listed as Denali Ultimate, so the comparables match the subject's equipment level. The percentage-discount method additionally measures each accident-history comparable against its own J.D. Power value, so any residual equipment difference does not enter the discount percentage.

Aftermarket equipment. The owner reports an approximately 6-inch suspension lift, aftermarket wheels and tires, and Bushwacker fender flares. The repair estimate confirms the Bushwacker flare on the right rear. Aftermarket modifications are noted and not valued. The retail market prices heavy-duty trucks on factory equipment, and lift kits and wheel packages do not reliably return their cost at resale. All values in this report are stated on a factory-equivalent Denali basis, which keeps the valuation independent of modification cost.

Heavy-duty Denali pickups hold their value well and draw consistent demand from towing, work, and luxury-truck buyers. Clean-history comparables at similar mileage (86,018 to 113,749 miles) were listed between $49,490 and $51,950, a tight band that shows a deep, active market with buyers paying a premium for clean history. That same sensitivity to history is why accident-history trucks in this segment sell at measurable discounts.

Damage analysis

The vehicle was struck primarily on the right rear side, with secondary damage to the right side and right rear corner. There was no airbag deployment, no frame or structural components appear on the estimate, and the truck remained drivable. The repair was performed by Repair shop, City, SC. The final net estimate (Mitchell, Supplement 4) was $3,115.16 against an original estimate of $3,289.32, with 36.6 labor hours: 26.1 body, 9.5 refinish, and 1.0 mechanical. Paint and materials were $399.

The repair was largely metal finishing of existing panels rather than panel replacement. The right lower cab corner was repaired and refinished, the right rear door shell was repaired, and the right bed side received a major repair of 11.0 body hours and 3.1 refinish hours including a 1.0-hour body pull. The bed was removed from the frame for access. Replacement parts were limited to one Bushwacker fender flare, a bed moulding pad, and a bed side step. Pre- and post-repair diagnostic scans and a steering angle sensor calibration were performed.

The damage was cosmetic and non-structural. Even so, a bed-off repair with three repaired panels and refinishing across the right side creates a documented accident and repair record. That record follows the vehicle through its insurance claim history and vehicle history reports, and prospective buyers discount for it regardless of repair quality. That discount is the inherent diminished value this report measures. The repair cost equals 6.1% of the pre-loss value.

COMPONENT	OPERATION	LABOR (HRS)	PARTS
Right lower cab corner panel	Repair and refinish	1.0 body / 2.0 refinish	
Right rear door shell	Repair (plus buff)	2.0 body	
Right pickup bed side panel	Major repair incl. 1.0 hr body pull; refinish	11.0 body / 3.1 refinish	
Right rear fender flare (Bushwacker, aftermarket; sold as a set)	Replace; refinish raw substrate	2.5 refinish	$399.99
Right bed moulding pad	Replace (OE)		$31.93
Right bed side step	Replace		$42.57
Repaired panels	Corrosion protection		
Bed assembly (bed off), tailgate, tonneau cover, rear bumper, right rear combination lamp, wheelhouse liner, bed rail protector, step mat, stone deflectors, wheel-opening moulding, rear door trim, appliques, and handle	Remove and install for access (not damaged)	included	
Pre- and post-repair diagnostic scans; steering angle sensor calibration	Mechanical	1.0	
Totals: 36.6 labor hours (26.1 body / 9.5 refinish / 1.0 mechanical); paint and materials $399; original $3,289.32, four supplements net – $174.16	**Net repair cost**	**$3,115.16 (6.1% of pre-loss value)**	

Pre-loss retail fair market value

To determine the subject vehicle's pre-loss retail fair market value, two recognized valuation guides were blended with the average of three verified clean-history retail listings for the same year range, trim, engine, and drivetrain.

J.D. Power (NADAguides) Clean Retail Value, subject configuration	$52,150
Black Book Clean Retail Value, subject configuration	$49,600
Comp 1: 2021 GMC Sierra 2500HD Denali, 111,222 mi, no accident reported (Greenville, SC)	$49,490
Comp 2: 2020 GMC Sierra 2500HD Denali, 86,018 mi, no accident reported (Gainesville, GA)	$51,950
Comp 3: 2020 GMC Sierra 2500HD Denali, 113,749 mi, no accident reported (Huntersville, NC)	$49,588
Average of clean-history comparables (indicator 3)	**$50,343**
Average Pre-Loss Fair Market Value (mean of three indicators)	**$50,698**

Diminished value methodology

This report uses the percentage-discount approach. The subject's pre-loss market value is first established from three independent indicators: the J.D. Power Clean Retail estimate ($52,150), the Black Book estimate ($49,600), and the average of three clean-history AutoTrader comparables ($50,343). The mean of the three is $50,698. Using independent sources limits the influence of any single guide or listing.

The diminution is then measured from the market itself. Two 2020 and 2021 GMC Sierra 2500HD Denali Duramax trucks with a reported accident were each compared with their own J.D. Power Clean Retail values at their listed mileage and equipment. Comp 4 was listed at $47,000 against a clean retail value of $56,483, a discount of $9,483 or 16.8%. Comp 5 was listed at $45,995 against $53,683, a discount of $7,688 or 14.3%. The average market discount for accident history on this model is 15.6%.

Expressing the discount as a percentage of each vehicle's own clean value is more defensible than comparing asking prices across vehicles. A direct price comparison mixes the accident effect with differences in model year, mileage, equipment, and regional pricing. Benchmarking each comparable against the book value for that exact configuration neutralizes those differences and isolates the history effect.

The resulting 15.6% is applied to the subject's pre-loss value of $50,698, producing an inherent diminished value of $7,909 and a post-repair retail value of $42,789. J.D. Power and Black Book are the valuation references used by dealers, lenders, and insurers themselves; using them as the baseline keeps the analysis tied to sources the intended users already rely on.

Comparable vehicles: no accident history reported

A market survey was conducted to locate vehicles of the same year range, make, model, trim, engine, and drivetrain as the subject with similar odometer readings and no reported accident or damage. These comparables establish pre-loss retail fair market value. All three are Duramax diesel crew cab 4WD trucks listed by franchised dealers.

COMP 1 NO ACCIDENT HISTORY REPORTED

2021 GMC Sierra 2500HD Denali

Price: $49,490 **Mileage:** 111,222 **Dealer:** Parks Buick GMC, Greenville, SC (approx. 7 mi)
History: No accident or damage reported; certified pre-owned
Source: autotrader.com/cars-for-sale/vehicle/791882922 (archived 10/6/2026)

COMP 2 NO ACCIDENT HISTORY REPORTED

2020 GMC Sierra 2500HD Denali

Price: $51,950 **Mileage:** 86,018 **Dealer:** Jim Hardman Buick GMC, Gainesville, GA (approx. 98 mi)
History: No accident or damage reported
Source: autotrader.com/cars-for-sale/vehicle/785398704 (archived 10/6/2026)

COMP 3 NO ACCIDENT HISTORY REPORTED

2020 GMC Sierra 2500HD Denali

Price: $49,588 **Mileage:** 113,749 **Dealer:** Randy Marion, Huntersville, NC (approx. 89 mi)
History: No accident or damage reported
Source: autotrader.com/cars-for-sale/vehicle/790439074 (archived 10/6/2026)

Comparable vehicles: accident history reported

A national search was conducted to locate the same configuration with a disclosed accident on the listing's vehicle history. The retail asking price of each accident comparable is compared with its own J.D. Power Clean Retail value at its listed mileage and equipment to determine the percentage by which the market has discounted it. Those percentages are then applied to the subject's pre-loss value.

COMP 4 ACCIDENT HISTORY REPORTED

2021 GMC Sierra 2500HD Denali

Asking Price: $47,000 **Mileage:** 99,385 **Dealer:** Selective Imports, Woodstock, GA (approx. 139 mi)
History: Accident or damage reported on listing history; clean title
Source: autotrader.com/cars-for-sale/vehicle/790770701 (archived 10/6/2026)
Book basis: J.D. Power Clean Retail, retrieved 10/6/2026, ZIP ZIP, 99,385 mi, 6.6L Duramax diesel selected. Valuation page archived.

J.D. Power Clean Retail for this comparable	$56,483
Asking price (with accident history)	$47,000
Dollar discount below book value	$9,483
Percentage discount	**16.8%**

COMP 5 ACCIDENT HISTORY REPORTED

2020 GMC Sierra 2500HD Denali

Asking Price: $45,995 **Mileage:** 100,092 **Location:** Franchised dealer listing, Lebanon, TN (approx. 248 mi)
History: Accident or damage reported on listing history; clean title
Source: autotrader.com/cars-for-sale/vehicle/788571979 (archived 10/6/2026)
Book basis: J.D. Power Clean Retail, retrieved 10/6/2026, ZIP ZIP, 100,092 mi, 6.6L Duramax diesel selected. Valuation page archived.

J.D. Power Clean Retail for this comparable	$53,683
Asking price (with accident history)	$45,995
Dollar discount below book value	$7,688
Percentage discount	**14.3%**

Comparable selection and exclusions. A third accident-reported listing was identified during the survey: a 2020 Sierra 2500HD Denali with 113,959 miles in Knoxville, TN, asking $49,995. It was excluded. Its asking price exceeded two of the three clean-history comparables despite higher mileage and a reported accident, which indicates the listing price had not been adjusted for history at the time of survey and is not representative of how buyers price these vehicles. Including it would have produced a negative discount, inconsistent with the balance of the market. Two other accident-reported Denali HD trucks were located beyond 250 miles and were held in reserve; neither was needed. The exclusion is disclosed so the reader can evaluate the selection.

Percentage-discount methodology applied to subject vehicle

Comp 4 discount percentage	16.8%
Comp 5 discount percentage	14.3%
Average discount percentage (accident history)	**15.6%**
Subject vehicle pre-loss value	$50,698
Inherent diminished value (15.6% of $50,698)	$7,909
Total Inherent Diminished Value	**$7,909**

Diminished value summary

Pre-Loss Retail Fair Market Value	$50,698
Total Inherent Diminished Value	$7,909
Repair-Related Diminished Value	N/A (outside scope)
Post-Repair Retail Fair Market Value	**$42,789**

This Vehicle's Inherent Diminished Value is $7,909

Based on the analysis, the pre-loss fair market value of the subject 2020 GMC Sierra 2500HD Denali is $50,698, the mean of the J.D. Power estimate ($52,150), the Black Book estimate ($49,600), and the clean-comparable average ($50,343). The documented cosmetic repair cost of $3,115.16 is 6.1% of that value.

The percentage-discount methodology, applied to two accident-history comparables of the same configuration, shows an average market discount of 15.6% (16.8% and 14.3%). Applied to the pre-loss value, this gives an inherent diminished value of $7,909 and a post-repair market value of $42,789. In my professional opinion, the subject vehicle has suffered a loss in market value of $7,909 as a direct result of the August 1, 2026 collision, after quality repairs.

Notes on formula-based valuations

Insurers frequently respond to diminished value claims with a formula rather than market evidence. The following notes are provided so the intended users can evaluate such a response against the data in this report.

The "17c" formula. This formula originated in a 2001 Georgia class-action settlement involving first-party claims and was never adopted by South Carolina statute, regulation, or court as a measure of loss. It caps diminished value at 10% of pre-loss value ($5,070 here), then multiplies by a damage factor (0.25 for minor body and paint damage) and a mileage factor (0.20 for 80,000 to 99,999 miles). Applied to this truck it produces roughly $250. The formula does not reference a single actual vehicle sale, and the mileage factor assumes a 95,000-mile heavy-duty diesel has little remaining value to lose, when the clean-history market in this report shows such trucks selling for $49,000 to $52,000. The two accident-history comparables in this report show how buyers actually price this configuration with a reported accident: 14% to 17% below book.

"The diminished value exceeds the repair cost." Repair cost and diminished value measure different things and are not linked. Repair cost is what the shop charged to restore the vehicle; diminished value is what the market deducts for the history. A vehicle history report shows that an accident was reported and the area of damage; it does not show the invoice, and buyers do not scale their discount to a number they never see. The discount scales with the value of the vehicle. A $3,115 repair on a $50,698 heavy-duty Denali produces a far larger dollar loss at resale than the same repair on a $15,000 sedan, because the buyer's percentage discount is applied to a larger base. Both accident-history comparables in this report were discounted $7,688 and $9,483 by dealers pricing them on their history alone. The relationship between a moderate cosmetic repair and a diminished value figure that exceeds it is common on higher-value vehicles and is what the market data for this configuration shows.

"The repairs were cosmetic." Inherent diminished value does not arise from repair quality. It arises from disclosure. A buyer or dealer who learns that a truck had a bed-off repair with 36.6 labor hours across three repaired panels will pay less than for the same truck without that history, whether or not the repair is visible. Both accident-history comparables in this report were presented for retail sale by dealers after repair, and both were discounted by the market.

"Asking prices are not sale prices." Correct, and the method accounts for it. Each accident-history comparable's asking price is measured against a J.D. Power value that is derived from reported transaction data, not from other asking prices. Negotiation pressure is not lower on accident-history vehicles than on clean ones, so if anything the discount measured from asking prices understates the discount realized at sale.

"Diminished value requires a vehicle history report entry." The owner does not hold a third-party vehicle history report, and none was reviewed for this assignment. The collision is documented by a Insurer liability claim and a Repair shop repair file with four supplements; insurance-claim repairs through national collision networks are a primary data source for history-report services, and this loss is expected to appear on the vehicle's history report if it does not already. The repair record exists regardless of when a particular service displays it.

Exhibit A: comparable sales data

This exhibit consolidates the comparable vehicle listings relied upon in this appraisal. The same data appears in the Pre-Loss Fair Market Value and Comparable Vehicles sections above and is compiled here for ease of reference. Group 1 establishes pre-loss value; Group 2 establishes the market discount attaching to an accident record. All listings: GMC Sierra 2500HD Denali, crew cab, 4WD, 6.6L Duramax diesel; surveyed on AutoTrader October 6, 2026; listing pages archived as PDF.

Group 1: Clean-history comparables (pre-loss value)

#	VEHICLE	MILEAGE	ASKING	DEALER / LOCATION	LISTING ID
1	2021 Sierra 2500HD Denali	111,222	$49,490	Parks Buick GMC, Greenville, SC	AutoTrader 791882922
2	2020 Sierra 2500HD Denali	86,018	$51,950	Jim Hardman Buick GMC, Gainesville, GA	AutoTrader 785398704
3	2020 Sierra 2500HD Denali	113,749	$49,588	Randy Marion, Huntersville, NC	AutoTrader 790439074
	Average	**103,663**	**$50,343**		

Blended with J.D. Power ($52,150) and Black Book ($49,600), indicated pre-loss fair market value: $50,698.

Group 2: Accident-history comparables (demonstrated market discount)

#	VEHICLE	MILEAGE	ASKING	CLEAN RETAIL	DISCOUNT	DEALER / LOCATION	LISTING ID
4	2021 Sierra 2500HD Denali	99,385	$47,000	$56,483	16.8%	Selective Imports, Woodstock, GA	AutoTrader 790770701
5	2020 Sierra 2500HD Denali	100,092	$45,995	$53,683	14.3%	Dealer listing, Lebanon, TN	AutoTrader 788571979
	Average discount				**15.6%**		

Each Group 2 vehicle carries a reported accident on a clean title. Discount is measured against J.D. Power (NADAguides) Clean Retail for the same year, trim, mileage, and Duramax diesel engine, retrieved October 6, 2026 for ZIP ZIP. The average 15.6% discount applied to the $50,698 pre-loss value yields an inherent diminished value of $7,909.

Excluded: 2020 Sierra 2500HD Denali, 113,959 mi, Knoxville, TN, asking $49,995, accident reported (AutoTrader 790918006). Asking price above clean-history comparables; see Comparable Selection and Exclusions.

Assumptions and limiting conditions

This appraisal is subject to the following assumptions and limiting conditions:

1. **Repair documentation.** The repair estimate and supplements provided by the client are assumed to be accurate and complete. No independent verification of repair quality has been performed.
2. **Vehicle condition.** The subject's pre-loss condition is assumed to be consistent with client representation and with a vehicle of its year, make, model, and odometer reading. No prior undisclosed damage is assumed.
3. **Title and history.** The subject is assumed to have held a clean title with no prior accident history at the time of loss, unless otherwise disclosed by the client. A third-party vehicle history report was not reviewed.
4. **Market data.** Comparable vehicle data was sourced from publicly available retail listings and verified individually on the appraisal date. Asking prices reflect retail market conditions at or near the effective date. Actual transaction prices may differ from listed asking prices. Listing pages and valuation pages were archived as dated PDF exhibits and are available on request.
5. **Valuation guides.** J.D. Power (NADAguides) and Black Book values reflect the inputs stated in this report (year, trim, mileage, ZIP code, engine option) as of the retrieval date. Guide values change over time and with inputs; a reader reproducing them should use the stated inputs.
6. **Equipment and modifications.** Aftermarket equipment on the subject (suspension lift, wheels and tires, fender flares) is noted and not valued. Values are stated on a factory-equivalent basis. The Denali Ultimate Package on the subject was confirmed by the owner, not by physical inspection.
7. **Type of value.** This report estimates inherent diminished value only, the reduction in retail market value attributable to the vehicle's disclosed accident history as perceived by the market. Repair-related diminished value and immediate diminished value are outside the scope of this assignment.
8. **Desk appraisal.** The appraiser has not conducted a physical inspection of the subject vehicle. All conclusions are based on documentation, photographs where provided, and independent market research conducted during this assignment.
9. **Intended use.** This appraisal is prepared solely for use by the client in support of a diminished value claim against the at-fault party's insurer. It is not intended for use in any other context, including financing, taxation, estate planning, or resale.
10. **Intended users.** The intended users of this report are the named client and the at-fault party's insurance carrier. No other party is an intended user.

Appraiser's certification

I certify that, to the best of my knowledge and belief:

- The statements of fact contained in this report are true and correct.
- The reported analyses, opinions, and conclusions are limited only by the reported assumptions and limiting conditions, and are my personal, impartial, and unbiased professional analyses, opinions, and conclusions.
- I have no present or prospective interest in the property that is the subject of this report, and no personal interest with respect to the parties involved.
- I have no bias with respect to the property that is the subject of this report or to the parties involved with this assignment.
- My engagement in this assignment was not contingent upon developing or reporting predetermined results.
- My compensation for completing this assignment is not contingent upon the development or reporting of a predetermined value or direction in value that favors the cause of the client, the amount of the value opinion, the attainment of a stipulated result, or the occurrence of a subsequent event directly related to the intended use of this appraisal.
- The reported analyses, opinions, and conclusions were developed, and this report has been prepared, following the principles and methodology standards of the Uniform Standards of Professional Appraisal Practice (USPAP).
- I have not made a personal inspection of the subject vehicle. This is a desk appraisal based on client-provided documentation and independent market research.
- No one provided significant appraisal assistance to the person signing this certification.

Signature

Bryan Dastmalchi

Printed Name, Appraisal Analyst, Value Reclaimed

October 6, 2026

Effective Date

DVR-SAMPLE-A

Report Number

October 6, 2026

At-fault insurer
Auto Claims Department
Attn: Adjuster of record, Claim Claim no.

Re: Third-Party Diminished Value Claim
Claim Number: Claim no.
Your Insured: Insured
Claimant: Client
Vehicle: 2020 GMC Sierra 2500HD Denali, VIN VIN on file
Date of Loss: August 1, 2026

To the Claims Department:

On August 1, 2026, my 2020 GMC Sierra 2500HD Denali was damaged in a collision caused by your insured, Insured. Liability is not in dispute. The primary impact was to the right rear side, with secondary damage to the right side and right rear corner. The truck was repaired by Repair shop in City, South Carolina, at a final net cost of $3,115.16 after four supplements. The repair included a bed-off removal, a major repair to the bed side panel, body work to the cab corner and rear door, and a replaced fender flare. The truck had 95,438 miles and a clean history before this loss. The repairs are complete, but the truck now carries an accident history that permanently reduces what any buyer will pay for it.

Legal basis. South Carolina does not have a statute devoted solely to diminished value. As a third-party claimant I am entitled under South Carolina's common-law measure of property damage to be made whole, which includes the difference in the vehicle's fair market value before and after the loss in addition to the cost of repair. Repairs alone do not restore that lost value. S.C. Code Ann. § 38-59-20 also prohibits improper claim practices, including failing to attempt in good faith to settle a claim where liability is reasonably clear and compelling a claimant to pursue litigation by offering substantially less than the amount owed.

Appraisal findings. I retained a professional appraiser, who prepared Diminished Value Appraisal Report DVR-SAMPLE-A (enclosed) using a market-based percentage-discount method. The pre-loss fair market value of the truck is $50,698, the average of the J.D. Power value ($52,150), the Black Book value ($49,600), and three clean-history comparable listings averaging $50,343. Two comparable 2020 and 2021 Sierra 2500HD Denali Duramax trucks with a reported accident were then measured against their own J.D. Power clean retail values. They were discounted by 16.8% ($47,000 asking against $56,483 clean retail) and 14.3% ($45,995 against $53,683), an average of 15.6%. Applied to the pre-loss value, the inherent diminished value is $7,909 and the post-repair market value is $42,789. The comparable sales data are enclosed as Exhibit A to the report.

Formula-based offers. I expect that any offer based on the so-called 17c formula will fall far below the market evidence. That formula caps the loss at 10% of market value (about $5,070 here), applies a 0.25 damage multiplier, and then applies a 0.20 mileage multiplier for the 80,000 to 99,999 mile bracket, producing a few hundred dollars. The 17c formula is not a measure of what buyers in the real market pay, has not been adopted in South Carolina, and does not reference a single actual vehicle sale. The comparable data in Exhibit A show that buyers discount accident-history Denali HD trucks by 14% to 17%. Please evaluate this claim on that evidence.

Demand. I demand payment of $7,909 in diminished value, the full amount supported by the appraisal. I also request that this claim be assigned for a Diminished Value Review by a dedicated adjuster. If you dispute any part of the valuation, please explain your position in writing with supporting market data, including the comparable vehicles you relied on and their sources.

Deadline. Please respond in writing within 30 days of the date of this letter, by November 5, 2026. Please also confirm receipt of this letter and the name and direct contact information of the adjuster handling the diminished value portion of this claim. If I do not receive payment or a substantiated written response by that date, I will file a complaint with the South Carolina Department of Insurance and will pursue the other remedies available to me, including a civil action to recover the loss, interest, and costs.

Sincerely,

Client
Street address
City, SC ZIP
Phone
Email

Enclosures:

1. Diminished Value Appraisal Report DVR-SAMPLE-A, including Exhibit A, Comparable Sales Data (Value Reclaimed, October 6, 2026)
2. Final repair invoice and supplements, Repair shop, City, SC

October 8, 2026

Adjuster, Claim Specialist
Insurer Claims
Mailing address
City, State ZIP
Adjuster phone

Re: Diminished Value Claim, Response to Your Letter of October 7, 2026
Claim Number: Claim no.
Your Insured: Insured
Claimant: Client
Vehicle: 2020 GMC Sierra 2500HD Denali, VIN VIN on file
Date of Loss: August 1, 2026

Dear Adjuster:

Thank you for the prompt response. I have reviewed your letter with my appraiser. I am not able to accept $2,500.00, and I want to explain why using the same comparable vehicles your letter relied on.

1. The mileage adjustment in your letter runs the wrong direction. Your letter compares the accident-history 2021 at 99,385 miles ($47,000) with the clean-history 2021 at 111,222 miles ($49,490) and arrives at $2,490. Your letter also states, correctly, that more miles means a lower asking price. The clean truck has 11,837 more miles than the accident truck, yet it is priced $2,490 higher. If the two trucks were at equal mileage, the clean truck would be priced higher still, and the gap attributable to the accident would be larger than $2,490, not smaller. Mileage does not reduce the loss here. It increases it.

2. Your letter used one pairing out of six and omitted Comp 5 entirely. Exhibit A contains two accident-history comparables and three clean-history comparables. Pairing each accident truck with each clean truck gives six direct comparisons. Your letter selected the single pairing that produces the smallest number. The full set, with no mileage adjustment at all, is below.

ACCIDENT-HISTORY COMP	CLEAN-HISTORY COMP	PRICE GAP	MILEAGE DIFFERENCE
Comp 4: 2021, 99,385 mi, $47,000	Comp 1: 2021, 111,222 mi, $49,490	$2,490	clean has 11,837 more
Comp 4: 2021, 99,385 mi, $47,000	Comp 2: 2020, 86,018 mi, $51,950	$4,950	clean has 13,367 fewer
Comp 4: 2021, 99,385 mi, $47,000	Comp 3: 2020, 113,749 mi, $49,588	$2,588	clean has 14,364 more
Comp 5: 2020, 100,092 mi, $45,995	Comp 1: 2021, 111,222 mi, $49,490	$3,495	clean has 11,130 more
Comp 5: 2020, 100,092 mi, $45,995	Comp 2: 2020, 86,018 mi, $51,950	$5,955	clean has 14,074 fewer
Comp 5: 2020, 100,092 mi, $45,995	Comp 3: 2020, 113,749 mi, $49,588	$3,593	clean has 13,657 more
Average of all six pairings, unadjusted		**$3,845**	

In four of the six pairings the clean truck has more miles than the accident truck and is still priced higher. Adjusting those pairings for mileage in the direction your letter describes raises the gap in each of them. Using a conservative heavy-duty truck adjustment of 15 to 20 cents per mile, the mileage-adjusted average across all six pairings is approximately $4,400 to $4,600. That is the result of your own direct-comparison method applied to all of the evidence instead of one pairing.

3. The appraisal already controls for mileage. The appraisal did not compare asking prices across trucks. It measured each accident-history truck against the J.D. Power clean retail value for that exact truck at its own mileage and equipment. That removes mileage from the comparison entirely. Your letter does not address that method, and it does not offer any comparable vehicles, valuation data, or appraisal of your own. The only evidence in this file is the evidence I provided, and it supports $7,909.

4. "Minor damages." The repair required 36.6 labor hours, removal of the bed from the frame, repair of three panels including an 11-hour bed side repair with a body pull, and refinishing across the right side of the truck. The vehicle history report will show an accident on this truck for the rest of its life. Every buyer will see it. The size of the repair bill does not change what that line costs at resale.

Counteroffer. The appraisal supports $7,909. Your own method, applied to all six comparable pairings with the mileage adjustment your letter describes, supports approximately $4,400 to $4,600 before considering the J.D. Power basis. I will accept $6,200.00 in full settlement of the diminished value portion of this claim. That is the midpoint between your method, applied to all of the evidence, and the appraisal.

If you cannot agree to that figure, please provide the comparable vehicles and valuation data Insurer relied on to arrive at $2,500, as I requested in my letter of October 6. I would like to resolve this without involving the Department of Insurance, and I believe the evidence in this file makes that possible. Please respond in writing within 14 days, by October 22, 2026.

Sincerely,

Client
Street address
City, SC ZIP
Phone
Email

Enclosure: Diminished Value Appraisal Report DVR-SAMPLE-A with Exhibit A (previously provided)

Sample File A
A settled third-party claim.

The appraisal, demand letter and rebuttal from a real client file, exactly as sent, with the client, VIN, claim number, carrier, adjuster and repair shop removed.

DOCUMENTED	17C FORMULA	FIRST OFFER	SETTLED
$7,909	**~$250**	**$2,500**	**+60%**
15.6% of $50,698 pre-loss	10% × 0.25 × 0.20	day 1	above the first offer, day 6

The file

Claim type	Third-party, at-fault driver's carrier
State	South Carolina
Vehicle	2020 GMC Sierra 2500HD Denali, 6.6L Duramax, 4WD
Mileage	95,438, clean history
Repair	$3,115.16 net, 36.6 labor hours, bed off the frame, three panels repaired, one flare replaced. Not structural.
Method	Accident-history comparables measured against their own J.D. Power clean retail values; pre-loss value from three indicators

What happened

Day 0	Appraisal and $7,909 demand sent (page 2 and page 14)
Day 1	Carrier offered $2,500, using one of the six comparable pairings in Exhibit A
Day 2	Rebuttal laid out all six pairings and corrected the carrier's mileage logic; countered at $6,200 (page 16)
Day 2 to 6	Carrier moved to $3,000, then $4,000, without disputing the math or producing data
Day 6	Client accepted, 60% above the first offer. Flat fee: $199.

In this file

DOCUMENT	WHAT TO LOOK AT	PAGES
Diminished value appraisal	Pre-loss value inputs, the discount from two accident-history comparables, the 17c section, disclosed exclusion	3 to 14
Demand letter	State legal basis, the formula answered in advance, 30-day deadline, request for the carrier's data	15 to 16
Rebuttal to the first offer	The six-pairing table built from the carrier's own method	17 to 18

Redactions are permanent: the removed text is not in the file; grey tags mark where it was. Comparable listings are public dealer listings and are left in as evidence. Results depend on the carrier and the facts of each claim; no result is promised.