

APPENDIX A

CONSUMER INFORMATION SIGN

Section 1-1

REQUIREMENTS

A motor vehicle repair facility must display a sign in the cashier's area and at each location where customer service orders are written. The sign informs customers of their basic rights under the law. It also contains the address and telephone number of the Bureau of Regulatory Services. The sign must include 15 lines of lettering. A sample consumer information sign is shown on page A-3.

Section 2-1

SPECIFICATIONS

The consumer information sign must be designed using the following specifications:

- (1) It shall be rectangular in shape and at least 28 inches high by 24 inches wide;
- (2) Durable material must be used;
- (3) The background shall be white;
- (4) Print and other markings shall be black;
- (5) The wording of each line is as follows:
 - (a) Lines 1, 2, 12, 13 and 14 shall be printed in bold, block, capital letters 1-inch high and 1/2-inch wide;
 - (b) Lines 3, 4 and 15 shall be printed in bold, block, capital letters 3/4-inch high and 1/2-inch wide;

- (c) Lines 5 to 11 shall be printed in bold, block, capital letters 1/2-inch high and 3/8-inch wide;
- (6) The sign must be in a legible format with the lettering arranged so that there is not less than a 1/8-inch space between any 2 letters within a line and not less than a 1/2-inch space between any 2 lines.

The repair facility is responsible for purchasing or otherwise obtaining these signs. A local sign company in your area should be able to produce a sign using the above specifications.

**THIS ESTABLISHMENT IS REGISTERED WITH
THE MICHIGAN DEPARTMENT OF STATE**

**AND IS REQUIRED BY LAW TO FURNISH
A CUSTOMER WITH A:**

- (1) WRITTEN ESTIMATE IF REPAIRS WILL BE \$20 OR MORE
OR UPON REQUEST IF REPAIRS WILL BE LESS THAN \$20**
- (2) DETAILED INVOICE OF LABOR AND
PARTS SUPPLIED.**

**QUESTIONS REGARDING SERVICE WORK
SHOULD BE DIRECTED FIRST TO THE MANAGER
OF THIS REPAIR FACILITY**

**MICHIGAN DEPARTMENT OF STATE
P. O. BOX 30046, LANSING, MI 48909
TOLL-FREE TELEPHONE: 800-292-4204
MON. - FRI. , 8:30 A. M -- 4:30 P. M**