

Table of Contents

Introduction

Important Telephone Numbers

Chapter 1: Licensing Requirements

1-1	Registering a Repair Facility	1
	1-1.1 Requirement.....	1
	1-1.2 Exemptions	1
	1-1.3 Other Licensing Requirements	1
	1-1.4 Loss of Registration	2
	1-1.5 Reporting Unlicensed Repair Facilities or Mechanics	3
1-2	Registration Application	3
	1-2.1 Registration Form	3
	1-2.2 Original Fee	4
	1-2.3 Expiration of Registration	6
	1-2.4 Unrenewed Registration	6
	1-2.5 Renewal Pending	6
	1-2.6 Renewal Fee	6
	1-2.7 Late Fee.....	6
	1-2.8 Additional Locations	6
1-3	Replacement Registration	7
	1-3.1 Directions	7
	1-3.2 Replacement Fee	7
1-4	Business Hours	7
	1-4.1 Requirement.....	7
	1-4.2 Change in Business Hours	7
1-5	Change of Address or Business Name	8
	1-5.1 Change of Address.....	8
	1-5.2 Change of Name	8
1-6	Change of Ownership	8
	1-6.1 Requirement.....	8
	1-6.2 Individual Ownership.....	8
	1-6.3 Partnerships.....	8
	1-6.4 Corporations.....	8
	1-6.5 Limited Liability Companies and Trusts	8

1-7	In-transit Repair Plates	9
	1-7.1 Authorization	9
	1-7.2 Use	9
	1-7.3 Expiration Date	9
	1-7.4 Replacement.....	9
1-8	Consumer Information Sign	9
	1-8.1 Requirement	9
	1-8.2 Location	9
	1-8.3 Dimensions	9

Chapter 2: Record Keeping Requirements

2-1	Required Records	1
	2-1.1 Authorization	1
	2-1.2 Required Documents.....	1
	2-1.3 Disputes.....	1
	2-1.4 Late Model Major Component Parts.....	1
	2-1.5 Content Requirements.....	2
	2-1.6 Air Bag Requirements.....	4
2-2	Authorization for Police Book	4
	2-2.1 Description	4
	2-2.2 Use	4
	2-2.3 Dismantled Vehicle Requirements	5
	2-2.4 Combination Class C Dealer and Body Shop	5
2-3	Other Record Requirements	5
	2-3.1 Authorization	5
	2-3.2 Specific Parts	5
	2-3.3 Instructions.....	6
	2-3.4 Inspection.....	6
	2-3.5 Violation	6

Chapter 3: Body Shops

3-1	Certification	1
	3-1.1 Collision-related Mechanical Repair	1
	3-1.2 Unitized Body Structural Repair.....	1
3-2	Body Shop Inspections	3
3-3	Major Component Parts	3
3-4	Major Component Part Record	4
	3-4.1 Requirement	4
	3-4.2 Record Retention.....	5

3-5	Retention of Damaged Parts	6
3-6	Salvage Vehicles	6
3-7	Disposing of a Salvage Vehicle	6

Chapter 4: Pre-Repair Requirements

4-1	Estimates	1
	4-1.1 Requirement.....	1
	4-1.2 Components	1
	4-1.3 Exceeding an Estimate.....	1
	4-1.4 Drop-off Vehicles	1
	4-1.5 “No Charge” Estimate.....	2
	4-1.6 Diagnostic Estimates.....	2
	4-1.7 Electronic Estimates.....	2
4-2	Waivers	3
	4-2.1 Use of Waivers.....	3
	4-2.2 Waiver of Estimate	3
	4-2.3 Emergency Waiver.....	4
	4-2.4 Long Term Waiver.....	6
4-3	Defining the Customer in Insurance-paid Transactions	6
	4-3.1 Definition	6
	4-3.2 Authorization	6
	4-3.3 Additional Repairs	6
	4-3.4 Other Considerations	7

Chapter 5: Work In Progress Requirements

5-1	Amended Estimates	1
	5-1.1 Requirements	1
	5-1.2 Verbal Authorization	1
5-2	Diagnostic Analyzers	2
	5-2.1 Performance	2
	5-2.2 Liability.....	2
5-3	Sublet Repairs	2
	5-3.1 Requirements	2
	5-3.2 Mechanic Certification.....	2
5-4	Unfair and Deceptive Practices	3
	5-4.1 Requirement.....	3
	5-4.2 Prohibited Practices	3

Chapter 6: Post-Repair Requirements

6-1	Final Invoices	1
	6-1.1 Requirement	1
	6-1.2 List of Items	1
6-2	Replaced Parts	2
	6-2.1 Requirement	2
	6-2.2 Exceptions	2
	6-2.3 Time Factor	2
	6-2.4 Exchange (Core) Agreement	2
	6-2.5 Explanation of Parts Replacement	3
6-3	Garage Keeper's Lien	3
	6-3.1 What is a Garage Keeper's Lien (GKL)?	3
	6-3.2 Applying for a Garage Keeper's Lien	3
	6-3.3 Prohibition	5
	6-3.4 Penalties	5
6-4	Garage Keeper's Liability	6
	6-4.1 Vehicle Damage	6
	6-4.2 Written Statement	6

Chapter 7: Mechanic Certification Requirements

7-1	Motor Vehicle Mechanics	1
	7-1.1 Requirement	1
	7-1.2 Specific Types	1
	7-1.3 Fees	1
	7-1.4 Loss of Certification	2
	7-1.5 Reporting Unlicensed Mechanics	3
7-2	Repair Categories	4
	7-2.1 Automobile and Light Truck Certification Categories	4
	7-2.2 Heavy-duty Truck Certification Categories	5
	7-2.3 Other On-road Vehicle Certification Categories	5
7-3	Mechanic Certification	5
	7-3.1 Requirements	5
	7-3.2 Master Automobile Mechanic	6
	7-3.3 Master Heavy-Duty Truck Mechanic	6
	7-3.4 Specialty Mechanic	6
7-4	Display of Certificate	8
	7-4.1 Requirement	8
	7-4.2 Certificate Information on Final Invoice	8

7-5	Certification Renewal	8
	7-5.1 Effective Date	8
	7-5.2 Renewal Procedure	8
	7-5.3 Performing Repairs after Expiration Date	8
	7-5.4 Late Fee.....	9
	7-5.5 Replacement Certificate.....	9
7-6	Mechanic Recertification	9
	7-6.1 Requirement.....	9
	7-6.2 Expiration Date and Schedule.....	9
7-7	Mechanic Trainee Permits	10
	7-7.1 Authorization	10
	7-7.2 Application Procedures	11
	7-7.3 Replacement Permit	11
	7-7.4 Permit and Certificate Information on Final Invoice.....	12

Chapter 8: Motor Vehicle Mechanic Repair Categories

8-1	Requirement	1
8-2	Automobile and Light Truck	1
	8-2.1 Engine Repair.....	1
	8-2.2 Engine Tune-up/Performance	3
	8-2.3 Front End, Suspension and Steering Systems.....	3
	8-2.4 Brakes and Braking Systems	4
	8-2.5 Automatic Transmission	4
	8-2.6 Manual Transmission, Front and Rear Drive Axles	5
	8-2.7 Electrical Systems	6
	8-2.8 Heating and Air Conditioning.....	6
	8-2.9 Collision-Related Mechanic Repair.....	7
	8-2.10 Unitized Body Structural Repair.....	7
	8-2.11 Pre-1973 Vehicle Repair.....	8
8-3	Heavy-duty Trucks Over 10,000 Pounds G.V.W.	9
	8-3.1 Heavy-duty Truck Gasoline Engine Repair.....	9
	8-3.2 Heavy-duty Truck Diesel Engine Repair.....	10
	8-3.3 Heavy-duty Truck Drive Train	11
	8-3.4 Heavy-duty Truck Brakes and Braking Systems.....	11
	8-3.5 Heavy-duty Truck Suspension and Steering Systems	12
	8-3.6 Heavy-duty Truck Electrical Systems	12
	8-3.7 Heavy-duty Truck Collision-Related Mechanical Repair.....	12

8-4	Motorcycle	13
8-5	Recreational Trailer	13
	8-8.1 Definition.....	13
	8-8.2 Conditions.....	13
8-6	Mechanic Certification Requirements Involving Sublet Repairs	14
8-7	Minor Repairs	14

Chapter 9: Working with Department of State

9-1	Investigations	1
	9-1.1 Authorization.....	1
	9-1.2 Investigations.....	1
	9-1.3 Timely and Favorable Responses.....	2
9-2	Violations	2
	9-2.1 Restitution.....	2
	9-2.2 When Violations Are Alleged.....	2
	9-2.3 Disciplinary Action.....	3
	9-2.4 Violation Retention.....	3
9-3	Inspections	4
9-4	Audits	4

Frequently Asked Questions	Q-1
---	------------

Appendix A: Consumer Information Sign	A-1
--	------------

Appendix B: Waiver of Estimate	B-1
---	------------

Appendix C: Notice of Parts Return	C-1
---	------------

Appendix D: Estimates	D-1
------------------------------------	------------

Appendix E: Written Invoice	E-1
--	------------

Glossary of Terms	G-1
--------------------------------	------------

List of Tables

Chapter 1

Table 1-1	Repair Facility Registration Fees.....	4
-----------	--	---

Chapter 7

Table 7-1	Repair Categories Requiring Certification.....	7
Table 7-2	Mechanic Recertification Schedule.....	10

Chapter 8

Table 8-1	Engine Repair.....	2
Table 8-2	Engine Tune-up/Performance	3
Table 8-3	Front End, Suspension and Steering Systems	4
Table 8-4	Brakes and Braking Systems.....	4
Table 8-5	Automatic Transmission	4
Table 8-6	Manual Transmission, Front and Rear Drive Axles.....	5
Table 8-7	Heating and Air Conditioning	6
Table 8-8	Heavy-duty Truck Gasoline Engine Repair	9
Table 8-9	Heavy-duty Truck Diesel Engine Repair	10
Table 8-10	Heavy-duty Truck Drive Train	11
Table 8-11	Heavy-duty Truck Brakes and Braking Systems	11
Table 8-12	Heavy-duty Truck Suspension and Steering Systems	12
Table 8-13	Recreational Trailer	13