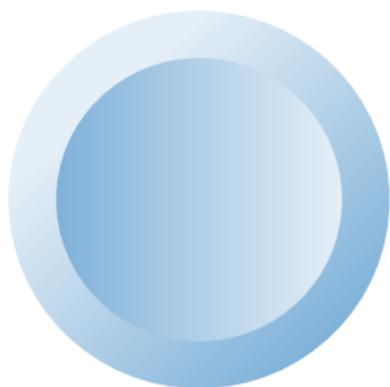




A GUIDE TO THE AUTO REPAIR LAW

For Mechanics and
Repair Facilities



MICHIGAN DEPARTMENT OF STATE

■ Provide An Itemized Invoice

When repairs are complete, Michigan law requires you to provide customers a final invoice that lists the prices for parts and labor, the parts that were installed, and tells whether the parts were new, used or rebuilt.

The invoice must also include the name and certification number of each mechanic who worked on the vehicle or who inspected and approved repairs to the vehicle.

The invoice must be signed by the owner or someone authorized by the owner to certify that repairs were done properly.

A customer must receive a copy of the final invoice.

■ Return Replaced Parts

Along with an itemized final invoice, the law entitles the customer to all replaced parts.

If the customer neither asks for a replaced part nor authorizes you to throw it away – in other words, he or she does not mention the part – you must keep it for two business days after the vehicle is picked up.

If you ask and the customer does not want the part, you may throw it away.

If you have an exchange agreement with your supplier for a certain used part, you must show the part to the customer first before giving it to the supplier or hold the part for two business days. The customer may keep the part, provided the customer pays you the core charge.

■ Make Sure Your Shop Displays "The Sign"

Michigan law requires all registered repair facilities to post a consumer information sign where it may be clearly seen and read by the customer.

The sign must meet certain requirements, such as size and wording. See the *Repair Facility Manual* for details or contact the Michigan Department of State.

Additional automotive brochures published by the Department of State:

Auto Repair Rights & Repair Tips
Consumer's Automotive Information & Complaint Kit

Consumer's Guide to Automatic Transmission Service

Consumer's Guide to Brake Repair Service

Consumer's Guide to Buying a Vehicle from a Dealership

Consumer's Guide to Collision Repairs

Consumer's Guide to Engine Replacement

Consumer's Guide to Vehicle Leasing

Consumer's Guide to Vehicle Restoration

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