



STATE OF MICHIGAN  
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DEPARTMENT OF STATE  
LANSING

**Michigan Repair Facility Manual Update**

Agency: Secretary of State

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To Michigan Repair Facilities:

**Chapter 4 Update; Section 4-1.7; Electronic Estimates**

Chapter Four has been updated to clarify requirements when an electronic repair estimate is offered to a customer in lieu of a printed estimate. When an electronic estimate is offered the following applies:

- The customer must agree to accept an electronic version of the estimate.
- If the customer declines an electronic estimate the repair facility must provide a printed estimate to the customer.
- Electronic devices and media may be used e.g. e-mail, cell phone, social media, etc. to present a customer with an estimate before repair services are performed.
- Providing an electronic estimate does not waive any requirement to comply with any other provision of the Act or Rule.

Electronic estimates must itemize all parts and services necessary for a repair and include all labor costs. An updated estimate may be offered electronically if costs exceed the original estimate. Electronic estimates may also be offered to customers for diagnostic and no charge estimates.

Repair facility owners must maintain in their records all copies of all estimates for five years.

**Important Note:** All requirements listed in section 4-1 of the Michigan Repair Facility Manual must be met when providing customers with electronic estimates.

More specific information regarding estimates may be found in Chapter 4, section 1 of the Michigan Repair Facility Manual. This manual can be accessed on the Department's website at the following link:

<http://www.michigan.gov/sos/0,8611,7-127-49534-123898--,00.html>