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## Appendix D

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# Estimates

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Estimates inform the customer of the costs associated with a repair. Sample estimates for a repair are provided on the following pages. They outline required information that must be provided to each customer before doing the work.

All estimates must disclose the following:

- A. A list of the parts to be provided with their prices;
- B. A disclosure whether the parts are new OEM, new, OEM surplus, used, rebuilt or reconditioned;
- C. An estimated price for labor and estimated labor time;
- D. The facility's registration number.

The Motor Vehicle Service and Repair Act requires a motor vehicle repair facility to provide their customers with a written estimate, itemizing as closely as possible the price for labor and parts necessary for a specific job prior to the commencement of work. These requirements can be met electronically if the repair facility complies with the following:

- a) The customer must agree to accept an electronic version of the estimate.
- b) If the customer declines an electronic estimate the repair facility must provide a printed estimate to the customer.
- c) 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.
- d) Providing an electronic estimate does not waive any requirement to comply with any other provision of the Act.

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 three years.



Appendix E

QUANTITY	PART NO. DESCRIPTION	ESTIMATED AMOUNT	ACTUAL AMOUNT
1	18024931 Front Brake Pads	54 50	54 50
2	14094932 Rotors	185 84	185 84
SPECIAL REPAIRS			
BROUGHT FORWARD			
TOTAL PARTS		240 34	240 34

**Tom's Speedy Service**  
 321 Main Street  
 Anytown, Michigan 48910  
 616-739-8088

011001

Date 2-5-98  
 Time Received 8:00 **(A.M. P.M.)**  
 Promised 5:00 **(A.M. P.M.)**  
 Business Telephone 373-9060  
 Residence Telephone \_\_\_\_\_  
 Phone when ready  Yes  No  
 Customer Order No. \_\_\_\_\_  
 Estimator/Writer Joe  
 Retain Parts  Yes  No

Name John Doe  
 Address 104 Main Street Apt. No. \_\_\_\_\_  
 City Anytown, Michigan 48910  
 Name of Additional Person \_\_\_\_\_ Phone \_\_\_\_\_  
 Who May Authorize Repair Work \_\_\_\_\_  
 Year-Make-Model 95 Chevy Monte Carlo Engine Type  4 Cyl.  6 Cyl.  8 Cyl.  Rot. License No. 123 CDP  
 Vehicle I.D. No. ZG1WW1ZM659332427 Odometer 55,495 Deposit \$ No  
 Daily Storage \$ No Diagnostic Charge \$ No  
 Rate:  Flat  Hly.  Both  Cash  Check  Credit Card  Charge

REPAIR ORDER - LABOR INSTRUCTIONS		Est. Time Hrs.   10%	Estimated Amount	Actual Amount
Serv. Tech.				
1	Front Brake Job	1 0	50 00	50 00

**ALL PARTS ARE NEW UNLESS OTHERWISE STATED**  
 YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.  
 Estimate Increased Total: \$ \_\_\_\_\_ Authorized by: \_\_\_\_\_  
 Repairs \_\_\_\_\_ Mechanic's Name & Michigan Certification Number  
 Performed 1. Joe Grant M100000 3. \_\_\_\_\_  
 By 2. \_\_\_\_\_ 4. \_\_\_\_\_

—CERTIFICATION—  
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300)  
 Company Authorized Representative Joe Grant  
 MICHIGAN REPAIR FACILITY REGISTRATION NUMBER **(D)** F100000

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. **I HAVE READ AND UNDERSTAND THE ABOVE TERMS.**

AUTHORIZED BY John Doe

GAL. GASOLINE	⊙		
QTS. OIL	⊙		
LBS. GREASE	⊙		
TOTAL GAS - OIL - GREASE			

Estimated Cost of Repair Work		
Total Labor	50 00	50 00
Total Parts	240 34	240 34
Environ. Charges	_____	_____
Special Repairs	_____	_____
Gas, Oil, Grease	_____	_____
Tires, Tubes	_____	_____
Total	290 34	290 34
Tax	14 42	14 42
Less Deposit	_____	_____
<b>TOTAL AMOUNT</b>	<b>304 76</b>	<b>304 76</b>