

Chapter 3

Body Shops

Section 3-1

Certification

3-1.1 Collision-related Mechanical Repair. A mechanic in a body shop who removes and replaces mechanical parts that are collision-related damaged, must be certified either in the category appropriate to the part involved or in the category of Collision-related Mechanical Repair.

- a) Repair, diagnosis or overhaul of most mechanical components must be done by mechanics certified in appropriate repair categories.
- b) A mechanic certified in Collision-related Mechanical Repair may remove and replace other vehicle components in order to gain access to the collision-damaged mechanical components.
- c) Evacuating and charging of air conditioning systems must be performed by mechanics certified in Heating and Air Conditioning.

3-1.2 Unitized Body and Structural Repair. A mechanic who diagnoses, repairs, or replaces components that affect the structural integrity or unitized body of a vehicle must be certified in Unitized Body and Structural Repair. This includes persons who diagnose (estimate) the extent of work needed to repair **ALL** vehicles damaged by collision (see note on page 2).

- a) Structural Components are all parts identified by the motor vehicle manufacturer that maintains the structural integrity of the vehicle.
- b) Removing a dent from a roof or quarter panel is not viewed as affecting the structural integrity of the vehicle and does not require certification. However, the sectioning or replacement of the roof panel or quarter panel requires the person performing the repair to be certified in Unitized Body and Structural Repair.
- c) Repair or replacement of a bolt-on component, such as a hood, fender, door, deck lid, hatch or bumper, does not require certification.

*Note: The repair and replacement of bolt-on components does not require mechanic certification; however, a mechanic who is certified in unitized body and structural repair is required to diagnose **ALL VEHICLES DAMAGED BY COLLISION** to determine if the underlying structural components the panels are bolted to are structurally sound. If a collision/body shop does not employ a mechanic who is certified in unitized body or structural repair, the facility will need to sublet the diagnosis of the underlying structure to a shop that has a mechanic that is certified in unitized body and structural repair. If your facility chooses to sublet the diagnosis, the repair facility and mechanic information must be properly noted on the invoice. Instructions on how to notate sublet repairs can be found in Section 5-3 of the Chapter 5 of the Repair Manual.*

Section 3-2

Body Shop Inspections

During reasonable business hours, Department investigators and other law enforcement officials may make periodic, unannounced inspections of the premises and parts inventories of facilities. Failure to allow, or hindering an inspection, will result in a summary suspension of the facility.

Section 3-3

Major Component Parts

The Act defines the following parts as the major component parts of a vehicle:

- a) The engine
- b) The transmission
- c) The right or left front fender
- d) The hood
- e) A door that allows entrance to or egress from the passenger compartment of the vehicle
- f) The front or rear bumper bar
- g) The right or left rear quarter panel
- h) The deck lid, tailgate, or hatchback
- i) The trunk floor pan
- j) The cargo box of a pickup
- k) The frame, or if the vehicle has a unitized body, the parts identified by the motor vehicle manufacturer as structural components
- l) The cab of a truck

- m) The body of a passenger vehicle
- n) Airbags and seatbelts

Section 3-4

Major Component Part Record

3-4.1 Requirement. A repair facility engaged in body repairs must maintain a major component part record (see **below image and the Appendix on the last page in Chapter 2 for an example**). When a body shop acquires a used late model major component part or dismantles a late model vehicle for its component parts, the following must be entered in the major component part record:

- a) Purchase or acquisition date of the part or the vehicle from which the part was removed
- b) Description of the part (engine, right front door, front bumper, etc.)
- c) Vehicle Identification Number or stock number assigned to the individual part.
When a whole vehicle that is already entered into the Police Book is being dismantled for parts, the purchase, stock, or inventory number assigned to the whole vehicle may be used as the stock number assigned to each part that is removed. When a stock number is assigned to an individual part, the number used must be traceable, in the facility's records, back to the vehicle identification number of the vehicle from which the part was removed.
- d) Make, year, model and color of the vehicle from which the part was removed (vehicle color is not required for engines or transmissions)
- e) If an individual part, the name and address of the person from whom the individual part was acquired or to whom it was sold
- f) Parts purchase invoice number
- g) Date of sale (Repair Invoice Date)
- h) Repair Invoice Number

Major Component Parts Record												
Date of Purchase	Description	VIN or Assigned Part Number	Year	Make	Model	Color	Name & Address Purchased From	Invoice Number	Dealer Number	Date Sold	Name & Address Sold to	Invoice Number
9/22/2017	Drivers Air Bag (Steering Wheel)	2-5	2004	Dodge	Caravan	Silver	Jim's Salvage Parts 1245 Lane St. Lansing, MI 48911	R1462	C5036	5/5/2018	John Smith 2345 Main St. Lansing, MI 48911	R13562
10/12/2018	Drivers Door	1B4GP25391B131844	2007	Dodge	Durango	Blue	Don's Auto Salvage 8211 Center St. Webster, MI 45820	S2861	C5126	11/2/2018	Roger Brown 7152 Geer St. Bath, MI 48602	R2876

3-4.2 Record Retention. A late model major component part record must be maintained in a ledger-type format with a single line entry for each part acquired and sold. The pages of the record must be numbered consecutively.

3-4.3 Electronic Record Keeping. A body shop may keep an electronic major component part record if the following requirements are met:

- a) Hard (paper) copies of all data entries shall be produced (printed) in sequential order and available for inspection at the body shop's location upon request from a regulation agent or law enforcement.
- b) A reference guide to any codes or abbreviations used in the electronic records is available at the body shop's location for review by a Department of State investigator or other law enforcement officer during a record inspection or a complaint investigation.
- c) If the electronic system is not functioning at the time of an inspection or investigation, the body shop must produce for an investigator, upon request, hard (paper) copies of the computer record of any transaction required to be in the body shop's record keeping system within a reasonable amount of time.
- d) The records system must be searchable to identify individual records.

Section 3-5

Estimate and Invoice Body Shop Compliance Criteria

3-5.1 Pre-Repair Estimate. If a repair facility is performing collision work, it is acceptable to attach their facility's estimate which includes their business information along with the repair facility registration number with a notation indicating 'Repairs to be performed per insurance company estimate-see attached,' along with the insurance company estimate. See below image example.

*U/Used R/Rebuilt RC/Reconditioned NC/ No Chg/Warranty RD/Reduced/ QTY PART NO DESCRIPTION PRICE EXTEND					Collision Shop Business Address Here		month/ mile warranty on all parts and labor unless otherwise specified.	
Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of \$_____ will be applied.					Intended Payment Method: CASH CHECK VISA MC AMEX		Date: Time:	
X _____ Date _____ ALL PARTS ARE NEW UNLESS OTHERWISE STATED					Name: _____ Address: _____ City: State: Zip: _____ Other Authorized Person: _____ Year/Make: Model: _____ VIN#: _____ Save Old Parts: Yes No (Core may apply)		Proposed Completion Date: Home Ph: _____ Work Ph: _____ Phone: _____ Tag: Miles In: _____ Miles Out: _____	
ESTIMATE/DIAGNOSTIC FEE: FLAT RATE _____ HOURLY RATE _____ BOTH APPLY _____ PER HOUR A storage fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion					LABOR CHARGES BASED ON: ESTIMATE/DIAGNOSTIC FEE: \$ _____ OR HOURLY AT \$ _____ PER HOUR		Description of Repairs Labor Charges	
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 <input type="checkbox"/> INVOICE <input type="checkbox"/>		PARTS: \$ _____ LABOR: \$ _____ SUBLET/OTHER \$ _____ SHOP SUPPLIES \$ _____ FEES \$ _____ Subtotal \$ _____ Tax \$ _____ TOTAL: \$ _____	
ESTIMATE INCREASED TOTAL: \$ _____ AUTHORIZED BY: REPAIRS MECHANIC'S NAME & MICHIGAN CERTIFICATION NUMBER PERFORMED 1. John Smith 3. M000000 BY 2. _____ 4. _____ - CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) COMPANY AUTHORIZED REPRESENTATIVE Paul Jones, Manager MICHIGAN REPAIR FACILITY REGISTRATION NUMBER F000000					Description of Repairs Labor Charges Description of Repairs Labor Charges Description of Repairs Labor Charges Description of Repairs Labor Charges Description of Repairs Labor Charges Description of Repairs Labor Charges		PARTS: \$ _____ LABOR: \$ _____ SUBLET/OTHER \$ _____ SHOP SUPPLIES \$ _____ FEES \$ _____ Subtotal \$ _____ Tax \$ _____ TOTAL: \$ _____	

Repairs to be performed per insurance company estimate - see attached.

The vehicle owner is the customer, not the insurance company. All repairs the facility intends to charge for must be approved by the customer. A copy of the facility's estimate along with the insurance estimate and all supplements must be given to the customer BEFORE repairs are performed.

During a facility inspection, the Regulatory Monitory Agent will expect to see approved estimates for all work being performed, regardless of payment method.

3-5.2 Post Repair Invoice. After the repair is completed, SIGN the certification statement (see note), add the mechanic(s) who diagnosed/performed the repairs on the facility invoice, and provide a copy of the facility's invoice and the relevant insurance supplement to the customer.

If the customer approved repairs not listed on the supplement, the repairs must be documented on the invoice. If the facility performed repairs not approved by the customer, the facility may not charge for them.

Note: The certification statement assures the customer their vehicle was repaired properly. It is the responsibility of the repair facility to repair the vehicle correctly. If an insurance company recommends an improper repair, it is the repair facility's responsibility to recommend and perform the proper repair or inform the customer they will not be able to repair the vehicle.

Section 3-6

Retention of Damaged Parts

If the customer and insurance company do not want damaged parts which have been removed from a vehicle, a body shop may keep them for possible reuse. All late model major component parts, regardless of how acquired, including damaged parts removed and kept for future use, must be assigned a stock number and entered in the late model major component part record.

Section 3-7

Salvage Vehicles

A body shop may not buy a salvage vehicle at a salvage pool unless the body shop is licensed as a Class C Used Vehicle Parts Dealer or a Class R Automotive Recycler Dealer. Body shops may not sell a whole salvage vehicle or a rebuilt vehicle without a Class C or R dealer license.

Section 3-8

Disposing of a Salvage Vehicle

If a body shop purchases a vehicle and removes one or more of its major component parts, the body shop may sell the remaining portion of the vehicle to one of the following:

- a) A Class C used vehicle parts dealer
- b) A Class E distressed vehicle transporter

- c) A Class R automotive recycler
- d) A Class F scrap metal processor
- e) A Class H foreign salvage vehicle dealer

When the remaining portion of the vehicle is sold, the body shop must update its Police Book to show when and to whom it was sold.

Section 3-9

Class C or R Dealer and Body Shop

A body shop that sells but does not install motor vehicle parts must be licensed as a Class C Used Vehicle Parts Dealer or a Class R Automotive Recycler. Parts records must be available at the licensed address. It is acceptable for a business which is both a Class C/R dealership and a body shop to maintain one set of parts records if the businesses are co-located. However, if the Class C/R dealership and the body shop are at two separate locations, duplicate records must be kept at each location.