



Consumer Alert

KNOW YOUR AUTO REPAIR RIGHTS

Due to the high volume of complaints received from consumers on unethical or illegal auto repair practices, now is the time to be thinking ahead for winter weather and possible repair damage. Consumers may benefit by familiarizing themselves with the following protections under the Colorado Motor Vehicle Repair Act (MVRA) *C.R.S. 42-9-101*:

- A vehicle repair facility must obtain the written consent of the customer before performing any repairs.
- If the repair facility does not get written owner consent at the time the vehicle is brought in, before starting work they must verbally communicate the estimate and get the owner's verbal authorization, then write on the estimate (invoice) the name of the employee who made the call, the date, time and phone number called, and the name of the person who gave consent to do the repair.
- In the event the vehicle is towed, the written or oral estimate provision rule does not apply. In this instance, up to \$100 of work may be done without an estimate.
- The repair facility must include in the estimate the total repair cost, completion date, whether new, used, rebuilt or reconditioned parts will be installed, whether any replaced parts will be returned at the request of the owner, and any cost if the owner chooses not to have the work done.
- A copy of the completed written estimate of the total cost of repair must be provided to the customer.
- If additional repairs are necessary after the original work has been started, the repair facility must again get the owner's consent before the extra work is done. Otherwise, the repair facility can charge the owner only the estimated cost plus 10% or \$25.00, whichever is less.

The Motor Vehicle Repair Act also includes requirements for diagnostic work, parts, warranty work, invoices, giving up rights to an estimate and penalties if the law is not followed.

More information can be found on the following websites: [Better Business Bureau](#), [Colorado Attorney General](#), and the [Colorado AAA](#) (American Automobile Association).

18th Judicial Consumer Protection Line: 720-874-8547