

Motor Vehicle Repair Authorization		Montgomery County Reg No.
Business Name Address Phone Email	Fax	DATE
Customer Name Address City, State, Zip Phone email	Cell Phone	Vehicle Year, Make Model VIN: License No. Odometer Reading
Manufacturer Special Policy Adjustment Programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.		NOTICE: Under certain circumstances, the repair facility may not be responsible for damage to the customer's vehicle while it is on the facility's premises. You should ask the management about the extent of its responsibility and its insurance coverage.
CUSTOMER DESCRIPTION OF PROBLEM OR SERVICE REQUESTED		
CUSTOMER'S RIGHTS		
1. You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? Yes No		
2. You may not be charged an amount more than 10% above an estimate without your consent.		
3. You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under a warranty agreement. If you do <u>not</u> want the parts, Initial here: _____		
4. Repairs not originally authorized by you will not be charged to you without your consent.		
I hereby authorize the repair work listed. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery.		
Customer's Signature _____		

A

B

C

Montgomery County
Office of Consumer Protection
100 Maryland Avenue, Room # 330
Rockville, MD 20850
240 - 777 - 3636

INFORMATION FOR REPAIR FACILITIES

State law (MD Com. Code 14-1008) requires you to give the customer a repair authorization form prior to beginning repairs. This sample repair authorization form contains all of the information required by law. You can use it as a model, but your form does not have to look exactly like our sample. You can change the size of the form and the location of each item, but the disclosures must be clear and conspicuous and all legally-required information must be included.

On the sample, there are letters of the alphabet that correspond to the KEY TO THE AUTHORIZATION FORM. For example, the letter C next to "Customer Rights" on the form corresponds to the letter C in the KEY TO THE AUTHORIZATION FORM. Here, you'll find a summary of the law requiring the authorization form to have a separate section called "Customer Rights". The KEY TO THE AUTHORIZATION FORM has plain language summaries of the motor vehicle repair laws, with additional explanatory information. The summaries are followed, in parenthesis, by citations that tell where each section appears in County or State law. For more information, please call us at 240 - 777 - 3636. Downloadable copies of the laws are available at:

KEY TO THE AUTHORIZATION FORM

- A - The authorization form must include this notice worded this way. (MD Comm. Code 14-1008(d))
- B - The authorization form must include a clear statement covering this information on responsibility but it may be worded differently than our model. (MD Comm. Code 14-1008(e))
- C - The authorization form must have a separate section with the heading "Customer's Rights", that contains the information stated on our model form and is displayed immediately before the space for the customer's signature. (MD Comm. Code 14-1008(a), (b))
1. You must give every customer, upon request, a written estimate for repairs costing more than \$25.00. You may charge a reasonable fee for making the estimate provided (1) you need a reasonable time for diagnosing the problem, and (2) you disclose the fee prior to making the estimate. You may not charge the customer for the estimate unless you disclose the fee beforehand.
 2. You cannot exceed a written or verbal estimate by more than 10% without the customer's authorization. If the actual charges for the repairs or maintenance will exceed the total written or oral estimate by more than 10%, you must immediately notify the customer.

You can notify the customer by telephone, verbally, or in writing of the new estimated charges. The customer may then authorize the new estimated charge or cancel the order for repairs. You must confirm that authorization or cancellation in writing, and this can be done on the repair order. You should note the name of the person you talked to, the date, the time, and the new estimated charge. If the customer cancels the repair, you must release the unrepaired or partially repaired motor vehicle as soon as possible. It must be in a condition reasonably like you received it (unless it is impossible to reinstall removed parts). You are allowed to charge the customer for any reasonable repairs or services you have performed. (County Code 31A-10(c))
 3. You must return all parts to the customer unless (1) you are required to return them to the manufacturer or distributor under a warranty agreement, or (2) the customer gives you oral or written consent to dispose of them. If a customer wants parts with a core charge returned, you can require the customer to pay the core charge before you return the parts. (County Code 31A-13)
 4. You must get the customer's written or oral consent to charge them for repairs that he or she did not originally authorize. (MD Comm. Code 14-1008 (a)(3), 14-1006)