

Department of Consumer Affairs
Bureau of Automotive Repair

Internet-Based Automotive Repair

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Internet-Based Automotive Repair

- A cursory review of online automotive repair options available to the public vary in the type of services offered. Examples of online retailers and how they may identify their business model include but are not limited to:
 - **Concierge Service** – Company facilitates the repair transaction, obtains the vehicle from the consumer, takes the vehicle to a repair station, and subsequently returns the vehicle to the consumer. In some instances, the company business model may just operate as a delivery service.
 - **Referral Service** – Company provides a range of prices for automotive services from various repair facilities and puts the consumer in contact with the facility the consumer chooses. In some instances the online company may have repair dealers bid on the specific repair chosen by the consumer and the consumer accepts the facility that “won” the bid.
 - **Online Mobile Repair** – Consumer contracts for a service with an online repair dealer, company sends mobile mechanic to location of consumer choosing, and repairs performed at said location.

Applicable Statutes

Business and Professions Code

- 9880.1(a) “Automotive Repair Dealer” means a person who, for compensation, engages in the business of repairing or diagnosing malfunctions of motor vehicles.
- 9884.6(a) It is unlawful for a person to be an automotive repair dealer unless that person has registered with BAR and unless that registration is currently valid.
- Pursuant to 9884.9(b) whenever work is to be sublet, the automotive repair dealer shall include with the written estimated price a statement that the work will be done by someone other than the dealer or his or her employees. No service shall be done by someone other than the dealer or his or her employees without the consent of the customer, unless the customer cannot reasonably be notified.
- 9884.9(b) The dealer shall be responsible, in any case, for any service in the same manner as if the dealer or his or her employees had done the service.

Applicable Regulations

Title 16, California Code of Regulations

- 3371.1 A person shall be deemed to be an automotive repair dealer as defined by 9880.1(a) of the Business and Professions Code when such person:
 - (d) holds himself or herself out to the public as an automotive repair dealer and receives a motor vehicle from the public and transmits or renders control of the motor vehicle to another for repair. A person will be deemed to be holding himself or herself out to the public as an automotive repair dealer when such person solicits business in a manner which might reasonably lead the public to believe that such person is an automotive repair dealer, or when the person receiving the service is billed on such person's own invoice.

Note: Subsections (a), (b), (c) omitted for brevity. See Section 3371.1 for full text.

Applicable Regulations

- 3351.3(b) When conducting business from other than the principal business address shown in an automotive repair dealer's registration, the dealer shall provide to every customer, with the customer's copy of the work order, a copy of an official automotive repair dealer's sign.

Note: See Section 3351.3(b) (1) – (4) for full text of sign specifications/requirements.

Questions and Comments

Submit additional questions and/or comments to:

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