

Tear Down Disclosure Requirements for Automotive Repair Dealers

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Bureau of Automotive Repair

Background

- BAR complaint mediation observations
 - Consumer confusion on insurer co-pays, even after signing tear down estimate with a disclosure
 - Vague descriptions of work to be performed on tear down estimates
- Meetings with CAA to review these issues
- BAR's goal with proposal to amend existing CCR sections
 - Add clarifying language to existing definitions
 - Provide additional definitions of terms relating to disclosure requirements
 - Clarify estimate and work order requirements relating to vehicle tear down estimates including those involving an insurance claim or a third-party payor

CCR 3352 – Definitions

- “Specific job” defined – BPC 9884.9 requires ARD to provide an estimate that includes an estimated price for labor and parts for a specific job
 - Tear down estimates would require specific portion or area, or specific component, to be disassembled
- “Tear Down” definition updated to be consistent with “specific job” definition
- “Pre-loss condition” definition added
- “Third-party payor” definition added
 - Aftermarket warranty provider
 - Insurer
 - Other entity contracting with consumer to pay for repairs/maintenance

CCR 3353 – Estimate/Work Order Requirements

- Tear Down Estimate
 - Requirements changed to be consistent with CCR 3352
 - Added new requirement for ARD to disclose the number of days after presentation of an itemized estimate (upon completion of a tear down) that the customer has to authorize the repair or remove the vehicle
 - Shall be no less than 6 business days
 - Consistent with CDI regulations on number of days that an insurer representative shall have to inspect a vehicle upon request by an ARD
- Itemized Estimate for Repairs after Tear Down
 - Added requirement for ARD to include the amount the insurer or other third-party payor is paying on the claim
- Minor grammatical changes

Public Comment on Draft Regulations

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