

PRELIMINARY STAFF MEASURE SUMMARY

CARRIER:

House Committee on Consumer Protection and Government Efficiency

REVENUE: No revenue impact

FISCAL: May have fiscal impact, statement not yet issued

SUBSEQUENT REFERRAL TO:

Action:

Vote:

Yeas:

Nays:

Exc.:

Prepared By: Patrick Brennan, Administrator

Meeting Dates: 6/2

WHAT THE MEASURE DOES: Requires vehicle repair shops to display a sign that advises customers of certain rights they are afforded as customers. Requires a repair shop’s estimate for repairs to include a check box, or similar designation, by which a vehicle owner or their designee may ask to inspect parts, or ask for a return of parts, that are replaced during the repair process.

ISSUES DISCUSSED:

EFFECT OF COMMITTEE AMENDMENT: No amendment.

BACKGROUND: House Bill 3551 creates a statutory requirement that vehicle repair shops provide notice to customers, in the form of signage prominently visible to vehicle owners seeking repairs. The measure outlines information that must be included on the signs regarding the rights of customers, including:

- A written estimate for repair work that includes labor, parts and incidentals;
- A detailed invoice of work performed and parts supplied;
- Parts replaced during the repair and information that the customer may request return of the parts or an opportunity to inspect the parts that were replaced;
- Separate authorization for cases where the vehicle, or its components, must be disassembled to evaluate the vehicle’s condition, and information on time to reassemble should the customer opt against the repairs, and;
- Information on how to contact the Attorney General consumer hotline and/or submit a complaint.