



PUBLIC AWARENESS NOTICE REGARDING AUTO REPAIR

The Ohio Board of Motor Vehicle Repair was established in 1997. The Board's main purpose is to enhance consumer awareness regarding the protection and safety of motor vehicle repairs made in Ohio. Consumers must know their rights regarding repairs and their options if those rights are violated. The following are some frequent issues motor vehicle owners may face.

Notify Your Insurance Carrier

If the repairs needed are the result of an accident, prior to authorizing the repairs, notify your insurance agent or carrier. Your insurance carrier may require an adjuster to inspect your vehicle and the damage. This can be accomplished at the insurance claim center or at the repair shop you have chosen. This notification is required by most insurance policies. Vehicle owners should consider notifying the claims representative up front that they plan to invoke the appraisal of their policy in case the insurance company and the shop of their choosing does not agree on the repairs needed. Also advise the insurance company you plan on having a "Post-Repair Inspection" completed after the vehicle is finished.

Choosing an Auto Repair Facility

As the owner of a motor vehicle in need of repair, *YOU* have the right to choose the shop where you wish to have those repairs made. *This is the law!* Check our website for a legal repair shop near you.

Do I Need More Than One Estimate?

No. Select a repair facility you are comfortable with and have them write your estimate. Rarely can a proper estimate be made without some disassembly of the vehicle. A thorough "Pre-Repair Inspection" is a must.

Is the Work Guaranteed?

Only the repair shop can guarantee their own work with a lifetime warranty. Prior to authorizing the repairs, ask to see the shop's guarantee and have any information you do not understand clarified.

Qualified Repair Centers

If collision, glass or airbag repairs are needed, verify your shop of choice is registered with our Board. Check our e-Licensing system at www.mvrboard.ohio.gov. Also, look for certificates of technical training. Memberships in professional associations, such as the Better Business Bureau, can indicate the shop is current with the latest repair techniques and they are serious about maintaining a positive reputation.

Know Your Shop

Make certain the shop you choose has a reliable and professional reputation. Ask for references. Look at the appearance of the facility. Look at the cleanliness, organization, equipment, employees, and their demeanors. Chances are, if you are satisfied with your first impressions, you will be satisfied with their work.

Inspect the Repairs

Before driving away from the shop, examine the repairs that you can see. Take a test drive to check the mechanical repairs. Look at the appearance of your vehicle. Have they presented the vehicle to you clean?

Make sure everything operates properly. If you are not satisfied with the repairs, mention your concerns immediately. If anything does not work properly, (i.e., lights, turn signals, horn, etc.) the vehicle could be deemed unsafe resulting in a citation. Worse yet, the things you can not see may not be working; airbags, sensors, safety systems. Always get a "Post-Repair Inspection" from a shop that provides that service.

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Website: www.mvrboard.ohio.gov

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