Auto Body Repair Consumer Bill of Rights

(Amended effective January 1, 2010)

A consumer is entitled to:

1. Select the auto body repair shop to repair auto body damage covered by the insurance company. An insurance company shall not require the repairs to be done at a specific auto body repair shop.
2. An itemized written estimate for auto body repairs and upon completion of repairs, a detailed invoice. The estimate and the invoice must include an itemized list of parts and labor along with the total price for the work performed. The estimate and invoice must also identify all parts as new, used, aftermarket, reconditioned, or rebuilt.
3. Be informed about coverage for towing and storage services.
4. Be informed about the extent of coverage if any, for a replacement rental vehicle while a damaged vehicle is being repaired.
5. Be informed of where to report suspected fraud or other complaints and concerns about the auto body repairs.
6. Seek and obtain an independent repair estimate directly from a registered auto body repair shop for repair of a damaged vehicle, even when pursuing an insurance claim for repairing the vehicle.

(California Insurance Code §1874.87, California Code of Regulations, Title 10, § 2695.85)

BAR
Bureau of Automotive Repair
www.autorepair.ca.gov

To schedule a no-cost auto body inspection, please call BAR toll-free at 866.799.3811.

Bureau of Automotive Repair
10949 North Mather Drive
Rancho Cordova, CA 95670

Contact us if you have questions or concerns about auto body repairs.

Complaints may be filed online.

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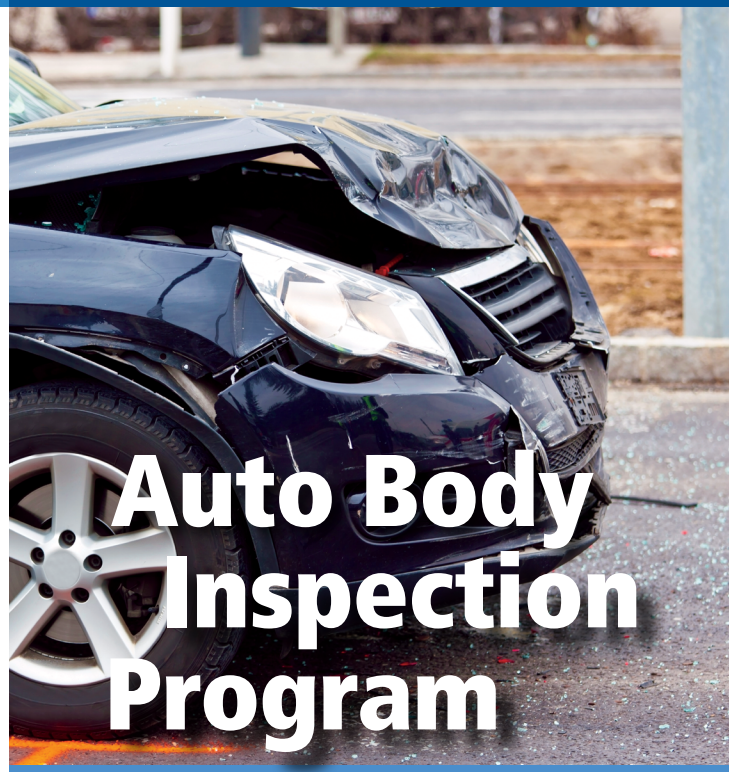

Auto Body Inspection Program

Was your car repaired after an accident?

Have it inspected at no cost.

Call BAR at 866.799.3811

DEPARTMENT OF CONSUMER AFFAIRS
BAR
Bureau of Automotive Repair

• www.autorepair.ca.gov •

What is the Auto Body Inspection Program?

Under the Auto Body Inspection Program, inspectors from the Department of Consumer Affairs' Bureau of Automotive Repair (BAR) will examine your car at no cost to verify that all repairs listed on your invoice were done correctly. If problems are found, BAR may be able to help get them resolved.

Why are inspections needed?

Because most collision repairs are hidden by the vehicle's panels, it can be hard to tell if the repairs were performed correctly, or if they were done at all. Undetected deficiencies could reduce the structural integrity of the vehicle and could put the driver and passengers at risk, especially in another collision.

Protecting consumers from fraudulent and substandard work is, and will remain, BAR's highest priority.

How do I participate?

1. You must have been the vehicle's registered owner when the repairs were done.
2. You need a copy of the auto body repair invoice, listing the repairs performed.
3. You need to call BAR toll-free at 866.799.3811 to schedule an appointment for your no-cost inspection.

On the scheduled date and time, a BAR inspector will come to your home or office to inspect your vehicle.

What if the inspector finds a problem?

If the inspector finds a problem with the repair, you may:

- Ask the inspector to open a complaint that will be investigated by a BAR field representative;
- Contact your insurance company for a follow-up with BAR; or
- Choose not to pursue the issue.

Note: BAR may independently investigate any fraud found during the inspection.