

Auto repairs

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Learn about automobile repairs and dealing with mechanics.

Where should I take my car for repairs?

Find a shop that does good, reliable work and one you trust because the legal remedies for resolving these disputes are limited.

- Disputes (disagreements) often arise about what repairs should be made, the cost of repairs, and the repair shop keeping your car until the bill is paid. Choose your repair shop with care.
- Get advice from friends.
- Check out repair shops with the Better Business Bureau or online rating and review sites.

What is the Auto Repair Act?

Auto repair facilities in Washington must follow the Auto Repair Act (<http://apps.leg.wa.gov/rcw/default.aspx?cite=46.71>) (ARA), RCW 46.71 (<http://apps.leg.wa.gov/rcw/default.aspx?cite=46.71>).

What is an “auto repair facility?”

It is any person, firm, association, or corporation in the business of repairing motor vehicles.

Under state law, the auto repair facility must give you a written estimate for repairs over \$100 if you meet in person. The estimate should include:

- Your odometer reading.
- The specific repair needed.
- The total estimated cost, including parts and labor.
- If they will use Original Equipment Manufacturer (OEM) parts.

Ask for everything to be in writing from any auto repair shop. Keep a copy of all the written records.

Should I get an estimate?

Before you take your vehicle to a repair shop, find out if an existing warranty covers the parts or service you need. If so, ask if the repair facility will honor the parts warranty and if it provides a written warranty for its own work. Find out in advance if there is a diagnostic charge. **Then** go to the shop to get an estimate.

If the estimate seems too high, ask for an explanation and get a second opinion before you authorize any work.

If you disagree with the repair estimate, try to take your vehicle to a second shop for another estimate if you are able to. You will have to do this before any repairs are made to your vehicle.

What are my rights when dealing with the repair shop?

You have a right:

- To a written price estimate for the repairs before you authorize them.
- To ask the repair shop to get your authorization if the repair cost will exceed the estimate.
- To ask for the damaged parts to be shown or returned to you, if you want them, before the work is done.

The repair shop must prominently display a sign that lists these rights.

What if the estimate is less than the final invoice?

The repair shop must give you a written invoice after all the work is done. Compare it to the original authorized estimate. The final invoice can't be more than 10% of the written estimate without your agreement. If there are charges beyond 10% of the estimate, you should have authorized them before the shop made the repairs. **Example:** The repair estimate is \$200. They could charge you up to \$220.

You can authorize repairs over the phone verbally, without a written authorization.

Does the law cover all repairs?

Yes, including

- **Diagnosis** of repairs needed.
- Repairs needed because of a **collision**.

- **Mechanical** components. These include exhaust, brakes, windshields, and frames.
- **Electrical** components.
- **Engine** repairs. This includes tune-ups.

Does the law guarantee repair work?

No. Discuss any warranty with the repair shop **before** you authorize any work. Demand a written copy of their warranty.

What is a Possessory Lien?

A repair shop generally can keep your vehicle until you have paid all repair costs. When the repair shop does it is called a “possessory lien”. The repair shop can’t do this **if one of these is true**:

- You asked them to return all repaired parts to you. They did not.
- They charged you over 110% of the written repair estimate.
- You didn’t authorize (tell them to do) the repair.
- They didn’t post the Customers Rights sign.

What if they will not give my car back?

If they wrongfully refuse to give back your car, you can:

- Pay to get your car back. Then sue in Small Claims Court for up to \$10,000 to get your money back
- Get help from a lawyer

What if I’m not happy with the repairs?

Try to work with the shop to fix the problems. If that doesn't work, you can do the following:

- Sue in Small Claims Court () for up to \$10,000 in damages or
- Get help from a lawyer

WashingtonLawHelp.org gives general information. It is not legal advice.

Find organizations that provide free legal help on our Get legal help page.