



Tips for Auto Repair

When trying to decide where to take your car for any service or repair, first check out the repair shop's record with the County of Summit Office of Consumer Affairs, Ohio Attorney General's Office or the Better Business Bureau.

Before You Need Repairs:

Read your owner's manual and follow the manufacturer's suggested maintenance schedule. For example: changing the oil and oil filter; changing the air filter; inspecting all fluids, filters, belts, hoses, brakes and emissions; and rotating the tires.

If your car has a manufacturer's or extended warranty, in order to comply make sure that you follow the procedures for repairs so that you do not void your warranty.

Ask for repair shop recommendations from family, friends and coworkers.

If you need repair work, ***always*** ask for a written estimate and make sure it includes parts and labor. Ask if there is a guarantee, have the shop put that in writing also.

If your car needs to be towed, ask the facility about how towing charges are determined, such as cost per mile.

Your Rights Under Ohio Law:

You have the right to an estimate if the expected cost of repairs or services will be more than \$25.

The repair shop must provide the anticipated completion date.

Your estimate must disclose that the final bill amount will not be higher than the estimate by more than 10% unless you approve the larger amount before repairs are finished.



Upon completion, the repair shop must provide you with an itemized list of repairs and services that have been done, including a list of parts and materials, a statement of whether they are used, re-manufactured or rebuilt, the cost of labor and the name of the mechanic performing the repair or service.

To read or download a complete copy of the Motor Vehicle Repair Law visit: <http://www.co.summit.oh.us/conaffairs.htm> and click on Laws.