

Service and repair estimate and authorization checklist*

*This guide is not a substitute for legal advice and is not designed as a substitute for advice from qualified independent legal counsel. This guide is not intended to be an exhaustive list of applicable legislation.

The following is a simplified checklist with regards to new service and repair legislation effective as of Oct. 31, 2018 in the Automotive Business Regulation (ABR) Sections 31.6, 31.7 and 31.8:

Estimate (Section 31.6):

(Check all that apply)

✓	If an estimate is requested by the consumer prior to repair or servicing:
	Is it in writing?
	Does it describe the proposed repair or servicing?
	Does it contain the estimated total cost of the proposed repair or servicing including labour, parts and equipment?
	If a written estimate cannot be provided because the automotive business has to perform diagnostic work first:
	Has an estimate stating the maximum cost for the diagnostic work been provided to the consumer prior to the diagnostic beginning?

Authorization of work – written (Section 31.7):

(Check all that apply)

✓	Before performing any repair or servicing to the consumer's vehicle, ensure that:
	Written authorization was obtained from the consumer prior to beginning any work or servicing.
	The written authorization must include:
	the name of the consumer or the person acting on their behalf that is giving authorization.
	the date the authorization is given.
	a description of the work being authorized.
	the estimated total cost of the work described above and confirmation from the consumer or the person acting on their behalf to authorize the work.

Authorization of work – not in writing (Section 31.8):

(Check all that apply)

✓	If written authorization cannot be obtained from the consumer prior to any repair or servicing, then the following information must be recorded:
	the name of the consumer or the person acting on their behalf that is giving authorization.
	the time and date the authorization was given.
	a description of the work being authorized to be completed.
	the estimated total cost of the work described above and confirmation from the consumer or the person acting on their behalf to authorize the work.
	how the authorization was given (via email, phone, etc.).