



State of Rhode Island  
DEPARTMENT OF BUSINESS REGULATION  
1511 Pontiac Avenue, Bldg. 69-1  
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Division of Commercial Licensing  
Auto Collision Repair  
Licensing Advisory Board

## AUTO BODY BULLETIN NUMBER 2020-1

### Itemized and Final Repair Bills

This Bulletin is applicable to all Licensees of the Department who have been licensed pursuant to R.I. Gen. Laws § 5-38-1 *et seq.* and 230-RICR-30-05-02, the *Motor Vehicle Body and Salvage Vehicle Repair* regulation.

The Department has become increasingly aware of a variety of Licensees who are not providing customers with either itemized repair bills or final repair bills. The purpose of this Bulletin is to both reinforce the applicable statutes and to provide guidance on Licensees' activities.

Pursuant to R.I. General Laws § 5-38-28, *Repair certification*:

The automobile body repair shop shall include in the documentation of each repair, a repair bill executed by the automobile body repair shop and certifying under the penalties of perjury, the repairs to a particular vehicle that have actually been made.

Pursuant to R.I. General Laws § 5-38-29, *Repair bills*:

Each repair bill shall contain an itemized listing of the manufactured parts, used parts, and generic parts installed by the licensee in the repair of the vehicle.

All Licensees should be providing their customers with documentation of the vehicle's repair, which should include but is not limited to a final repair bill certifying the repairs on the bill have been made and containing an itemized listing of the parts installed. Pursuant to 230-RICR-30-05-02, § 2.17, a licensee must maintain such records for two to five years and on site, subject to inspection by the Department.

A licensee's failure to comply with the above regulation and statutes can subject it to denial of its application, suspension or revocation of its license, and/or a monetary penalty per violation pursuant to R.I. Gen. Laws §§ 5-38-10 and 10.1.

Dated: February 3, 2020

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