



State of Rhode Island
Department of Business Regulation
Division of Commercial Licensing
Auto Body Section
1511 Pontiac Ave, Bldg. 69-1
Cranston, RI 02920

AUTO BODY BULLETIN 2023-01

Reminder of Record-Keeping Requirements **As Amended on May 26, 2022**

Issued: June 1, 2023

This Bulletin is applicable to all Auto Body Licensees of the Department of Business Regulation ("Department") pursuant to 230-RICR-30-05-2, the Motor Vehicle Body and Salvage Vehicle Repair Regulation.

Please be advised that consistent with recent amendments to Regulation 230-RICR-30-05-2.17, all licensees must maintain at a minimum the following information in its records for each motor vehicle repaired for a two (2)-year period.

For at least five (5) years, Class A Licensees shall also maintain the information identified and whatever additional information is necessary to identify what work they performed on the vehicle as a part of their lifetime warranty on repairs that is valid against workmanship defects:

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1. Consumer's name;
2. Consumer's address;
3. Vehicle make, model and year;
4. Vehicle VIN (Vehicle Identification Number);
5. Written authorization from the consumer to repair the vehicle;
6. All invoices and receipts in connection with repairs made on the vehicle;
7. The final repair bill, including but not limited to an itemized listings of manufactured parts, used parts and generic parts used in the repair;
8. Insurance estimate(s);
9. Any document wherein the consumer directs the insurance payment from the Insurer directly to the Licensee;
10. Any document wherein the Licensee references subcontracted work on the vehicle;



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11. Any scan done on the vehicle;
12. Any document describing the vehicle's frame measurements and calibrations;
13. Any document wherein the Licensee and the Consumer agree to repairs different from those outlined in the Insurance estimate;
14. Any photographs taken of the vehicle by the Licensee; and
15. Any document, including but not limited to notices, appraisals, estimates and/or any written consent, required to be provided by the auto body shop to its customer pursuant to R.I. Gen. Laws § 27-10.2-2.

All records kept in accordance with this Regulation must be maintained at the address which the premises is Licensed and available for inspection during regular business hours.

For more information, please contact the Auto Body Section via email at DBR.CommLicInquiry@dbr.ri.gov.

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