

Request for Proper Repair

When having your car repaired, it is important to assert your rights in all areas, including your rights with the actual repair facility. Since the vehicle owner is ultimately responsible for authorizing the repair, paying for the repair, as well as requesting a quality repair, you must document your request in writing. Without this documentation of exactly what you had asked for, or what your understanding of what the shop was hired to do, you can be held accountable for the quality of repairs. Also, it should be clarified to the shop exactly who they work for, which is NOT the insurance company. The following suggestion letter helps clarify these issues and channel liability back to the shop, and insurer. This letter should be sent by Fax and certified mail.

DATE

Dear Shop Owner,

I have delivered my vehicle to your shop for repairs with the understanding that you are going to restore the vehicle to its pre-loss condition. At this point in time I am clarifying my expectations, and your obligations. I expect your facility to complete high quality repairs, and detail and specifically list each and every procedure required to restore my vehicle to its pre-loss condition, without exception. I ask that you provide the insurance company with a written document listing ALL required repairs, parts, and materials. Additionally, I demand to be informed of each and every specific procedure that the insurer has refused to pay, or pay in full. At no point in time do I authorize you or your shop to negotiate and settle my claim on my behalf. I do not authorize your facility to overlook, under-repair, or omit any process, parts, or material required to restore my vehicle to its pre-loss condition. I will only pay for those repairs authorized by myself in writing, and notified by you in advance. All additional items authorized by the insurer must also receive written authorization from myself in advance. I expect to be fully informed by you of any and all deficiencies, which would render my vehicle in a condition not precisely the same as before the damage. I look forward to your cooperation in these matters so that I can protect my interests, safety, and value of my vehicle. Thank you in advance for your assistance in this matter.

Sincerely
