

A1. Unless otherwise specified, labor time billed is flat rate time estimated for each job in industry manuals and not actual time spent.

B 2. All parts and labor are warranted for 90 days or 4000 miles, whichever occurs first.

C 3. All labor performed and parts replaced were necessary to perform repairs.

D 4. All parts are new unless otherwise specified. U = Used
R = Rebuilt

NOTICE: Under certain circumstances, the repair facility may not be responsible for damage to the customer's vehicle while it is on the facility's premises. You should ask the management about the extent of its responsibility and its insurance coverage.

Customer's Signature

Business Name
Address
Phone Numbers

Montgomery County Reg No.

NOTICE: Manufacturer Special Policy Adjustment Programs
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

NAME

DATE OF INVOICE

ADDRESS

DATE PROMISED

CITY, STATE, ZIP

DAY PHONE

LICENSE NO.

ODOMETER READING

OTHER PHONE

YEAR	MAKE	MODEL
2015	Toyota	Camry
2016	Honda	Accord
2017	Ford	Fusion
2018	Chrysler	Pacifica
2019	Jeep	Cherokee
2020	Subaru	Outback
2021	Volvo	S60
2022	BMW	3 Series
2023	Audi	A4
2024	Mercedes-Benz	C-Class
2025	Porsche	911
2026	Ferrari	488
2027	Lamborghini	Huracán
2028	Rolls-Royce	Phantom
2029	Bentley	Continental
2030	Maybach	S-Class
2031	Lincoln	Navigator
2032	Cadillac	Escalade
2033	GMC	Silverado
2034	RAM	Truck
2035	Jeep	Wrangler
2036	Chrysler	Pacifica
2037	Ford	Fusion
2038	Toyota	Camry
2039	Honda	Accord
2040	Subaru	Outback
2041	Volvo	S60
2042	BMW	3 Series
2043	Audi	A4
2044	Mercedes-Benz	C-Class
2045	Porsche	911
2046	Ferrari	488
2047	Lamborghini	Huracán
2048	Rolls-Royce	Phantom
2049	Bentley	Continental
2050	Maybach	S-Class
2051	Lincoln	Navigator
2052	Cadillac	Escalade
2053	GMC	Silverado
2054	RAM	Truck
2055	Jeep	Wrangler
2056	Chrysler	Pacifica
2057	Ford	Fusion
2058	Toyota	Camry
2059	Honda	Accord
2060	Subaru	Outback
2061	Volvo	S60
2062	BMW	3 Series
2063	Audi	A4
2064	Mercedes-Benz	C-Class
2065	Porsche	911
2066	Ferrari	488
2067	Lamborghini	Huracán
2068	Rolls-Royce	Phantom
2069	Bentley	Continental
2070	Maybach	S-Class
2071	Lincoln	Navigator
2072	Cadillac	Escalade
2073	GMC	Silverado
2074	RAM	Truck
2075	Jeep	Wrangler
2076	Chrysler	Pacifica
2077	Ford	Fusion
2078	Toyota	Camry
2079	Honda	Accord
2080	Subaru	Outback
2081	Volvo	S60
2082	BMW	3 Series
2083	Audi	A4
2084	Mercedes-Benz	C-Class
2085	Porsche	911
2086	Ferrari	488
2087	Lamborghini	Huracán
2088	Rolls-Royce	Phantom
2089	Bentley	Continental
2090	Maybach	S-Class
2091	Lincoln	Navigator
2092	Cadillac	Escalade
2093	GMC	Silverado
2094	RAM	Truck
2095	Jeep	Wrangler
2096	Chrysler	Pacifica
2097	Ford	Fusion
2098	Toyota	Camry
2099	Honda	Accord
2100	Subaru	Outback

ORDER WRITTEN BY

VIN

QTY

PART NO. & DESCRIPTION

AMOUNT

MECH
NUMBER

WORK DESCRIPTION

TIME

AMOUNT

TOTAL PARTS

TOTAL SUBLET WORK

GALS. GAS

QTS.ENGINE OIL

TRANS. FLUID

TOTAL GAS/OIL/ATF

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Signature

THANK YOU

LABOR	
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PARTS

SUBLET

GAS/OIL

TAX

TOTAL
DUE

**Montgomery County
Office of Consumer Protection
100 Maryland Avenue, Room # 330
Rockville, MD 20850
240 – 777 - 3636**

INFORMATION FOR REPAIR FACILITIES

Both State law MD Comm. Code 14-1001 and County Code 31A require you to give the customer a written invoice showing the work you have performed on a motor vehicle. You must provide the invoice even if there is no charge for the work. The law also requires the invoice to contain certain information.

This sample invoice contains all of the information required by law. You can use it as a model, but your invoice does not have to look exactly like our sample. You can change the size of the invoice and the location of each item, but the disclosures must be clear and conspicuous and all legally-required information must be included.

On the sample invoice, there are letters of the alphabet that correspond to the AUTO REPAIR INVOICE KEY. For example, the letter D next to a section on the sample invoice corresponds to the letter D in the AUTO REPAIR INVOICE KEY. Here, you'll find a summary of the law requiring the invoice to specify if any used or rebuilt parts were supplied. The AUTO REPAIR INVOICE KEY has plain language summaries of the motor vehicle repair laws, with additional explanatory information. The summaries are followed, in parenthesis, by citations that tell where each section appears in County or State law. For more information, please contact us at **240-777-3636**. Downloadable copies of the laws are available at:

AUTO REPAIR INVOICE KEY

A You must disclose whether you charge for labor by the clock hour or use the flat rate method. If by the clock hour, the invoice shall itemize the labor charges and also state:

- * Time spent on each service
- * Labor cost of each service
- * Total time and labor charges

(County Code 31A-11(a)(5) and (6))

B Every final invoice or work order shall specify any express warranty of parts or workmanship. If you place any limitations on the warranty, such as "Customer must return to this shop for all warranty repairs", the limitation must also be disclosed in writing on the invoice. (County Code 31A-11(a)(9))

C The final invoice shall contain:

- *The name, initials, or number of the mechanic or mechanics;
 - *The registration number of the shop
 - *A statement that the repairs charged for were needed and were performed.
- (County Code 31A- 11(a)(7))

D The invoice must specify if any used or rebuilt parts were supplied. If so, those parts must be clearly identified. (County Code 31A-11(a)(2))

E The authorization form must include this notice worded this way. (MD Comm. Code 14-1008(d))

F The authorization form must include a clear statement covering this information on responsibility but it may be worded differently than our model. (MD Comm. Code 14-1008(e))

G All repair and maintenance work done by you or your employees shall be recorded on an invoice describing all services or work performed, all parts supplied, and the exact charge for each part or service. (County Code 31A-1(a), MD Comm. Code 14-1003)

H The invoice must include the part numbers of all parts replaced or installed. (County Code 31A-11(a)(3)).

J The invoice shall state the name and address of the owner, and the motor vehicle's year, make, tag number, and odometer reading. (County Code 31A-11(a)(11))

K Upon request, you or your employee shall give the customer a written estimated completion date for repairs or maintenance, or disclose in writing that you cannot determine a completion date. You will not be liable for breach of the written estimated completion date if a delay is caused by an act of God, strike, unexpected illness, or unexpected shortage of labor or parts. (County Code 31A-12)

L Every final invoice shall contain the customer's instructions or description of the vehicle's symptoms and the shop's diagnosis of the problem(s). (County Code 31A-11(a)(9))

M The final invoice shall be signed by the repair shop owner, manager, or an authorized representative. That person shall verify that the motor vehicle has been test driven when needed and that, in his or her opinion, the mechanic's work was performed satisfactorily. (County Code 31A-11(a)(8))