



Start With Trust™

Better Business Bureau Serving Central, Northern & Western Arizona
4428 N. 12th Street, Phoenix, AZ 85014
1569 W. Gurley Street, Prescott, AZ 86305
602-264-1721 | 928-772-3410
arizonabbb.org

May 24, 2011

Business Name
Business Address
City, State Zip

Dear Business,

At the Better Business Bureau we review hundreds of automotive service and repair complaints every year. The biggest challenges that the BBB encounters in helping to resolve these complaints is a transaction that has little or no documentation. We hear plenty of emotion on both sides, and realize the details often change throughout the course of the complaint resolution process. Although it shouldn't, time always changes the details or recollections.

With that said, automotive service and repair is a difficult product because it is foreign to the consumers, and it can be anxiety rich, since the consumer has to simply rely on trust. In most cases, auto repair is a completely invisible product to the consumer.

With a perspective of having reviewed thousands of automotive complaints, we have found some common threads from the automotive businesses with the fewest complaints, which is a well-documented transaction. With the mindset that auto repair is an invisible product; businesses have to consider they are essentially selling a well-documented transaction (invoice) that really is an outline of how the transaction took place.

In order to better the automotive repair marketplace, the **Automotive Review Advisory Committee (A.R.A.C.)** has come up with the 15 most imperative items that should be on the repair invoice that the BBB endorses. They are as follows:

1. **"Date In"** for the repair & **"Date Out"** after the repair of the vehicle.
2. If the Vehicle was **"Towed In"** or **"Driven In"**.
3. Vehicle mileage upon arrival of vehicle and vehicle mileage at the time the vehicle left
4. Vehicle year, make, model & VIN
5. Record all vehicle diagnostic trouble codes (DTC's) upon vehicle arrival
6. Most Important, the 3 **"C's"** of auto repair
 - a. **Concern** – Consumers concern in their words
 - b. **Cause** – What the technician found to be the reason for concern (diagnosis)
 - c. **Correction** – What is the course of action for repair and how much it will cost
7. Description of all **Parts Used** to facilitate the repair with a parts total in dollars
8. Description of all the **Labor Operations** used to facilitate the repair & repair verification with a labor total in dollars
9. Description of all **Sublet Work** used to facilitate the repair with the sublet total in dollars



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10. Description of all **Environmental & Shop Fee's** with fee totals in dollars
11. An explanation if there are any variances from the initial estimate
12. Any items where the customer declined the full and complete repair that was offered
13. Documentation of any warnings and cautions given the customer in regard to the repairs
14. Warranty – Explanation of time and mileage for parts, labor & sublets
15. Customer signature

While good documentation can be cumbersome, and in some cases the documentation gets overlooked by consumers, good documentation is becoming an industry standard practice. It also is a great tool for customer service. Treat the invoice like a brochure for the repair that you are proud of. This builds value for the customer and ultimately a more satisfied customer. There are many auto repair resources available for learning how to write a good auto repair invoice.

Sincerely,

Esenia Solano
ARAC Coordinator