

MOTOR VEHICLE SERVICE AND REPAIR ACT (EXCERPT)
Act 300 of 1974

257.1332a Consumer information sign.

Sec. 32a. (1) A motor vehicle repair facility shall display a consumer information sign. The sign shall contain 12 lines of lettering worded substantially as follows:

"THIS ESTABLISHMENT IS REGISTERED WITH THE MICHIGAN DEPARTMENT OF STATE AND IS REQUIRED BY LAW TO FURNISH A CUSTOMER WITH A:

(1) WRITTEN ESTIMATE IF REPAIRS WILL BE \$50 OR MORE OR ON REQUEST IF REPAIRS WILL BE LESS THAN \$50.

(2) DETAILED STATEMENT OF LABOR AND PARTS SUPPLIED. QUESTIONS REGARDING SERVICE WORK SHOULD BE DIRECTED FIRST TO THE MANAGER OF THIS REPAIR FACILITY.

MICHIGAN DEPARTMENT OF STATE

P.O. BOX _____, LANSING, MI 489____

TOLL-FREE TELEPHONE: 800 _____

MON.-FRI., 8:30 A.M. - 4:30 P.M.

DEPARTMENT OF STATE WEBSITE: _____."

(2) All of the following apply to a sign required under subsection (1):

(a) It shall be rectangular in shape and at least 28 inches high by 24 inches wide.

(b) It shall be constructed of durable material.

(c) The background of the sign shall be white.

(d) Print and other markings on the sign shall be black.

(e) The wording of the sign shall be printed in bold, block, capital letters that are 1-inch high and 1/2-inch wide in lines 1, 2, 8, 9, 10, and 12; 3/4-inch high and 1/2-inch wide in line 11; and 1/2-inch high and 3/8-inch wide in lines 3 to 7.

(f) The sign shall be laid out in a clearly legible fashion, with the lettering arranged so that there is at least a 1/8-inch space between any 2 letters within a line and at least a 1/2-inch space between any 2 lines.

(g) The sign shall include the address, telephone numbers, and Internet website address of the department in lines 9, 10, and 12, as provided by the administrator.

(3) All of the following apply to the display of a sign required under subsection (1) by a motor vehicle repair facility:

(a) The facility shall display the sign at each entrance to the facility and at each cashier station. As used in this subsection, "entrance to the facility" means each location in or about the facility where customer repair service orders are initially executed.

(b) The facility shall ensure that the sign is unobstructed and clearly and readily visible to customers.

(c) If the facility is not enclosed or is a mobile facility, the facility shall ensure that it is placed in an area where it is easily noticeable to customers who are transacting business with the facility.

(4) The administrator may require that a facility replace any sign that does not meet all of the requirements of this section or is no longer readily legible, or that the facility reposition any sign that is improperly displayed.

History: Add. 2016, Act 430, Eff. Apr. 4, 2017.