



State Regulations Affecting Auto Repair Facilities

Alaska

Additional Notices/Disclosures

The shop must post a conspicuously located and easily readable sign that states: "You are entitled to a price estimate for the repairs you authorize if you request the estimate before the repairs are begun. This price estimate will not be exceeded if the motor vehicle is delivered to the shop within five days. After the motor vehicle is delivered to the shop the repair price may be less than the estimate but will not exceed the estimate without your permission. Your signature on the repair order will indicate your authorization of repairs at the price estimated. You are entitled to the return of any or all replaced parts, except parts which must be returned to a manufacturer because of warranty and/or exchange agreement, if you request the parts at the time your order is taken. Those parts which must be returned to the manufacturer will be made available for inspection to you when you pick up your vehicle if you request the parts at the time your repair order is taken."

Alaska Stat. § 45.45.150

Advertising

Alaska does not impose specific advertising regulations on automotive repair facilities. The state's general consumer protection advertising requirements apply.



Estimates

Repair Order. Must provide a copy of the repair order upon request of the customer. The repair order must be legible and contain the following information: (1) the date; (2) the repairs to be performed; (3) the odometer reading of the customer's vehicle; and (4) a signature of the repair shop agent and/or employee.

Price Estimate. Must provide the customer with a price estimate for the repairs upon request. The repair price estimate shall be made in good faith by the shop and may not be exceeded except for good cause. Additional charges over the price estimate may not be incurred without approval of the customer. A shop may not charge for making a repair price estimate unless, before making the estimate, the shop discloses to the customer the amount of the charge, or, if the amount cannot be determined, the basis on which the charge will be calculated. A shop may not impose, or threaten to impose, a charge that is clearly excessive in relation to the work involved in making the price estimate.

Additional Costs and/or Repairs. If the price for the authorized repairs will exceed the original estimate, or if repairs other than those previously authorized are needed, the shop must call the customer before continuing with the repairs and must provide the customer with a new, good faith estimate of the repair price. The shop may not continue with the repairs until it receives the customer's written or oral authorization to do so. If the shop does not receive the customer's authorization to proceed with the repairs, the shop shall either agree to perform the repairs at the original estimated price or provide for the customer to retake possession of the vehicle in at least as good condition as it was delivered to the shop and notify the customer accordingly. A written authorization for additional repairs and/or additional costs must be made on the repair order, or on the invoice when a repair order is not requested, and must specify newly authorized repairs, as well as the newly authorized repair price estimate. If authorization is received orally, the shop must specify this information on the repair order or invoice. It must also specify the date and time of authorization, and the person and telephone number called.

Alaska Stat. §§ 45.45.130, 45.45.140, 45.45.160, 45.45.70

Filter Recycling and Disposal

Alaska follows the federal guidelines for used oil filters. Non-terne plated used oil filters are exempt from hazardous waste regulation if the used oil filter is:

- a) punctured through its dome end or its anti-drain back valve and hot-drained; or
- b) hot-drained and crushed; or
- c) dismantled and hot-drained; or
- d) hot-drained using an equivalent method to remove used oil.

Terne is an alloy of lead and tin that was used in some heavy duty filters in the past. Hot-draining is defined as draining the oil filter at near engine operating temperature and above 60 degrees Fahrenheit. Alaska recommends that used oil filters be drained for 12 hours.

40 CFR 264.1(b)(13).

Invoices

The shop must provide every customer, at the time the customer retakes possession of the motor vehicle, with a copy of a dated invoice detailing the costs of all parts and labor involved in the repair, and identifying all parts replacements as being either new, used, rebuilt, or reconditioned.

The following statement must be conspicuously printed, either on the invoice or on another form given to every customer for whom the shop performs repairs:

"Motor vehicle repair trade practices are regulated by Alaska Statutes 45.45.130 -- 45.45.240, administered by the Alaska Department of Law."

Alaska Stat. §§ 45.45.190, 45.45.210

Other Mandatory State Fees

No Statutes/Regulations available at this time

Parts Return

Parts from a customer's motor vehicle that are replaced by the shop must be returned to the customer if they are requested by the customer at the time the repair order is taken. However, parts that must be returned to the manufacturer because of a warranty or exchange agreement need not be returned to the customer upon request but shall instead be made available for the customer's inspection when the customer retakes possession of the motor vehicle.

Alaska Stat. § 45.45.180

Prohibited Practices

A shop may not misrepresent, directly or by implication:

- (1) the cost of repairs authorized by the customer;
- (2) the terms or conditions of a warranty or service agreement;
- (3) that repairs are necessary;
- (4) that repairs have been made; or
- (5) that the motor vehicle is in a dangerous condition, or that the customer's continued use of the motor vehicle will be hazardous to persons or harmful to the motor vehicle.

A shop may not collect or attempt to collect for:

- (1) repairs not authorized either orally or in writing by the customer;
- (2) repairs which the shop knew or reasonably ought to have known to be unnecessary; or
- (3) repairs that have not been made.

A shop that is also a warrantor or a party to a service agreement may not refuse to repair a motor vehicle in accordance with the terms and conditions of the warranty or service agreement.

A shop may not fail to return a customer's motor vehicle because the customer has refused to pay for unauthorized repairs, or because the customer has refused to pay repair charges in excess of the price authorized, if the customer pays the authorized price for the authorized repairs.

A shop may not alter a customer's motor vehicle with intent to create a condition requiring repairs.

Alaska Stat. § 45.45.200

Record Retention

A shop must maintain repair records and invoices for parts purchased by the shop. The records must be available for reasonable inspection by the attorney general or other persons acting at the request of the attorney general and must be retained for at least two years.

Also, see Tire Recycling and Disposal (above)

Alaska Stat. § 45.45.220

Shop Fees

There is no specific prohibition against collecting shop fees in any amount. However, all businesses must comply with Alaska's Unfair Trade Practices and Consumer Protection Act. Therefore, any advertisements containing a price for a service should also disclose any applicable shop fees.

State Battery Recycling and Fees

No Statutes/Regulations available at this time

Tire Recycling and Disposal (Including Fees)

Sellers of tires are required to collect a fee of \$ 2.50 per tire for every tire sold that is designed for use on a highway. Additionally, sellers must collect a fee of \$5 per tire for motor vehicle tire designed for use on a highway that are studded with metal studs or spikes weighing more than 1.1 grams each embedded in the periphery of the tire surface and protruding beyond the tread surface of the tire. This fee must also be paid if the metal studs or spikes are installed on a vehicle tire designed for use on a highway.

Seller must add the amount of the fees to the total price of the tire or service subject to the fees, and the fees must be stated separately on any sales receipt, invoice, or other record of the sale or other transfer or of the installation of studs. The tire fees are not subject to sales or use tax. Because the fees must be separately stated and are not subject to tax, they may not be included in calculating shop fees.

Sellers must file a return on a form prescribed by the department and remit the fees collected to the department no later than 30 days following the last day of the calendar quarter of the sale or installation. Sellers may retain 5% of the fees collected (not exceeding \$900 per quarter) to cover expenses associated with collecting and remitting the fees.

Each seller who collects a tire fee must maintain records of inventories to account for:

- (1) tire inventories on the first day of each month;
- (2) tire inventories on the last day of each month;
- (3) tires purchased, produced, or otherwise received in each month;
- (4) tires sold or transferred in each month; and
- (5) tires and services to which a fee imposed does not apply. Sellers must maintain for three years after the due date of a return, or the date the return was filed, whichever is later, all books and records required.

Alaska Stat. § 43.98.025

Warranties

No Statutes/Regulations available at this time

Department of Law

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Juneau, AK 99811
Phone: (907) 465-3600

Pitt Stop Coordinator

Statewide Public Service Compliance Assistance Office

555 Cordova St.
Anchorage, AK 99501
Phone: (907) 269-7591

AK Dept. of Environmental Conservation

410 Willoughby Ave.
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Phone: (907) 465-5153

Department of Law

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