



CHAPTER 20
ARTICLE 15B - NORTH CAROLINA MOTOR VEHICLE REPAIR ACT

N.C.G.S. § 20-354.4.

Charges for motor vehicle repair estimate;
requirement of waiver of rights prohibited.

SOURCE General Statutes of North Carolina, as published by the General Assembly	LAST AMENDMENT IN THIS TEXT No amendment history on record	RETRIEVED 21 September 2026, 04:24 UTC	SOURCE FINGERPRINT 3a0b921cd7b11e12e7c90392 - 9043f2f38b52f49cba4814de - 5a849415ced329f6
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§ 20-354.4(a) Before proceeding with preparing an estimate, the shop shall do both of the following:

- (1) Disclose to the customer the amount, if any, of the charge for preparing the estimate.
- (2) Obtain a written authorization to prepare an estimate if there is a charge for that estimate.

§ 20-354.4(b) It is a violation of this Article for any motor vehicle repair shop to require that any person waive his or her rights provided in this Article as a precondition to the repair of his or her vehicle by the shop or to impose or threaten to impose any charge which is clearly excessive in relation to the work involved in making the price estimate for the purpose of inducing the customer to waive his or her rights provided in this Article. (1999-437, s. 1.)

APPARATUS III

Citation

FULL SECTION

N.C. Gen. Stat. § 20-354.4 (2026).

PINPOINT

N.C. Gen. Stat. § 20-354.4(a) (2026).

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