



New York State

Department of  
Motor Vehicles

Registration Number \_\_\_\_\_

1. SECTION 2610 OF THE INSURANCE LAW SAYS AN INSURANCE COMPANY CANNOT REQUIRE THAT REPAIRS BE MADE TO A MOTOR VEHICLE IN A PARTICULAR PLACE OR REPAIR SHOP. YOU HAVE A RIGHT TO HAVE YOUR VEHICLE REPAIRED IN THE SHOP OF YOUR CHOICE.
2. YOU DO NOT HAVE TO GET YOUR VEHICLE REPAIRED TO RECEIVE YOUR PAYMENT FOR DAMAGE FROM YOUR INSURANCE COMPANY.
3. IF BODY PARTS WERE USED IN THE REPAIR, THE INVOICE MUST INDICATE IF EACH SUCH PART IS A NEW ORIGINAL EQUIPMENT MANUFACTURER PART, A NEW AFTER MARKET EQUIPMENT MANUFACTURER PART OR A USED PART. THIS IS REQUIRED BY PART 82.5 OF THE COMMISSIONER'S REGULATIONS. THIS ALSO APPLIES TO INFLATABLE RESTRAINTS (AIR BAGS).

- Questions about the above information should be directed to the manager of this repair shop.
- If you are not satisfied that the shop is operating according to the NYS Repair Shop Registration Act, you can send complaints to:

Bureau of Consumer and Facility Services  
POB 2700 - ESP  
Albany NY 12220-0700

**Or Call between 8:30 a.m. - 4:15 p.m.: 518-474-8943**

[dmv.ny.gov](http://dmv.ny.gov)