



VEHICLE & PROPERTY

Post-Repair Inspection and Complaint Workbook

Prepare a factual inspection request and resolution file when collision repairs may be incomplete or a vehicle has concerning post-repair symptoms.

WHAT THIS WORKBOOK HELPS YOU DO

01

Complete your observation log

02

Complete your
invoice-to-concern audit

03

Complete your inspection
planning sheet

For people handling accident-related paperwork and preparing clear, evidence-backed questions.

Use it on screen or on paper. Save a personal copy before entering information. Blank response areas are fillable; printed copies work just as well. Keep completed copies private.

Scope. Educational organization tools, not legal, medical, tax or financial advice. No claim result, coverage decision or payment is promised. Verify policy language, current local rules and all deadlines with the appropriate professional or official source.



[START HERE](#)

Start with a clear working file

Work on one claim, account or issue at a time. Keep originals unchanged and label working copies with a short evidence ID. Complete the guidance in order, then use the worksheets to turn questions into an organized next step.

A practical order

- 01 Read the four guidance pages before filling the worksheets. Mark facts you can support and questions that still need an answer.

[GUIDANCE / PAGES 03-06](#)

- 02 Use the fictional examples to check your method. Their facts and dollar amounts do not describe your claim or predict an outcome.

[EXAMPLES / PAGE 07](#)

- 03 Complete the four working sheets, then use the readiness check and next-step page. Duplicate a worksheet when you need another record.

[WORKSHEETS / PAGES 08-11](#)

Protect your information

Store completed copies somewhere private. Use a claim or account suffix when a full identifier is unnecessary. Share only relevant copies through a verified recipient and appropriate channel. A saved PDF can contain personal information even when it is not open on screen.

Before a deadline. Do not wait to finish this workbook when a notice, release, court paper or policy deadline needs attention. Verify the actual requirement and seek qualified help promptly.



GUIDANCE 1

01

Triage safety concerns

If you believe the vehicle may be unsafe, prioritize professional guidance over gathering evidence or continuing to drive. Describe warning lights, noises, handling changes or visible concerns accurately, but do not diagnose their cause. Contact the repairer, an appropriately qualified technician or emergency services when warranted. This workbook cannot determine roadworthiness. Separate urgent safety concerns from cosmetic dissatisfaction and missing paperwork so that the right issue reaches the right professional. Record when each concern appeared and what the professional advised. Do not perform test drives, dismantling or electrical tests merely to fill in a worksheet.

Preserve the delivered condition

Preserve dated photographs and a factual account of the vehicle as delivered, taking images only where safe and permitted. Record mileage, delivery time, warning messages and who was present. Keep original files and do not alter photographs to make damage appear worse. If an issue is intermittent, describe when you observed it and avoid pretending it occurs continuously. Save messages sent promptly to the repairer. Documentation should distinguish what you personally observed from what a technician later concluded. That distinction helps another reviewer evaluate the concern without being pushed toward an unsupported explanation.

RELATED WORKING SHEETS

- Observation log
- Inspection planning sheet

Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 2

02

Rebuild the repair history

Collect the original estimate, every supplement, authorization records, final invoice and available professional reports. Make a simple timeline of the collision, repair, delivery and later observations. Identify any work performed by another shop after delivery because it can affect what an inspector can assess. Do not omit intervening repairs or unrelated events. California's collision-inspection request asks whether the vehicle has been inspected or repaired since the work in question. Treat that as a useful evidence-organizing prompt, not a nationwide eligibility rule. The history should help the reviewer understand the file without reconstructing it from scattered texts.

Audit completion documents

Match each concern to the invoice or supporting report where possible. If a listed operation lacks a document you expected, request clarification; absence of a report does not by itself prove the operation was not done. Ask whether a relevant alignment, scan, calibration or inspection record exists, as applicable to the actual vehicle and repair. Leave technical conclusions to qualified professionals. Keep cosmetic, functional and documentation issues separate. The output is a focused question list, such as whether an invoiced operation was completed or what a recurring warning means, rather than a declaration that the entire repair is defective.

Link each concern to the repair record; missing paperwork alone does not prove omitted work.



Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 3

03

Arrange qualified independent review

Choose an inspection route suited to the question. Ask about the inspector's qualifications, independence, scope, access needs, written findings and fees. California's BAR offers no-cost collision repair inspections for qualifying repairs performed by a California shop after the consumer purchased the vehicle. Its program does not provide a second repair estimate or inspect every out-of-state or pre-purchase repair. Outside that scope, locate appropriate local assistance. Do not promise an inspection will prove wrongdoing or certify safety. Give the inspector the complete file and identify any alterations made since delivery.

Present a focused complaint

Prepare a short complaint describing the repair, delivery date, specific observation, supporting evidence and requested next step. Use neutral language and identify what remains unknown. Attach the most relevant documents instead of sending an unindexed archive. Ask the repairer or responsible organization for a written response and record proposed inspection or correction arrangements. A complaint about workmanship may follow a different route from a coverage dispute. California's repair regulator provides complaint and inspection channels; use the equivalent authority in the actual jurisdiction. Do not allege fraud merely because an invoice or explanation is confusing.

RELATED WORKING SHEETS

- Inspection planning sheet
- Invoice-to-concern audit

Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 4

04

Document corrective work

Before corrective work begins, document the proposed scope, responsible shop, payment position and any effect on existing evidence. Ask qualified professionals whether additional documentation is needed before components are removed or changed. This is not a direction to delay urgent safety work. Preserve the original and revised findings, with dates and authors, so that the record does not falsely suggest the first repair and corrective work were one event. Keep separate authorizations and invoices. If cost responsibility or a release is disputed, obtain appropriate advice rather than assuming the original shop or insurer must fund every requested item.

Verify records and close

After the review or corrective work, obtain the professional's written findings and final invoice. Record what was addressed, what remains unresolved and any instructions about use or further inspection. Do not mark the vehicle safe based only on a completed checklist. Reconcile payments and save the complaint outcome, warranty information and relevant reports. If an issue remains, state the next responsible party and specific question instead of repeatedly restarting the entire complaint. The workbook is complete when the evidence and resolution status are clear, even if a qualified professional or legal process must make the final technical or legal determination.

RELATED WORKING SHEETS

- [Corrective-work and closure record](#)
- [Invoice-to-concern audit](#)

Sources for this page: [1], [2], [3]. See the linked source guide.



FICTIONAL EXAMPLES

Work through the examples

These invented cases demonstrate the method. They are not case results, estimates of what you will receive or statements of universal rights.

01 Example 1

Describe the observation without making an unsupported diagnosis.

Write 'steering wheel sits off-center during ordinary travel after delivery' rather than 'the frame is bent.' Seek qualified inspection and do not perform a test drive solely to document the issue.

02 Example 2

A missing document is a request for information, not proof of misconduct.

The invoice includes alignment work but the file lacks an alignment printout. Ask for the record and explanation, then log the response.

03 Example 3

Check the inspection program's scope before choosing that route.

A California owner asks BAR about repairs performed in Nevada. The owner checks the appropriate local route because the California program has a location limit.



WORKSHEET 1

01

Observation log

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Date/mileage

Observable symptom

Conditions when noticed

Photo/message ID

Personal observation versus professional opinion

Advice received

Safety escalation

Status

Related guidance: [Triage safety concerns](#)



WORKSHEET 2

02

Invoice-to-concern audit

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Invoice line

Operation described

Concern

Available completion document

Question to repairer

Response

Professional finding

Unresolved item

Related guidance: [Rebuild the repair history](#)



WORKSHEET 3

03

Inspection planning sheet

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Inspector/program

Qualifications

Eligibility

Scope/exclusions

Fee

Access requirements

Prior/intervening work

Documents sent

Written report date

[Related guidance: Arrange qualified independent review](#)



WORKSHEET 4

04

Corrective-work and closure record

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Finding/author/date

Proposed correction

Authorization

Payment position

Preservation needs

Completion record

Remaining concern

Warranty

Final disposition

Related guidance: [Document corrective work](#)



READINESS REVIEW

Check the file before using it

REVIEW EACH ITEM BEFORE MOVING ON

- ☐ Urgent safety issue professionally addressed?
- ☐ Observations distinguished from diagnosis?
- ☐ Complete repair history disclosed?
- ☐ Inspector scope/eligibility confirmed?
- ☐ Corrective record complete?

What still needs attention

Open fact or decision, who can resolve it, and the source needed

Completion standard. The working file is complete when the important facts are supported, the next action is assigned and any unresolved issues remain clearly visible. A completed checklist does not establish coverage, entitlement or legal compliance.



ACTION PLAN

Write down the next step

Choose the smallest useful next step. Make the request specific enough that the recipient can locate the record and explain or address the exact issue. Keep proof of what you sent and what came back.

The exact issue or request

Evidence IDs and document versions that support the request

Verified recipient and channel

Date sent and follow-up date

What response will resolve the issue, and what still needs professional review

Separate decisions. A courtesy follow-up date is not a legal deadline. A document request does not automatically pause another requirement. Do not sign, settle, move property or disclose sensitive records merely because a box on this page is complete.



REFERENCE GUIDE

Sources and scope

The linked official sources support the educational background. The forms and examples are original organization tools. Sources were checked on October 1, 2026; policies, procedures and law may change. Recheck the current source before relying on a rule.

[1] California Bureau of Automotive Repair

BAR offers no-cost inspections of qualifying collision repairs; it describes program coverage, exclusions and complaint options. Scope: California repairs after the consumer purchased the vehicle; not a nationwide inspection service and not a second repair estimate.

<https://www.bar.ca.gov/collision-inspection>

[2] California Bureau of Automotive Repair

Inspection request gathers repair location, ownership-related timing and subsequent inspection/repair information. Scope: Request fields help organize a file but do not establish eligibility elsewhere.

<https://www.bar.ca.gov/autobody>

[3] California Bureau of Automotive Repair

Describes accepted repair standards and manufacturer-procedure considerations under California repair rules. Scope: Qualified technicians must evaluate the applicable vehicle-specific procedure; workbook is not a technical standard.

<https://www.bar.ca.gov/ats>

Keep the scope clear

Do not delay emergency or necessary safety action to preserve paperwork.

No presumption of fraud, automatic refund or guaranteed corrective-work payment.