

321B.4 Motor vehicle glass repair claims and practices.

1. A motor vehicle glass repair shop shall not contract with a person to repair or replace damaged motor vehicle glass to be paid for under a first-party insurance policy until verifying all of the following:

a. The insured person has made a first-party claim for repairing or replacing damaged motor vehicle glass under a motor vehicle insurance policy.

b. The shop has received a claim or referral number for the claim referenced under paragraph “a”.

c. The requirements of [section 321B.3, subsection 1](#), were followed.

2. A shop shall do all of the following:

a. Provide the insured person a good faith estimate of the fees and costs that are anticipated to be charged for repairing or replacing damaged motor vehicle glass.

b. Prior to performing any repair or replacement service, provide the insured person an updated estimate.

3. After repairing or replacing damaged motor vehicle glass, a shop shall provide the insured person all of the following, as applicable:

a. An itemized invoice and, upon payment, a receipt.

b. Notice that states whether the advanced driver assistance system was successfully calibrated or recalibrated.

c. If the calibration or recalibration was not successful, notice advising the insured person to not rely on the advanced driver assistance system until the system has been successfully calibrated or recalibrated by the vehicle manufacturer’s certified dealership or a qualified specialist capable of performing the calibration or recalibration.

[2025 Acts, ch 58, §4, 10](#)

Section applies to insurance policies issued or renewed on or after July 1, 2025; 2025 Acts, ch 58, §10

NEW section