

321B.5 Prohibited acts.

1. A motor vehicle glass repair shop, and any other person who is compensated for the solicitation of insurance claims, shall not offer a rebate, gift, gift card, cash, coupon, fee, prize, bonus, payment, incentive, inducement, or any other thing of value to any insured person, insurance producer, or other person in exchange for directing or making a claim under a motor vehicle insurance policy for repair or replacement of motor vehicle glass.

2. A shop shall not do any of the following:

a. Charge unreasonable fees or costs to an insured person for repairing or replacing damaged motor vehicle glass. A fee that exceeds an amount customarily charged for such service is unreasonable.

b. Submit false, misleading, or incomplete documentation or information to an insured person or an insurer for repairing or replacing damaged motor vehicle glass.

c. Falsely sign a work order or other insurance-related form relating to an insured person's claim, or potential claim, for a repair or replacement of damaged motor vehicle glass.

d. Misrepresent the estimated fees and costs for repairing or replacing damaged motor vehicle glass to an insured person or insurer.

e. State that an insurer has approved repairing or replacing damaged motor vehicle glass unless the shop does all of the following:

(1) Verifies coverage directly with, or obtains approval directly from, the insurance producer.

(2) Obtains confirmation of the coverage or approval by any form of written or recorded communication.

f. State that repairing or replacing damaged motor vehicle glass will be paid for entirely by an insurer and at no cost to the insured person unless such coverage has been verified by the insurer.

3. With respect to an insured person's claim, or potential claim, for repairing or replacing damaged motor vehicle glass, a shop shall not do any of the following, which results, or would result, in a higher insurance payment or a change of insurance coverage status:

a. Indicate that work was performed in a geographical area that was not the geographical area where the work occurred.

b. Advise an insured person to falsify the date of damage.

4. With respect to an insured person's claim or potential claim for repairing or replacing damaged motor vehicle glass, a shop shall not do any of the following:

a. Damage, or encourage an insured person to damage, the motor vehicle in order to increase the scope of work necessary to repair or replace damaged motor vehicle glass.

b. Perform work that is clearly and substantially beyond the level of work necessary to restore the motor vehicle to a safe condition in accordance with accepted or approved reasonable and customary techniques for repairing or replacing damaged motor vehicle glass.

c. Misrepresent the shop's relationship to an insured person or an insurer.

d. Perform any other act that constitutes fraud or misrepresentation.

5. Any notice or invoice required under [this chapter](#) shall be issued using the same font and size of font as the invoice, estimate, or receipt.

[2025 Acts, ch 58, §5, 10](#)

Referred to in [§321B.7](#)

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

NEW section