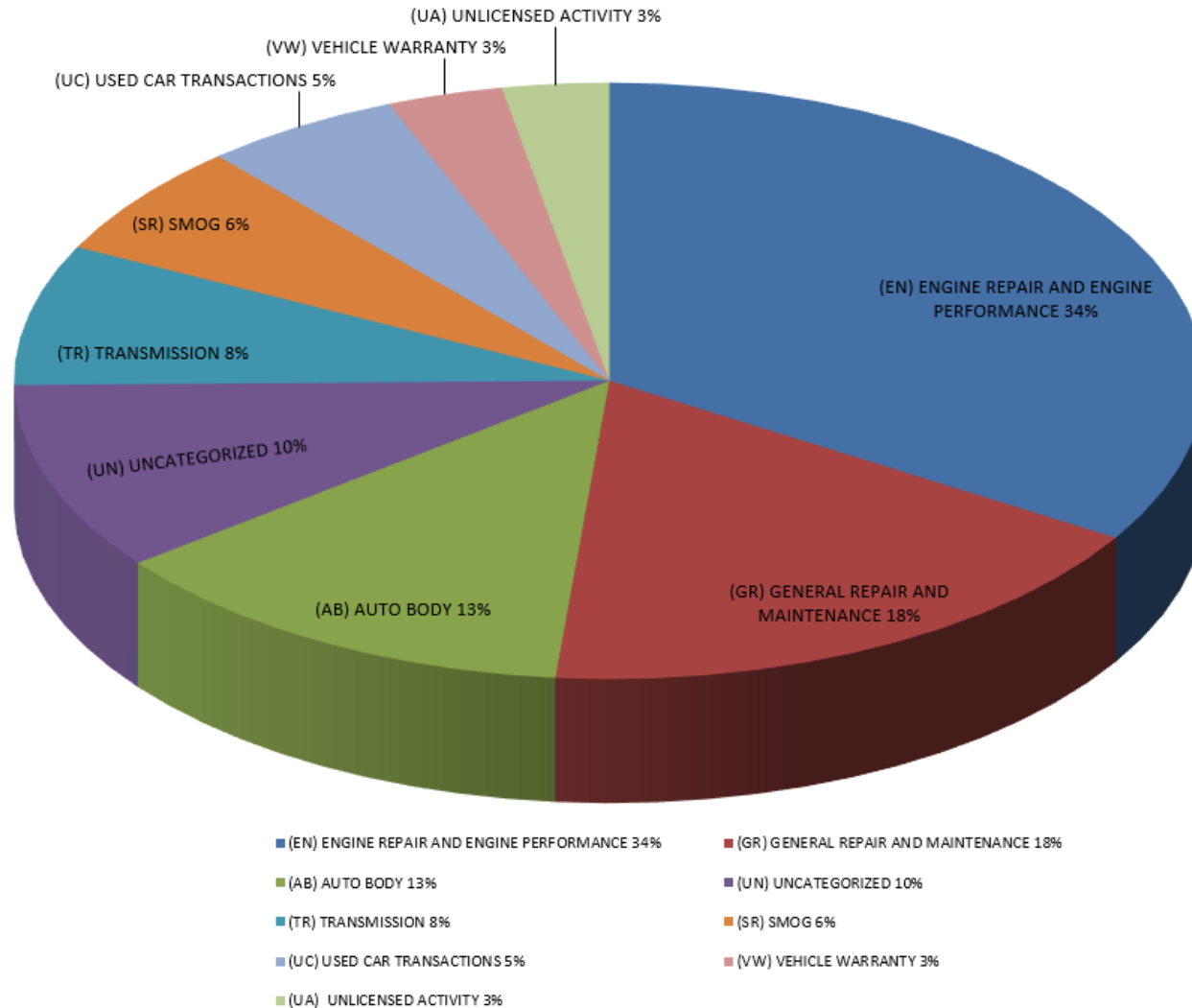

ENFORCEMENT STATISTICS UPDATE Q4, FY 2020-21



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JULY 15, 2021

FISCAL YEAR COMPLAINT TRENDS 2020-21 YTD



COMPLAINT TREND GROUPINGS

| ENGINE REPAIR AND ENGINE PERFORMANCE | | COMPLAINTS YTD |
|--------------------------------------|-----------------------------|----------------|
| CC | COMPUTER CONTROLS | 195 |
| CO | COOLING SYSTEM | 277 |
| ED | ENGINE DIAGNOSIS | 591 |
| EL | ELECTRICAL | 581 |
| EN | ENGINE OVERHAUL/REPLACEMENT | 594 |
| ER | ENGINE REPAIR | 1632 |
| FL | FLUSHING | 10 |
| FS | FUEL SYSTEM | 138 |
| MS | MACHINE SHOP | 14 |
| TU | TUNE UP | 39 |

| UNCATEGORIZED | | COMPLAINTS YTD |
|---------------|---------------------------|----------------|
| BC | BRAKE CERTIFICATION | 7 |
| BO | BOAT REPAIR | 0 |
| II | IGNITION INTERLOCK DEVICE | 9 |
| LC | LAMP CERTIFICATION | 7 |
| LS | LIEN SALE/STORAGE CHARGES | 45 |
| MC | MOTORCYCLE REPAIR | 88 |
| OT | OTHER | 631 |
| PS | PART SALE | 108 |
| SF | STORAGE FEES | 60 |
| TO | TOWING | 52 |
| UP | UPHOLSTERY | 29 |
| WR | REPAIR WARRANTY | 192 |
| ZV | ZERO EMISSION VEHICLE | 3 |

| GENERAL REPAIR AND MAINTENANCE | | COMPLAINTS YTD |
|--------------------------------|-----------------------|----------------|
| AC | AIR CONDITIONING/HEAT | 212 |
| BR | BRAKES | 352 |
| DT | DRIVE TRAIN | 172 |
| EX | EXHAUST | 97 |
| GR | GENERAL REPAIR | 11 |
| LU | LUBE/OIL CHANGE | 463 |
| SU | SUSPENSION/STEERING | 463 |
| TW | TIRES/WHEELS | 350 |

| | | |
|----|---------------------|-----|
| UA | UNLICENSED ACTIVITY | 349 |
|----|---------------------|-----|

| AUTO BODY | | COMPLAINTS YTD |
|-----------|------------|----------------|
| AB | AUTO BODY | 1495 |
| GL | AUTO GLASS | 80 |

| TRANSMISSION | | COMPLAINTS YTD |
|--------------|---------------------|----------------|
| AT | AUTO TRANS | 820 |
| MT | MANUAL TRANS/CLUTCH | 98 |

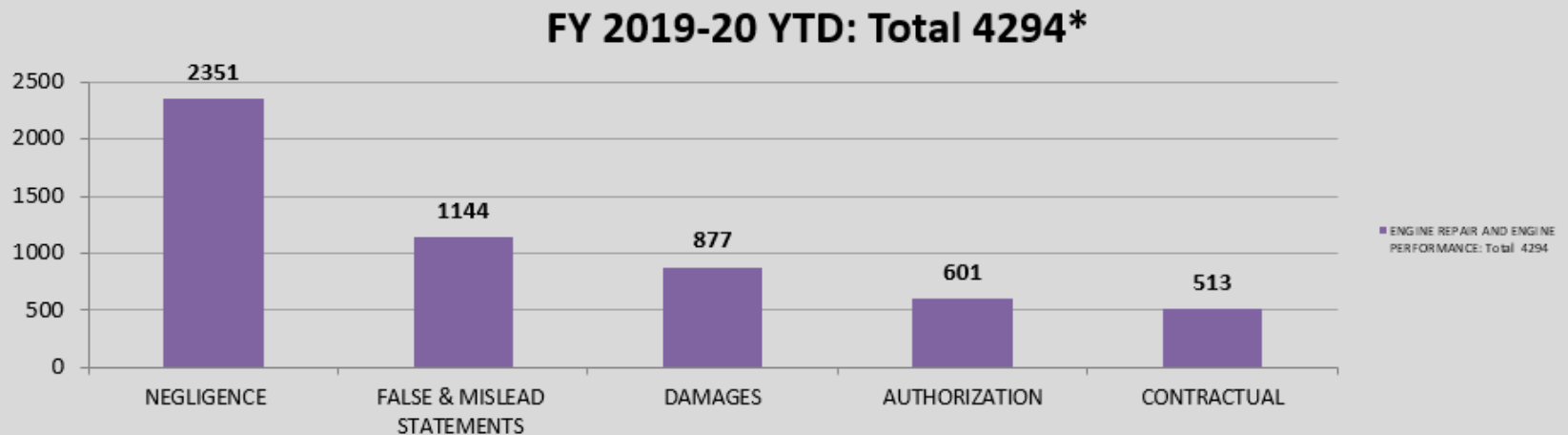
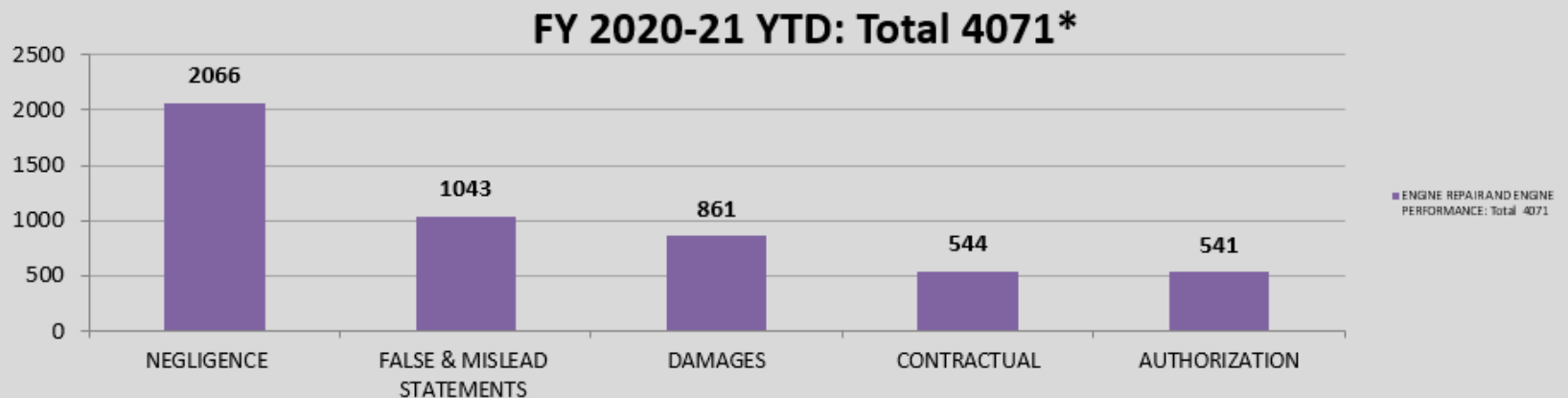
| SMOG | | COMPLAINTS YTD |
|------|----------------------------|----------------|
| CG | CLEAN GASSING | 0 |
| CP | CLEAN PIPING | 0 |
| CT | CLEAN TANKING | 0 |
| CX | CLEAN PLUGGING | 2 |
| DC | DELINQUENT CITATION | 0 |
| ES | EXHAUST SYSTEM (SMOG) | 77 |
| ET | EMISSION TEST PROCEDURE | 15 |
| EW | EMISSIONS WARRANTY | 16 |
| FT | FUNCTIONAL TEST PROCEDURE | 1 |
| GP | GROSS POLLUTER | 0 |
| NX | NOX FAILURES | 2 |
| RF | REFEREE | 3 |
| RO | REPAIR ONLY (SMOG) | 3 |
| SB | SUBLET (SMOG) | 4 |
| SC | SMOG COST LIMIT | 9 |
| SN | STATION | 24 |
| SR | SMOG REPAIR | 149 |
| SS | ILLEGAL SMOG/CAR SALE | 86 |
| ST | SMOG TEST PROCEDURES | 324 |
| TE | TEST ONLY | 12 |
| TN | TECHNICIAN | 6 |
| VT | VISUAL SMOG TEST PROCEDURE | 11 |

| VEHICLE PURCHASE COMPLAINTS | | COMPLAINTS YTD |
|-----------------------------|-------------------|----------------|
| UC | USED CAR LOTS | 648 |
| VW | VEHICLE WARRANTY | 325 |
| NC | NEW CAR/LEMON LAW | 53 |

COMPLAINT ALLEGATIONS

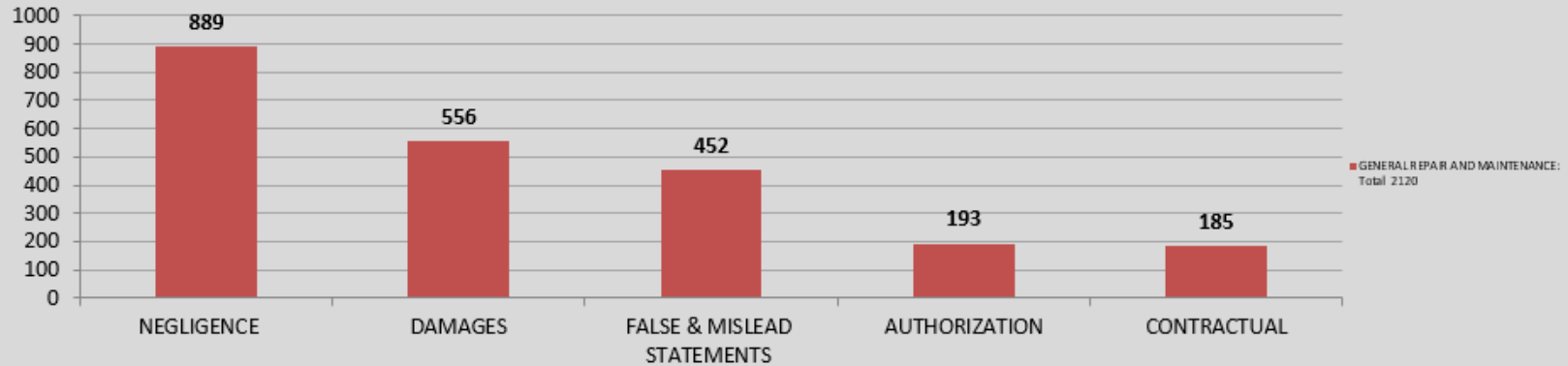
| | |
|-----------------------------------|----------------------------------|
| AD FALSE ADVERTISING | IN INVOICE |
| AU AUTHORIZATION | LS ILLEGAL LIEN SALE |
| BS BAIT & SWITCH | NA OTHER ALLEGATIONS |
| CN INCOMPETENCE/NEGLIGENCE | NC NEW CAR/LEMON LAW |
| CO CONTRACTUAL | NT NONQUALIFIED TEST/REPAIR |
| CP CLEAN PIPING | OS OVERSELL |
| CX CLEAN PLUGGING | PH ACTUAL/POTENTIAL HARM |
| DA DAMAGES | PQ PRODUCT QUALITY |
| DC DELINQUENT CITATION | RW REPAIR WAIVER |
| EF ENGINE FAILURE | SA SEXUAL ABUSE |
| EM EQUIP MAINT/CALIBRATION (SMOG) | SB ILLEGAL SUBLET |
| ES ESTIMATES | SF ILLEGAL STORAGE FEES |
| FH FAILURE TO HONOR WARRANTY/SVC | SR TEST/REPAIR STATION REQ. |
| FM FALSE & MISLEAD STATEMENTS | TH THEFT/PERSONAL PROPERTY |
| FR FRAUD | UL UNLICENSED |
| GN GROSS NEGLIGENCE | UP UNPROFESSIONAL CONDUCT |
| GR GENERAL REPAIR | UT UNLICENSED STATION/TECHNICIAN |
| HS HEALTH & SAFETY | VW WARRANTY - NEW/USED VEHICLES |
| II IMPROPER INSPECTION (SMOG) | WR WARRANTY - REPAIRS |

COMPLAINT ALLEGATIONS – ENGINE REPAIR & ENGINE PERFORMANCE

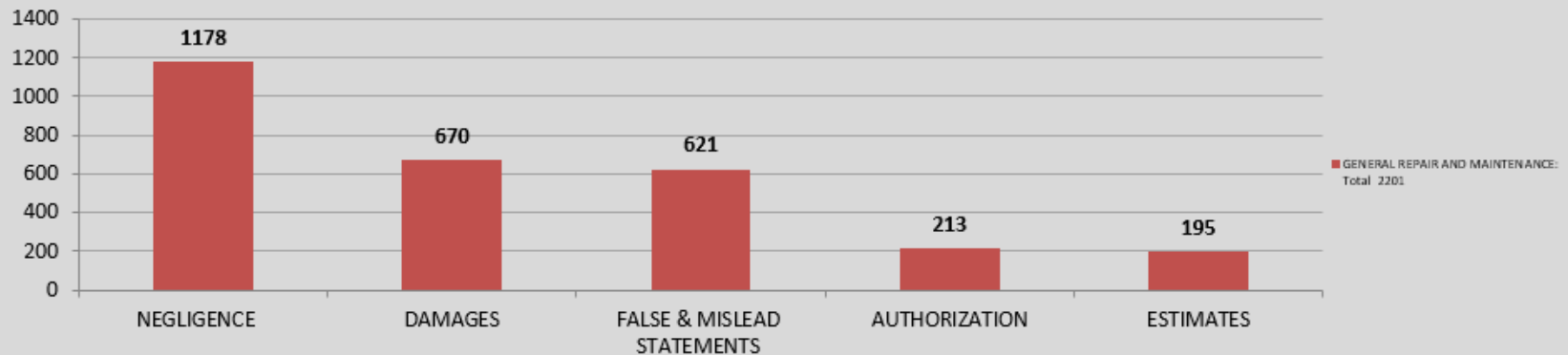


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

FY 2020-21 YTD: Total 2120*

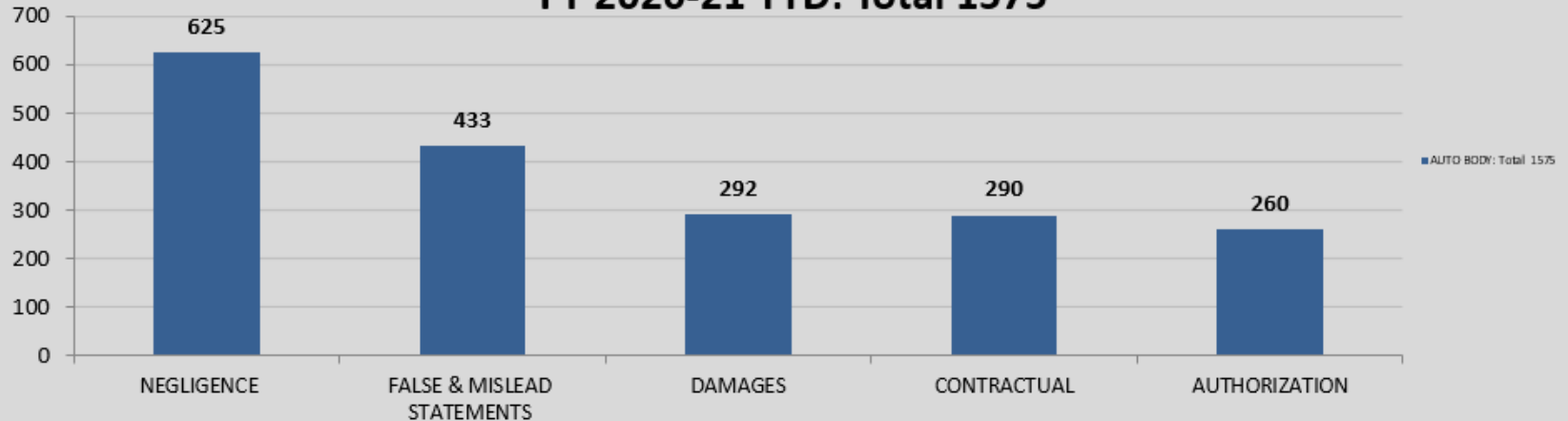


FY 2019-20 YTD: Total 2201*

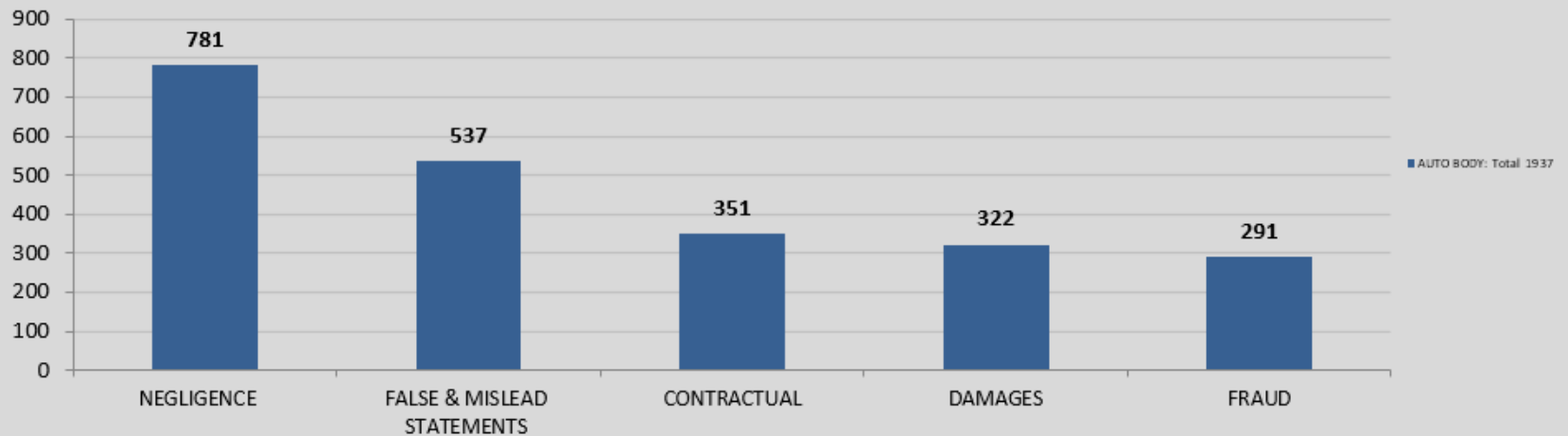


COMPLAINT ALLEGATIONS – AUTO BODY

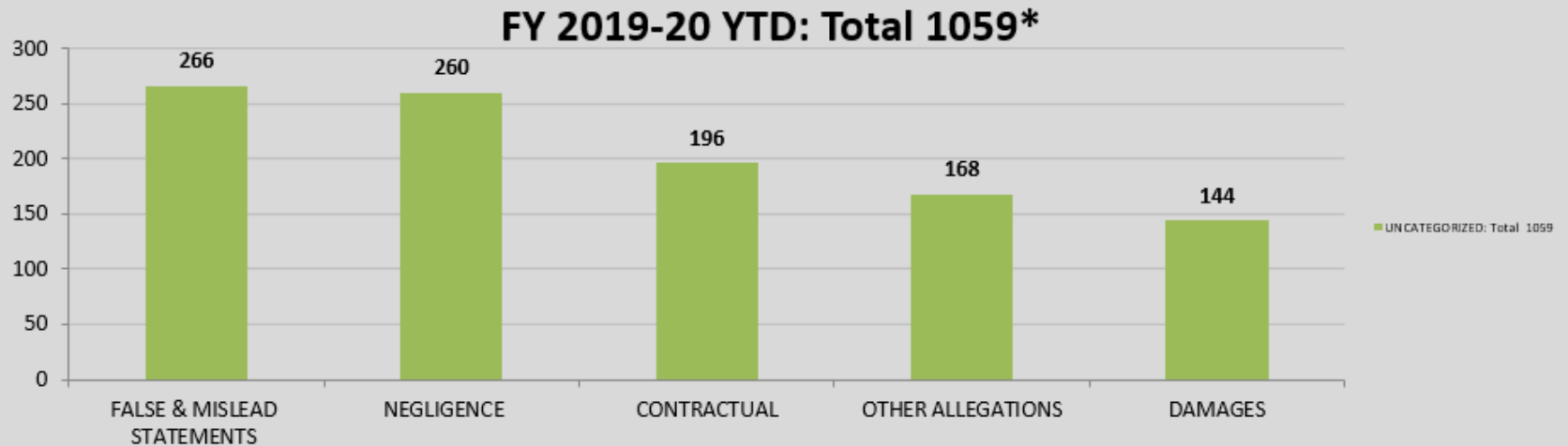
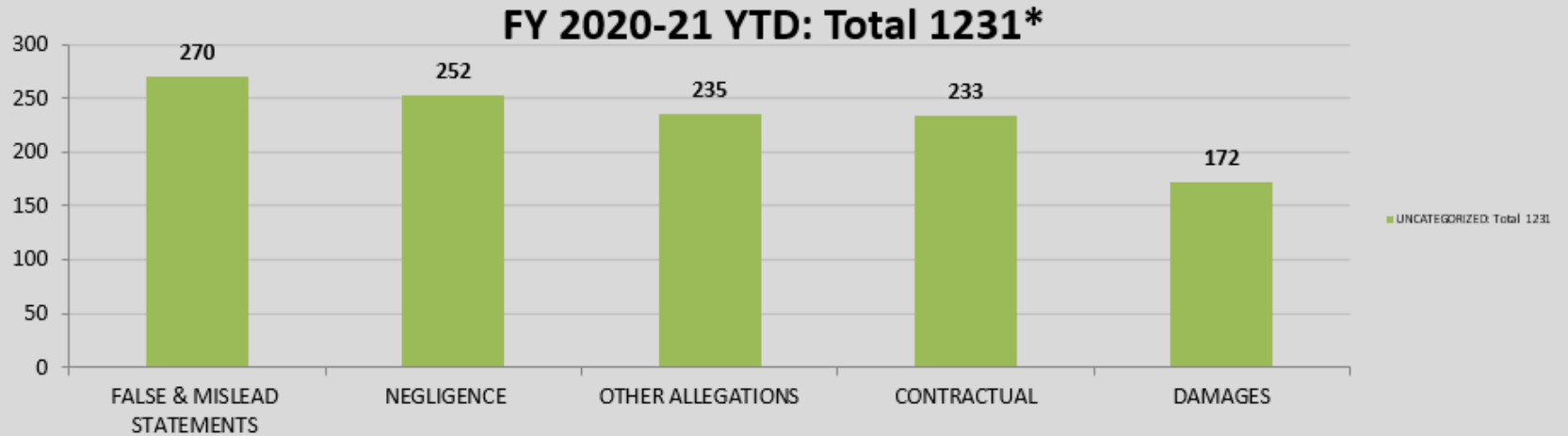
FY 2020-21 YTD: Total 1575*



FY 2019-20 YTD: Total 1937*

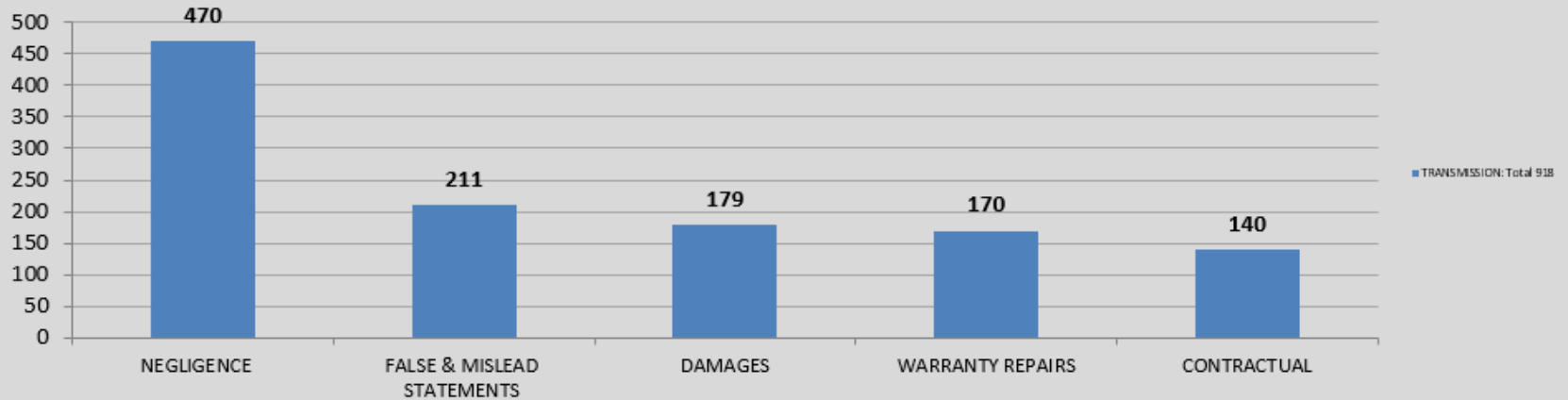


COMPLAINT ALLEGATIONS – UNCATEGORIZED

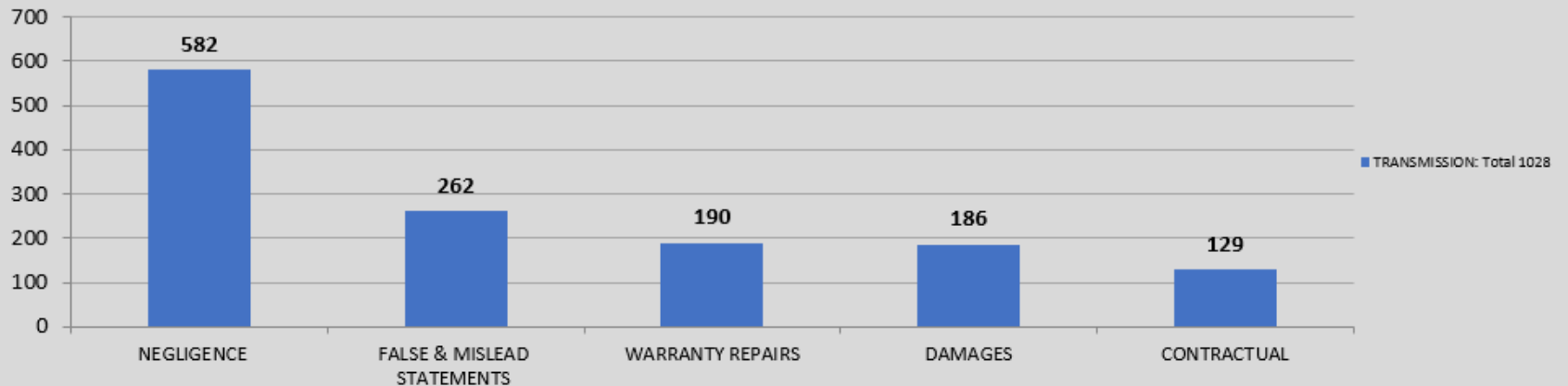


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2020-21 YTD: Total 918*

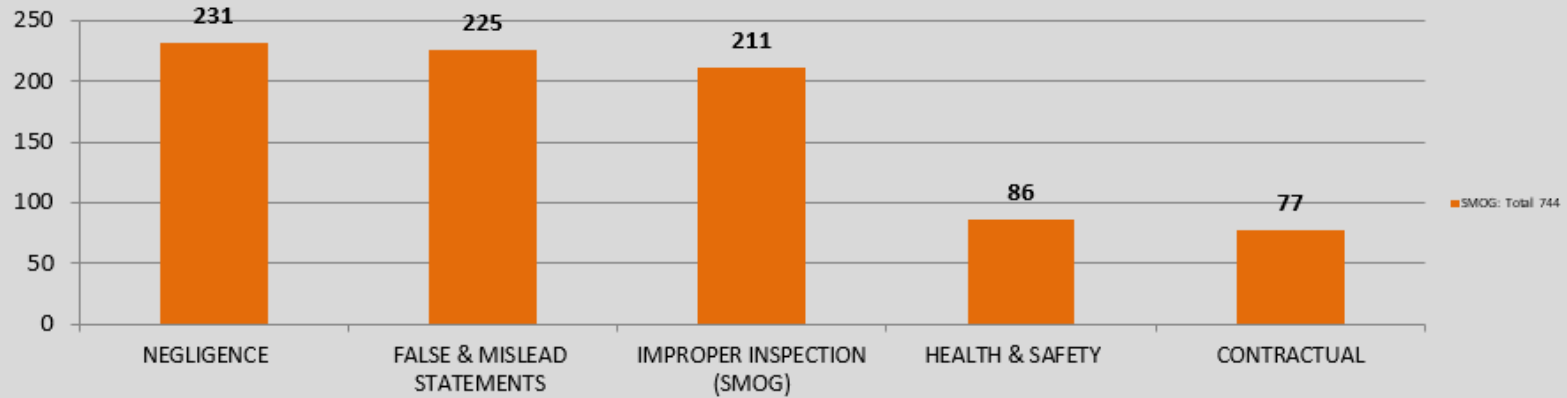


FY 2019-20 YTD: Total 1028*

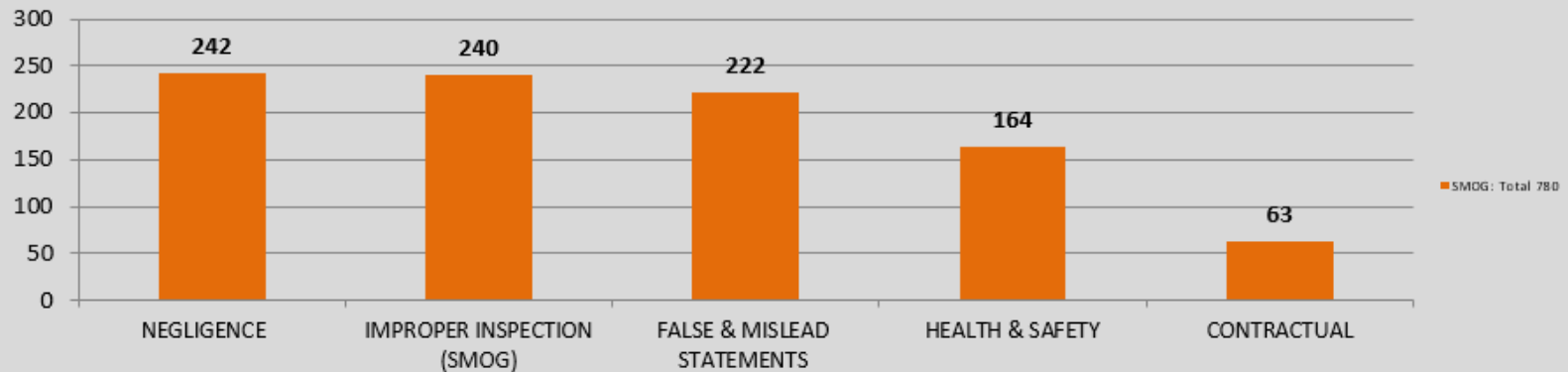


COMPLAINT TRENDS - SMOG

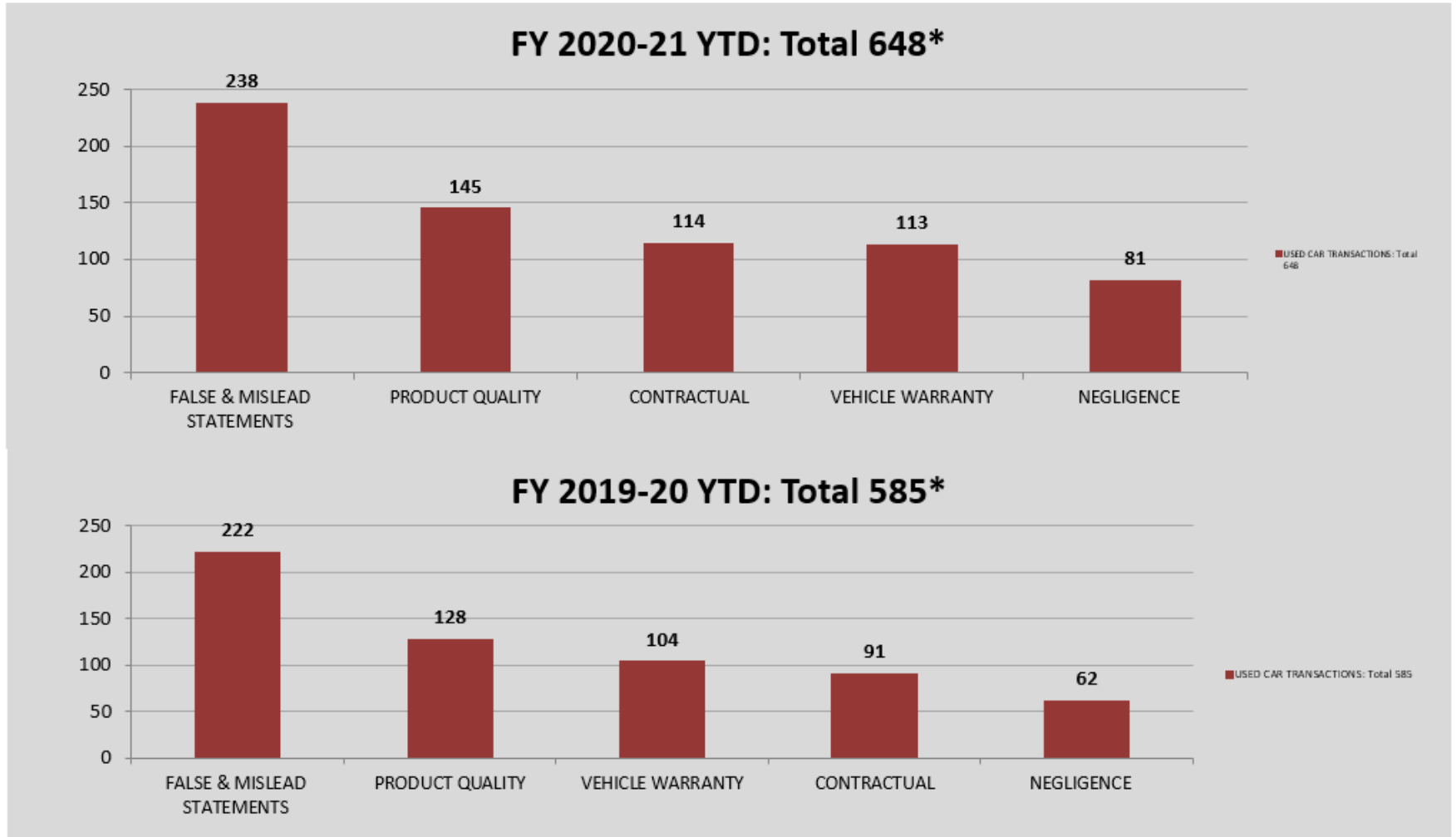
FY 2020-21 YTD: Total 744*



FY 2019-20 YTD: Total 780*

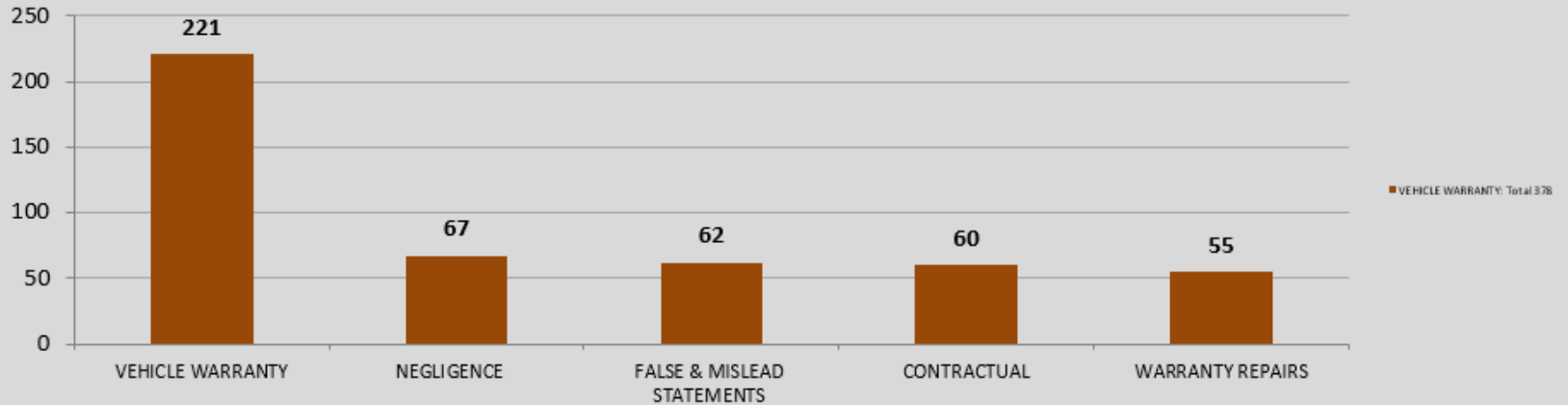


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

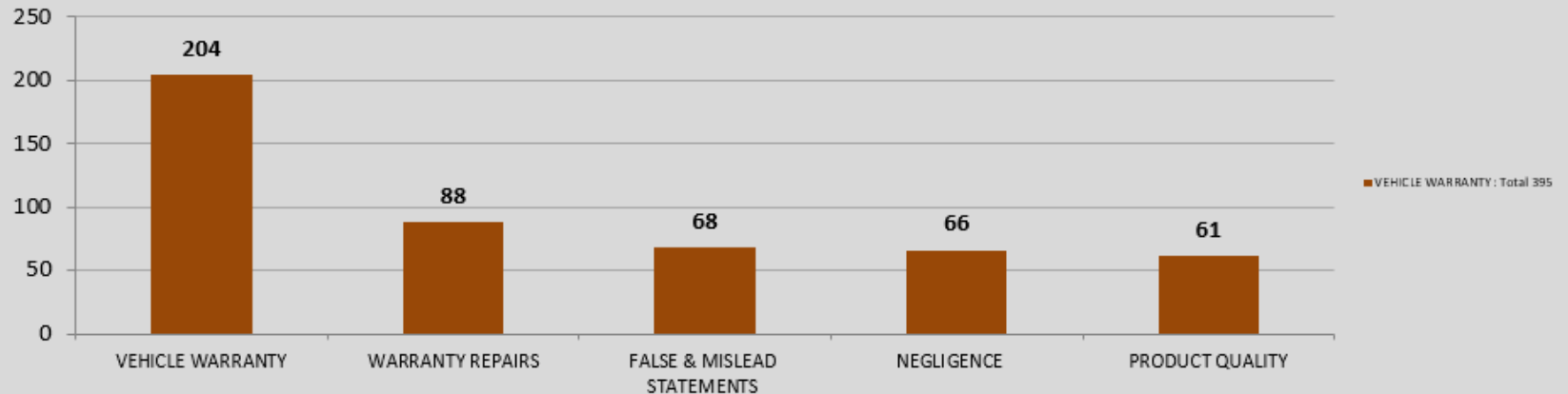


COMPLAINT TRENDS – VEHICLE WARRANTY

FY 2020-21 YTD: Total 378*

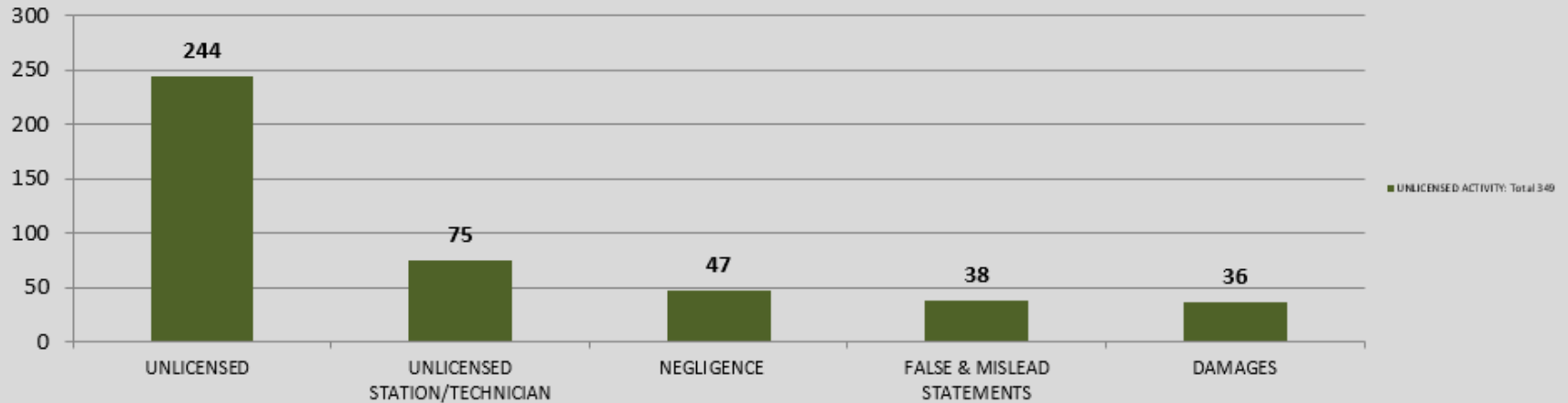


FY 2019-20 YTD: Total 395*

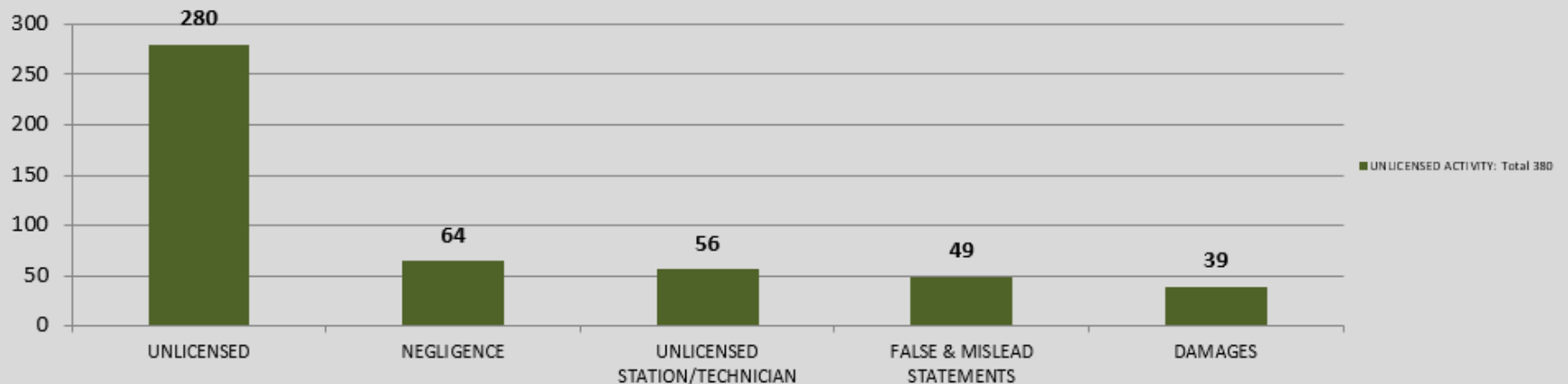


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

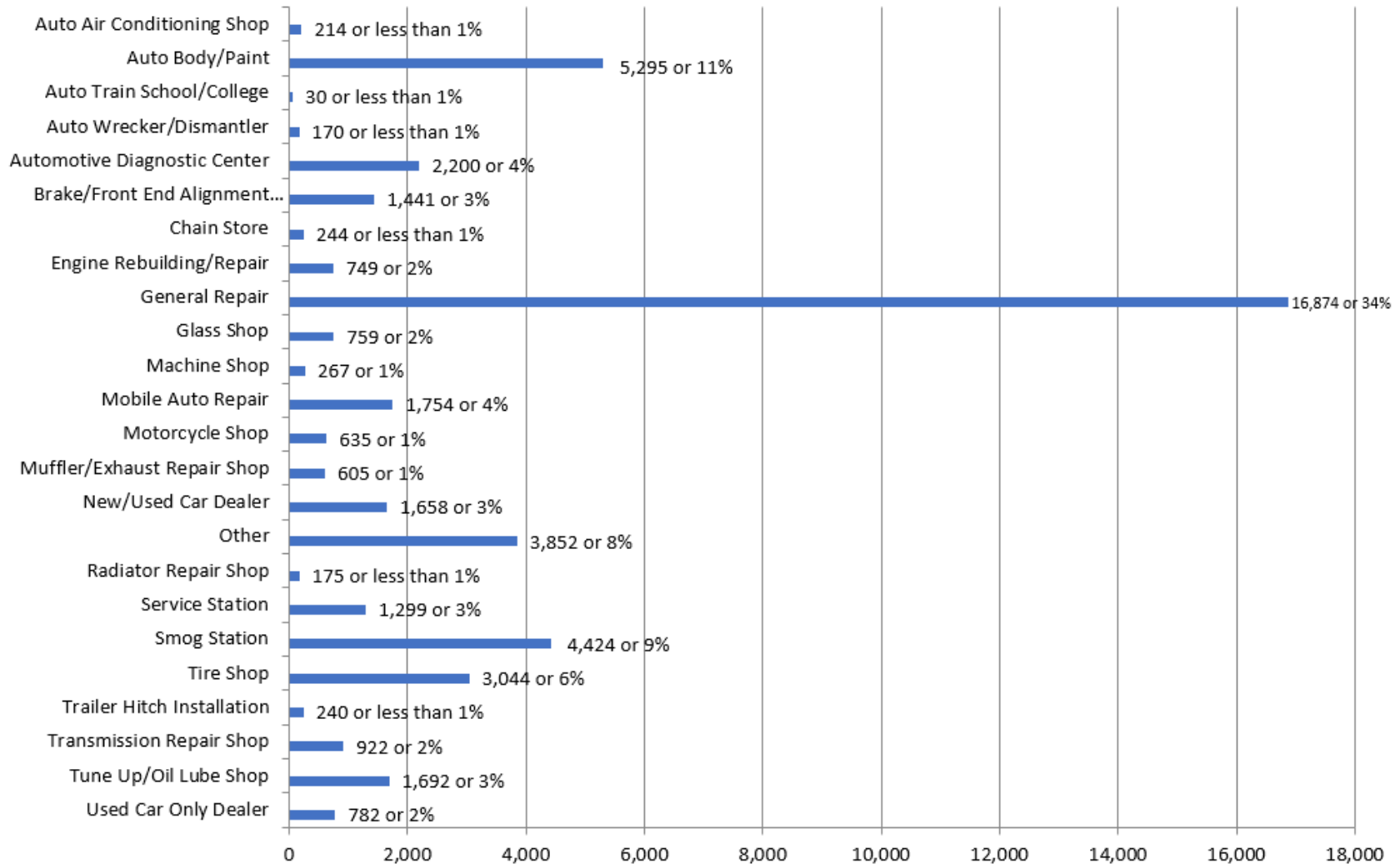
FY 2020-21 YTD: Total 349*



FY 2019-20 YTD: Total 380*



PRIMARY BUSINESS TYPE AS OF JUNE 2021



AUTO BODY INSPECTION PROGRAM STATISTICS

| FY 2020-21 YTD | |
|------------------------------------|------------|
| Total Inspections Requested | 114 |
| Total Inspections Conducted | 72 |
| Total Complaints Filed | 30 |
| FY 2019-20 YTD | |
| Total Inspections Requested | 225 |
| Total Inspections Conducted | 108 |
| Total Complaints Filed | 51 |

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Email: bill.thomas@dca.ca.gov