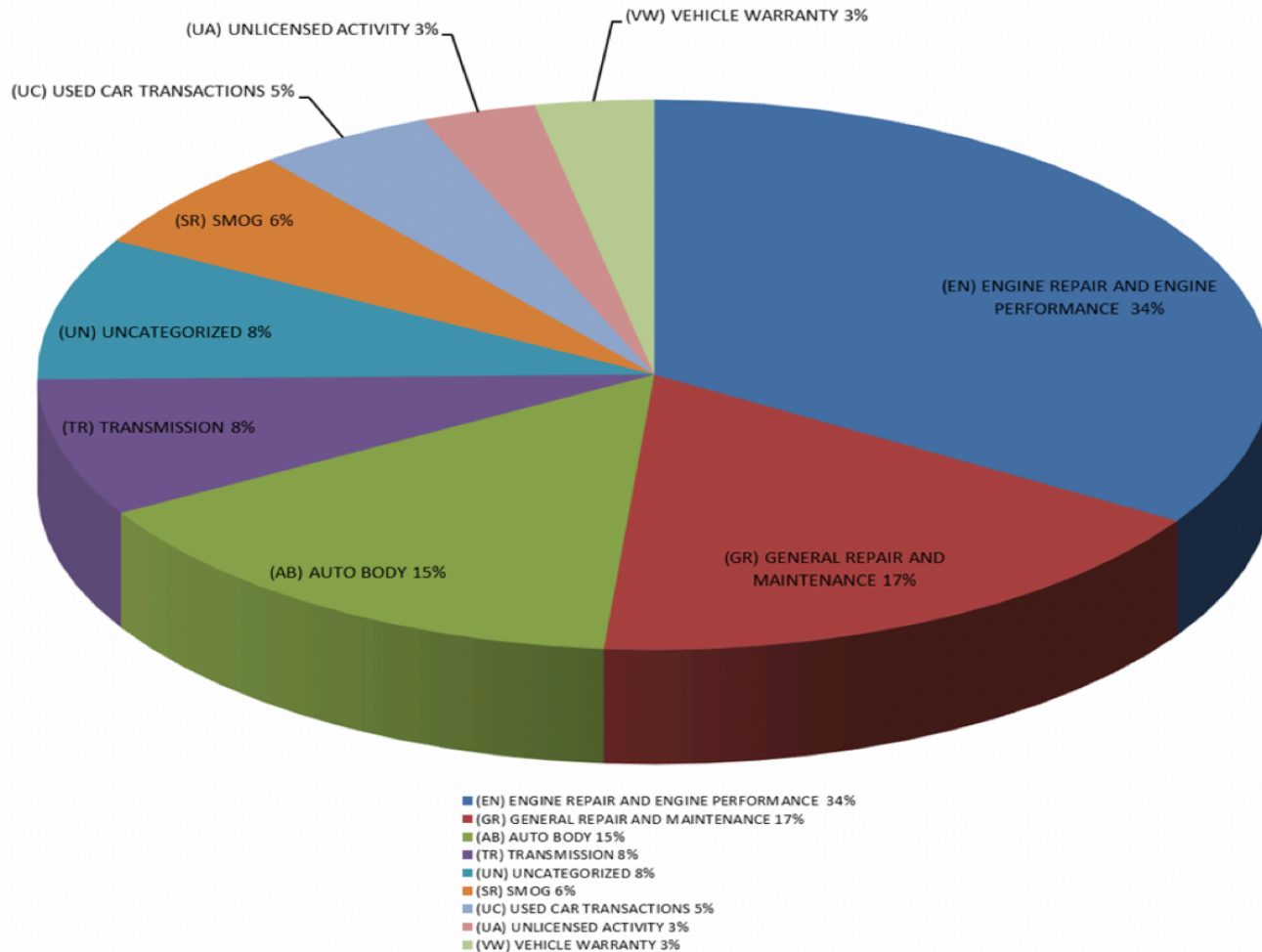

ENFORCEMENT STATISTICS UPDATE Q4



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JULY 16, 2020

FISCAL YEAR COMPLAINT TRENDS 2019-20 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	189
CO	COOLING SYSTEM	327
ED	ENGINE DIAGNOSIS	716
EL	ELECTRICAL	624
EN	ENGINE OVERHAUL/REPLACEMENT	609
ER	ENGINE REPAIR	1609
FL	FLUSHING	22
FS	FUEL SYSTEM	138
MS	MACHINE SHOP	16
TU	TUNE UP	44

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	11
BO	BOAT REPAIR	1
LC	LAMP CERTIFICATION	9
LS	LIEN SALE/STORAGE CHARGES	49
MC	MOTORCYCLE REPAIR	94
OT	OTHER	467
PS	PART SALE	70
SF	STORAGE FEES	54
TO	TOWING	57
UP	UPHOLSTERY	41
WR	REPAIR WARRANTY	206

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	225
BR	BRAKES	392
DT	DRIVE TRAIN	182
EX	EXHAUST	77
GR	GENERAL REPAIR	3
LU	LUBE/OIL CHANGE	520
SU	SUSPENSION/STEERING	473
TW	TIRES/WHEELS	329

UA	UNLICENSED ACTIVITY	380
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	1860
GL	AUTO GLASS	77

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	922
MT	MANUAL TRANS/CLUTCH	106

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	5
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	87
ET	EMISSION TEST PROCEDURE	25
EW	EMISSIONS WARRANTY	16
FT	FUNCTIONAL TEST PROCEDURE	4
GP	GROSS POLLUTER	4
NX	NOX FAILURES	0
RF	REFEREE	4
RO	REPAIR ONLY (SMOG)	7
SB	SUBLET (SMOG)	9
SC	SMOG COST LIMIT	11
SN	STATION	15
SR	SMOG REPAIR	156
SS	ILLEGAL SMOG/CAR SALE	92
ST	SMOG TEST PROCEDURES	315
TE	TEST ONLY	17
TN	TECHNICIAN	2
VT	VISUAL SMOG TEST PROCEDURE	11

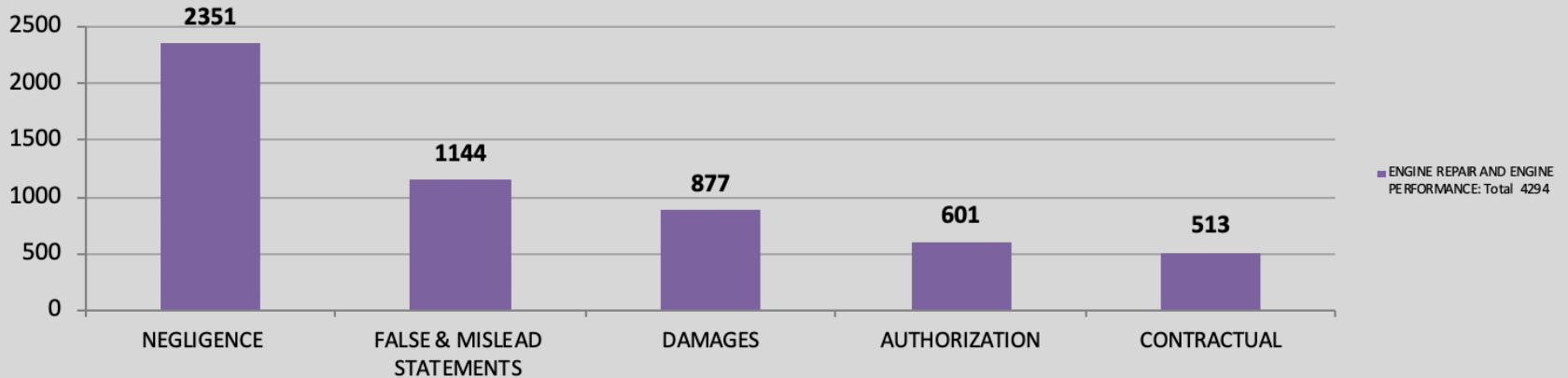
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	585
VW	VEHICLE WARRANTY	323
NC	NEW CAR/LEMON LAW	72

COMPLAINT ALLEGATIONS

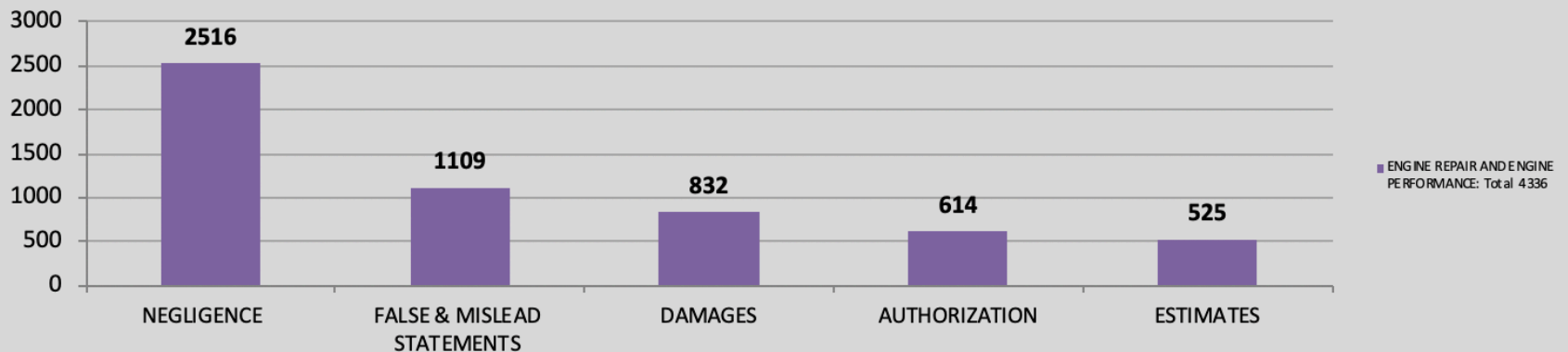
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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

FY 2019-20 YTD: Total 4294*

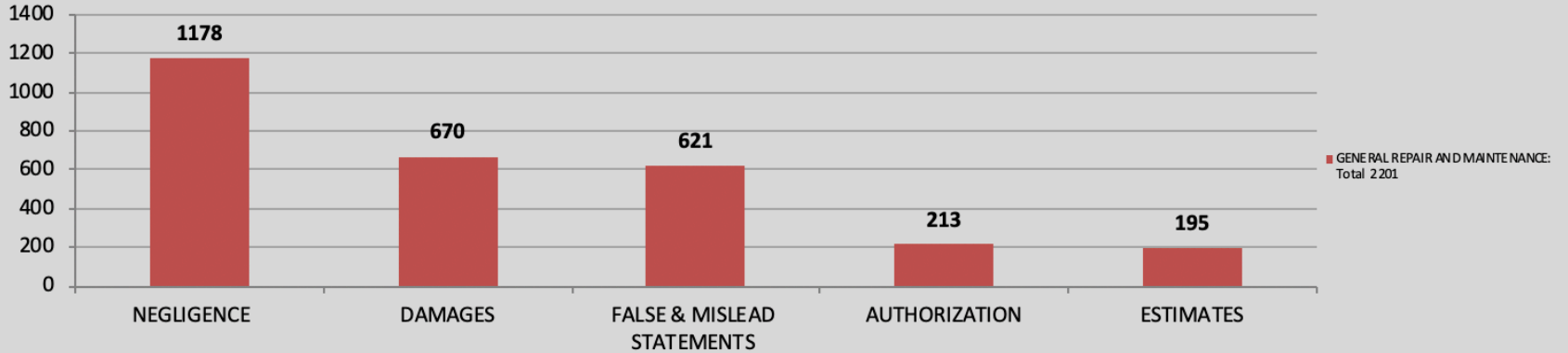


FY 2018-19 YTD: Total 4336*

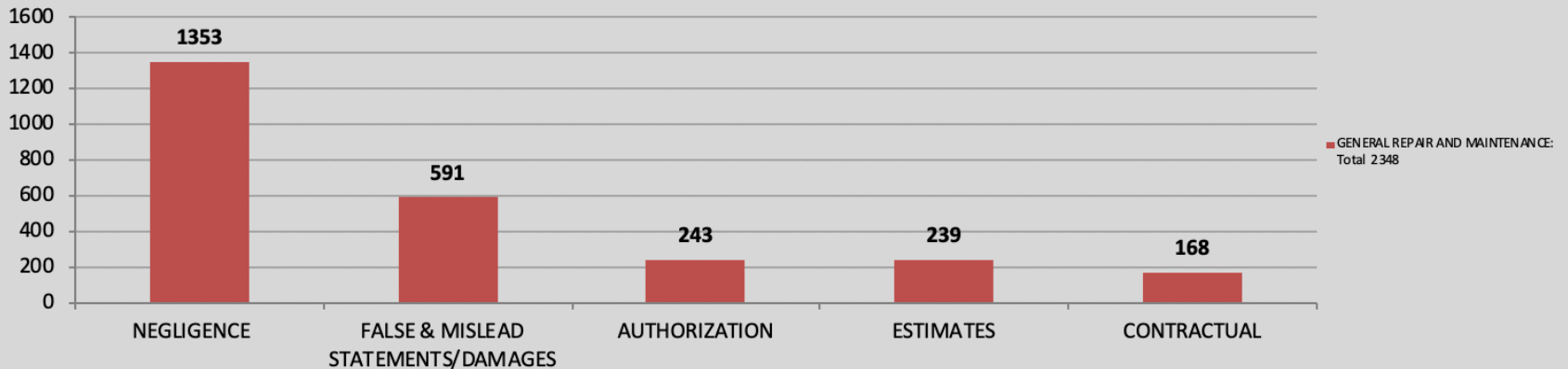


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

FY 2019-20 YTD: Total 2201*

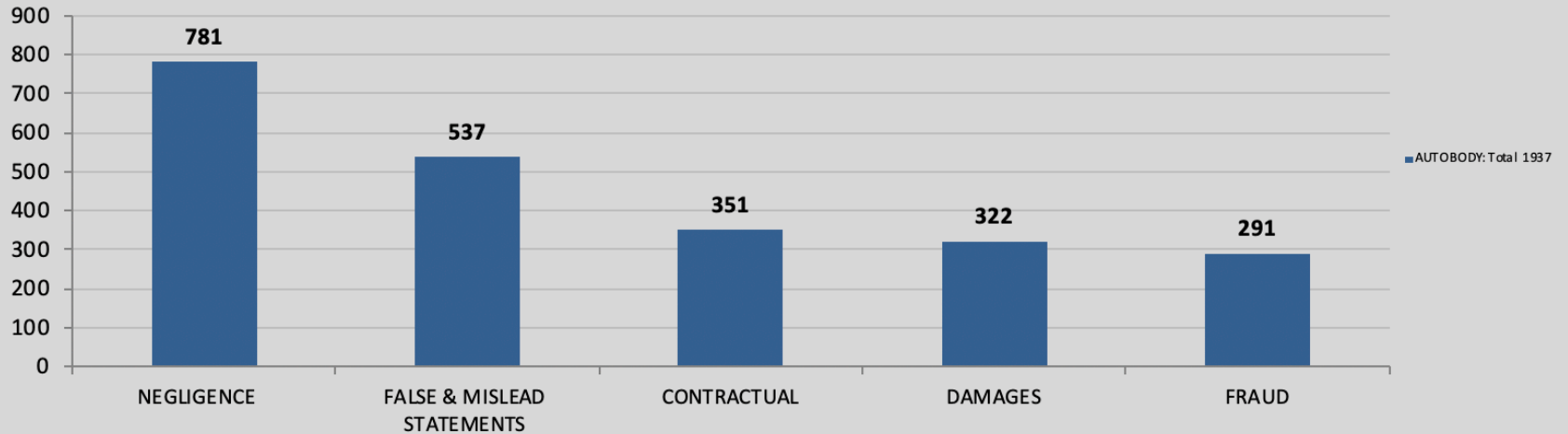


FY 2018-19 YTD: Total 2348*

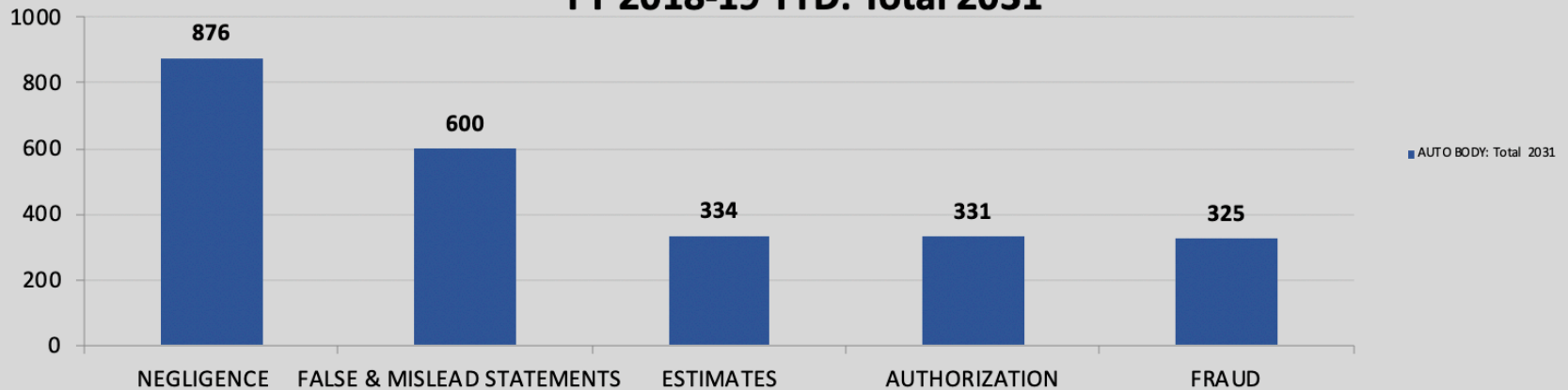


COMPLAINT ALLEGATIONS – AUTO BODY

FY 2019-20: Total 1937*

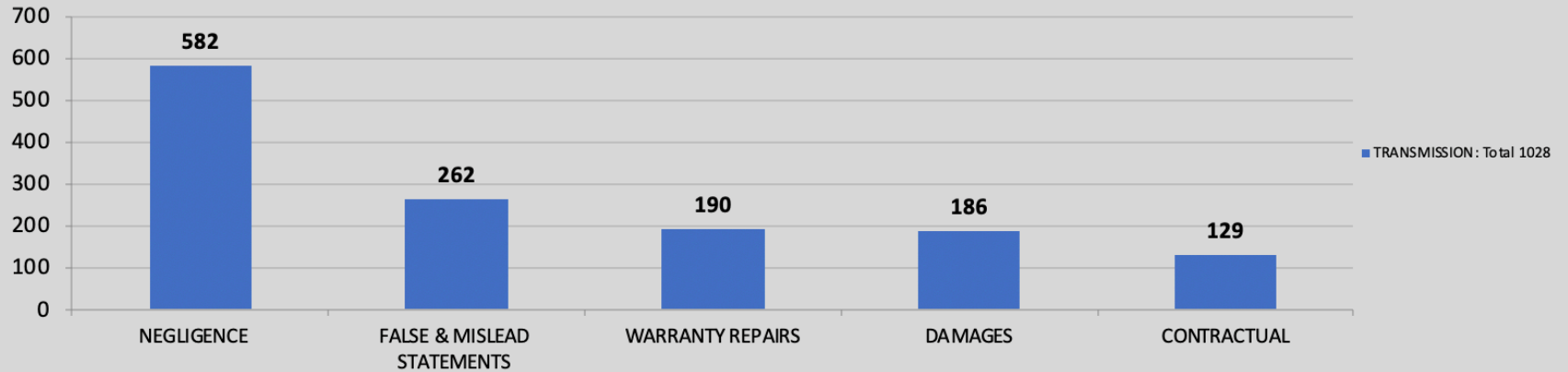


FY 2018-19 YTD: Total 2031*

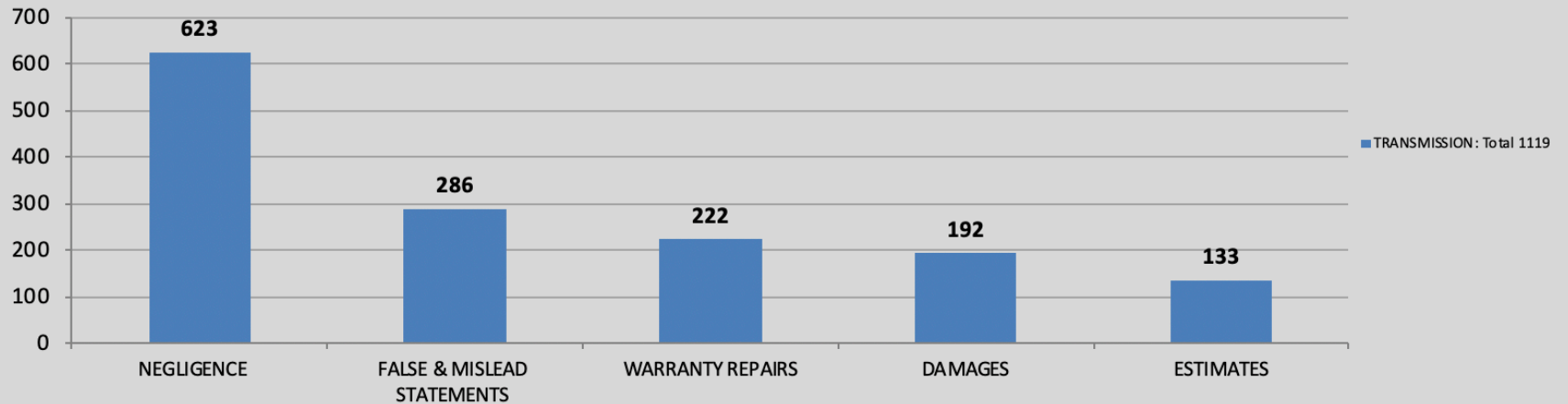


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2019-20 YTD: Total 1028*

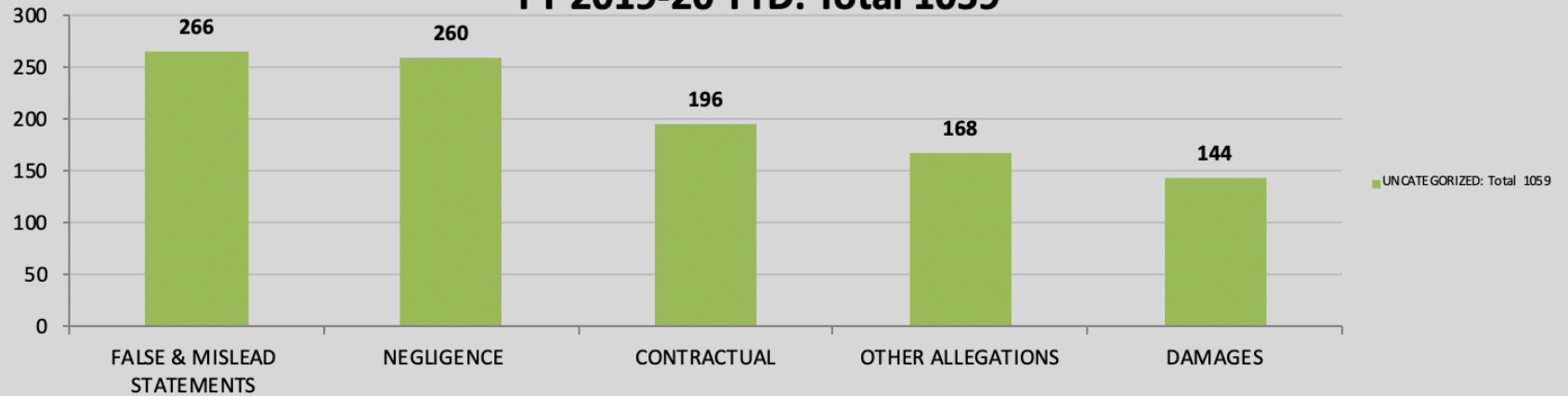


FY 2018-19 YTD: Total 1119*

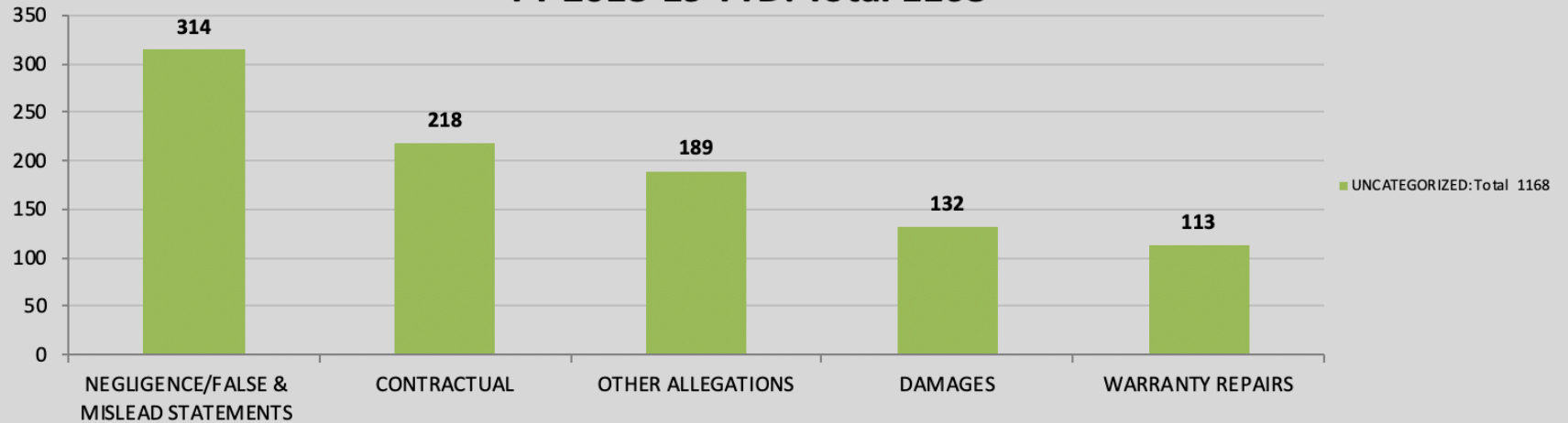


COMPLAINT ALLEGATIONS – UNCATEGORIZED

FY 2019-20 YTD: Total 1059*

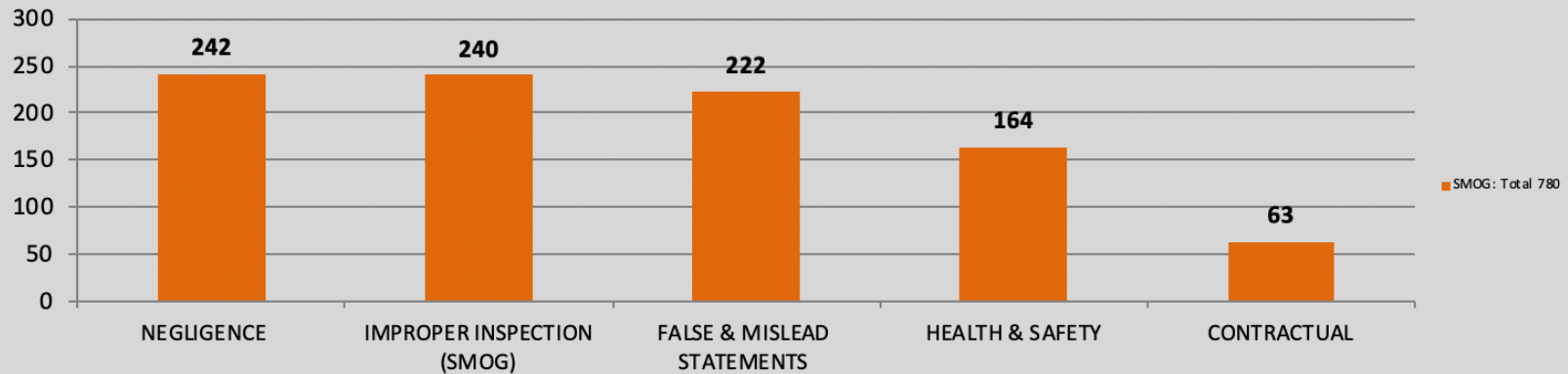


FY 2018-19 YTD: Total 1168*

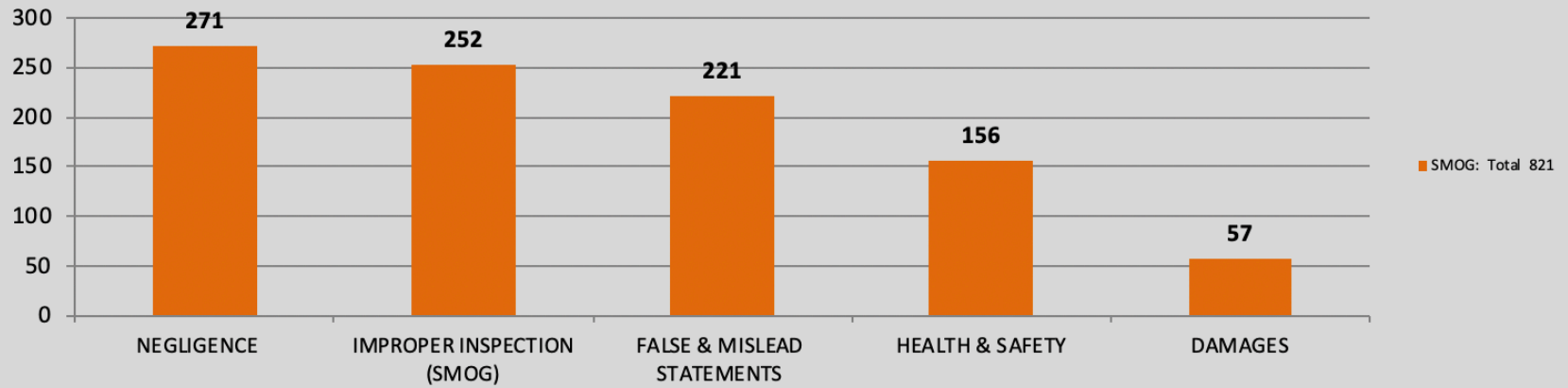


COMPLAINT TRENDS - SMOG

FY 2019-20 YTD: Total 780*

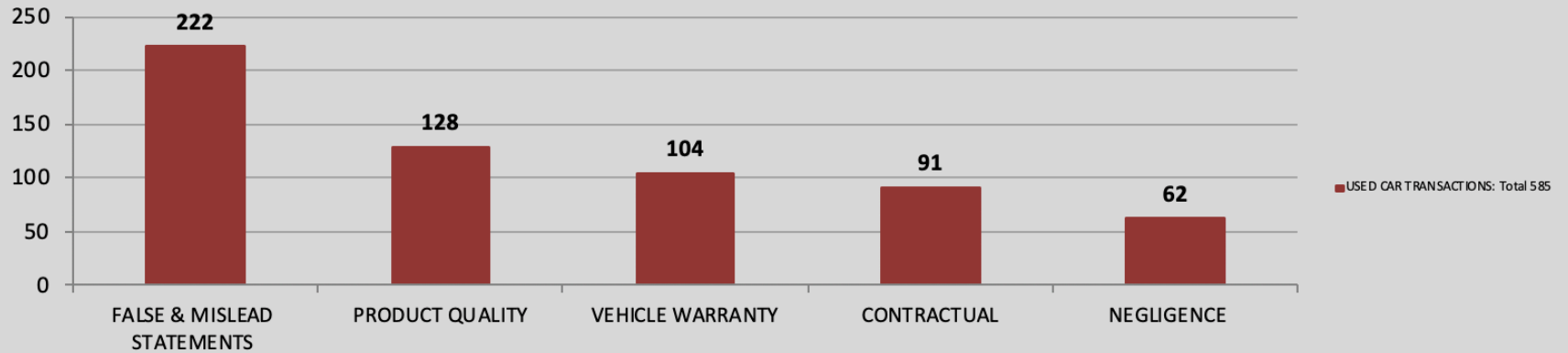


FY 2018-19 YTD: Total 821*

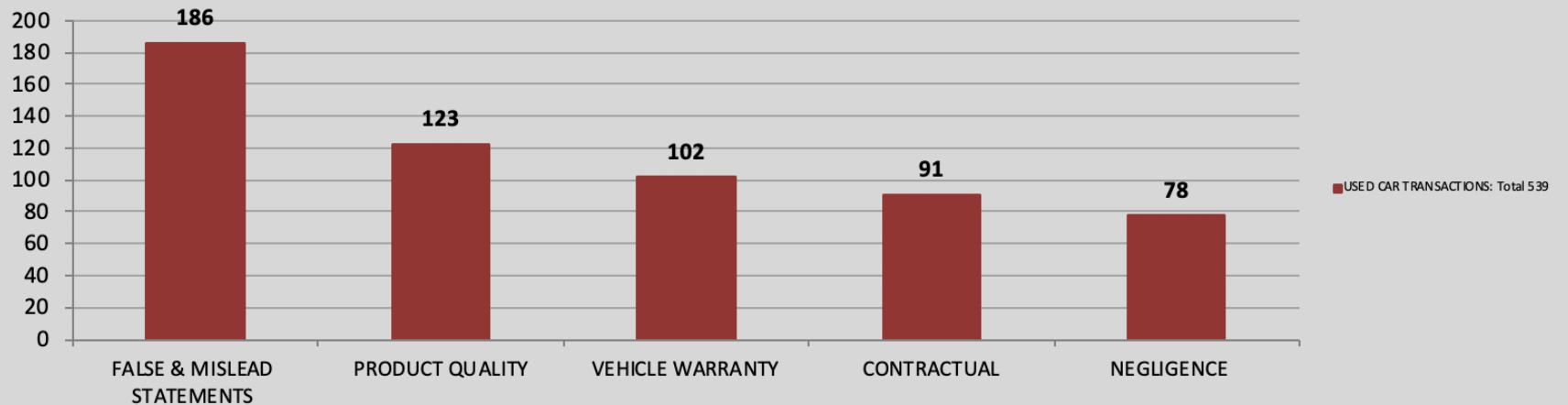


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2019-20 YTD: Total 585*

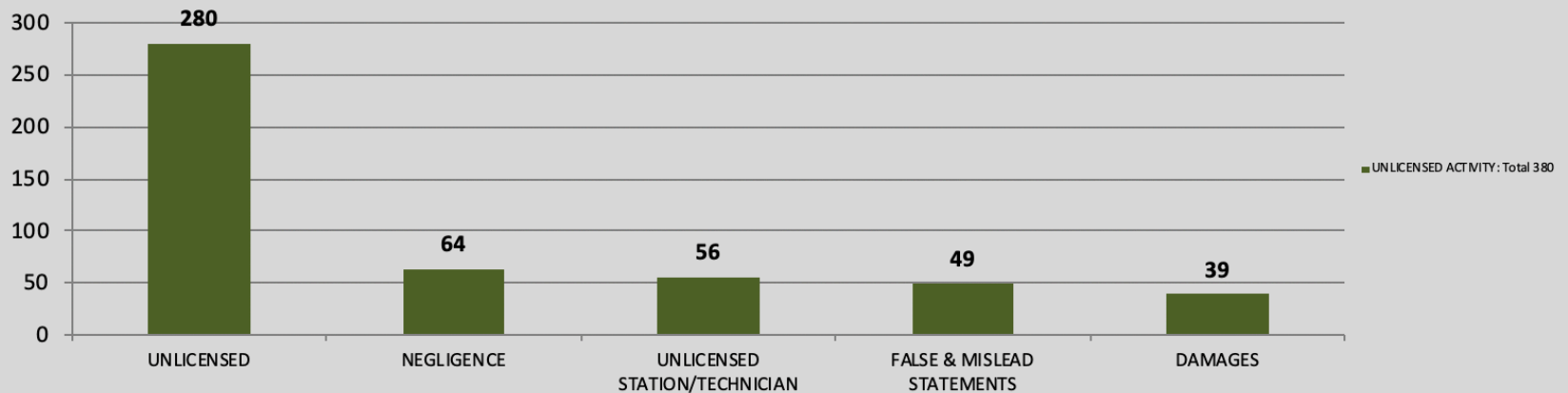


FY 2018-19 YTD: Total 539*

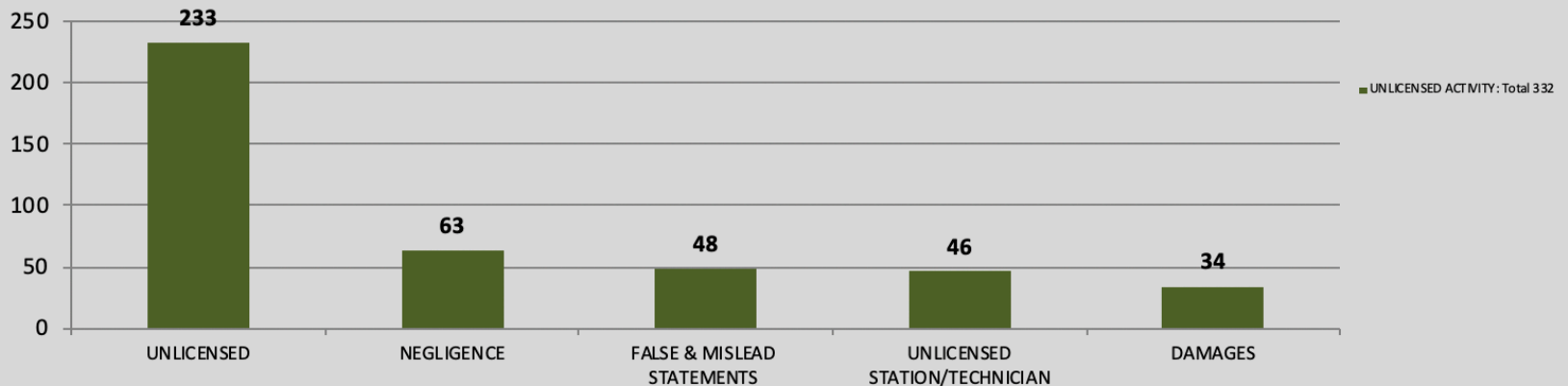


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

FY 2019-20 YTD UNLICENSED ACTIVITY: Total 380*

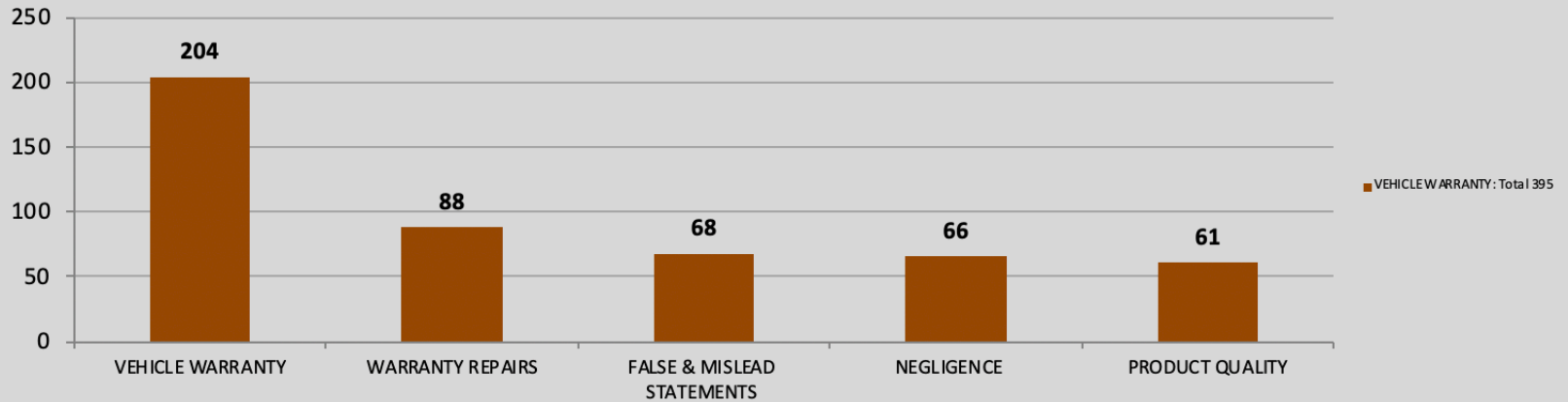


FY 2018-19 YTD UNLICENSED ACTIVITY: Total 332*

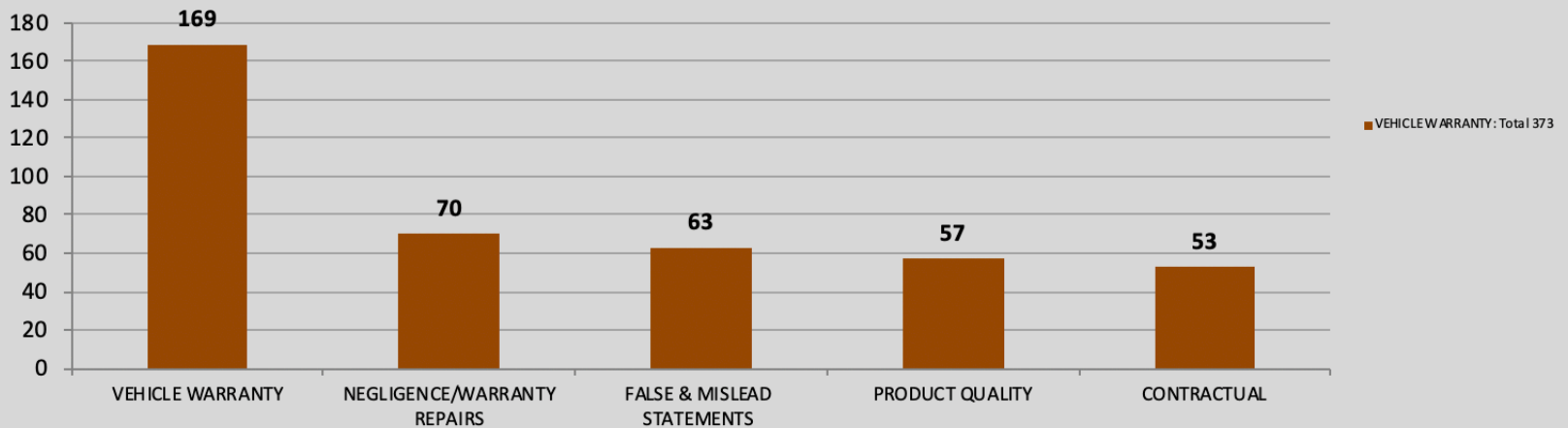


COMPLAINT TRENDS – VEHICLE WARRANTY

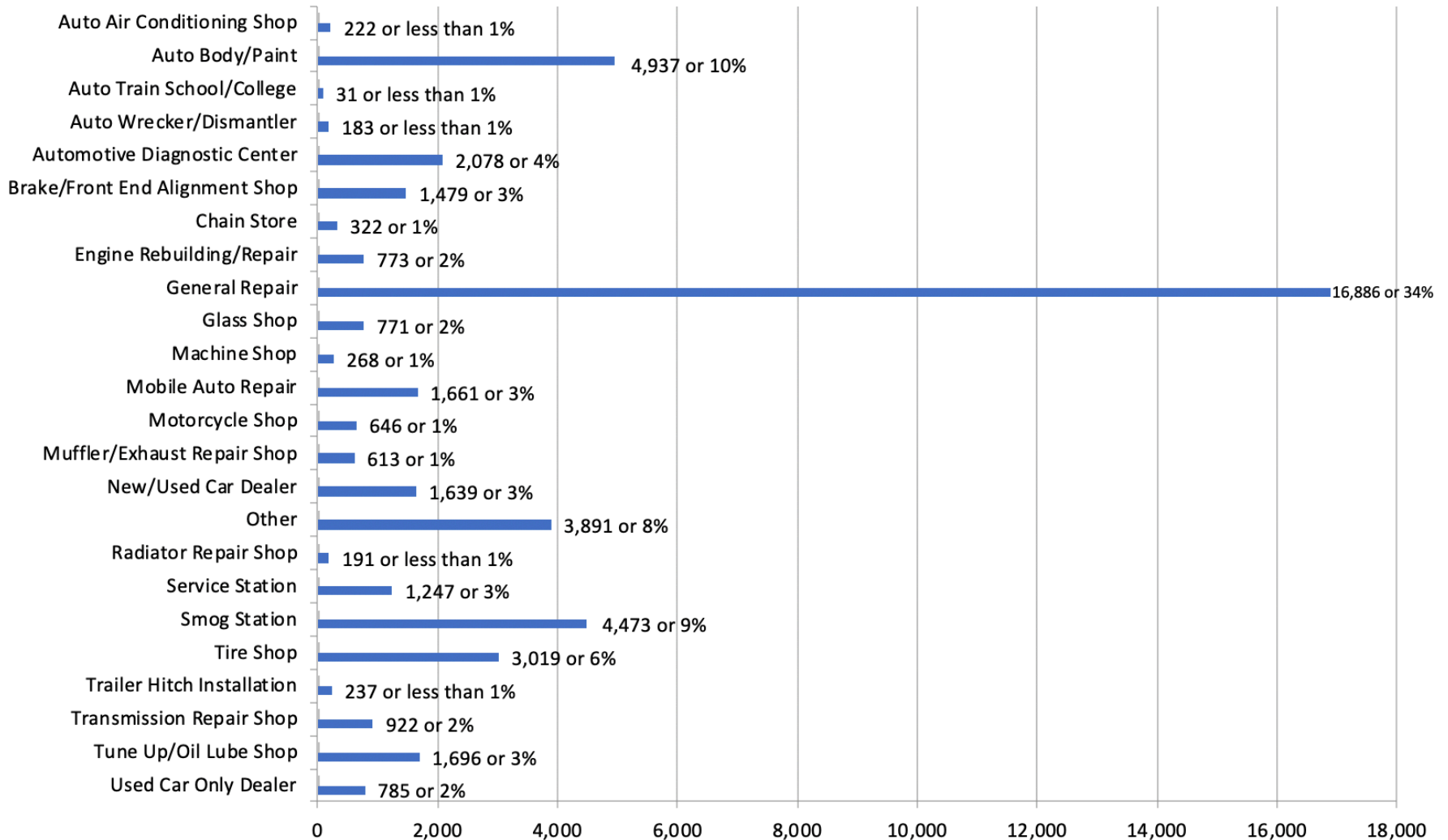
FY 2019-20 YTD: Total 395*



FY 2018-19 YTD: Total 373*



PRIMARY BUSINESS TYPE AS OF JUNE 2020



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2019-20 YTD

Total Inspections Requested

225

Total Inspections Conducted

108

Total Complaints Filed

51

FY 2018-19 YTD

Total Inspections Requested

214

Total Inspections Conducted

151

Total Complaints Filed

55

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