

BARSC NEWS

AUTOMOTIVE REPAIR AND SMOG CHECK NEWS

BUREAU OF AUTOMOTIVE REPAIR

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Delegates from China Visit BAR to Discuss Consumer Protection Initiatives

Chief Patrick Dorais and BAR staff welcomed a delegation from the Shanxi province of China on January 13, 2016, for an open discussion and presentation on BAR's consumer protection objectives. The presentation provided information about the Smog Check Program, the Consumer Assistance Program, and enforcement activities. BAR staff also provided a laboratory demonstration of BAR-97 and BAR-OIS inspections. This and other international visits demonstrate California's state-of-the-art programs and the interest from countries around the world to replicate our successes in consumer and air quality protection.

DEPARTMENT OF CONSUMER AFFAIRS

BAR
Bureau of Automotive Repair

STATE OF CALIFORNIA
dca
DEPARTMENT OF CONSUMER AFFAIRS

FAQs

FREQUENTLY ASKED QUESTIONS:

Smog Check Inspector and Smog Check Repair Technician Licensure and Renewals

What type of Smog Check license(s) do I need?

A Smog Check Inspector license is required to inspect and certify vehicle emission control systems. A Smog Check Repair Technician license is required to diagnose, adjust, and repair vehicle emission control systems. If you will be inspecting and repairing vehicles, both licenses are required.

How do I apply for a Smog Check Inspector and/or Smog Check Repair Technician license?

To apply for a Smog Check Inspector and/or Smog Check Repair Technician license, you must meet either the certification or education/experience prerequisites indicated on the application. Applicants meeting all requirements must submit a completed application and the applicable fee. The application can be downloaded by visiting the BAR website at www.smogcheck.ca.gov or by calling the BAR Licensing Unit at (916) 403-8477 or (855) 735-0462.

What is the next step after I submit my application?

After BAR has reviewed your application and determined your eligibility, the examination administration contractor will mail you a notice with instructions for scheduling your examination(s). Once you pass your examination(s), your wall and badge license(s) will be mailed to you with details on how to activate your license(s).

How often must I renew my license?

Smog Check Inspectors and Smog Check Repair Technicians must renew their licenses every two years. Courtesy renewal notices are mailed out 120 days prior to the expiration date. If you do not receive a courtesy renewal notice in the mail, you are still responsible for renewing your license by the expiration date.

What are the requirements for license renewal?

To renew your Smog Check Inspector and/or Smog Check Repair Technician license, you must meet the continuing education (update training) requirements specified on the renewal notice. Smog Check Repair Technicians must also meet certification requirements in order to renew their license. Licensees meeting all renewal requirements must submit a completed renewal notice and the applicable fee.

Smog Check Inspectors and Smog Check Repair Technicians who do not submit their renewals within one year of the expiration date will be required to submit a new application and fees, take required courses, and retake the examination(s).

License/Registration Fee Schedule

License/Registration Type	Application Fee	Renewal Fee	Delinquency/Late Fee
Automotive Repair Dealer	\$200	\$200	\$50
Smog Check Station	\$100	\$100	\$50
Brake Station	\$10	\$5	\$2.50
Lamp Station	\$10	\$5	\$2.50
Smog Check Inspector and/or Smog Check Repair Technician	\$20	\$20	None
Brake Adjuster	\$10	\$5	\$2.50
Lamp Adjuster	\$10	\$5	\$2.50

CAP Services at STAR Test-and-Repair Stations

The Bureau of Automotive Repair (BAR) has received phone calls from consumers concerned about being unable to receive Consumer Assistance Program (CAP) services at some STAR Test-and-Repair stations. The consumers indicated that they were given reasons such as the station does not perform CAP repairs, the station is too busy, or the diagnosis alone would cost \$500. While there can be legitimate reasons for rejecting a vehicle, such as vehicle safety, engine overheating, or transmission problems, the reasons described by many consumers do not appear to fall in these categories.

According to California Code of Regulations Section 3392.5.1 (a)(9), a STAR Test-and-Repair station is required to participate in CAP in order to maintain its STAR Test-and-Repair certification. The CAP Operations Manual prohibits making any false statements to exclude, refuse, or discourage consumers from participating in CAP at their station. STAR Test-and-Repair stations are encouraged to contact the CAP Help Desk at (866) 272-9642 with any questions and to regularly reference the CAP Operations Manual and CAP training resources available on BAR's website at http://smogcheck.ca.gov/Industry/Training/CAP_Operations_Manual_and_Training.html.

BAR would also like to remind STAR Test-and-Repair stations that participating in CAP provides many benefits, including:

- Opportunity to provide CAP services to existing customers who qualify for the program.
- Access to a large customer base without advertising costs.
- Recognition as a STAR Test-and-Repair station.
- Ability to accept directed vehicles and gross polluters for testing and repairs.
- Opportunities to assist local communities.
- Assistance from the CAP Help Desk.
- Partnership with BAR to clean California's air and assist consumers.

Availability of CAP services at all STAR Test-and-Repair stations ensures that consumers have access to the repairs they need and offers many valuable benefits to stations.

What to Expect During a BAR Visit

Bureau of Automotive Repair (BAR) field representatives routinely visit facilities for various reasons, but most visits involve performing routine inspections or investigating consumer complaints.

Periodic inspections provide a great opportunity for BAR to communicate with facilities. BAR is required to ensure that automotive repair dealers (ARDs) and brake, lamp, and Smog Check stations are performing their licensed activities in accordance with the applicable laws and regulations. However, these inspections are also an opportunity to ask the representative any questions you may have regarding procedures or how the laws and regulations apply to the licensed activities you perform.

During an inspection, the owner or Responsible Managing Employee (RME) will be required to provide invoices, certification books, or other documents for review. The representative will often have you confirm calibration on test equipment and will verify that required tools, manuals, signs, and BAR publications are present. If any deficiencies are noted during the inspection, you will be asked to correct them. A follow-up visit may occur or you may be asked to submit proof of correction in the form of a receipt for equipment service or the purchase of required tools/signs.

Most facilities in California are committed to operating their business in a professional, ethical manner with the goal of 100 percent customer satisfaction. Despite these efforts, occasionally a customer will be unhappy and will contact BAR to file a complaint. During the 2014–15 Fiscal Year, BAR received approximately 19,000 consumer complaints by phone, online, by mail, or in person at a BAR field office. The Automotive Repair Act requires BAR to investigate these complaints and allegations.

BAR's objective is to ensure that each complaint is thoroughly investigated and to work toward a fair and just resolution for both parties. Since BAR receives a wide variety of complaints, the inquiry process is adjusted to best address the specific allegations. When a complaint has been filed against your facility, it is reviewed in the field office and assigned to a representative, who will contact the consumer to obtain a statement and review any paperwork provided with the complaint. The representative will then visit your facility to get your statement and ask for any necessary documents such as repair orders or parts purchase invoices. The complaint inquiry may require several contacts with your facility and the consumer.

The representative's role is to facilitate a resolution to the complaint and to provide information to the facility that may help prevent similar misunderstandings. The representative will prepare a report and make a recommendation to resolve the complaint, which might include reworking the vehicle, issuing a refund, or that no action be taken. BAR does not have the legal authority to direct a facility to rework a vehicle or refund money. The representative will usually discuss his or her findings with both parties and any violations of the applicable laws and regulations will be addressed with the facility owner and/or RME. Complaints that result in findings of fraud or other serious violations may result in additional investigation and the filing of a disciplinary action.

Visits to facilities are one of BAR's most effective tools to meet our statutory mandates and achieve our mission. If any questions or concerns about a BAR visit are not resolved by the representative, you may contact the supervisor at the local field office for assistance. Your cooperation during BAR visits allows us to perform our functions with minimal disruption to your business day and supports our common goal to ensure a fair and competitive automotive repair marketplace for California consumers.

Vehicles with Extended Emissions Warranties

The Bureau of Automotive Repair (BAR) has received reports that consumers are not always being informed that some emission-related components may be covered under an extended warranty when their vehicle fails a Smog Check. For example, Partial Zero Emission Vehicles (PZEVs) have a warranty covering certain emission-related components for up to 15 years or 150,000 miles. When a vehicle fails a Smog Check during the warranty period, the owner is entitled to dealer repairs on these components. It is critical that Smog Check technicians check the underhood label to determine if the vehicle is a PZEV and may be under warranty.

If there is no underhood label, technicians and consumers should check the vehicle owner's manual. If neither the label nor the owner's manual is available, BAR recommends checking the Air Resources Board (ARB) website at <http://www.arb.ca.gov/msprog/onroad/cert/cert.php#6>. This website contains

the Executive Order for each vehicle certified in California and has all the information that is on the underhood label. These Executive Orders are organized by Executive Order number and date, and provide both the emission system designation and the test configuration. ARB's website has instructions for finding the correct information for any vehicle.

For vehicles with missing underhood labels, it is appropriate to order replacement labels from a dealership using the vehicle's Vehicle Identification Number (VIN). There may be a charge for this service and the label is usually ready in a few days.

Additional information on vehicle emission warranties is available at www.arb.ca.gov or by contacting ARB's Helpline at (800) 242-4450.

Vehicle Manufacturer Warranties on BAR's Website

The Bureau of Automotive Repair (BAR) has updated its website to include links to vehicle manufacturer warranty information. This new resource, for use by technicians and consumers, provides information on emission-related repairs covered under the vehicle warranty and other information including warranty time frames, mileage requirements, and who to contact with questions and disputes. To access the new manufacturer warranty information, visit BAR's website at http://smogcheck.ca.gov/Consumer/Vehicle_Manufacturer_Warranties.html.

Spring 2016 Regulations Update

The following regulatory actions are under development. For more information on regulation proposals or to learn about future opportunities for public participation, visit the Bureau of Automotive Repair (BAR) website at http://smogcheck.ca.gov/About_BAR/Laws_and_Regulations_Resources/index.html.

Disciplinary Guidelines

BAR is moving forward with a regulation package to update its Disciplinary Guidelines. The guidelines, which are statutorily mandated to be adopted in regulation, are intended to be a resource for those involved in and affected by the disciplinary process, including registrants, licensees, and the general public. They are used in the administrative process to promote consistent and appropriate penalties when imposing disciplinary action.

The proposed changes to the Disciplinary Guidelines are necessary to address legislative and regulatory changes that have occurred since their last revision in May 1997. The guidelines will also be updated to ensure consistent use of titles and terms, to remove outdated and unnecessary terms and conditions of probation, to adopt a new probationary registration process, and clarify BAR's enforcement authority in light of the licensing restructure implemented in 2012.

A public hearing was held on January 8, 2016. One written comment was received during the initial 45-day public comment period. As a result of changes made in response to the comment, an additional 15-day public comment period was provided. A Final Statement of Reasons will be submitted to the Office of Administrative Law for adoption this year.

Windshield Replacement Standards

Windshields are an important safety feature in motor vehicles. Windshields support the vehicle frame and are manufactured and installed according to certain standards to have sufficient strength and bonding to the vehicle to prevent ejection during a crash.

To address the issue of improper windshield replacement and vehicle occupant ejections, BAR is proposing a regulation to require that the products and procedures involved in windshield installation and replacement meet accepted trade standards. The proposed regulation also requires disclosures to the customer of the minimum cure time or "drive-away" time, the date and time upon which installation was completed, and whether the windshield supplied is an original equipment manufacturer part or non-original equipment manufacturer part.

A public hearing was held on January 19, 2016. Four written comments were received during the public comment period.

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BAR Industry Help Desk

Have a question about the Bureau of Automotive Repair On-Board Diagnostic Inspection System (BAR-OIS) or Smog Check? Contact the BAR Industry Help Desk to speak to a BAR program representative for technical support or assistance. The BAR Industry Help Desk responds to telephone and e-mail inquiries from automotive repair dealers, Smog Check stations and technicians, official brake and lamp stations, and consumers.

Questions concerning enforcement actions, citations, STAR invalidations and appeals, or complaints are not addressed by the Industry Help Desk. Please contact BAR's Enforcement Branch at (916) 403-8060 for assistance with these issues.

The Industry Help Desk is available weekdays, excluding State holidays, from 8 a.m. to 5 p.m. Contact the Industry Help Desk by phone at (866) 860-8509 or by e-mail at BAR.IndustryHelpDesk@dca.ca.gov.

BAR by the Numbers

Licensing Summary as of December 31, 2015

License Type	Number of Registrants/Licenses
Automotive Repair Dealer	36,552
Smog Check Station	7,426
Brake Station	1,075
Lamp Station	1,059
Smog Check Inspector/ Repair Technician	25,905
Brake Adjuster	1,662
Lamp Adjuster	1,414

Complaint Trends for Fiscal Year 2015–16 (as of December 31, 2015)

Trend	Total Received	%
Engine Repair & Performance <i>Repair, diagnosis, cooling systems, fuels systems, etc.</i>	2,595	33%
General Repair & Maintenance <i>Brakes, suspension, steering, air conditioning/heat, etc.</i>	1,353	17%
Auto Body <i>Auto body repair, auto glass, etc.</i>	902	12%
Smog <i>Smog repair, test procedures, etc.</i>	788	10%
Other <i>Motorcycle repair, improper lien sales, etc.</i>	739	9%
Transmission <i>Automatic transmission, manual transmission/clutch, etc.</i>	719	9%
Unlicensed Activity	340	4%
Used Car Transactions	207	3%
Vehicle Warranty	147	2%

Regulations Update *Continued from page 6*

Mobile Automotive Repair Dealer Advertising

BAR is working with automotive repair industry stakeholders to address Internet advertising of unlicensed repair services on various websites. In addition to consumer complaints, BAR enforcement staff continuously monitor public advertising forums to track the growing number of unlicensed individuals and businesses reaching consumers. After identifying unlicensed activity, BAR coordinates with law enforcement agencies to conduct sting operations throughout the State.

In 2014, BAR began posting on its website a list of citations issued to individuals and businesses found performing repairs without a valid automotive repair dealer (ARD) registration. More than 1,700 citations have been issued since regulations adopted in 2012 gave BAR authority to issue citations for unlicensed activity.

A Notice of Proposed Action was published on January 22, 2016. A public hearing was held on March 14, 2016.

Smog Check Training Institutions and Instructors

This proposed regulation will update and revise the requirements for certification of training institutions and instructors to create consistency with Smog Check licensing requirements. The regulation will also replace the technologically out-of-date Bureau of Automotive Repair Standards document with the new Bureau Training Programs Standards document. The new document provides the minimum standards to provide training for Smog Check licensees. Finally, the proposed regulation would allow vehicle manufacturer training to satisfy the renewal requirements for the Smog Check Repair Technician license.

Disciplinary Actions

Public documents relating to the following disciplinary actions are available on BAR's website at http://smogcheck.ca.gov/Consumer/Verify_License.html.

July–December 2015				
License #	Business or Technician	Owner	City	Effective Date
ARD/TC 264885	Star Smog Check	Fahd Ramadan Atshan	Hawthorne	7/3/2015
EO/EI 633389	Fahd Ramadan Atshan	-	Barstow	7/3/2015
ARD 262478	Elegance Paint and Body	Javier Hernandez	Riverside	7/7/2015
ARD/TC 268149	Cha Cha Smogz	Mark Young	Inglewood	7/7/2015
ARD 272495	Carvi Collision Repair	Eddie Han Lee	Huntington Beach	7/16/2015
ARD/TC 225965	Xsmog, Inc.	Tai Tan Ho	San Diego	7/16/2015
ARD/TC 225833	Tulare Smog Check	Joe L. Mazon	Tulare	7/16/2015
EO 631116	Joe L. Mazon	-	Tulare	7/16/2015
EI/EO 631117	Ja Mare Dejohn Perry	-	Campbell	7/16/2015
EO/EI 633359	Jamal Dante Coulter	-	Anaheim	7/17/2015
ARD/TC 271065	Jimmy's Test Only	Jamil Moamar	Riverside	7/17/2015
EI/EO 633901	Jamil Moamar	-	Riverside	7/17/2015
ARD/RC 198721	Sun Automotive Repair	Dib M. Saleh	Highland	7/17/2015
EO/EI 140079	Mazen D. Saleh	-	Highland	7/17/2015
ARD/TC 267929	JR Smog Check Only	Javier Regalado	Riverside	7/17/2015
ARD 271569	JR Auto Tech and Trans Fleet Service	Javier Regalado	Riverside	7/17/2015
ARD/RC 148777	Hamilton Union Service	Hossain Erfan Khaziri	Campbell	7/17/2015
EO/EI 42947	William Robert Morrow II	-	San Marcos	7/21/2015
EB 154593	Larry Steven Occhipinti	-	Red Bluff	7/21/2015
EA 632149	Oleg Anatolyevich Kravchuk	-	Sacramento	7/21/2015
EO 155202	Josh Mark O'Connell	-	Lodi	7/21/2015
ARD/BS/LS 125948	Roadhaus Motorsport	Ronald Urban Mugnaini	Montclair	7/22/2015
BA/LA 28104	Ronald Urban Mugnaini	-	Montclair	7/22/2015
ARD/RC 260402	Alpine Smog	Gurpreet Singh	Lodi	7/22/2015

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Disciplinary Actions *Continued from page 8*

July–December 2015				
License #	Business or Technician	Owner	City	Effective Date
EO/EI 153759	Gurpreet Singh	-	Lodi	7/22/2015
EO Denied	Tony Haliem Ayoub	-	La Palma	8/11/2015
EO Denied	Gerardo O'Dorle	-	Riverside	8/14/2015
EO Denied	Ivan Arturo Mendoza	-	San Francisco	8/14/2015
EA 151255	Ronald Dale Neely	-	Stockton	8/31/2015
EO Denied	Eric S. Yih	-	South San Francisco	9/8/2015
ARD/RC 249722	Discount Smog	Adanan Amar Bath	Merced	9/8/2015
EI/EO 151462	Adanan Amar Bath	-	Livingston	9/8/2015
ARD/RC/LS/BS 254572	San Bruno 76	Stephen Ng	San Bruno	9/15/2015
EI/EO/LA/BA 151716	Giang Dang Do	-	San Bruno	9/15/2015
EI/EO 144807	Jose Manuel Dejesus	-	San Lorenzo	9/15/2015
EO/EI Denied	Tu Van Tran	-	Westminster	9/17/2015
ARD 258839	MA Auto & Tires	Mauricio Avendano	Hayward	9/21/2015
ARD/TC 243400	Halo Hot Rod	Floralma Morales	Los Angeles	9/25/2015
EI/EO 134615	David Camacho	-	Monterey Park	9/25/2015
EI/EO 632837	Manuel Alejandro Molina Morales	-	Monterey Park	9/25/2015
ARD 254679	Complete Auto Repair & Glass	Albert Anviah	Turlock	9/30/2015
ARD/TC 264304	02 Smog Test Only Center	Dat Thanh Truong	Redwood City	10/1/2015
EO/EI 152275	Dat Thanh Truong	-	San Jose	10/1/2015
ARD/RC/BS/LS 219654	D and D Auto Repair & Service	Saleh Isam Abuhijel; Ameen Musa Rizk; Partners	Whittier	10/1/2015
EO/EI/BA/LA 31680	Saleh Isam Abuhijleh	-	Riverside	10/1/2015
ARD/LS/BS 240846	905 Smog & Auto Repair	Miguel Angel Carranza	San Diego	10/6/2015

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Disciplinary Actions *Continued from page 9*

July–December 2015				
License #	Business or Technician	Owner	City	Effective Date
BA/LA 138952	Miguel Angel Carranza	-	Chula Vista	10/6/2015
ARD 258754	Green Collision, Inc.	Bashram Mashhood	Pico Rivera	10/6/2015
ARD 265521	Green Collision, Inc.	Bashram Mashhood	Pico Rivera	10/6/2015
ARD/TC 248108	Automotive Speedy Smog	Rigoberto Cortez	Riverside	10/7/2015
EO 147061	Rigoberto Cortez	-	Riverside	10/7/2015
ARD/RC 258462	Carfinders	Michael Gary Abouzeid	Chico	10/7/2015
EI/EO 632204	Juan Carlos Perez	-	El Cajon	10/8/2015
EI/EO 633149	David Alexander Dominguez	-	Los Angeles	10/12/2015
ARD 281861	TND Auto Repair	Tien Van Nguyen	San Diego	10/27/2015
ARD 238899	Fix and Paint Auto Body	Salvadore E. Chavez	Lancaster	10/27/2015
ARD/TC 233855	Oxnard Smog Test Only Center	Fidel Lopez	Oxnard	10/27/2015
EO 143295	Fidel Lopez	-	Oxnard	10/27/2015
ARD/RC 266037	Solorzano Auto Repair, Inc.	Eddie Solorzano	Temecula	10/27/2015
BA Granted	John S. Villa	-	San Luis Obispo	10/28/2015
ARD 261644	A One Quality Tires & Auto Repair	Imran Ashraf	Sacramento	10/28/2015
ARD/TC 274747	Alum Rock Everyday Smog	Beltran Cisneros Cruz	San Jose	10/28/2015
EO/EI 154823	Gustavo C. Jimenez	-	San Jose	10/28/2015
ARD 205482	Amerikar	Ninous Sargony	Turlock	10/29/2015
ARD/TC 248896	Official Smog	O'Jayland Dewayne Brown	Carmichael	10/29/2015
ARD 252912	Purrfect Auto Service	Suneeta Syal	Artesia	10/30/2015
ARD 261796	Econo Lube Meineke	Yusef Azizi	San Bernardino	10/30/2015
ARD 274514	Econo Lube Meineke	Yusef Azizi	Riverside	10/30/2015
ARD/RC 273224	Econo Lube #4047	Yusef Azizi	Riverside	10/30/2015
ARD 261342	Econo Lube N Tune Meineke	Yusef Azizi	San Bernardino	10/30/2015
ARD/TC 260386	C Garcia Test Only	Iliana Garcia	Huntington Park	10/30/2015

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Disciplinary Actions *Continued from page 10*

July–December 2015				
License #	Business or Technician	Owner	City	Effective Date
EO 147562	Juan Carlos Garcia	-	Downey	10/30/2015
EO/EI/LA/BA 306035	Anthony Allen Hazelwood	-	Bakersfield	11/3/2015
EO/EI/LA/BA 74536	David Lee McCoy	-	Bakersfield	11/3/2015
ARD/TC 243065	In & Out Smog and Oil Change	Amir Hossein Lotfizadeh	Los Angeles	11/4/2015
ARD 247701	Lander Auto Body	Miguel Angel Gonzalez	Turlock	11/4/2015
ARD 270778	P & P Smog Check	Armen Megerdchian	Los Angeles	11/4/2015
EI/EO 630796	Armen Megerdchian	-	Glendale	11/4/2015
EI/EO Denied	Scott Ruskauff	-	Lincoln	11/4/2015
EI/EO 147048	Floyd I. Adriano	-	Daly City	11/4/2015
ARD/TC 272800	Smogman	Michael M. Asham	Bakersfield	11/4/2015
EO 635055	Michael M. Asham	-	Bakersfield	11/4/2015
EA 312569	David Lopez	-	Fresno	11/4/2015
ARD/TC 263142	South Harbor Smog Test Only Center	Thai Q. Phan; Thuan D. Do; Partners	Santa Ana	11/4/2015
EO 148982	Thai Quoc Phan	-	Santa Ana	11/4/2015
ARD 265963	T & R Machine and Auto	Thomas L. Guffey	Hesperia	11/4/2015
ARD/RC/LS/BS 92968	Sierra Automotive	Charles L. Sutton	Bakersfield	11/9/2015
ARD 179642	Automotive Center	Rumaldo Mike Carrillo	Dinuba	11/10/2015
EO 150055	Rick Rodriguez	-	Sacramento	12/3/2015
ARD/TC 269017	Rudy's Smog Check	Mary Ann Garza	Indio	12/8/2015
ARD/LS/BS 61007	Kuma Tire and Wheel	David Frank Kuma	Riverside	12/8/2015
LA/BA 40866	David Frank Kuma	-	Riverside	12/8/2015
EO/EI 630734	Tom H. Nguyen	-	San Jose	12/10/2015
EO 635662	Nas Meshal	-	Torrance	12/16/2015
ARD/TC 266539	Fast Pass Test Only	Vicente Cancino	Long Beach	12/22/2015
EO 633791	Vicente Cancino	-	Long Beach	12/22/2015
ARD/TC 263731	Enterprise Smog	Rolun Draney	Riverside	12/24/2015



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The Bureau of Automotive Repair (BAR) is online! The website's user-friendly design allows licensees and the automotive repair industry to easily find the information they are looking for. Click on the "I am a licensee or applicant" search box on the home page to quickly access ET Blasts, STAR information, licensing information, and more. Need a form or application? All BAR documents can now be accessed on the Forms/Publications tab.

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