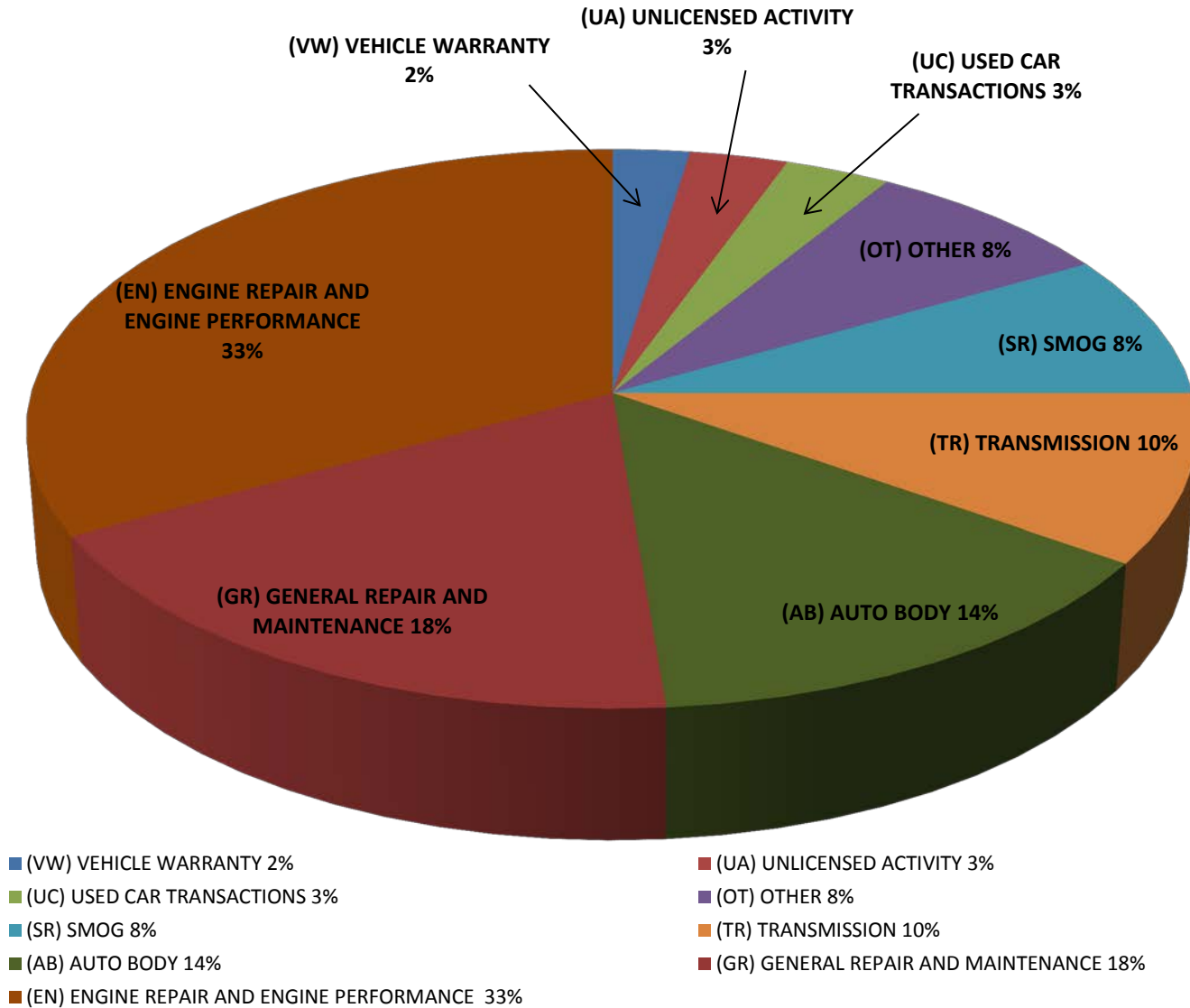


Department of Consumer Affairs
Bureau of Automotive Repair

Enforcement Statistics Update

Bill Thomas, Enforcement Operations Branch
BAR Advisory Group Meeting
January 19, 2017

COMPLAINT TRENDS FY 2016-17



TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE	
CC	COMPUTER CONTROLS
CO	COOLING SYSTEM
ED	ENGINE DIAGNOSIS
EL	ELECTRICAL
EN	ENGINE OVERHAUL/REPLACEMENT
ER	ENGINE REPAIR
FL	FLUSHING
FS	FUEL SYSTEM
MS	MACHINE SHOP
TU	TUNE UP

OTHER	
BC	BRAKE CERTIFICATION
BO	BOAT REPAIR
LC	LAMP CERTIFICATION
LS	LIEN SALE/STORAGE CHARGES
MC	MOTORCYCLE REPAIR
NC	NEW CAR/LEMON LAW
OT	OTHER
PS	PART SALE
SF	STORAGE FEES
TO	TOWING
UP	UPHOLSTERY
WR	REPAIR WARRANTY

GENERAL REPAIR AND MAINTENANCE	
AC	AIR CONDITIONING/HEAT
BR	BRAKES
DT	DRIVE TRAIN
EX	EXHAUST
GR	GENERAL REPAIR
LU	LUBE/OIL CHANGE
SU	SUSPENSION/STEERING
TW	TIRES/WHEELS

AUTO BODY	
AB	AUTO BODY
GL	AUTO GLASS

TRANSMISSION	
AT	AUTO TRANS
MT	MANUAL TRANS/CLUTCH

SMOG	
CP	CLEAN PIPING
CX	CLEAN PLUGGING
DC	DELINQUENT CITATION
ES	EXHAUST SYSTEM (SMOG)
ET	EMISSION TEST PROCEDURE
EW	EMISSIONS WARRANTY
FT	FUNCTIONAL TEST PROCEDURE
GP	GROSS POLLUTER
NX	NOX FAILURES
RF	REFEREE
RO	REPAIR ONLY_ (SMOG)
SB	SUBLET (SMOG)
SC	SMOG COST LIMIT
SN	STATION
SR	SMOG REPAIR
SS	ILLEGAL SMOG/CAR SALE
ST	SMOG TEST PROCEDURES
TE	TEST ONLY
TN	TECHNICIAN
VT	VISUAL SMOG TEST PROCEDURE

USED CAR TRANSACTIONS

VEHICLE WARRANTY

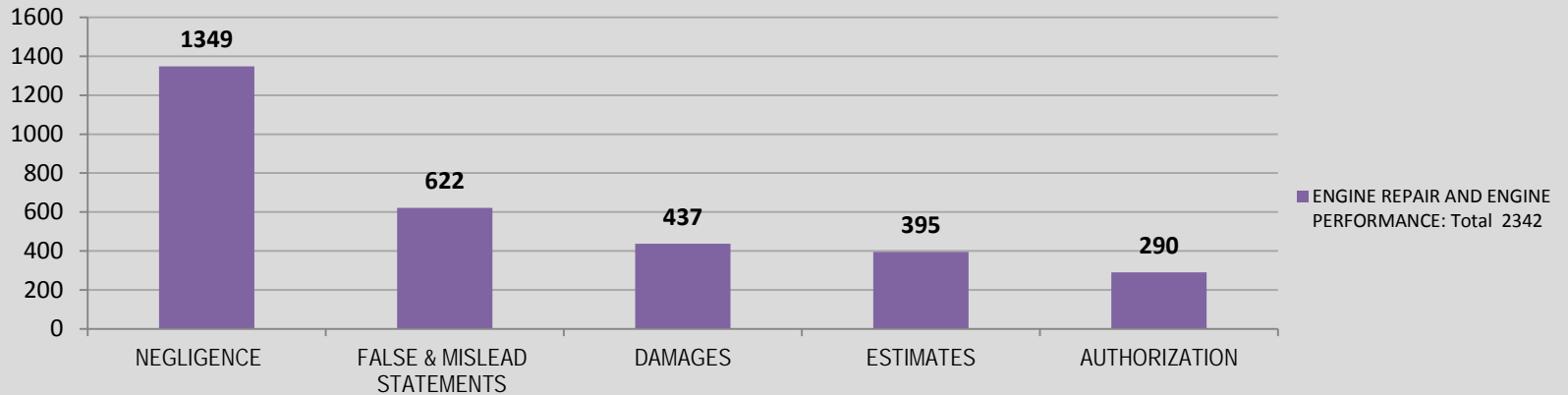
UNLICENSED ACTIVITY

ALLEGATIONS

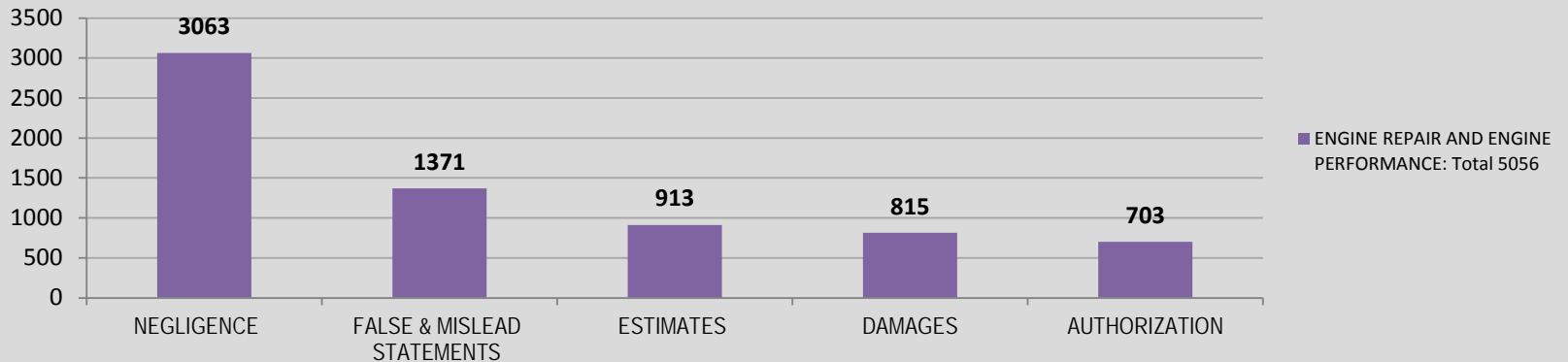
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 – Top 5 by Trend Category

FY 2016-17 ENGINE REPAIR & ENGINE PERFORMANCE: Total 2342*

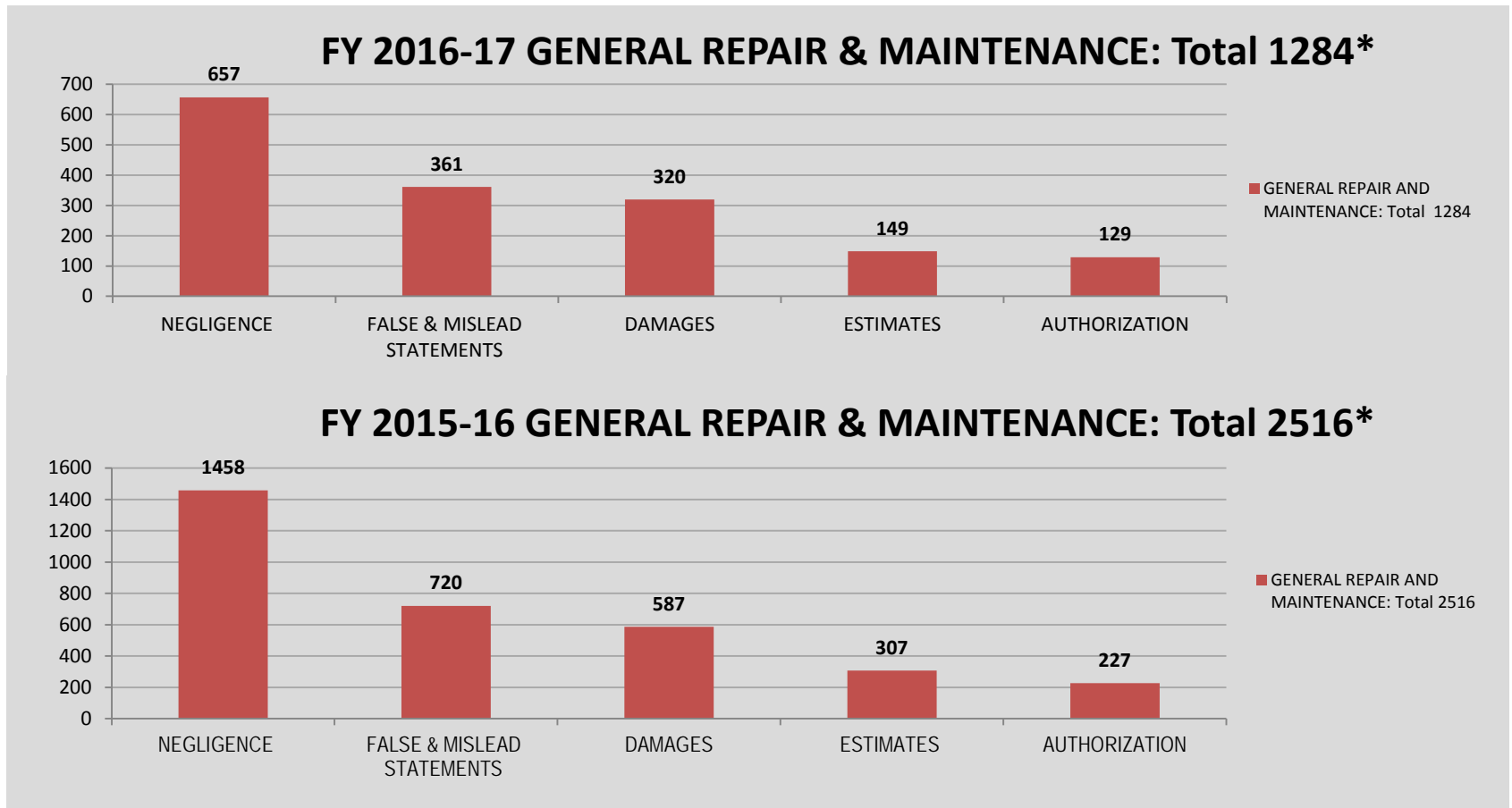


FY 2015-16 ENGINE REPAIR & ENGINE PERFORMANCE: Total 5056*



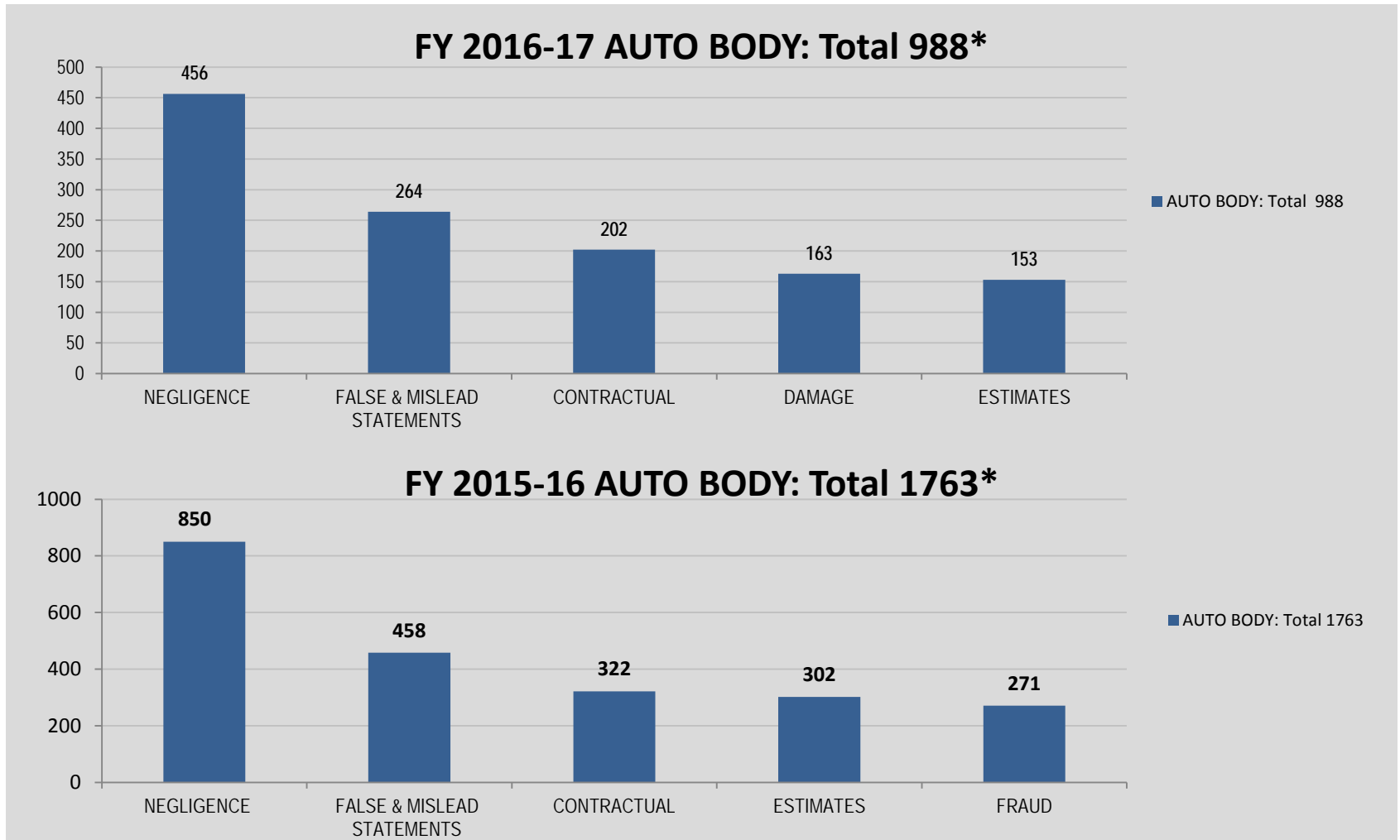
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category



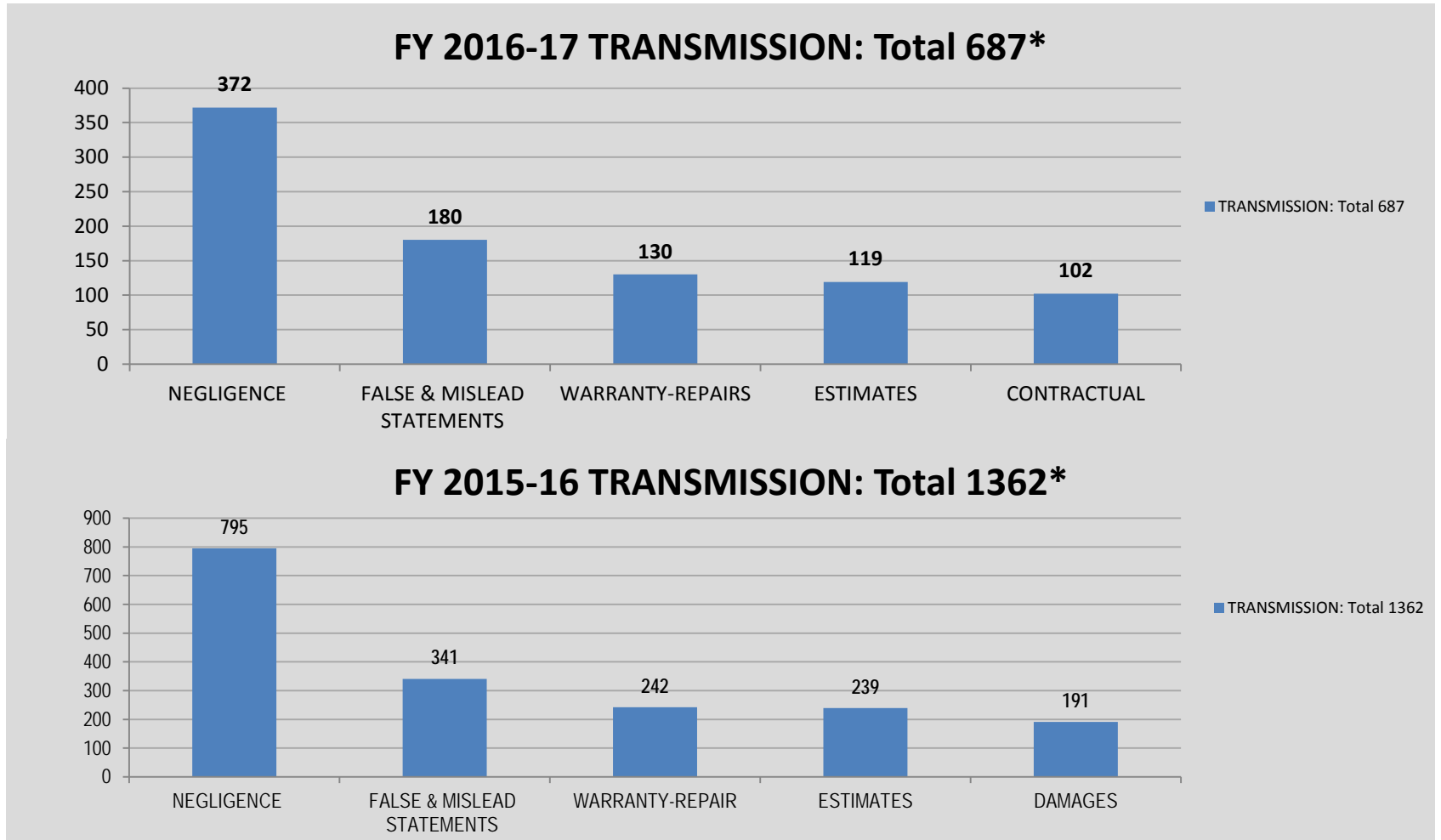
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

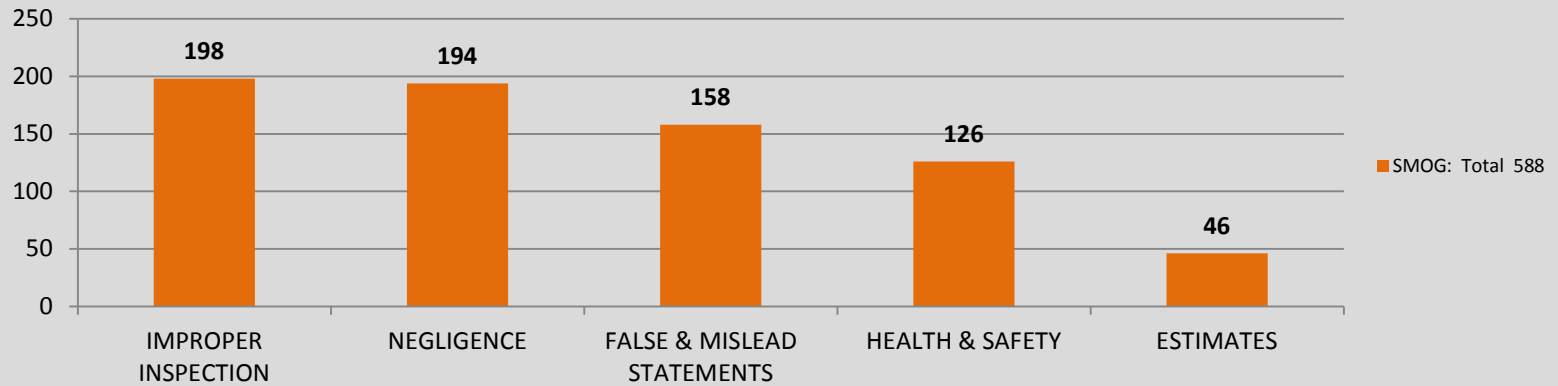
Complaint Allegations – Top 5 by Trend Category



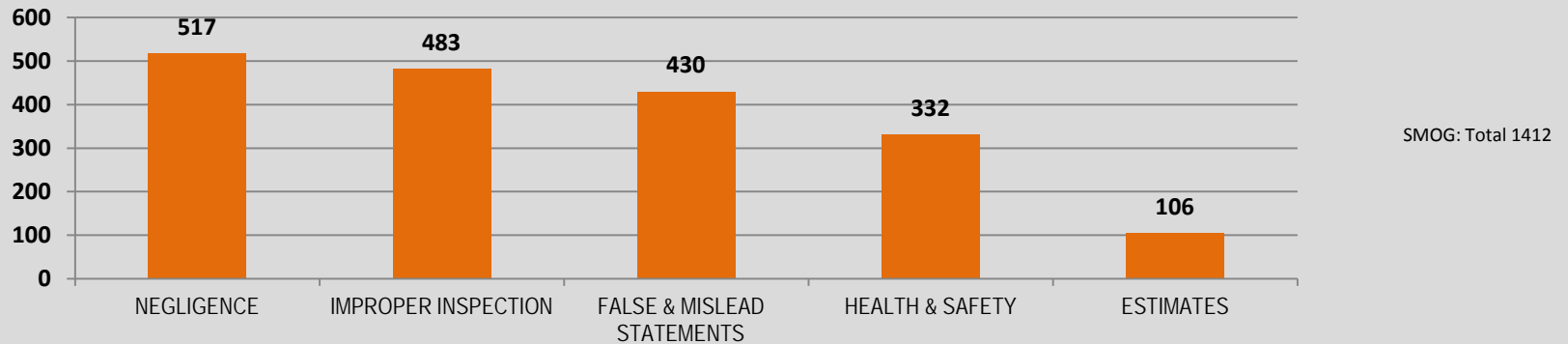
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 SMOG: Total 588*

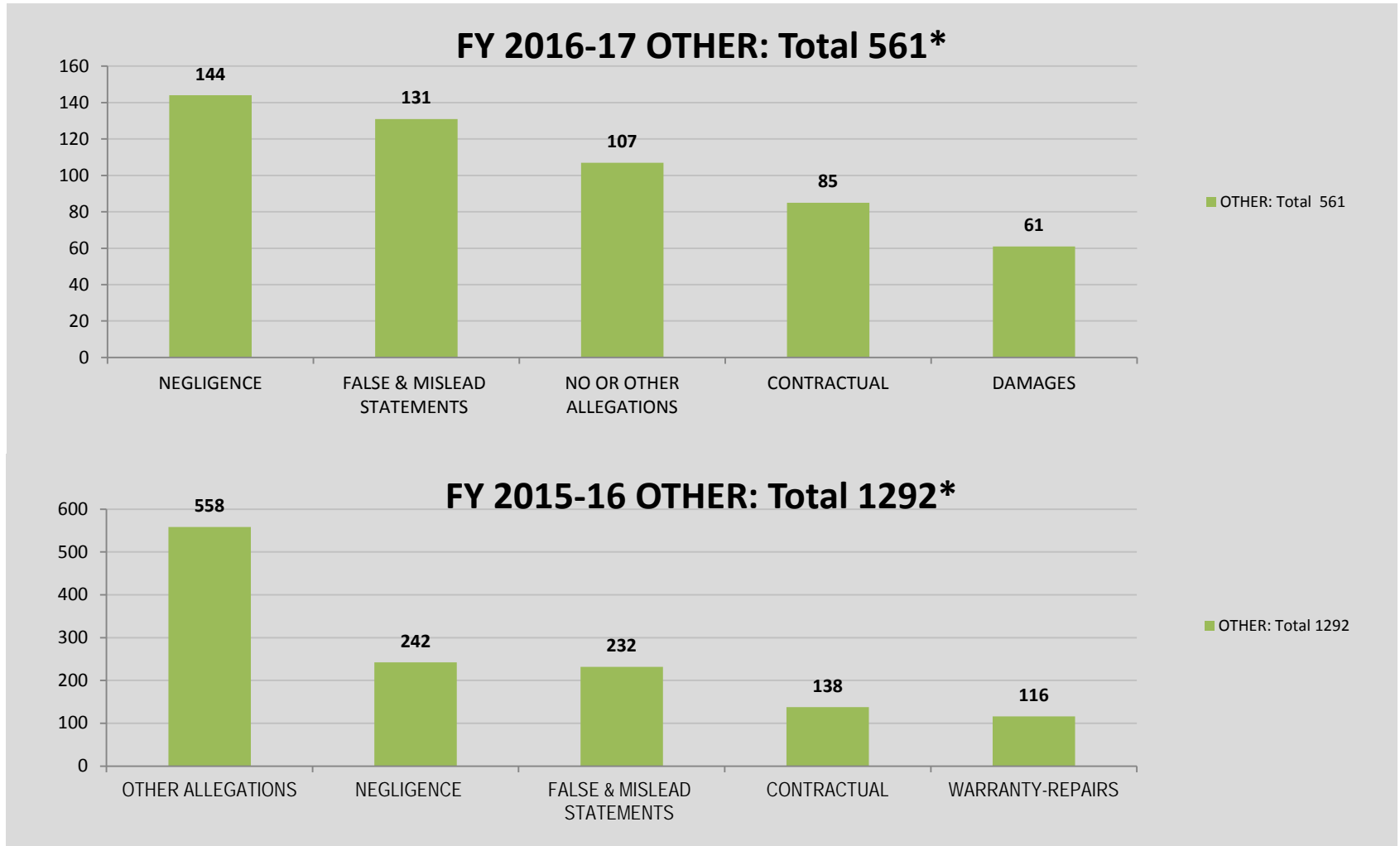


FY 2015-16 SMOG: Total 1412*



* BAR Reports up to 3 Allegations per Complaint

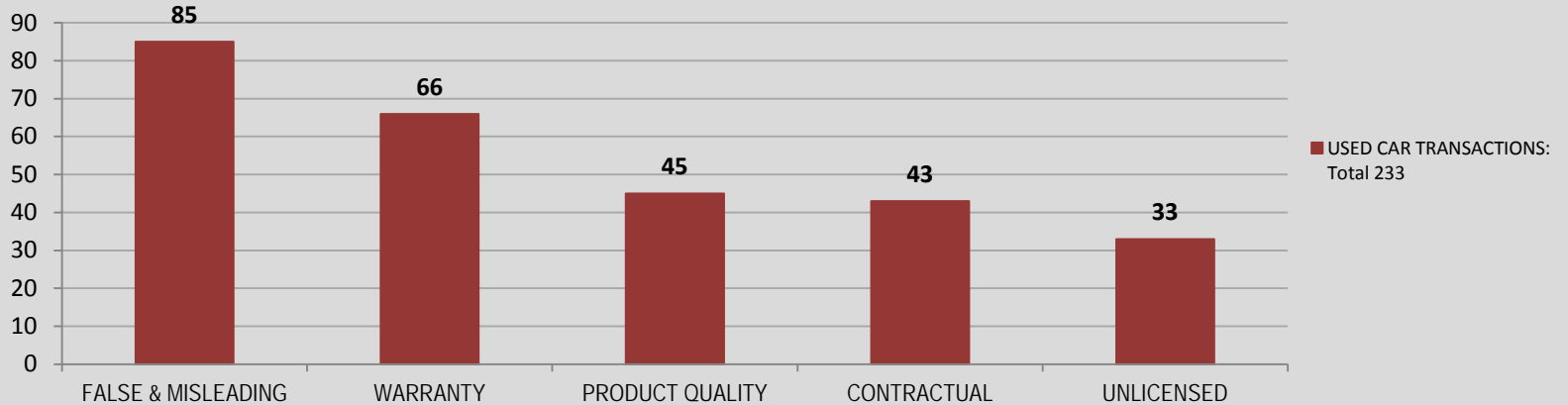
Complaint Allegations – Top 5 by Trend Category



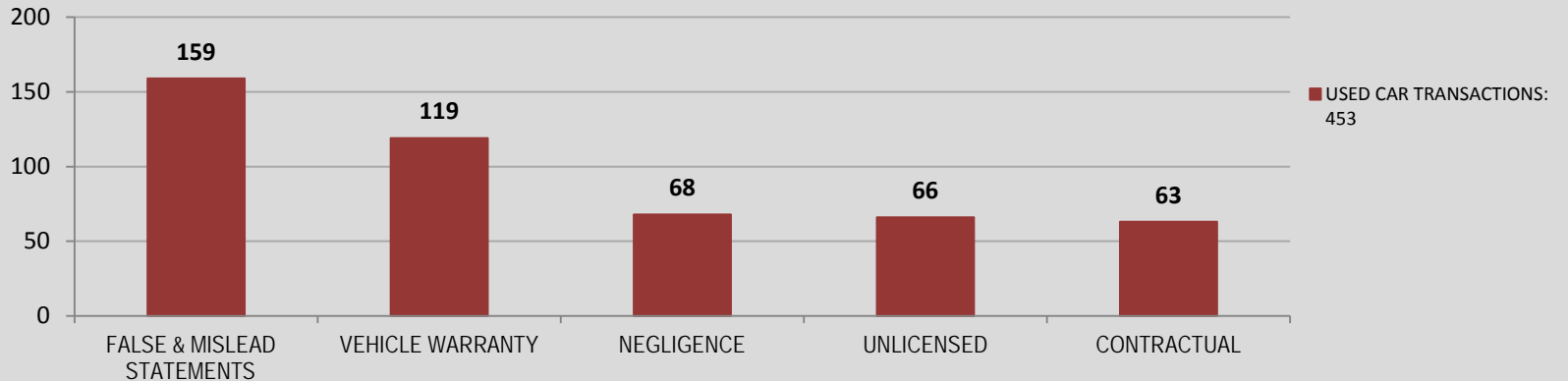
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 USED CAR TRANSACTIONS: Total 233*



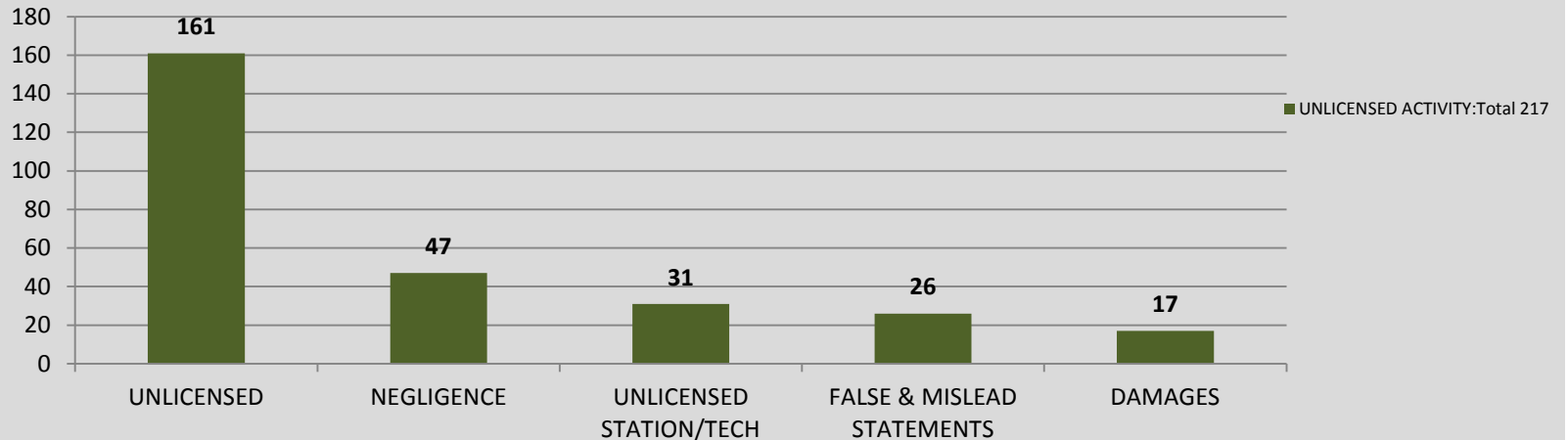
FY 2015-16 USED CAR TRANSACTIONS: Total 453*



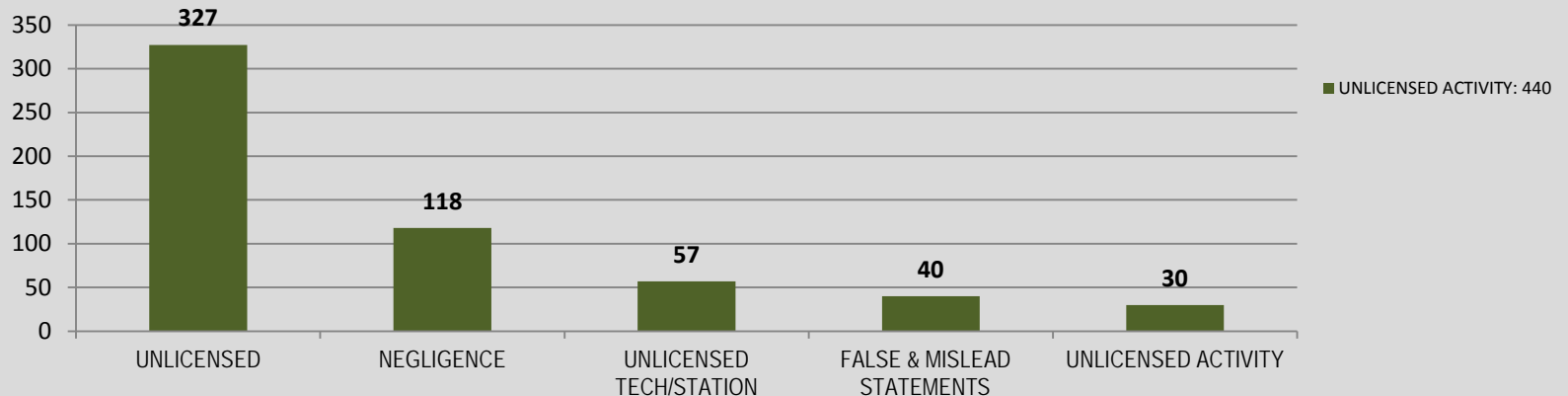
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 UNLICENSED ACTIVITY: Total 217*



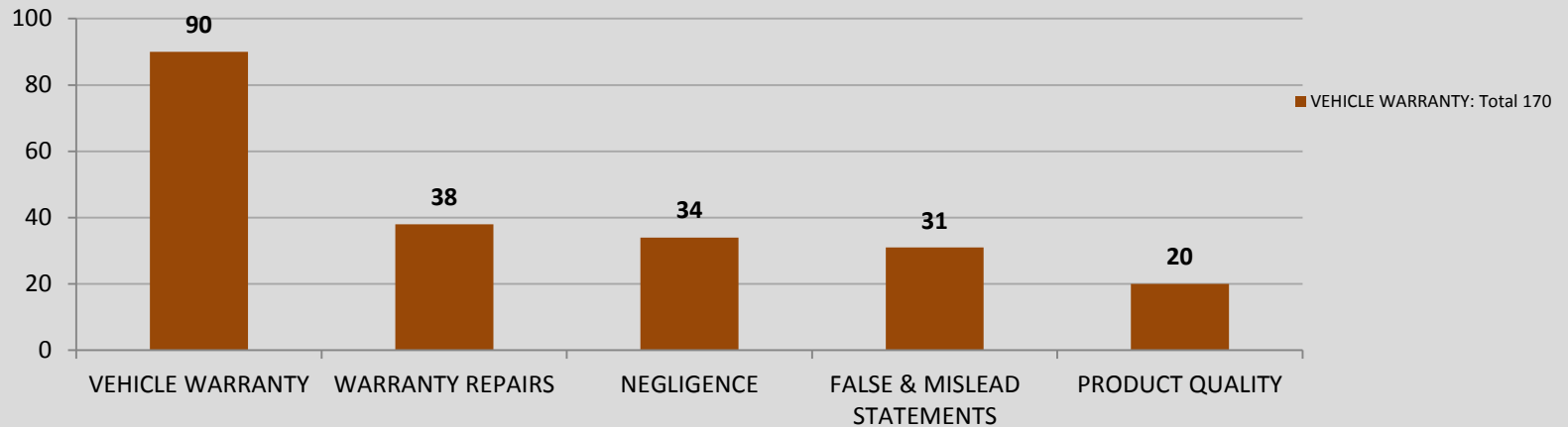
FY 2015-16 UNLICENSED ACTIVITY: Total 440*



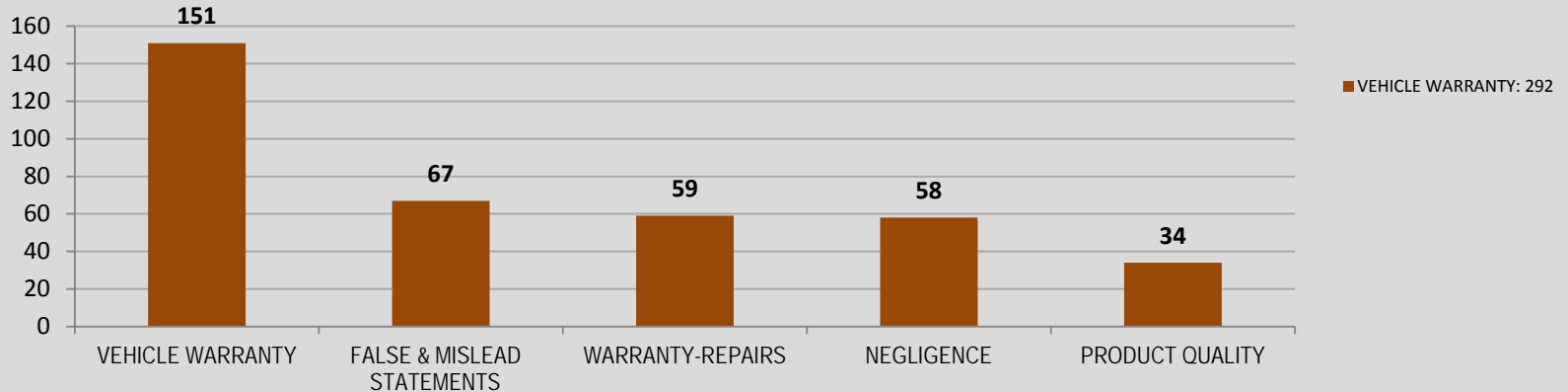
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 VEHICLE WARRANTY: Total 170*

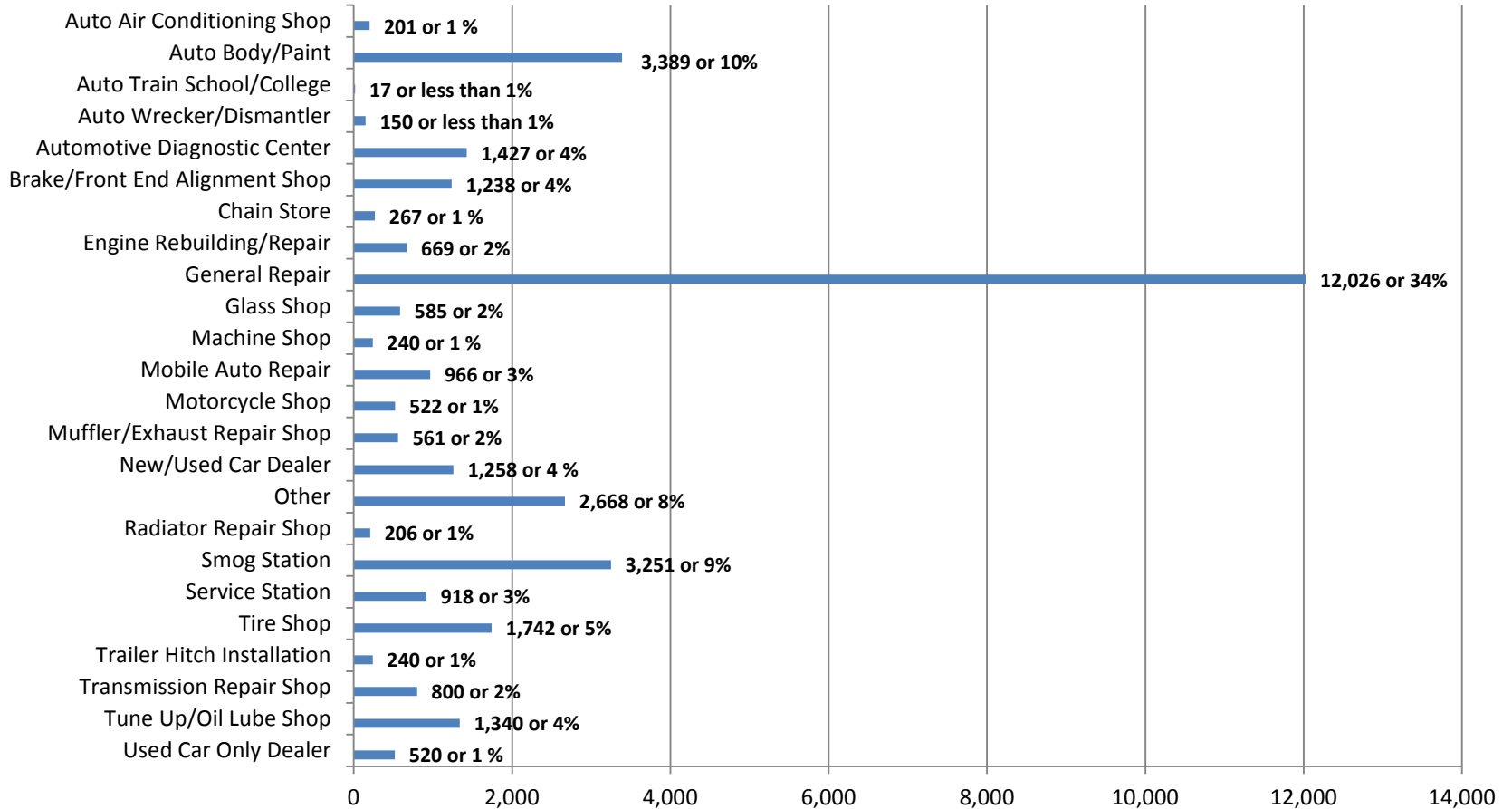


FY 2015-16 VEHICLE WARRANTY: Total 292*



* BAR Reports up to 3 Allegations per Complaint

Primary Business Type as of December 2016



Auto Body Inspection Program Statistics

FY 2015 - 16	
Total Inspections Requested	199
Total Inspections Conducted	150
Total Complaints Filed	68
FY 2016 -17	
Total Inspections Requested	126
Total Inspections Conducted	102
Total Complaints Filed	48

Questions and Comments

Submit additional questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Fax: 916-464-2879

Email: bill.thomas@dca.ca.gov