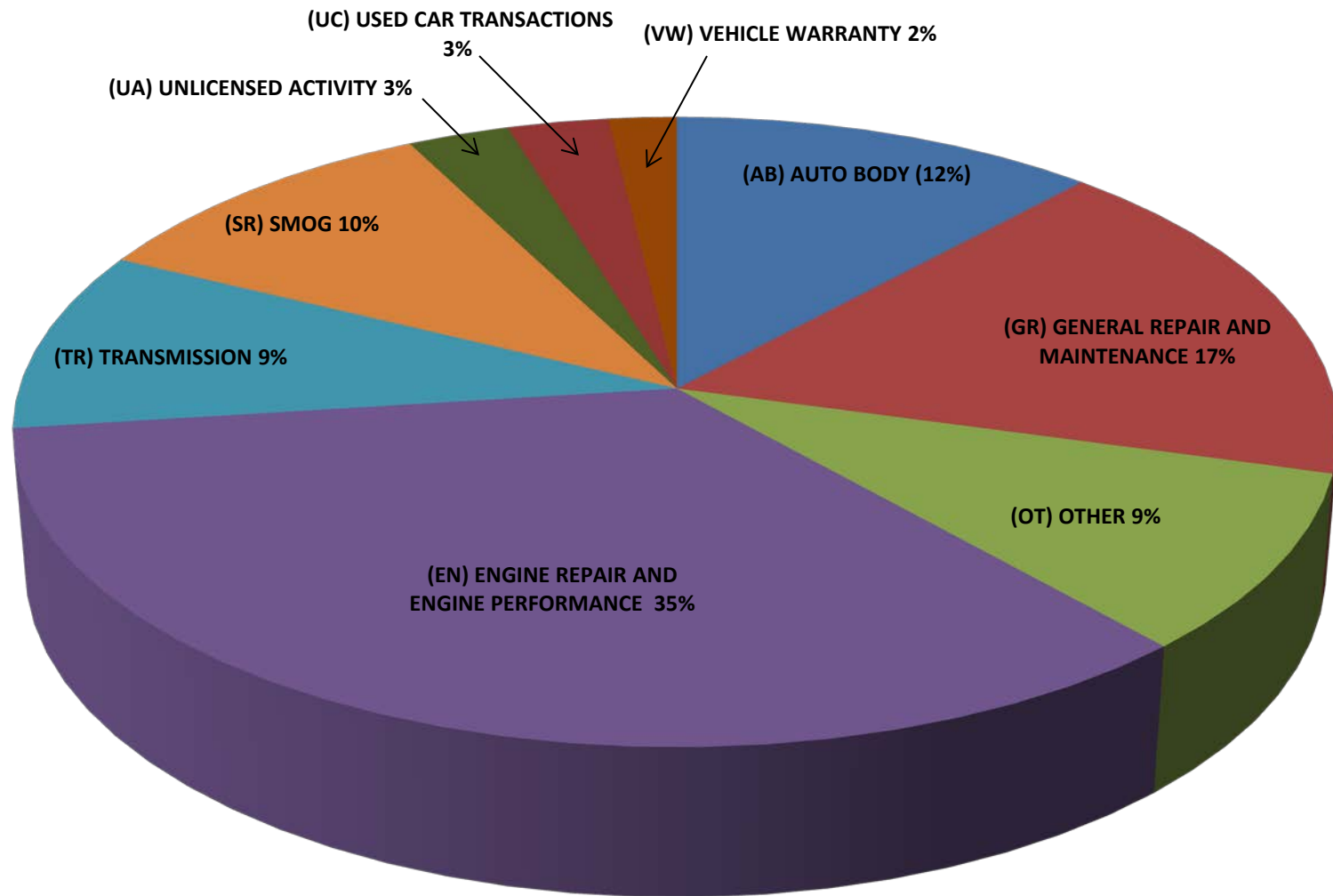


Department of Consumer Affairs  
Bureau of Automotive Repair

# Enforcement Statistics Update

*Bill Thomas, Enforcement Operations Branch*  
Bureau Advisory Group  
*July 21, 2016*

# COMPLAINT TRENDS FY 2015/16



(AB) AUTO BODY (12%)

(OT) OTHER 9%

(TR) TRANSMISSION 9%

(UA) UNLICENSED ACTIVITY 3%

(VW) VEHICLE WARRANTY 2%

(GR) GENERAL REPAIR AND MAINTENANCE 17%

(EN) ENGINE REPAIR AND ENGINE PERFORMANCE 35%

(SR) SMOG 10%

(UC) USED CAR TRANSACTIONS 3%

# 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
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VEHICLE WARRANTY
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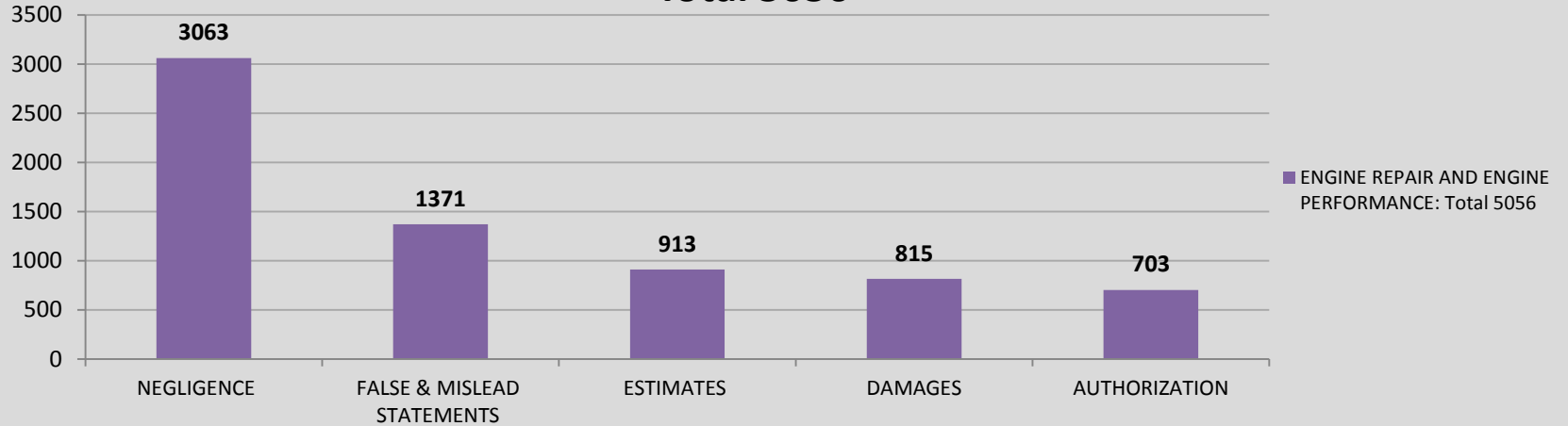
UNLICENSED ACTIVITY
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# ALLEGATIONS

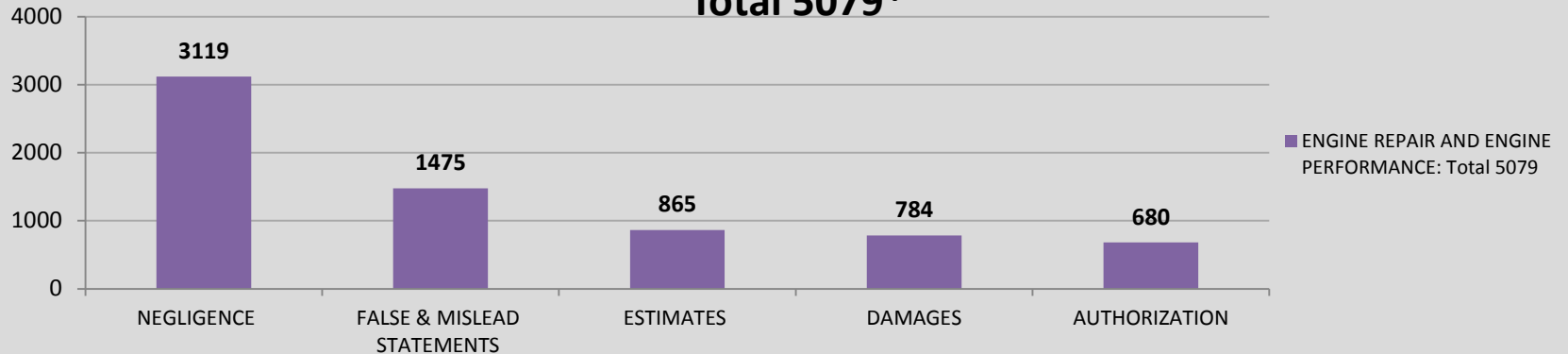
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2015-16 ENGINE REPAIR AND ENGINE PERFORMANCE:  
Total 5056\***



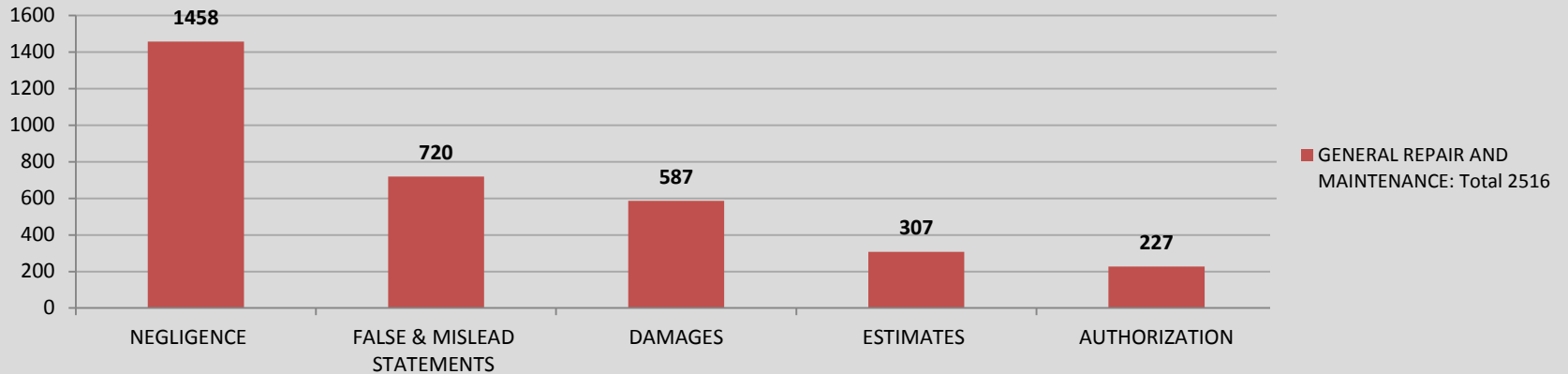
**FY 2014-15 ENGINE REPAIR AND ENGINE PERFORMANCE:  
Total 5079\***



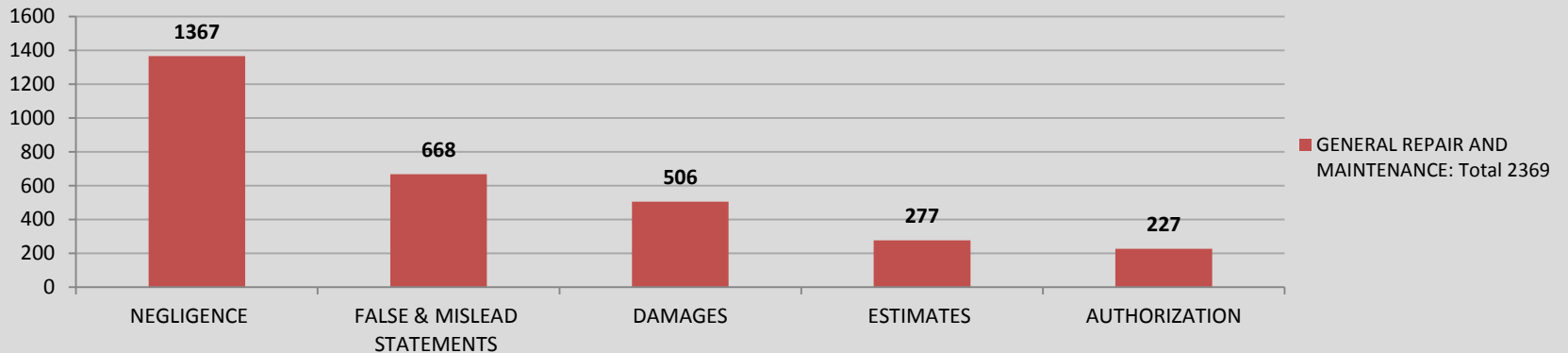
\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

# Complaint Allegations – Top 5 by Trend Category

**FY 2015-16 GENERAL REPAIR AND MAINTENANCE: Total 2516\***

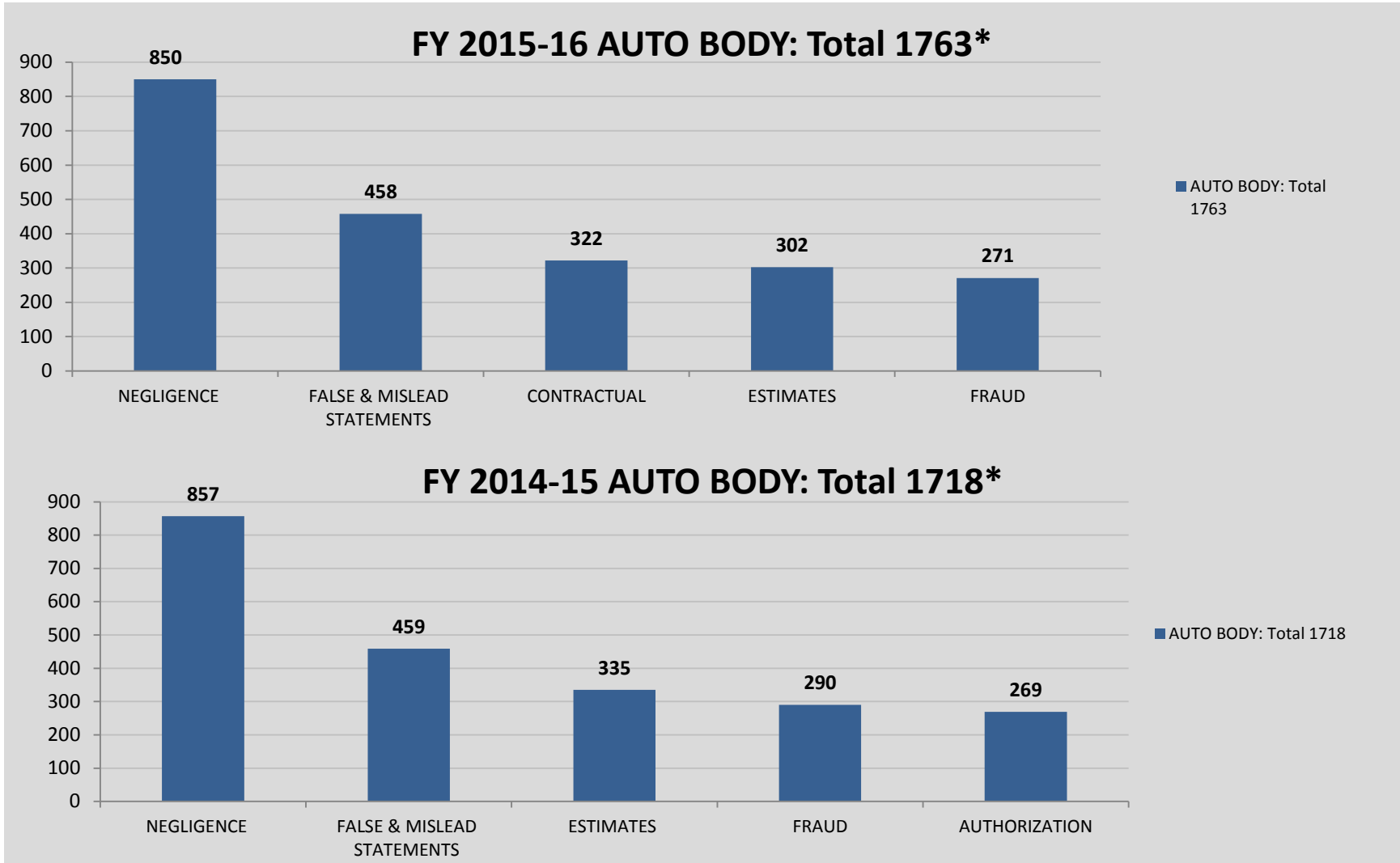


**FY 2014-15 GENERAL REPAIR AND MAINTENANCE: Total 2369\***



\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

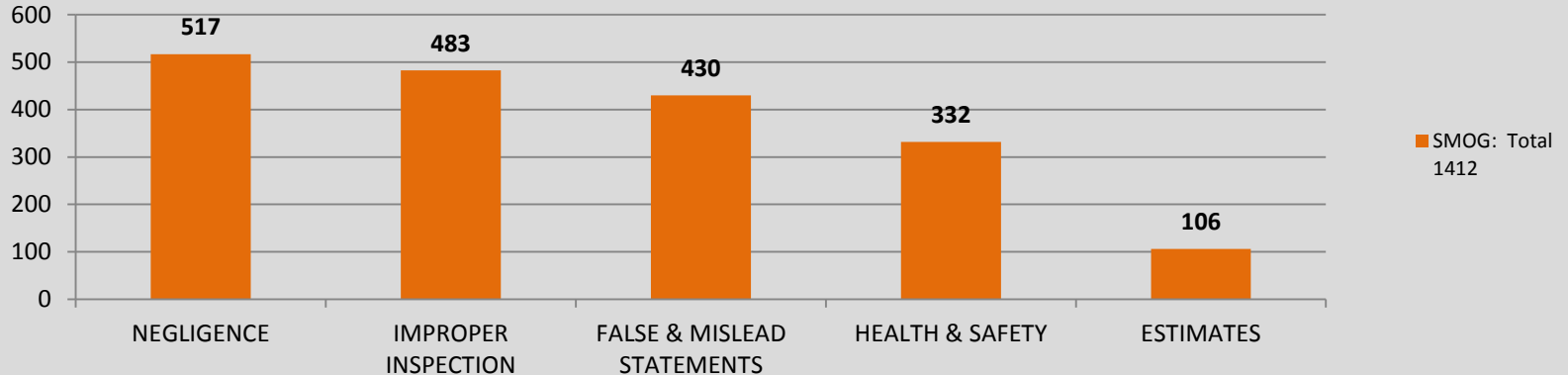
# Complaint Allegations – Top 5 by Trend Category



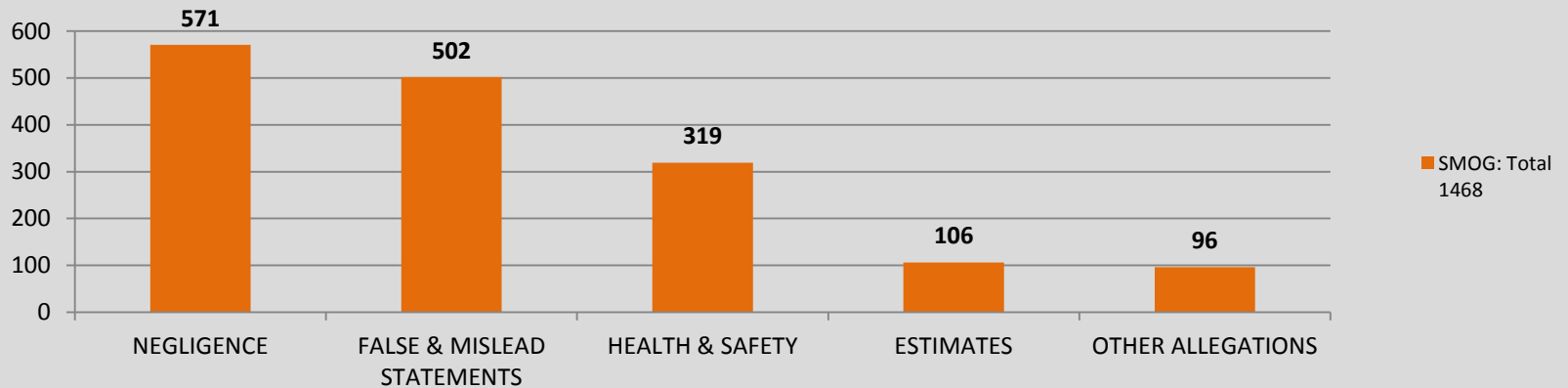
\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

# Complaint Allegations – Top 5 by Trend Category

**FY 2015-16 SMOG: Total 1412\***



**FY 2014-15 SMOG: Total 1468\***

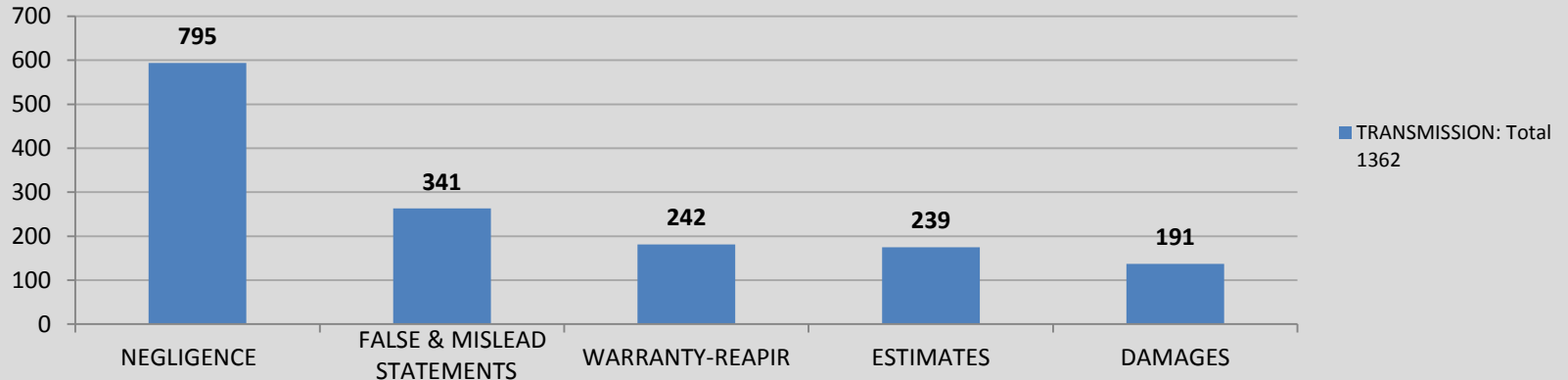


\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

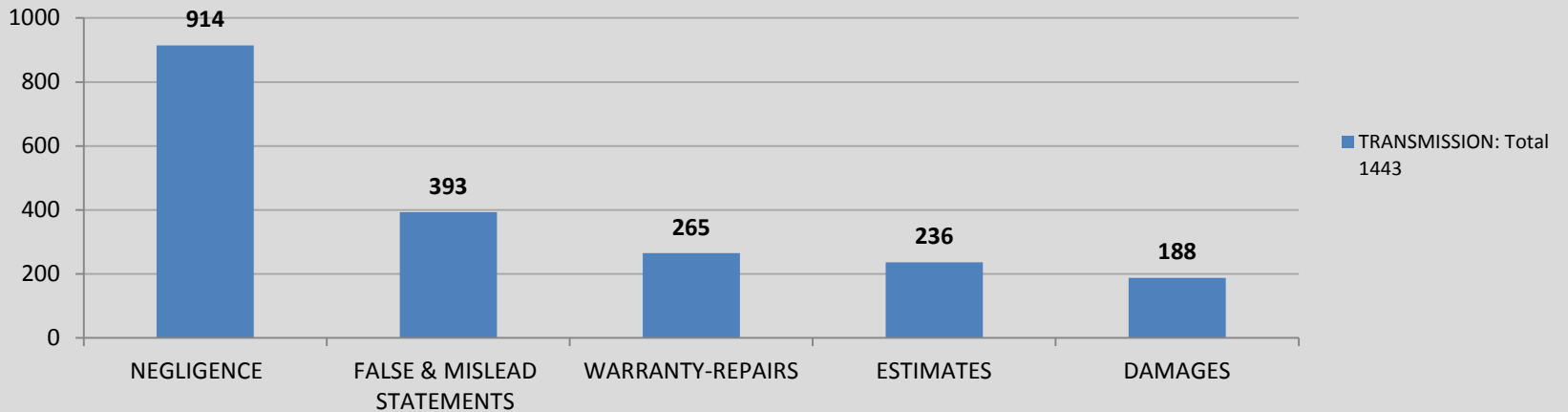


# Complaint Allegations – Top 5 by Trend Category

**FY 2015-16 TRANSMISSION: Total 1362\***

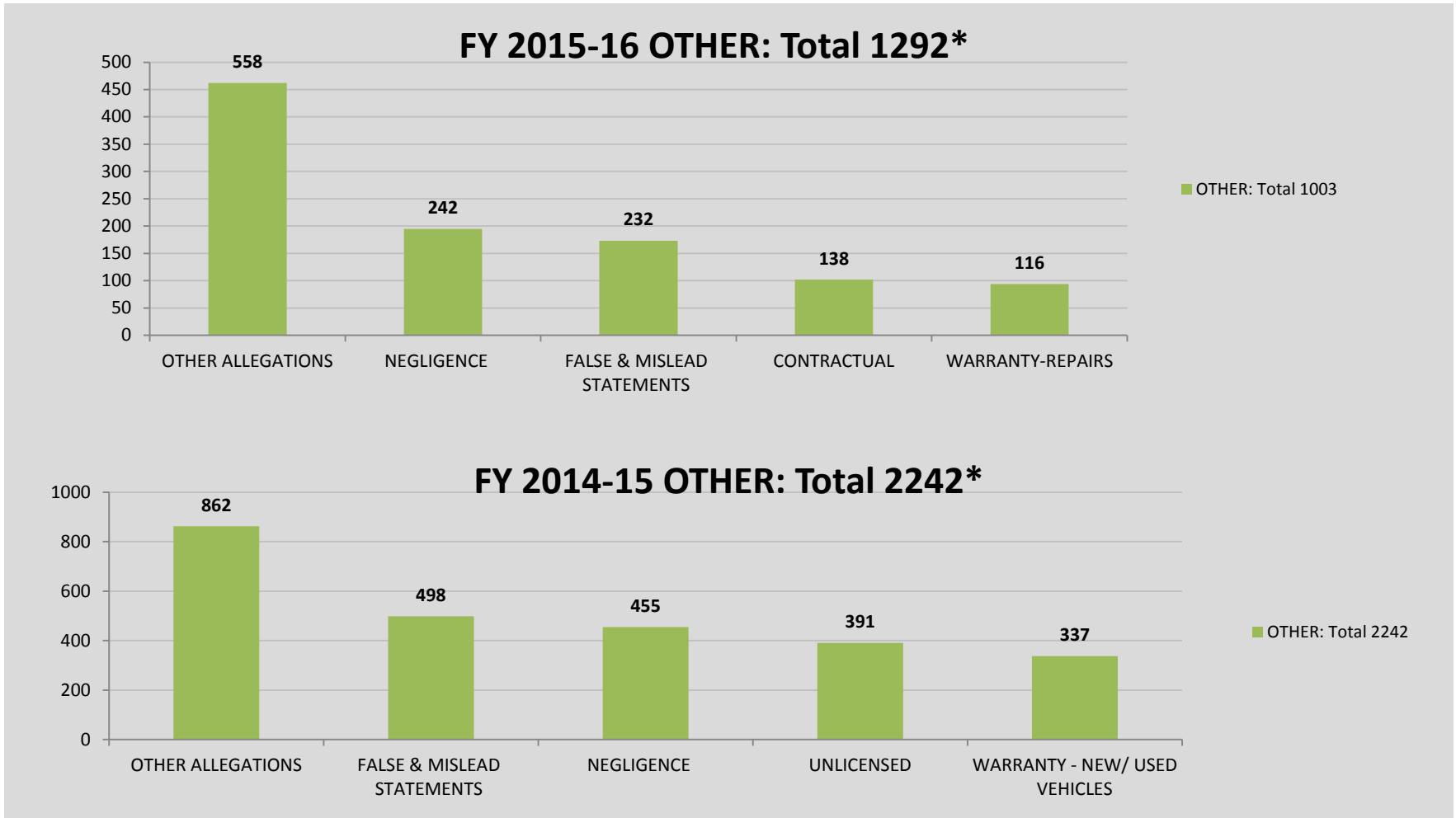


**FY 2014-15 TRANSMISSION: Total 1443\***



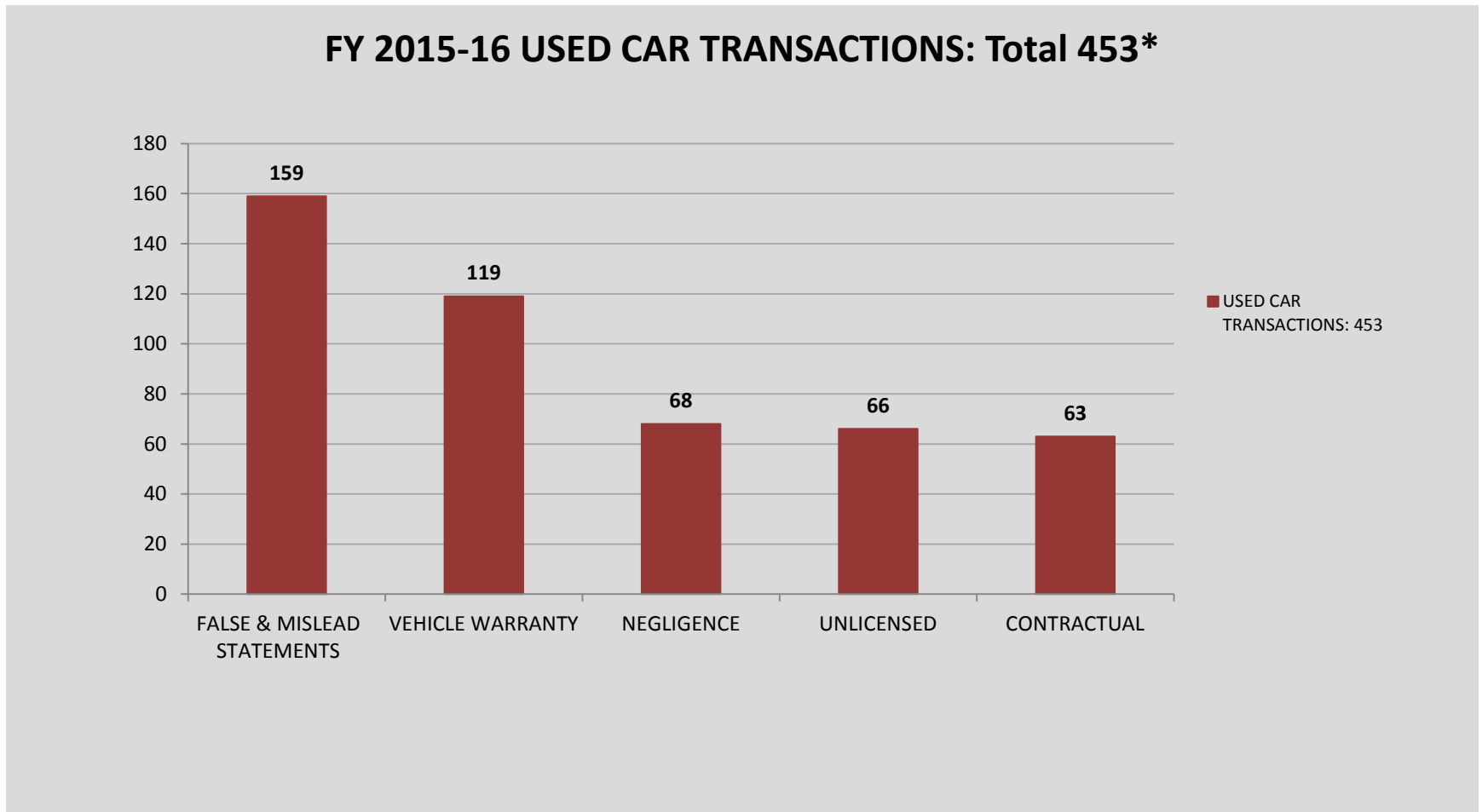
\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

# Complaint Allegations – Top 5 by Trend Category



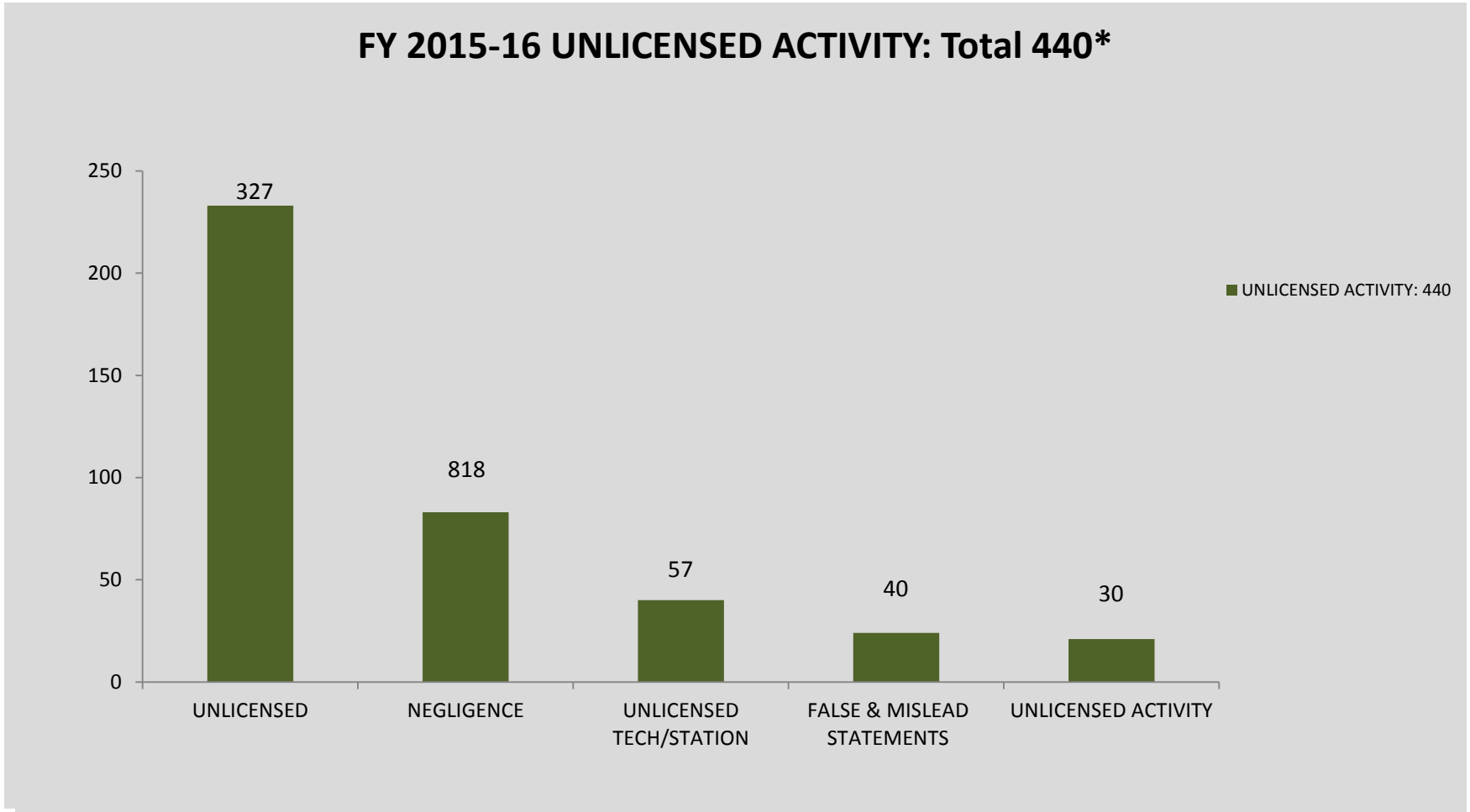
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# Complaint Allegations – Top 5 by Trend Category



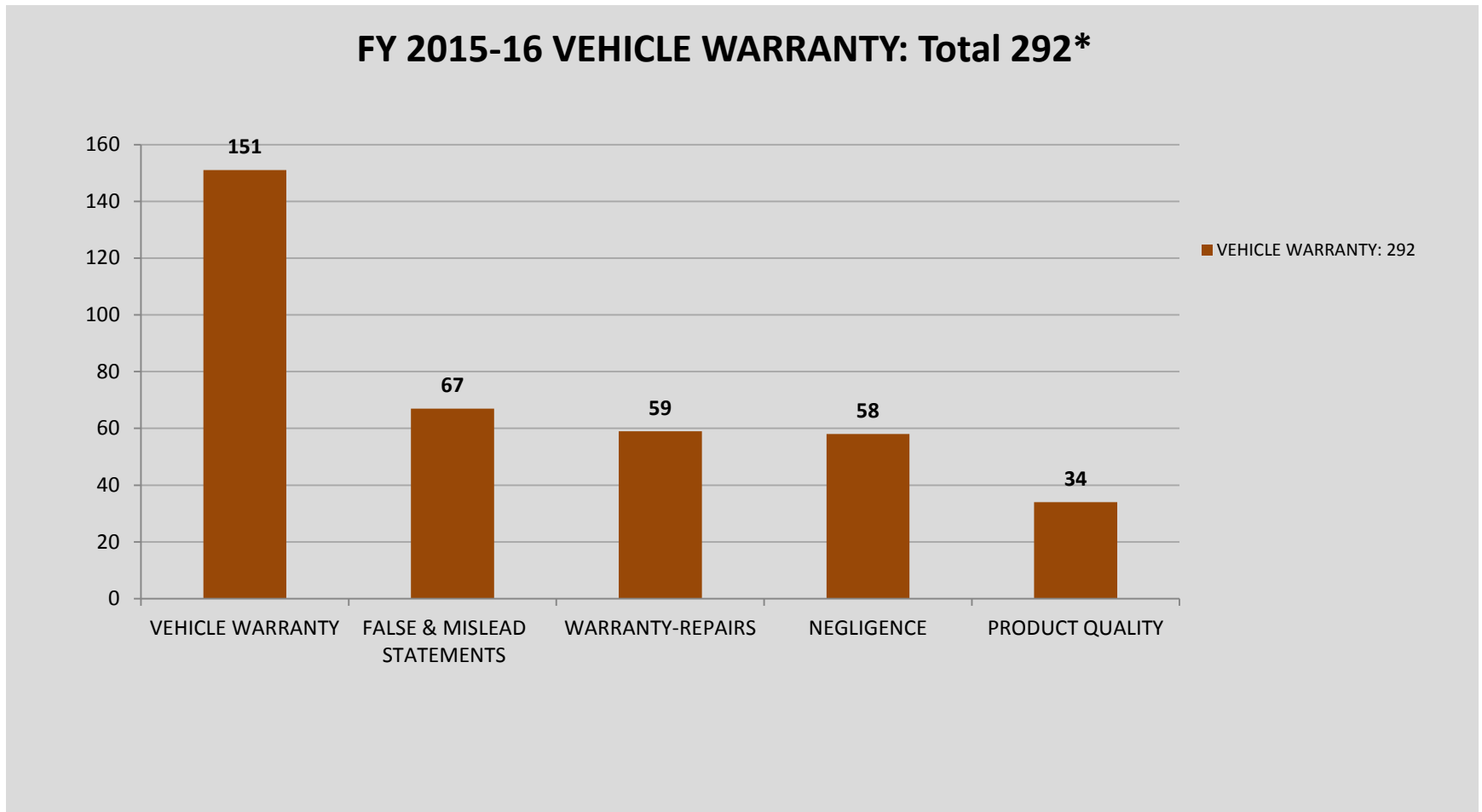
\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

# Complaint Allegations – Top 5 by Trend Category



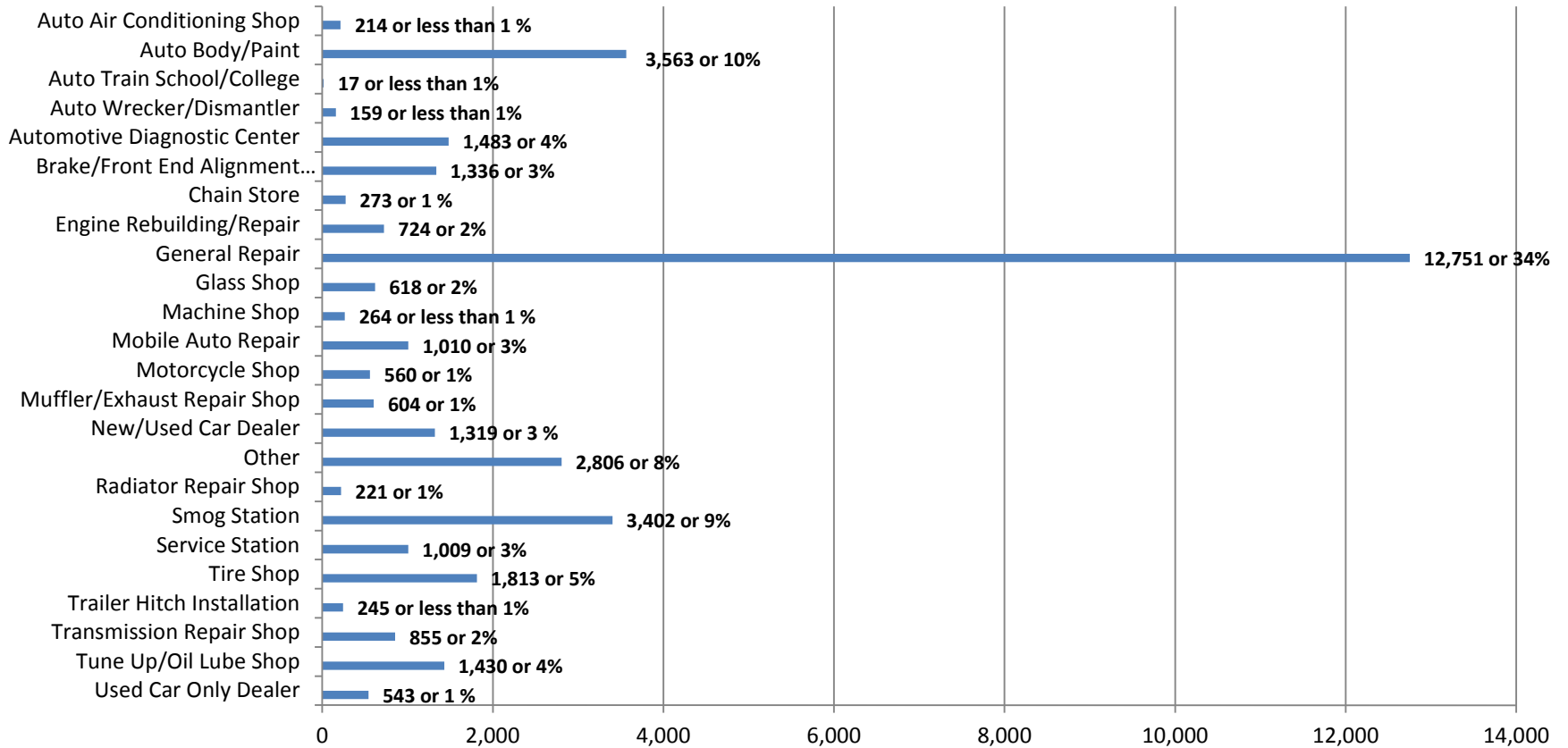
\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

# Complaint Allegations – Top 5 by Trend Category



\* BAR Reports up to 3 Allegations per Complaint. Total = Total Number of Complaints in Category

PRIMARY BUSINESS TYPE AS OF July 11 , 2016



# 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](mailto:bill.thomas@dca.ca.gov)