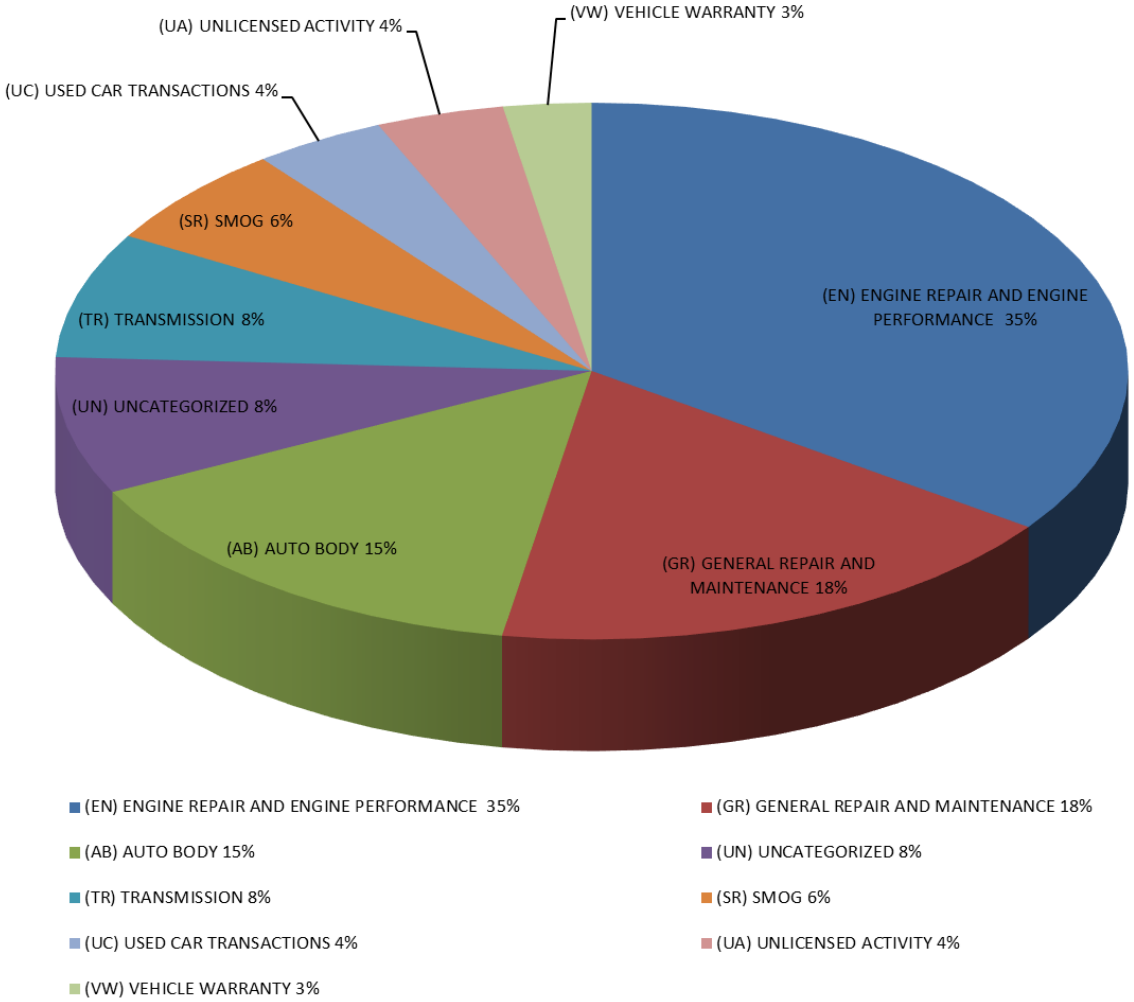

ENFORCEMENT STATISTICS UPDATE



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
OCTOBER 17, 2019

FISCAL YEAR COMPLAINT TRENDS 2018-19 YTD



COMPLAINT TREND GROUPINGS

| ENGINE REPAIR AND ENGINE PERFORMANCE | | COMPLAINTS YTD |
|--------------------------------------|-----------------------------|----------------|
| CC | COMPUTER CONTROLS | 67 |
| CO | COOLING SYSTEM | 77 |
| ED | ENGINE DIAGNOSIS | 179 |
| EL | ELECTRICAL | 161 |
| EN | ENGINE OVERHAUL/REPLACEMENT | 140 |
| ER | ENGINE REPAIR | 406 |
| FL | FLUSHING | 7 |
| FS | FUEL SYSTEM | 33 |
| MS | MACHINE SHOP | 6 |
| TU | TUNE UP | 16 |

| UNCATEGORIZED | | COMPLAINTS YTD |
|---------------|---------------------------|----------------|
| BC | BRAKE CERTIFICATION | 6 |
| BO | BOAT REPAIR | 0 |
| LC | LAMP CERTIFICATION | 1 |
| LS | LIEN SALE/STORAGE CHARGES | 14 |
| MC | MOTORCYCLE REPAIR | 26 |
| OT | OTHER | 120 |
| PS | PART SALE | 18 |
| SF | STORAGE FEES | 12 |
| TO | TOWING | 9 |
| UP | UPHOLSTERY | 10 |
| WR | REPAIR WARRANTY | 43 |

| GENERAL REPAIR AND MAINTENANCE | | COMPLAINTS YTD |
|--------------------------------|-----------------------|----------------|
| AC | AIR CONDITIONING/HEAT | 73 |
| BR | BRAKES | 98 |
| DT | DRIVE TRAIN | 51 |
| EX | EXHAUST | 17 |
| GR | GENERAL REPAIR | 0 |
| LU | LUBE/OIL CHANGE | 130 |
| SU | SUSPENSION/STEERING | 106 |
| TW | TIRES/WHEELS | 82 |

| | | |
|----|---------------------|-----|
| UA | UNLICENSED ACTIVITY | 121 |
|----|---------------------|-----|

| AUTO BODY | | COMPLAINTS YTD |
|-----------|------------|----------------|
| AB | AUTO BODY | 446 |
| GL | AUTO GLASS | 20 |

| TRANSMISSION | | COMPLAINTS YTD |
|--------------|---------------------|----------------|
| AT | AUTO TRANS | 216 |
| MT | MANUAL TRANS/CLUTCH | 21 |

| SMOG | | COMPLAINTS YTD |
|------|----------------------------|----------------|
| CP | CLEAN PIPING | 0 |
| CX | CLEAN PLUGGING | 2 |
| DC | DELINQUENT CITATION | 0 |
| ES | EXHAUST SYSTEM (SMOG) | 22 |
| ET | EMISSION TEST PROCEDURE | 6 |
| EW | EMISSIONS WARRANTY | 3 |
| FT | FUNCTIONAL TEST PROCEDURE | 1 |
| GP | GROSS POLLUTER | 0 |
| NX | NOX FAILURES | 0 |
| RF | REFEREE | 1 |
| RO | REPAIR ONLY (SMOG) | 0 |
| SB | SUBLET (SMOG) | 2 |
| SC | SMOG COST LIMIT | 3 |
| SN | STATION | 3 |
| SR | SMOG REPAIR | 38 |
| SS | ILLEGAL SMOG/CAR SALE | 19 |
| ST | SMOG TEST PROCEDURES | 82 |
| TE | TEST ONLY | 6 |
| TN | TECHNICIAN | 0 |
| VT | VISUAL SMOG TEST PROCEDURE | 3 |

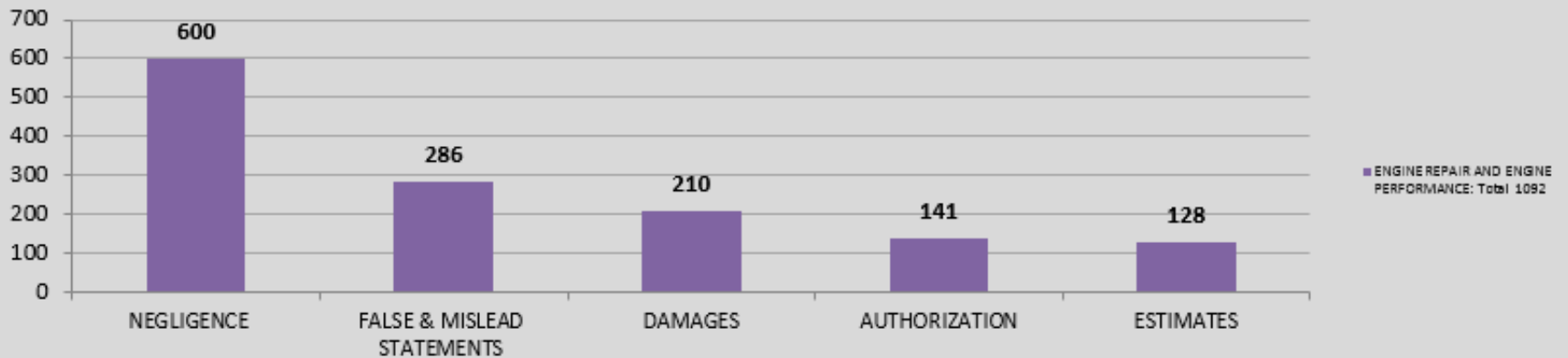
| VEHICLE PURCHASE COMPLAINTS | | COMPLAINTS YTD |
|-----------------------------|-------------------|----------------|
| UC | USED CAR LOTS | 125 |
| VW | VEHICLE WARRANTY | 71 |
| NC | NEW CAR/LEMON LAW | 12 |

COMPLAINT ALLEGATIONS

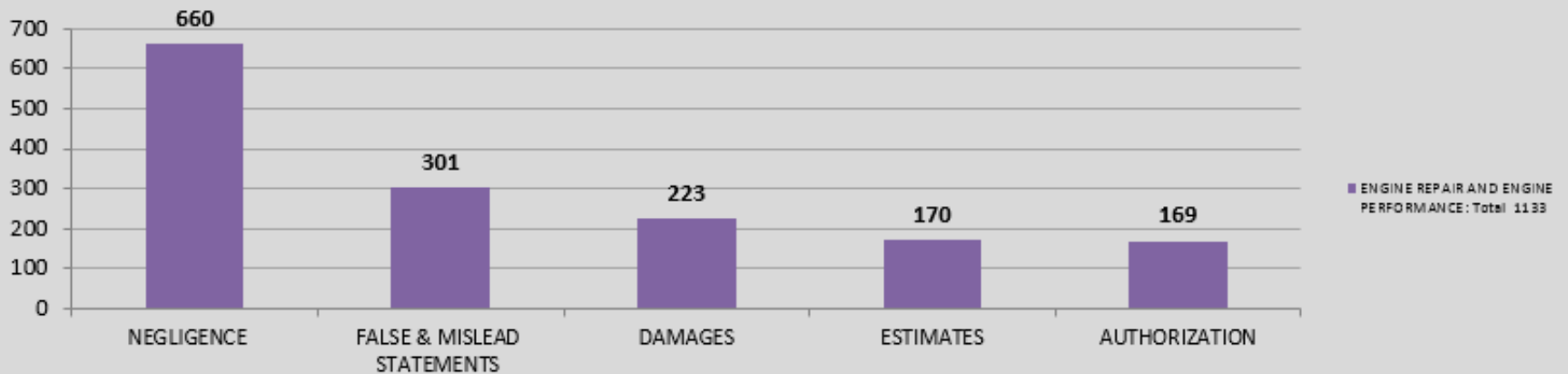
| | |
|-----------------------------------|----------------------------------|
| AD FALSE ADVERTISING | IN INVOICE |
| AU AUTHORIZATION | LS ILLEGAL LIEN SALE |
| BS BAIT & SWITCH | NA OTHER ALLEGATIONS |
| CN INCOMPETENCE/NEGLIGENCE | NC NEW CAR/LEMON LAW |
| CO CONTRACTUAL | NT NONQUALIFIED TEST/REPAIR |
| 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

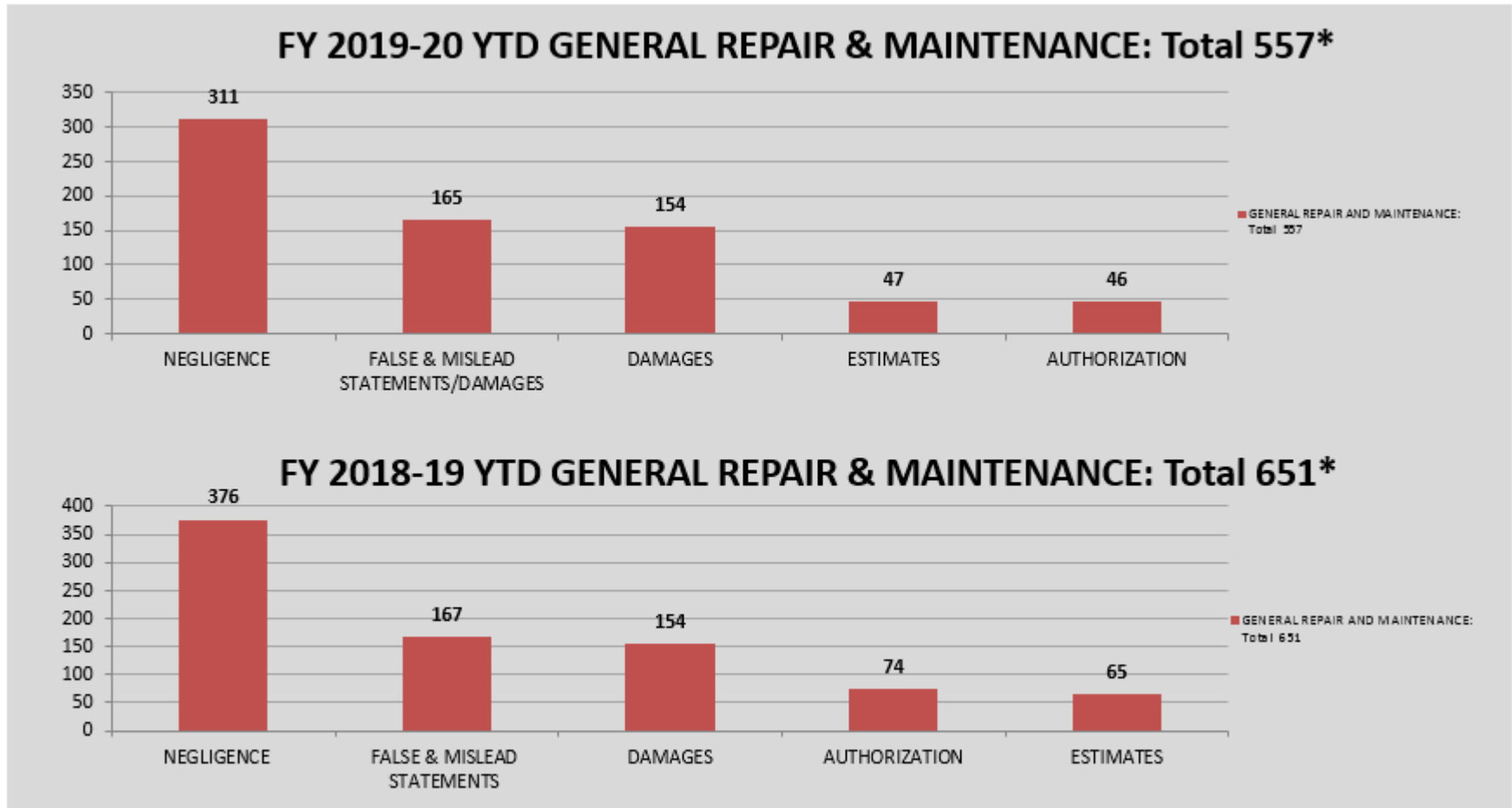
FY 2019-20 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 1092*



FY 2018-19 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 1133*

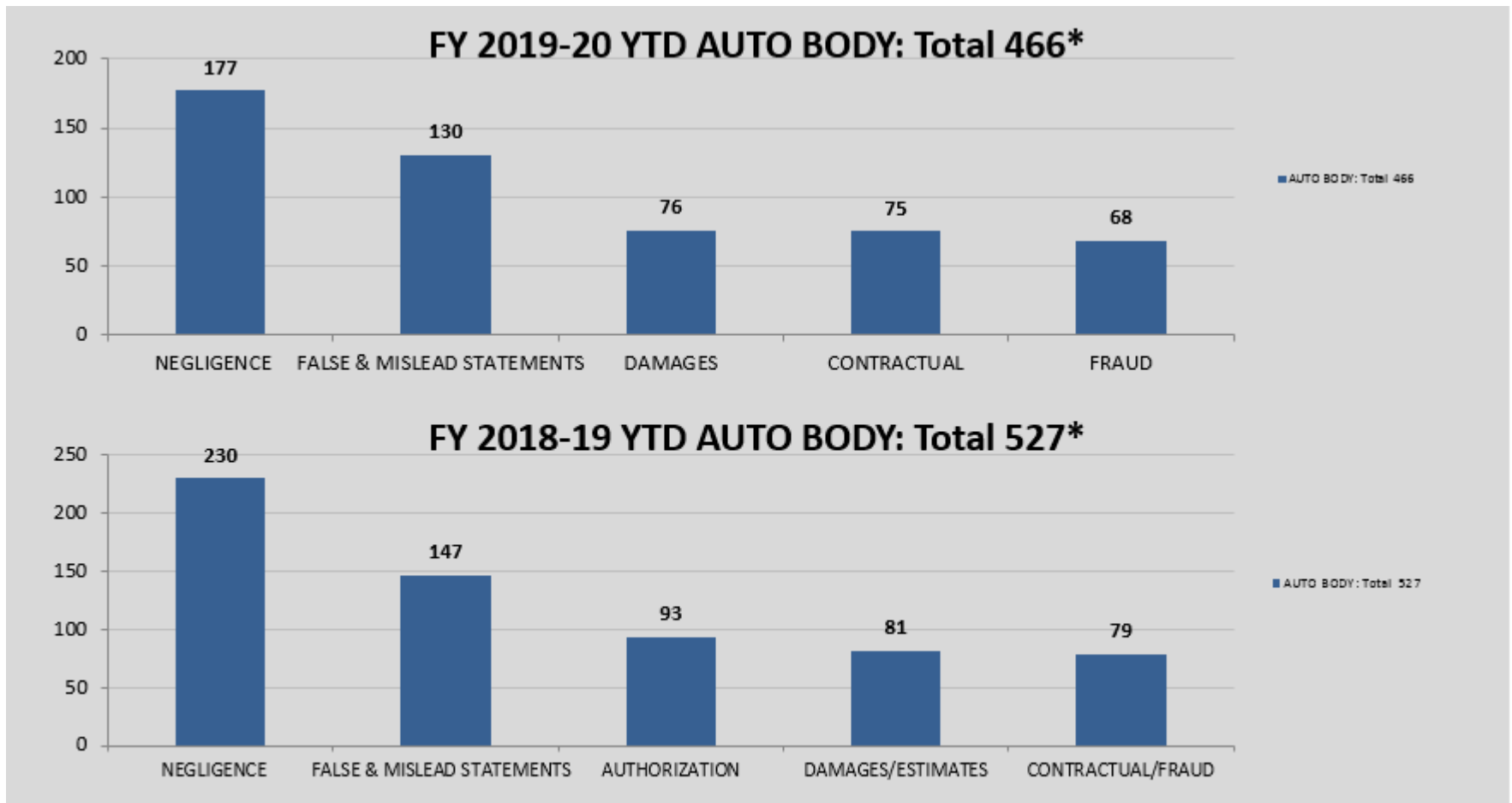


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE



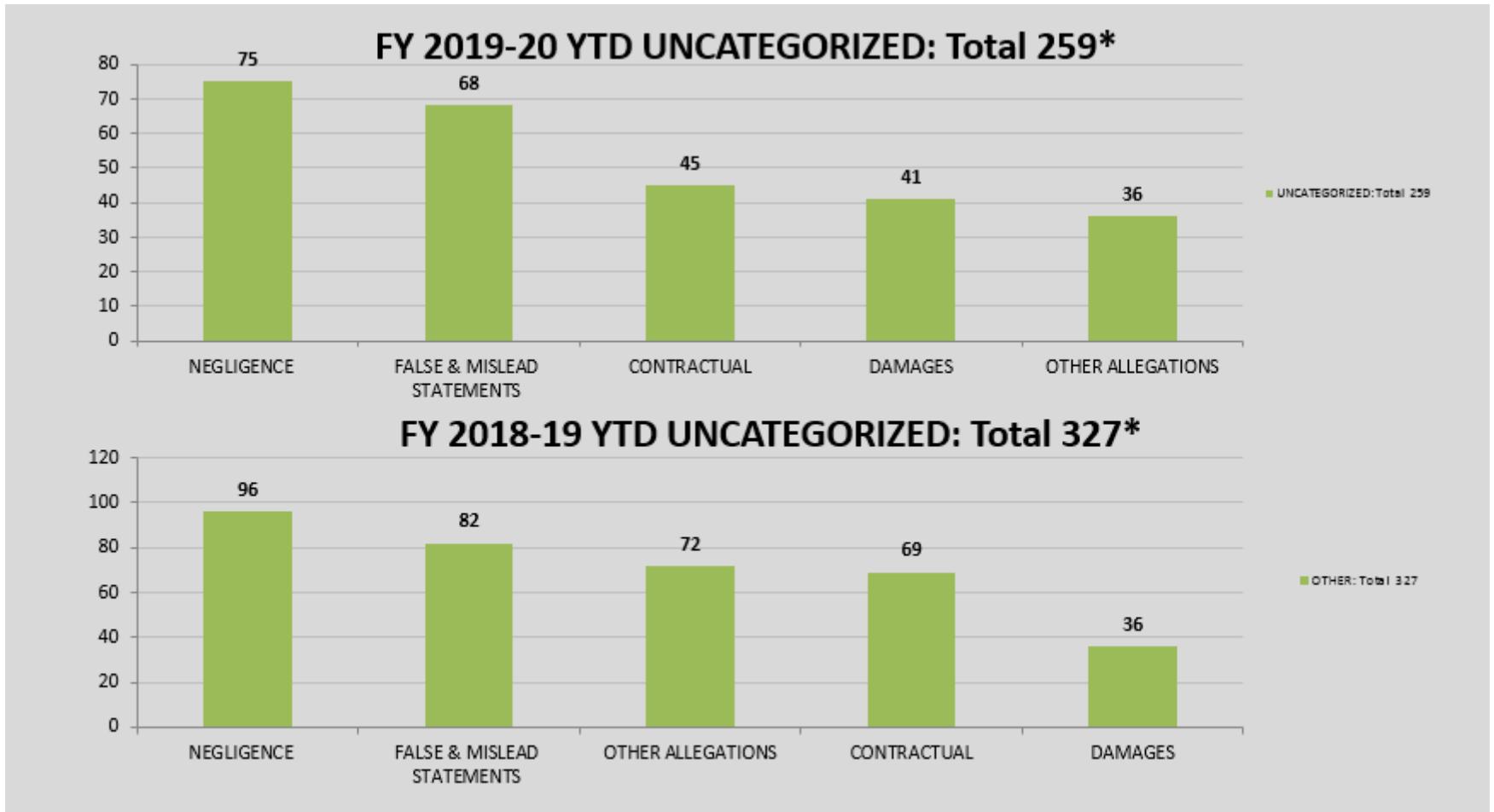
*BAR reports up to 3 allegations per complaint

COMPLAINT ALLEGATIONS – AUTO BODY



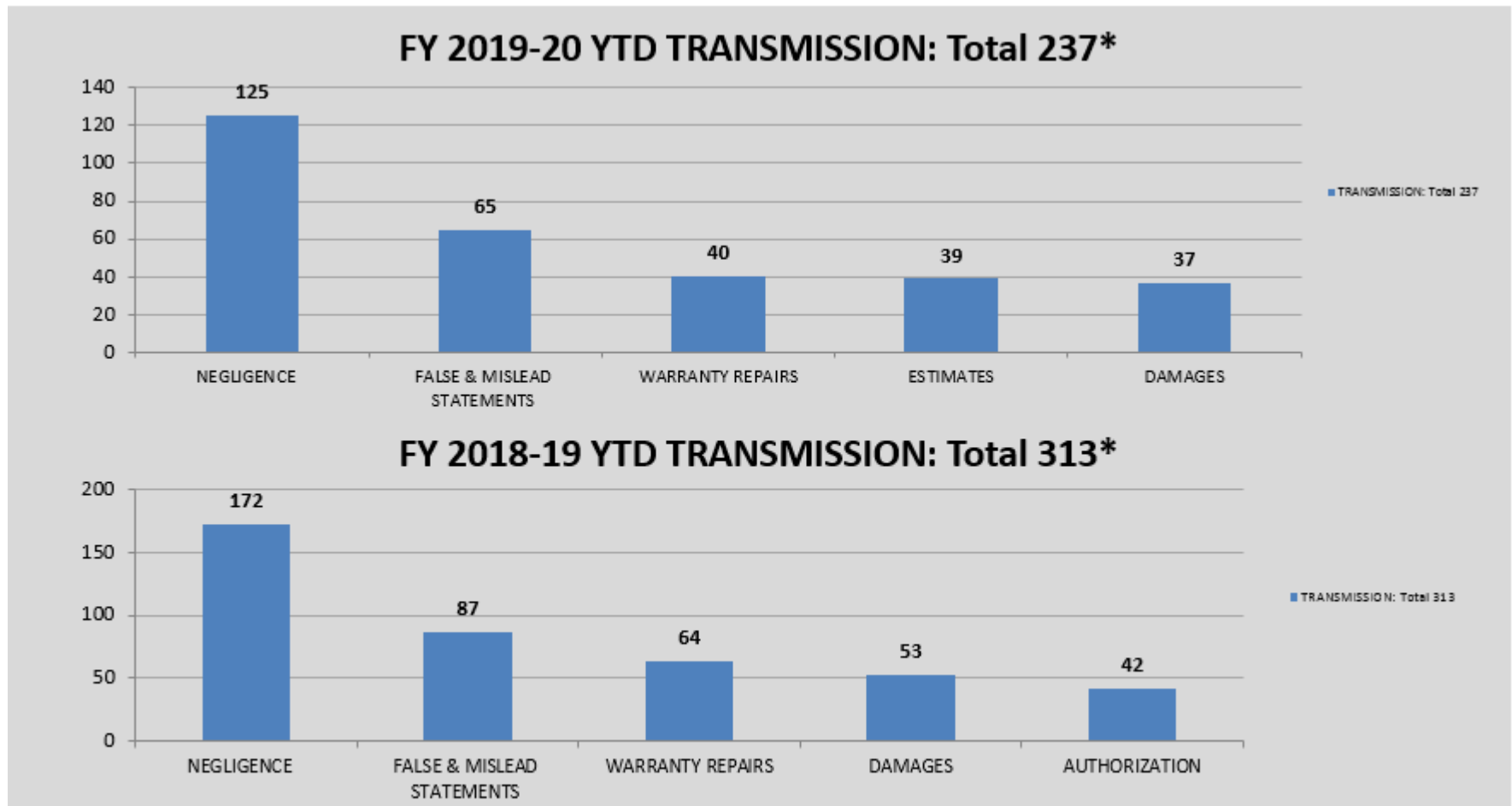
*BAR reports up to 3 allegations per complaint

COMPLAINT ALLEGATIONS – UNCATEGORIZED



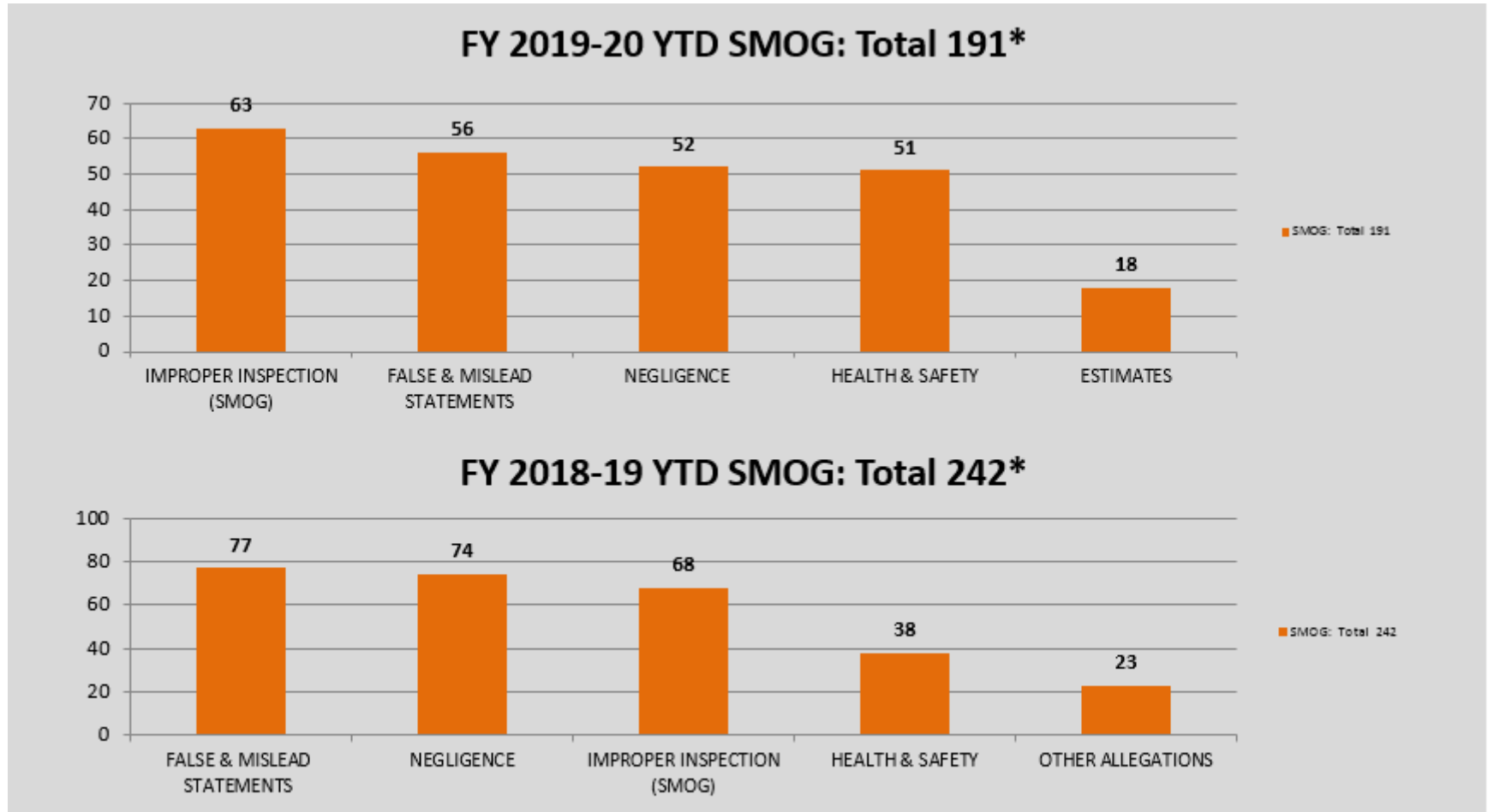
*BAR reports up to 3 allegations per complaint

COMPLAINT ALLEGATIONS - TRANSMISSION



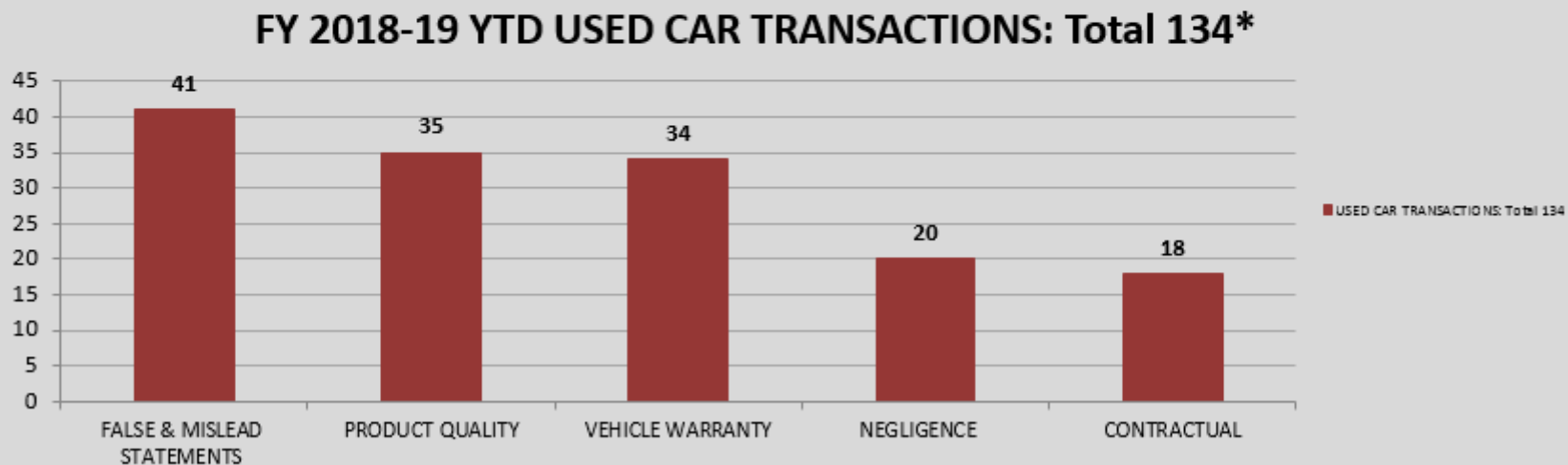
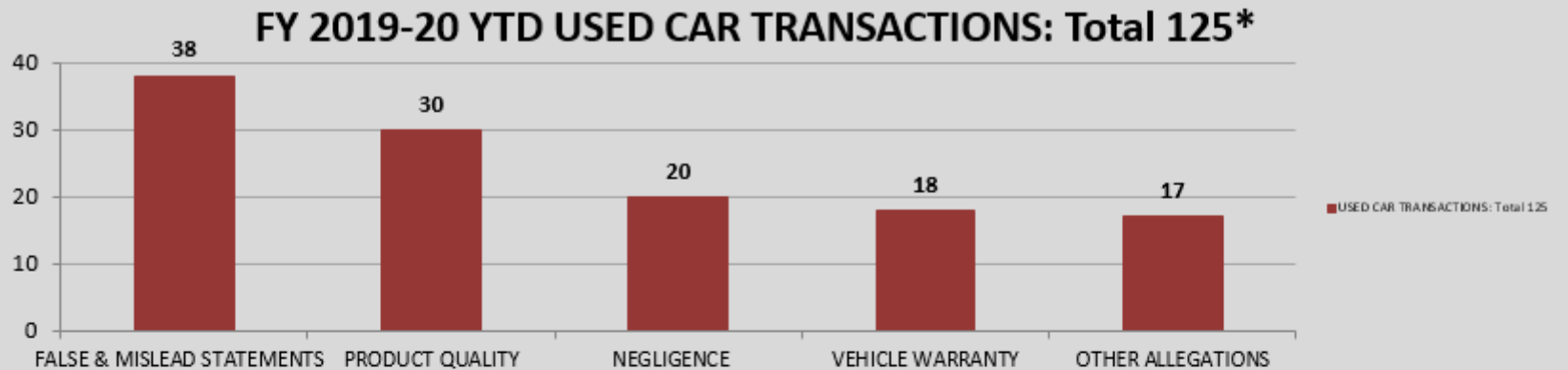
*BAR reports up to 3 allegations per complaint

COMPLAINT TRENDS - SMOG



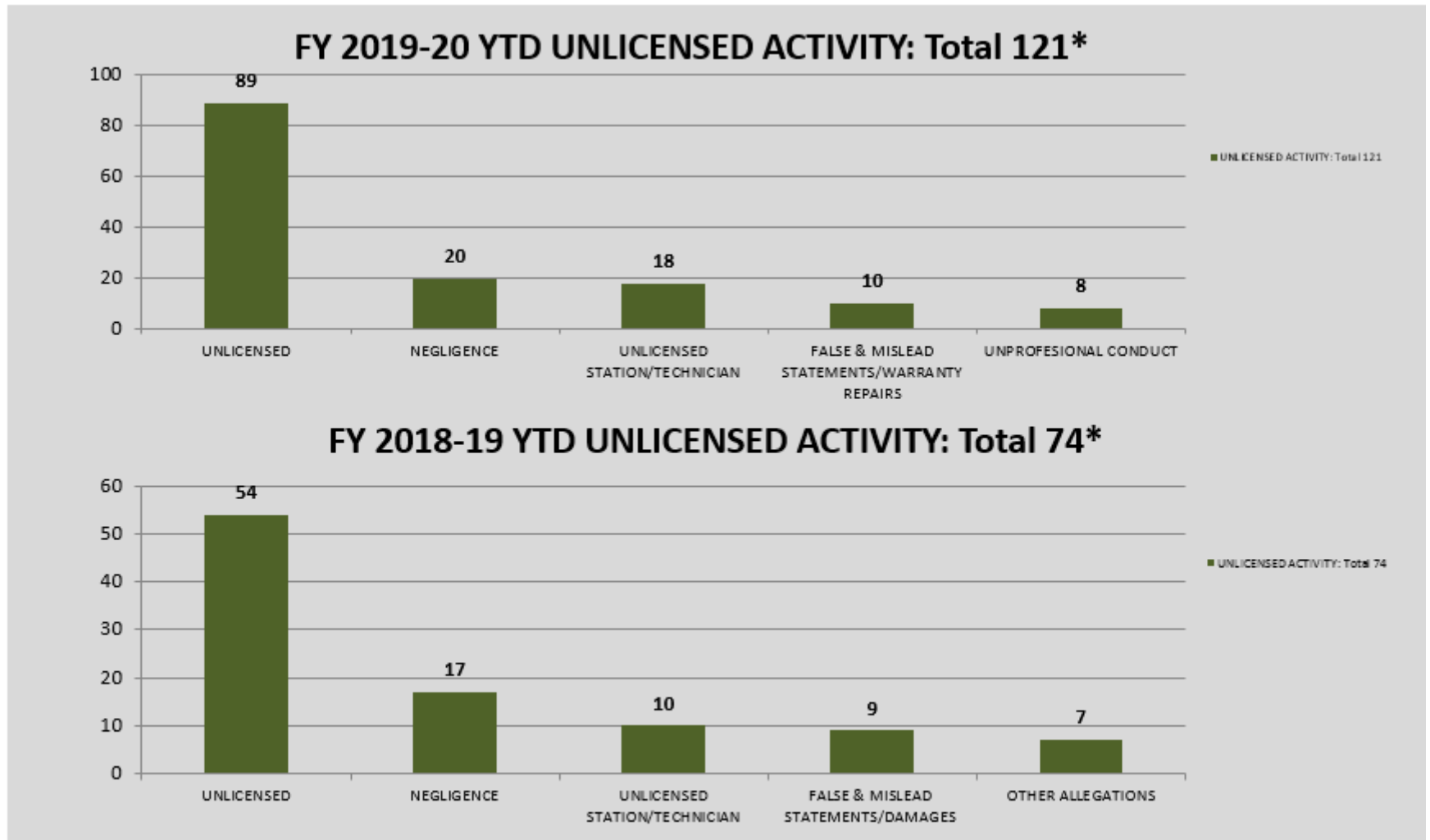
*BAR reports up to 3 allegations per complaint

COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS



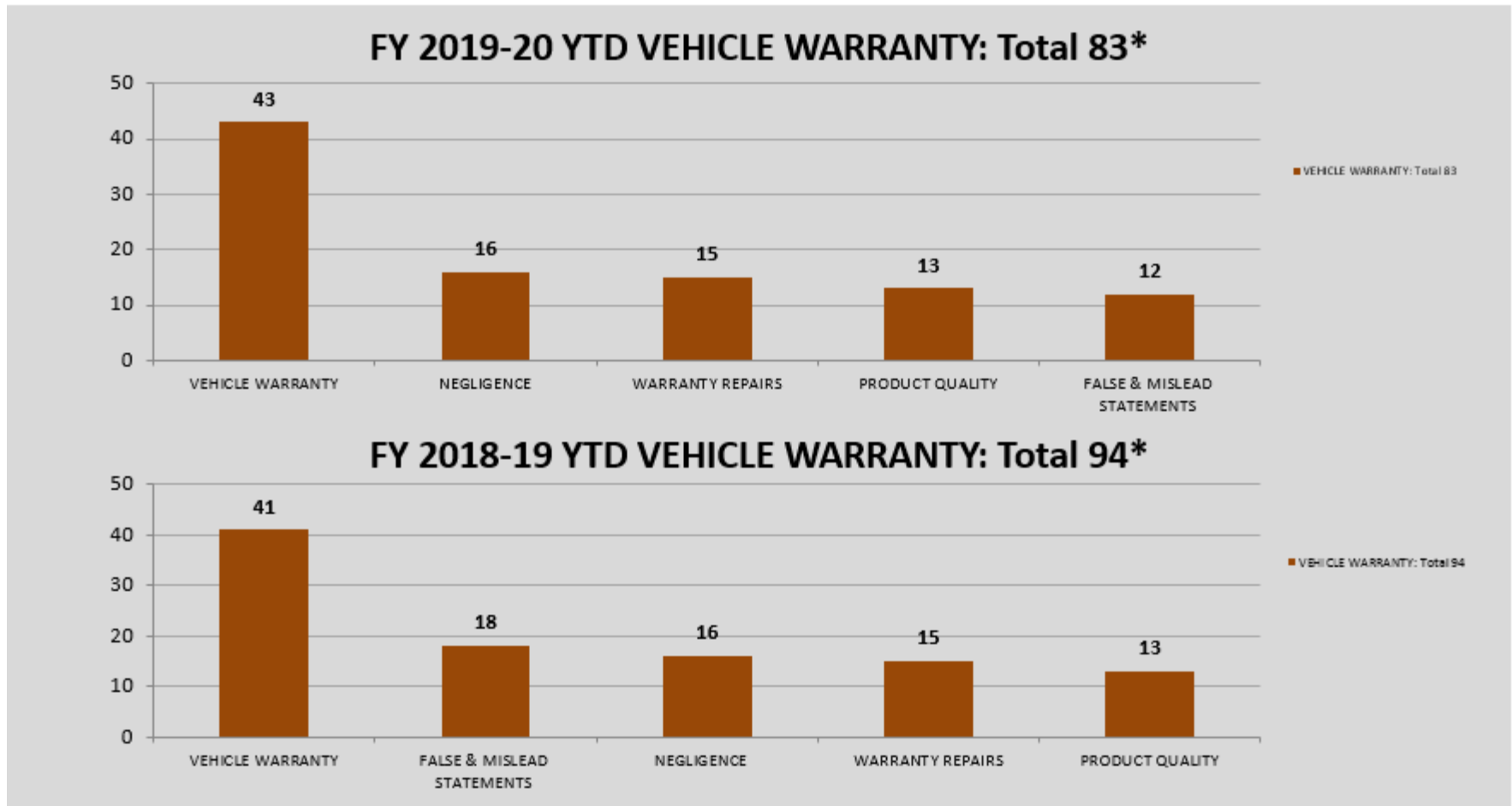
*BAR reports up to 3 allegations per complaint

COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY



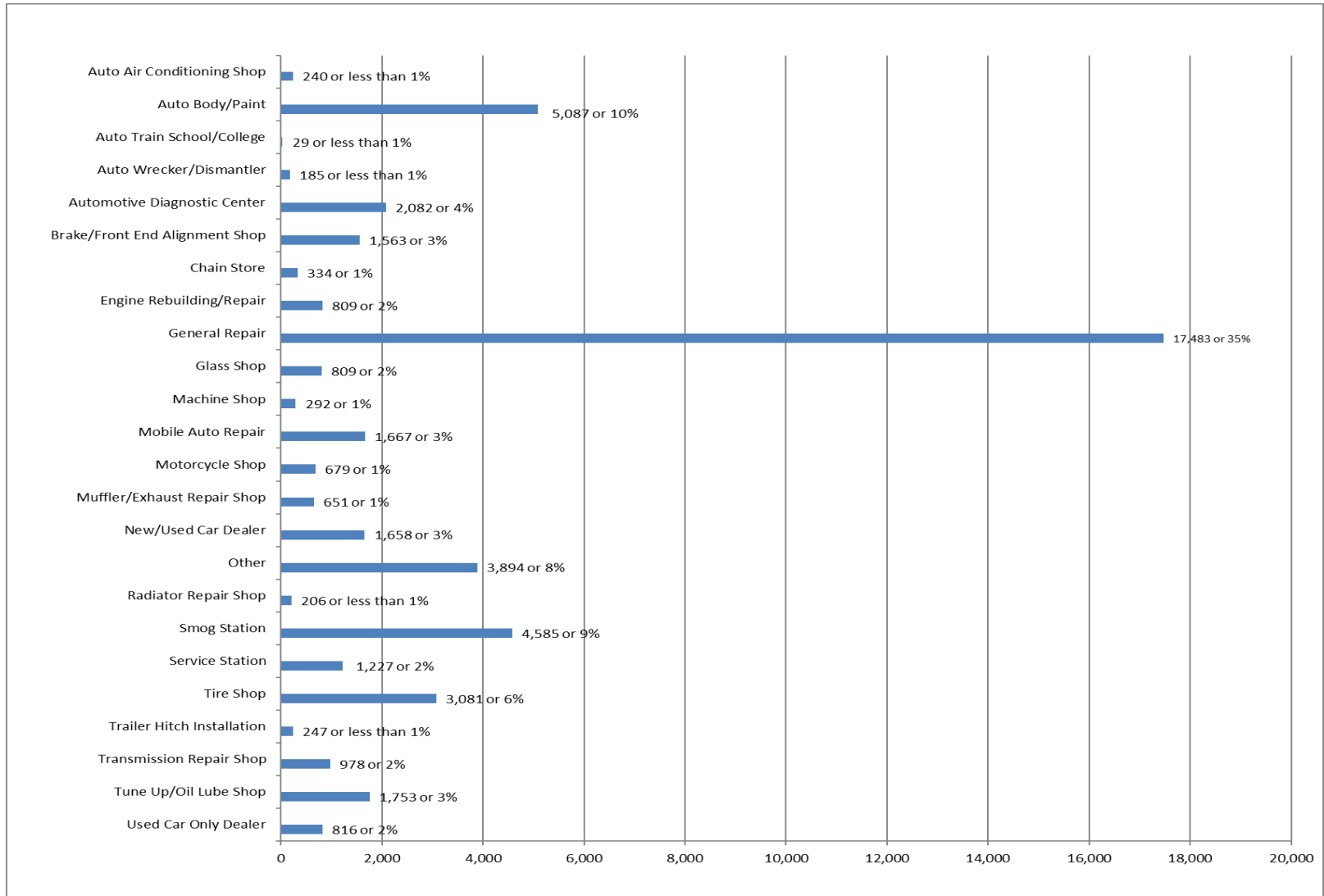
*BAR reports up to 3 allegations per complaint

COMPLAINT TRENDS – VEHICLE WARRANTY



*BAR reports up to 3 allegations per complaint

PRIMARY BUSINESS TYPE AS OF SEPTEMBER 2019



AUTO BODY INSPECTION PROGRAM STATISTICS

| FY 2019-20 YTD | |
|------------------------------------|-----------|
| Total Inspections Requested | 38 |
| Total Inspections Conducted | 19 |
| Total Complaints Filed | 9 |
| FY 2018-19 YTD | |
| Total Inspections Requested | 63 |
| Total Inspections Conducted | 48 |
| Total Complaints Filed | 18 |

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