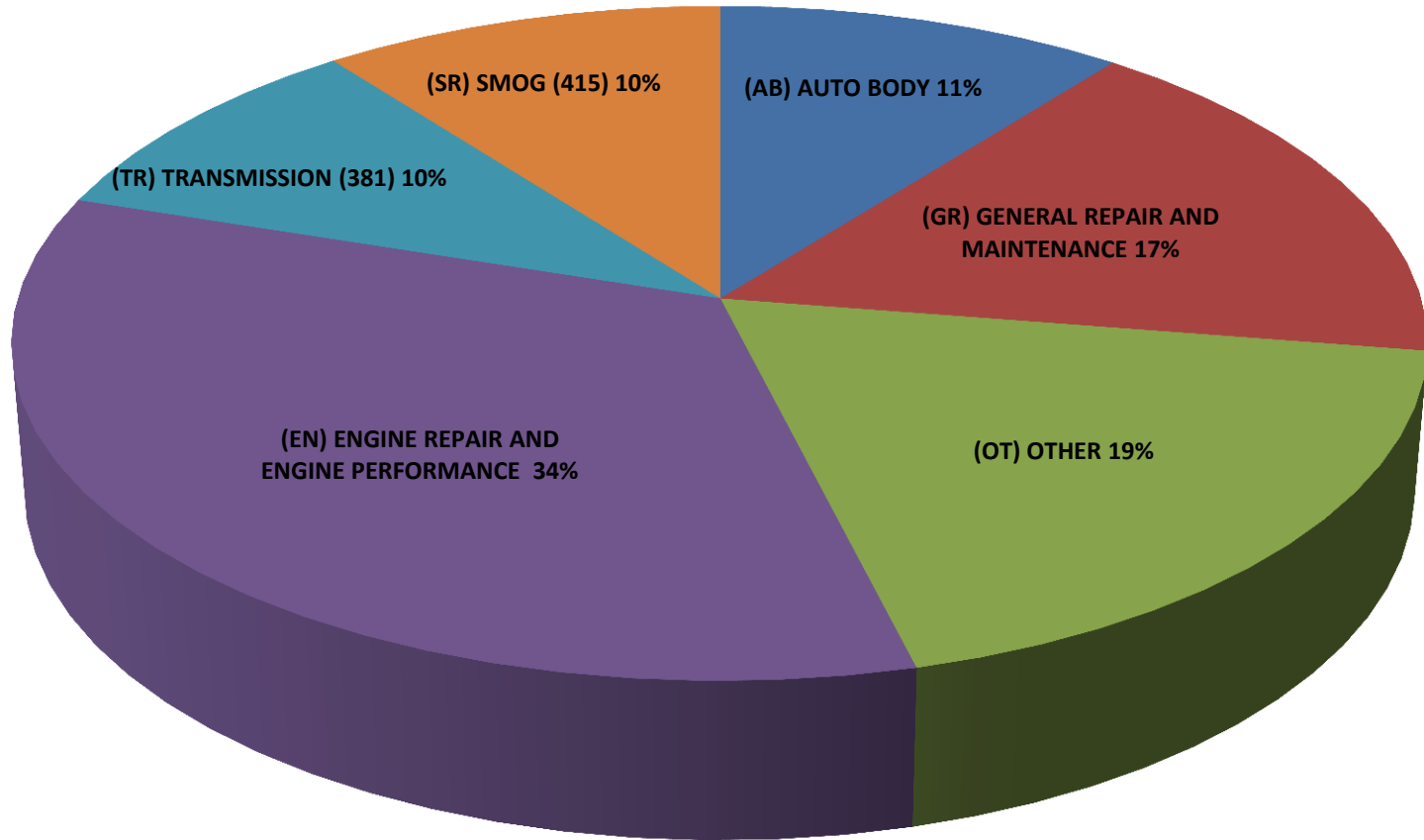


Department of Consumer Affairs
Bureau of Automotive Repair

Enforcement Statistics Update

Bill Thomas, Enforcement Planning and Oversight
Bureau Advisory Group
October 21, 2015

COMPLAINT TRENDS FY 2015-16 July – September 2015



■ (AB) AUTO BODY (422) 11%

■ (GR) GENERAL REPAIR AND MAINTENANCE (671) 17%

■ (OT) OTHER (741) 19%

■ (EN) ENGINE REPAIR AND ENGINE PERFORMANCE (1349) 34%

■ (TR) TRANSMISSION (381) 10%

■ (SR) SMOG (415) 10%

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
UC	USED CAR LOTS
UP	UPHOLSTERY
VW	VEHICLE WARRANTY
WR	REPAIR WARRANTY
UA	UNLICENSED ACTIVITY

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

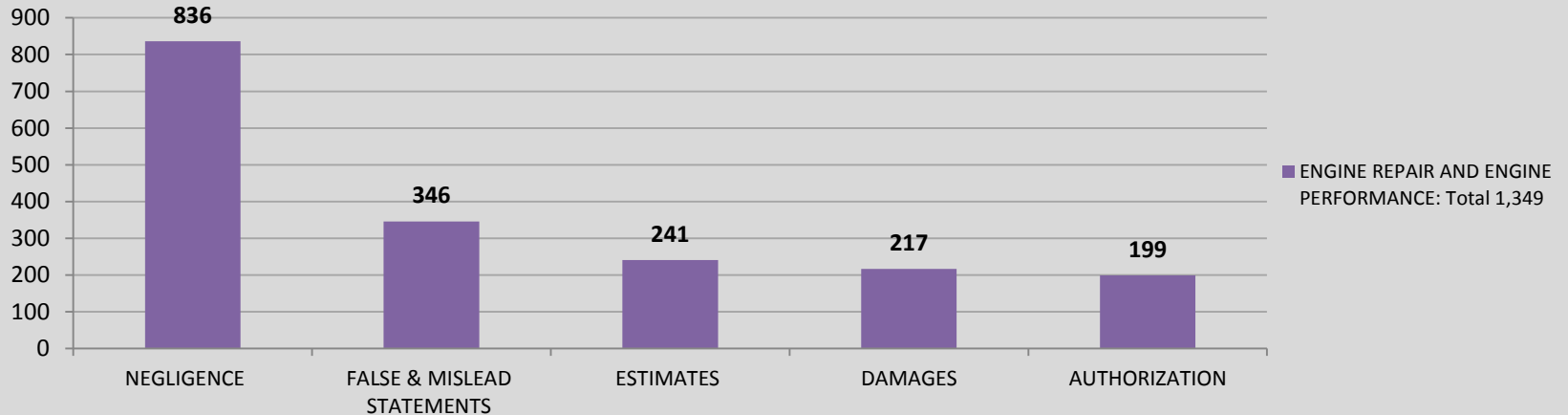
TRANSMISSION	
AT	AUTO TRANS
MT	MANUAL TRANS/CLUTCH

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

Complaint Allegations – Top 5 by Trend Category

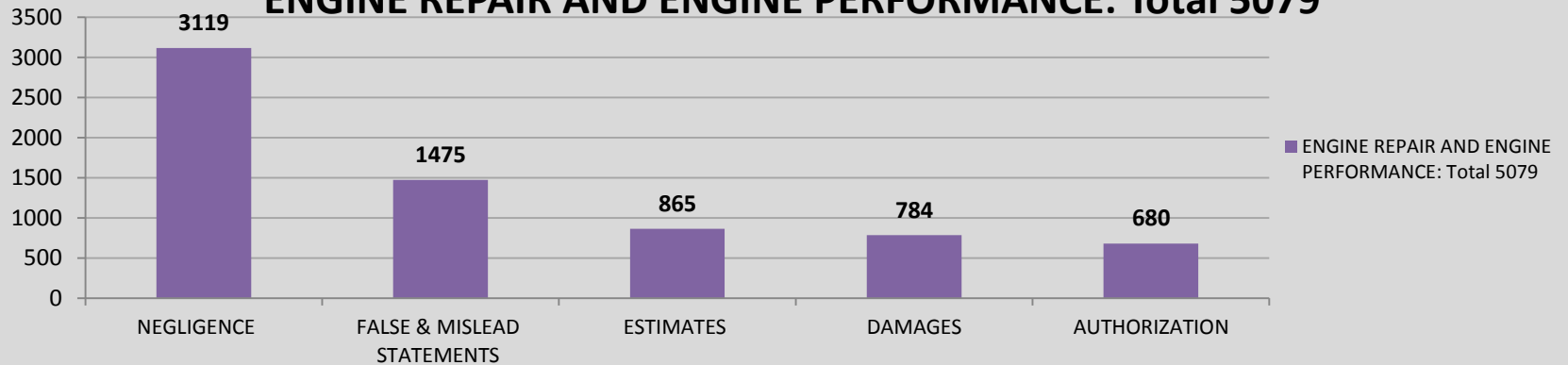
FY 2015-16 YTD

ENGINE REPAIR AND ENGINE PERFORMANCE: Total 1349*



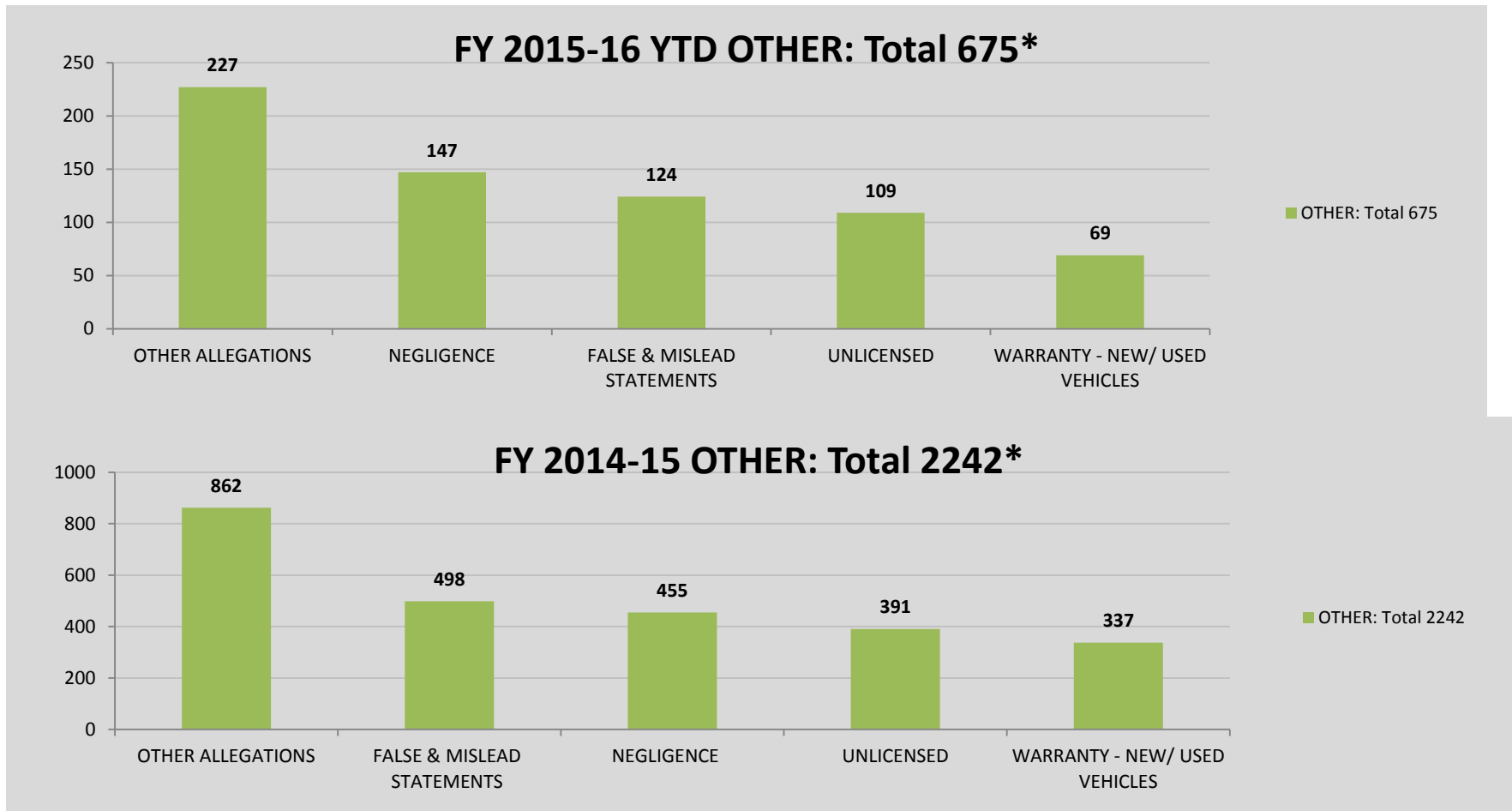
FY 2014-15

ENGINE REPAIR AND ENGINE PERFORMANCE: Total 5079*



* BAR Reports up to 3 Allegations per Complaint

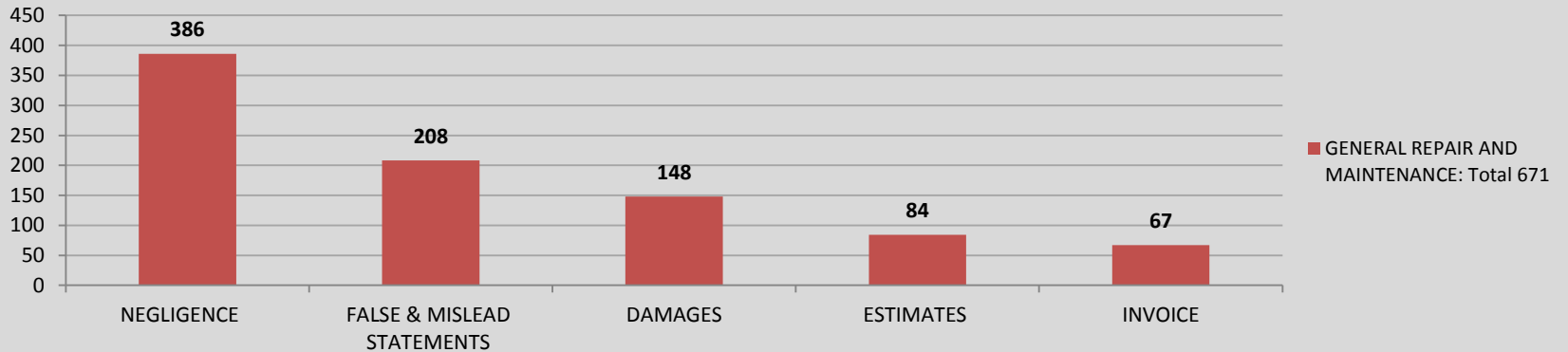
Complaint Allegations – Top 5 by Trend Category



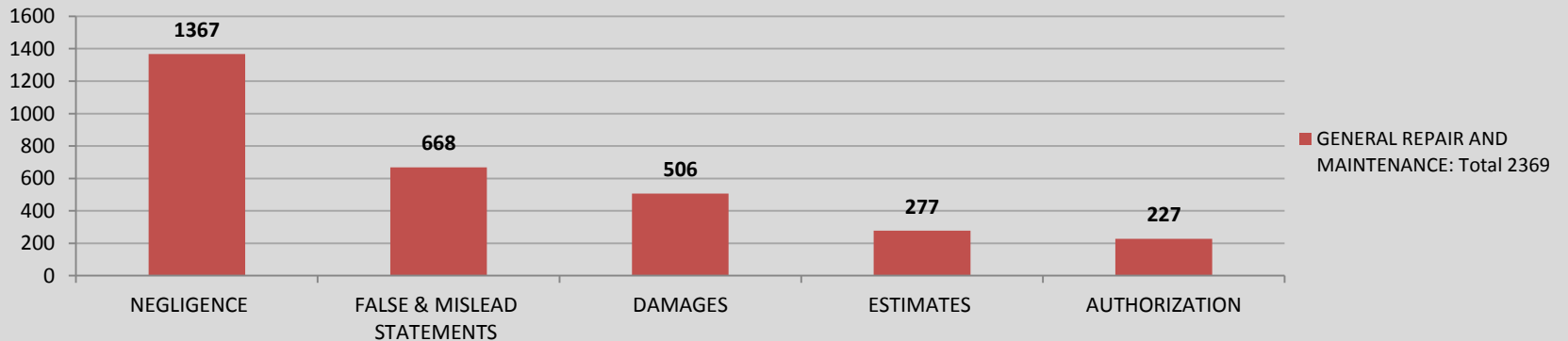
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2015-16 YTD GENERAL REPAIR AND MAINTENANCE: Total 671*

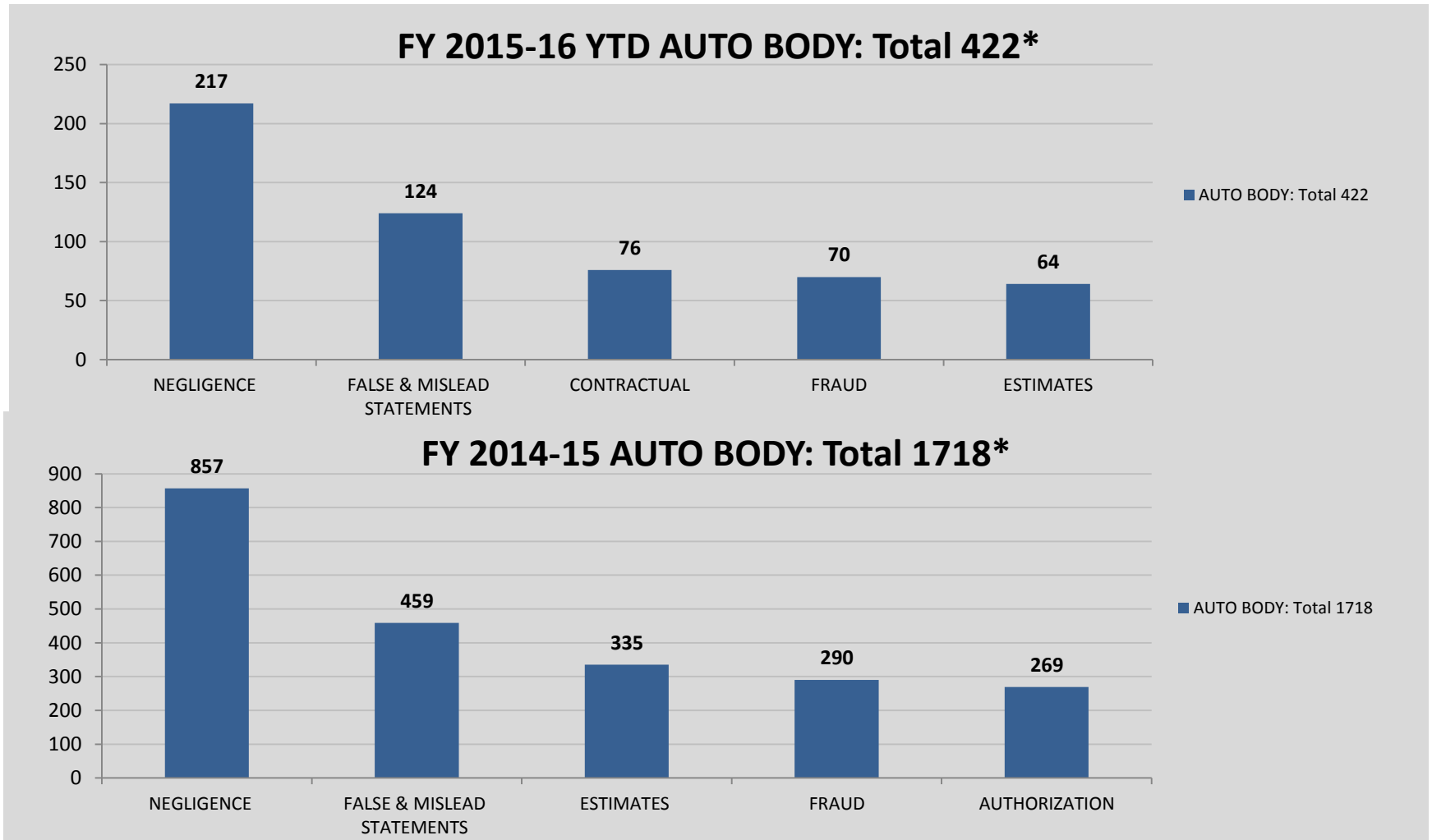


FY 2014-15 GENERAL REPAIR AND MAINTENANCE: Total 2369*



* BAR Reports up to 3 Allegations per Complaint

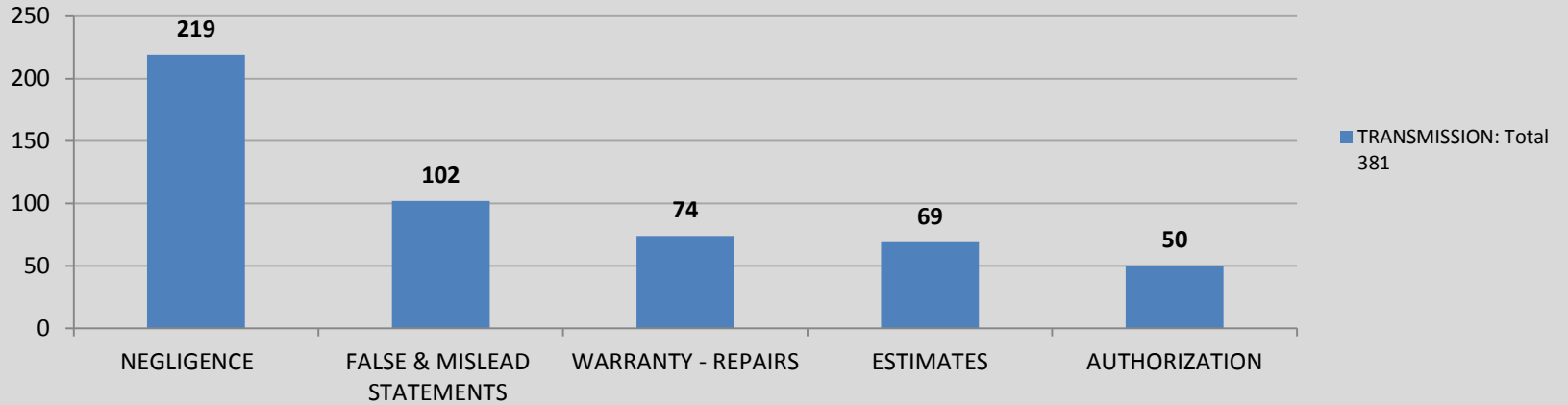
Complaint Allegations – Top 5 by Trend Category



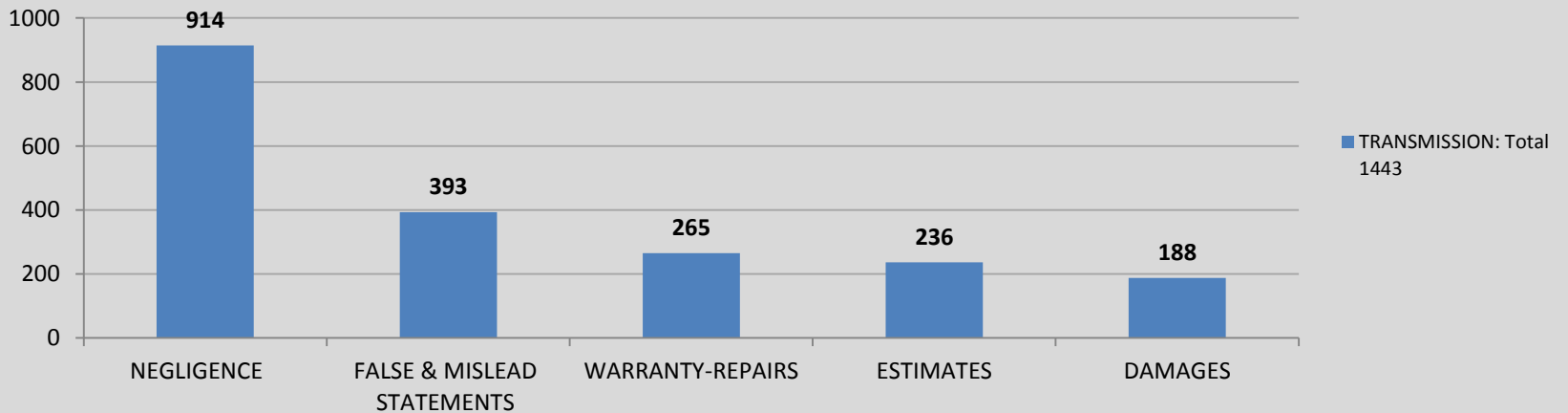
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2015-16 YTD TRANSMISSION: Total 381*

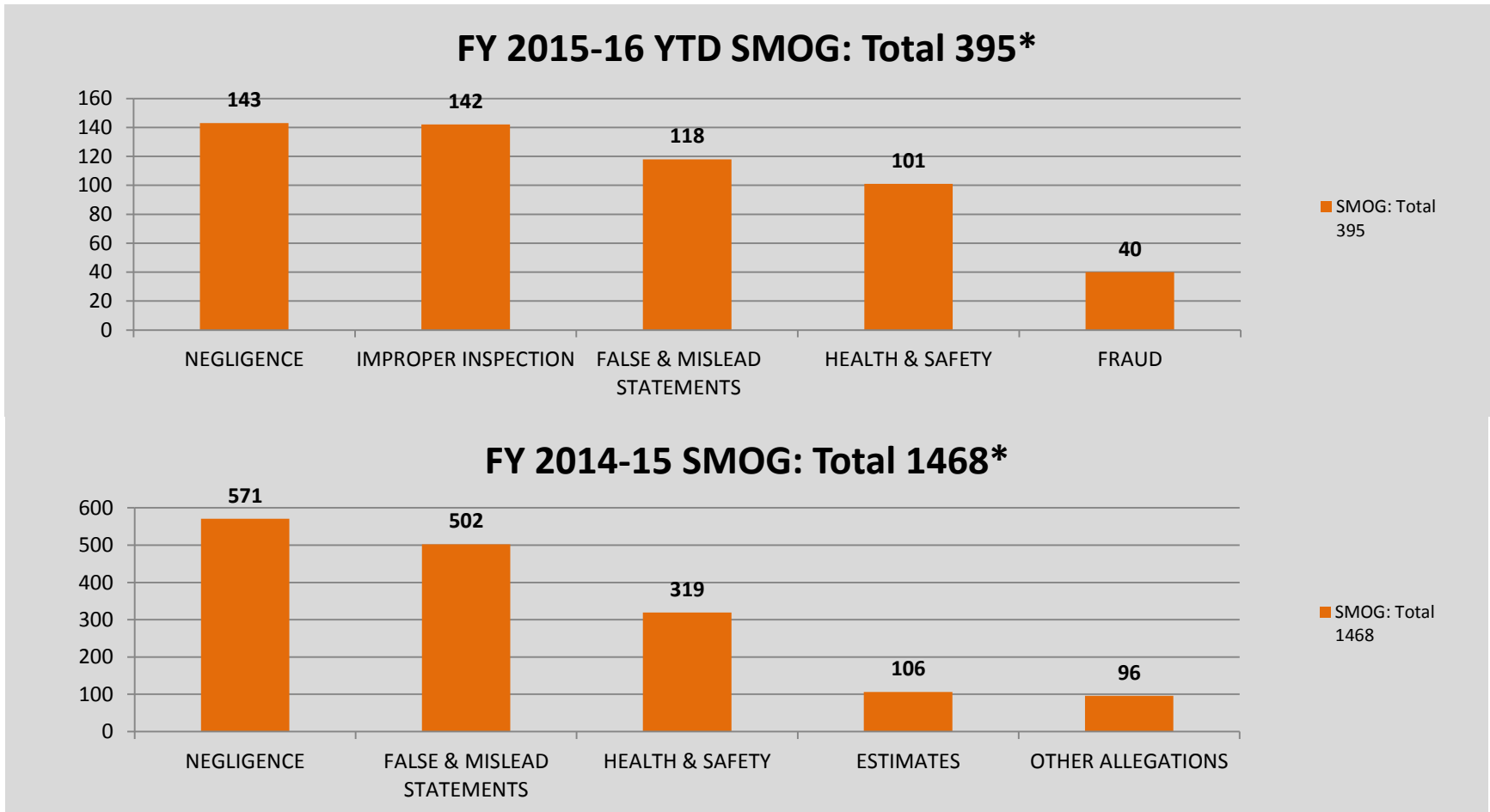


FY 2014-15 TRANSMISSION: Total 1443*



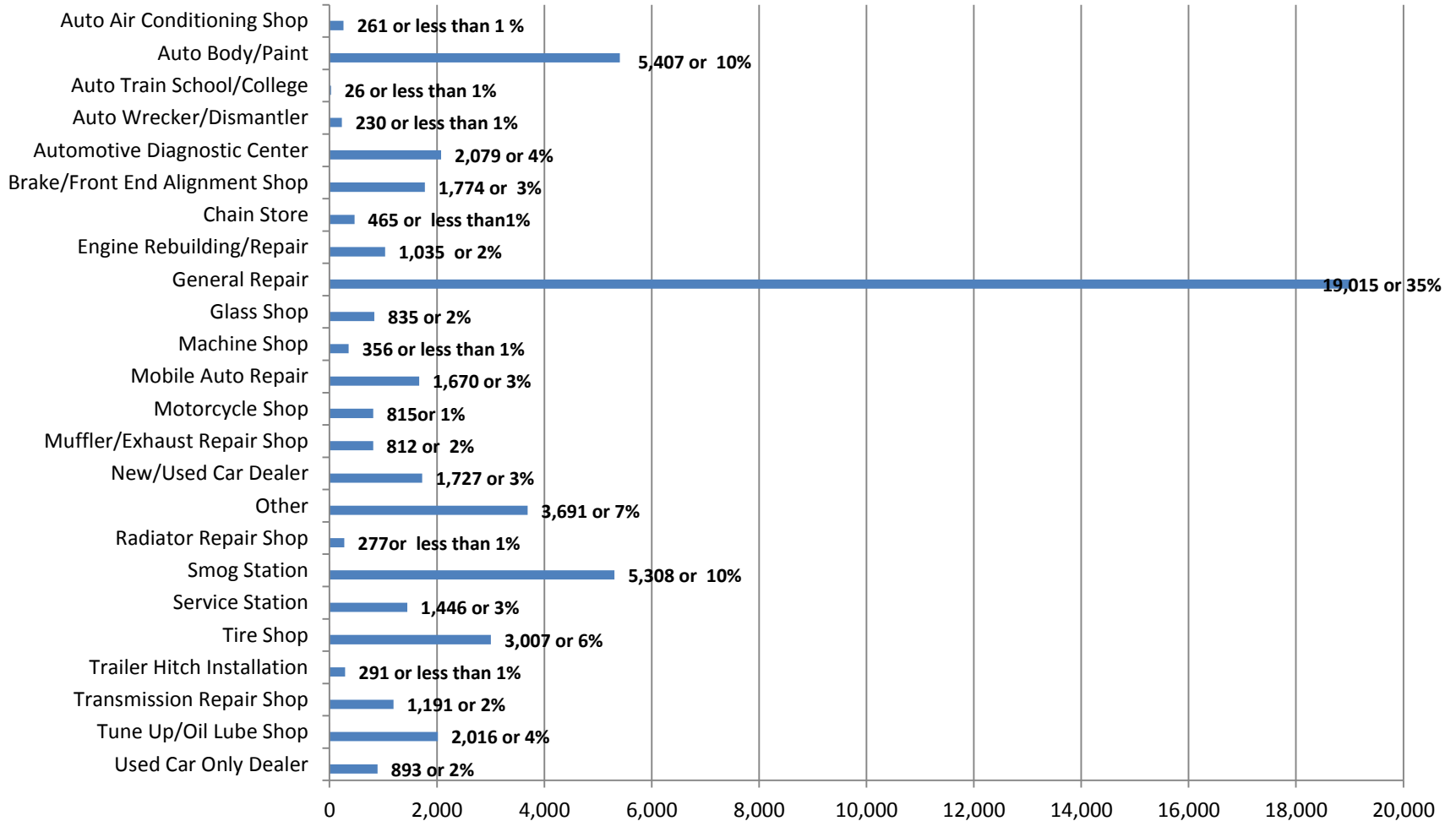
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category



* BAR Reports up to 3 Allegations per Complaint

Primary Business Type - FY 2015/16 July through September



UNAUTHORIZED BAR 97 TEST STATISTICS as of 9/30/2015

Citations Served for Incorrect Test		
Type	Privilege	Number
TC	Reg.	46
TC	STAR	171
RC	Reg.	177
RC	STAR	170
Technicians		619
Total Citations Served		1183
Total STAR Stations		341

As of 6/30/2015

Citations Served for Incorrect Test		
Type	Privilege	Number
TC	Reg.	24
TC	STAR	76
RC	Reg.	61
RC	STAR	52
Technicians		224
Total Citations Served		437
Total STAR Stations		128

Questions and Comments

Submit additional questions and/or comments to:

Bill Thomas

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