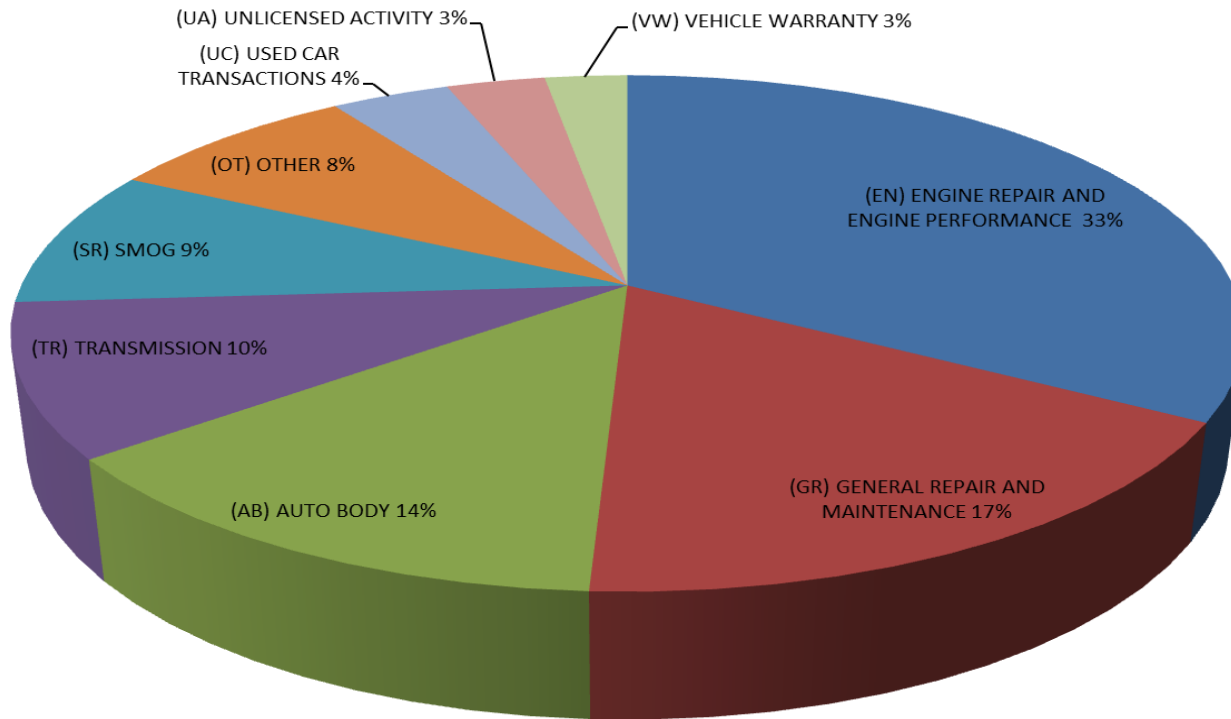


Department of Consumer Affairs
Bureau of Automotive Repair

Enforcement Statistics Update

Mark Fernandez, Enforcement Operations Branch
Bureau Advisory Group Meeting
April 20, 2017

COMPLAINT TRENDS FY 2016-17



- (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 33%
- (GR) GENERAL REPAIR AND MAINTENANCE 17%
- (AB) AUTO BODY 14%
- (TR) TRANSMISSION 10%
- (SR) SMOG 9%
- (OT) OTHER 8%
- (UC) USED CAR TRANSACTIONS 4%
- (UA) UNLICENSED ACTIVITY 3%
- (VW) VEHICLE WARRANTY 3%

TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS
CC	COMPUTER CONTROLS	150
CO	COOLING SYSTEM	289
ED	ENGINE DIAGNOSIS	537
EL	ELECTRICAL	469
EN	ENGINE OVERHAUL/REPLACEMENT	481
ER	ENGINE REPAIR	1376
MS	MACHINE SHOP	10
FL	FLUSHING	14
FS	FUEL SYSTEM	112
TU	TUNE UP	56

OTHER		COMPLAINTS
BC	BRAKE CERTIFICATION	10
BO	BOAT REPAIR	6
LC	LAMP CERTIFICATION	7
LS	LIEN SALE/STORAGE CHARGES	39
MC	MOTORCYCLE REPAIR	78
NC	NEW CAR/LEMON LAW	40
OT	OTHER	418
PS	PART SALE	43
SF	STORAGE FEES	14
TO	TOWING	32
UP	UPHOLSTERY	28
WR	REPAIR WARRANTY	122

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS
AC	AIR CONDITIONING/HEAT	170
BR	BRAKES	336
DT	DRIVE TRAIN	135
EX	EXHAUST	48
GR	GENERAL REPAIR	36
LU	LUBE/OIL CHANGE	440
SU	SUSPENSION/STEERING	399
TW	TIRES/WHEELS	269

AUTO BODY		COMPLAINTS
AB	AUTO BODY	1373
GL	AUTO GLASS	49

TRANSMISSION		COMPLAINTS
AT	AUTO TRANS	883
MT	MANUAL TRANS/CLUTCH	120

SMOG		COMPLAINTS
CP	CLEAN PIPING	5
CX	CLEAN PLUGGING	1
DC	DELINQUENT CITATION	1
ES	EXHAUST SYSTEM (SMOG)	81
ET	EMISSION TEST PROCEDURE	25
EW	EMISSIONS WARRANTY	14
FT	FUNCTIONAL TEST PROCEDURE	5
GP	GROSS POLLUTER	2
NX	NOX FAILURES	0
RF	REFEREE	0
RO	REPAIR ONLY (SMOG)	7
SB	SUBLET (SMOG)	8
SC	SMOG COST LIMIT	5
SN	STATION	17
SR	SMOG REPAIR	238
SS	ILLEGAL SMOG/CAR SALE	81
ST	SMOG TEST PROCEDURES	379
TE	TEST ONLY	16
TN	TECHNICIAN	3
VT	VISUAL SMOG TEST PROCEDURE	19

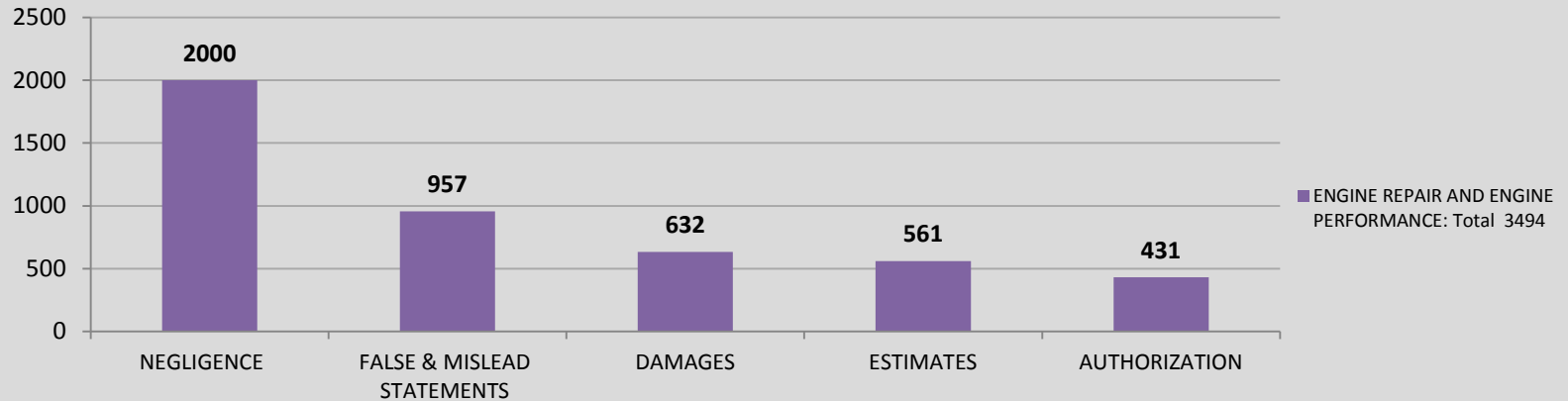
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS
UC	USED CAR LOTS	390
VW	VEHICLE WARRANTY	271
UA	UNLICENSED ACTIVITY	325

ALLEGATIONS

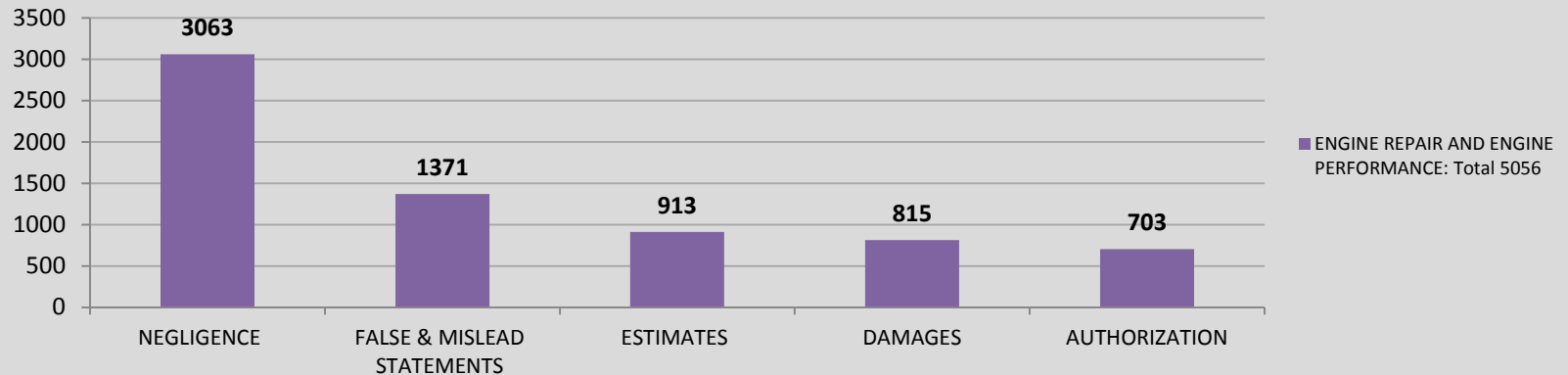
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 3494*



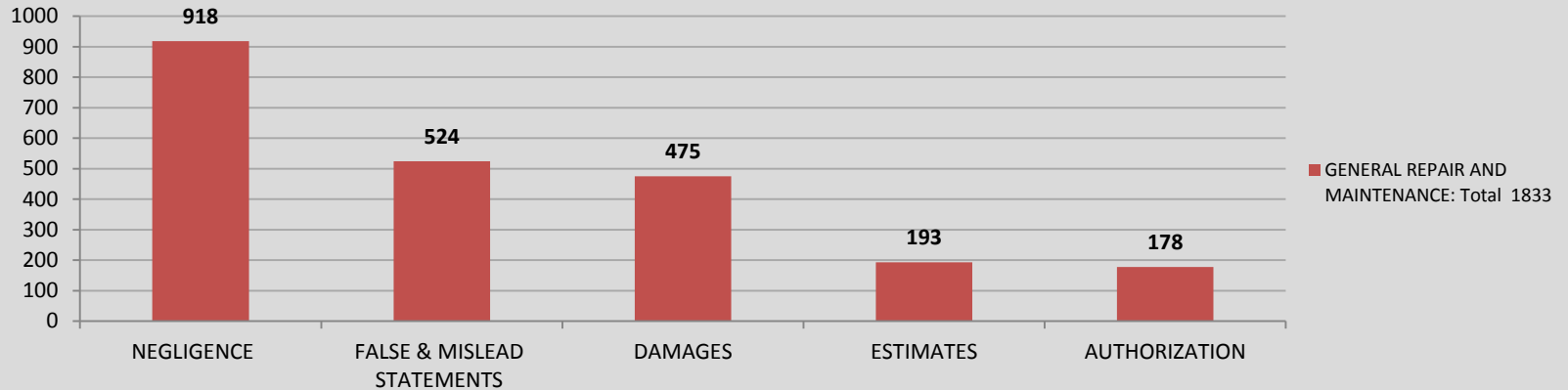
FY 2015-16 ENGINE REPAIR & ENGINE PERFORMANCE: Total 5056*



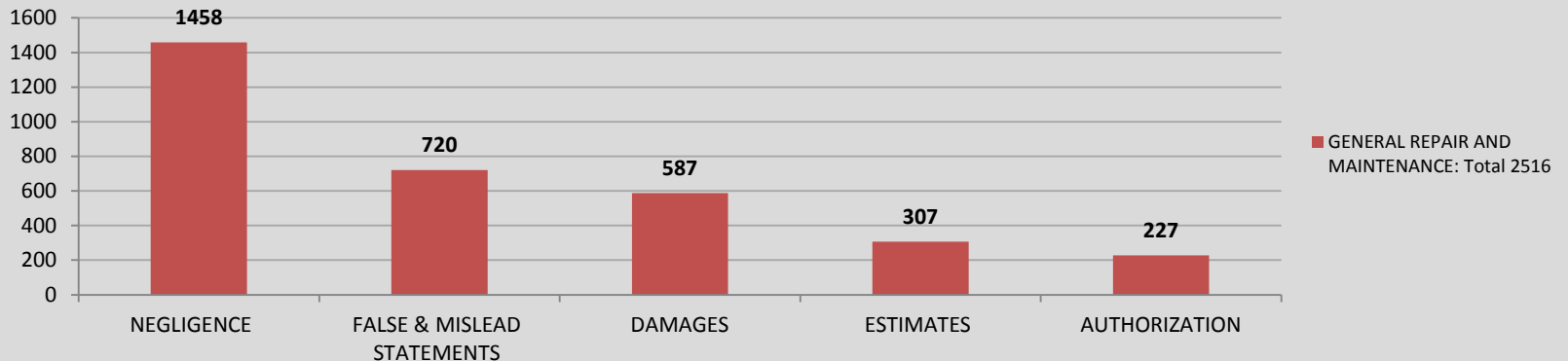
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 GENERAL REPAIR & MAINTENANCE: Total 1833*

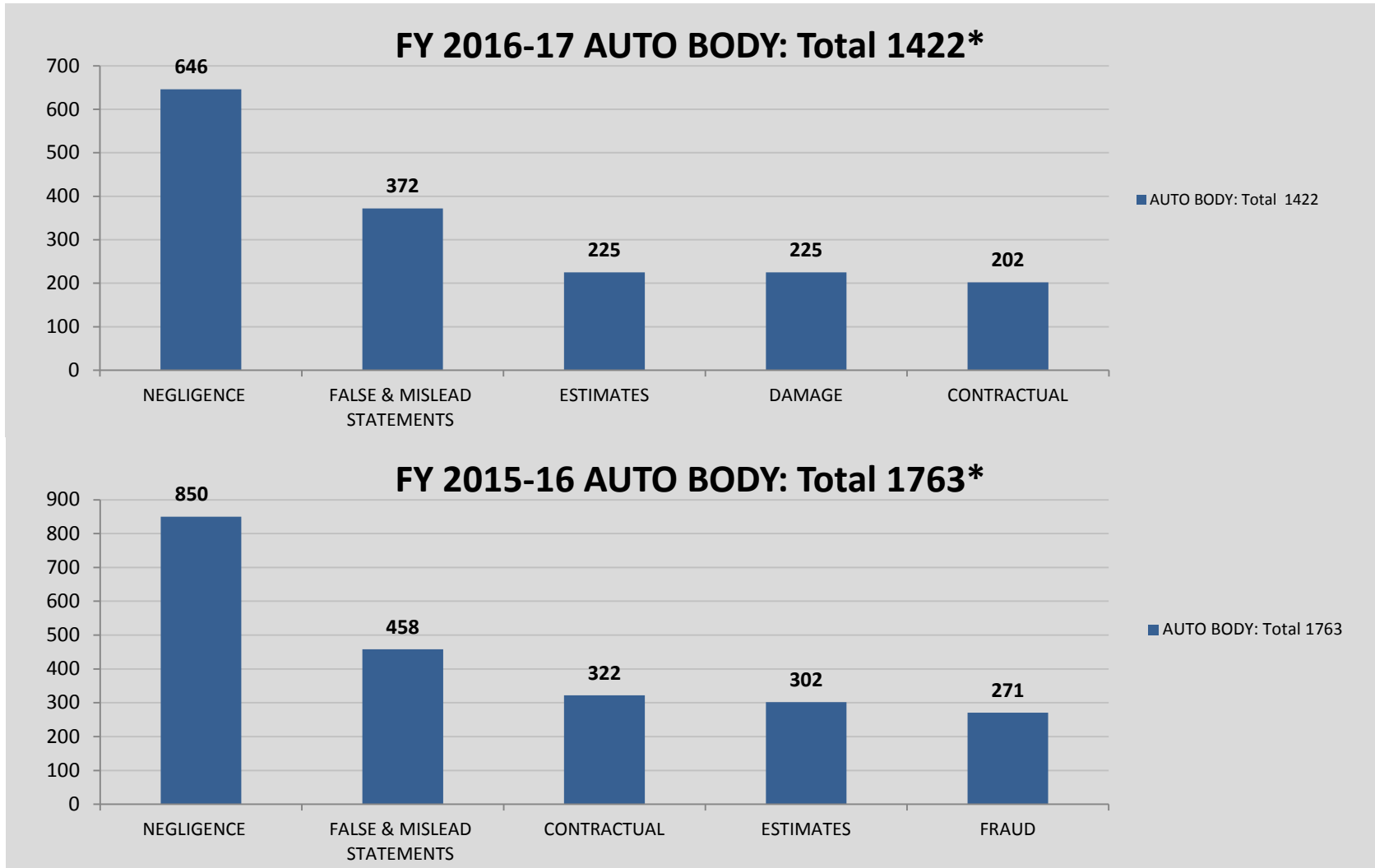


FY 2015-16 GENERAL REPAIR & MAINTENANCE: Total 2516*



* BAR Reports up to 3 Allegations per Complaint

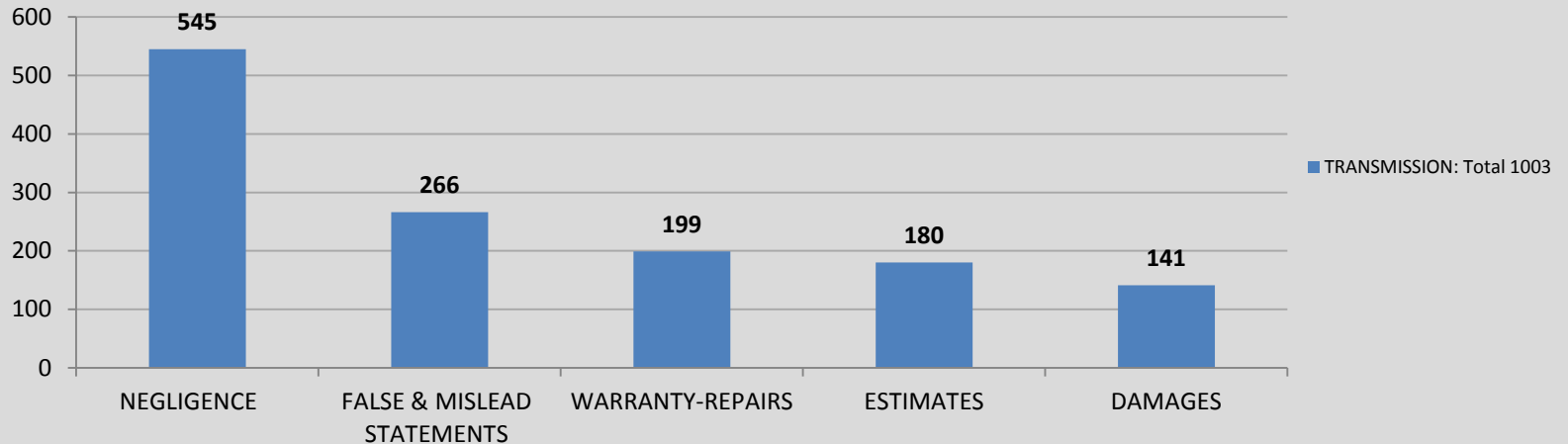
Complaint Allegations – Top 5 by Trend Category



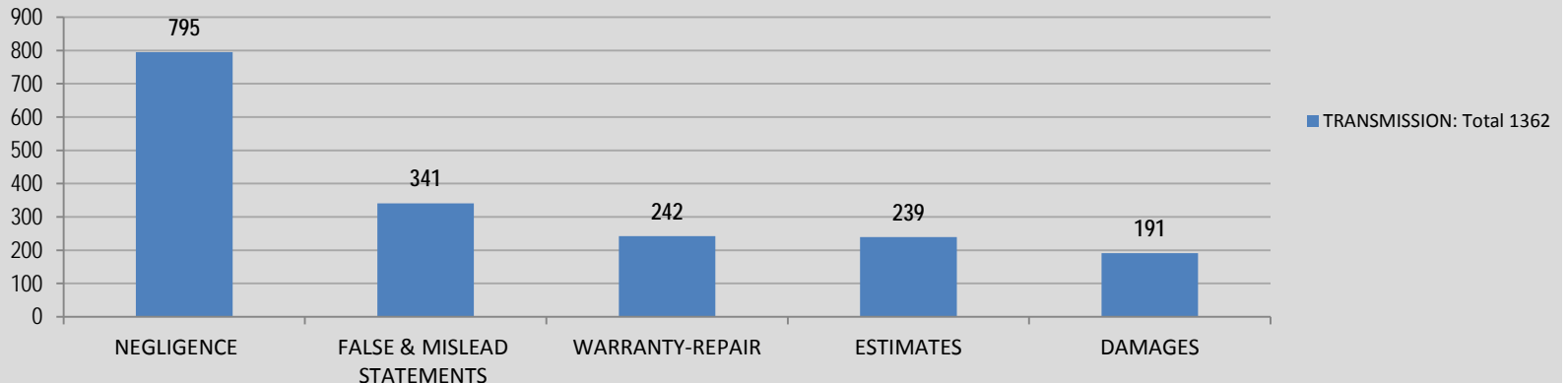
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 TRANSMISSION: Total 1003*



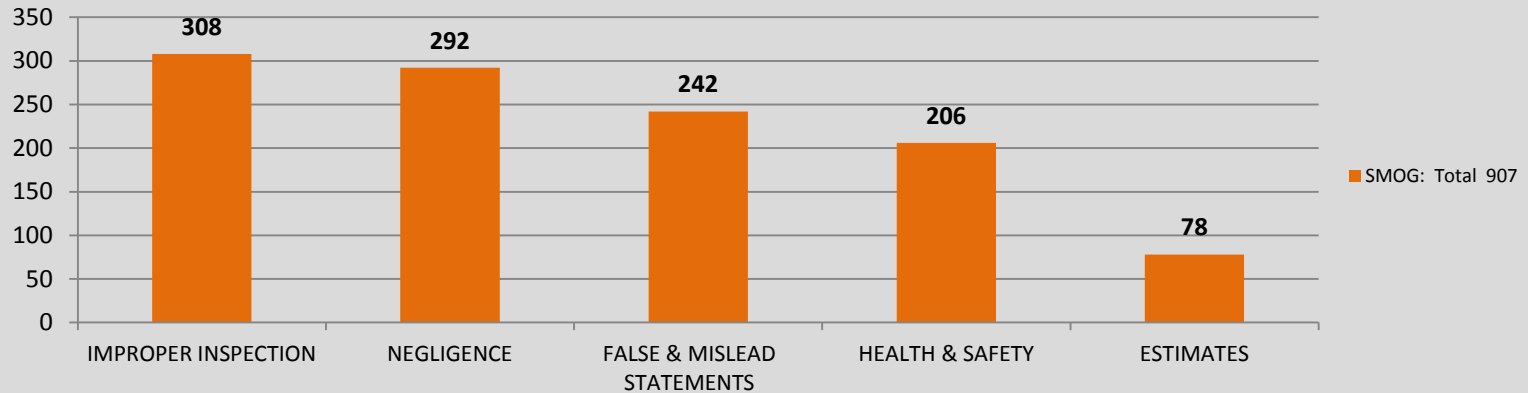
FY 2015-16 TRANSMISSION: Total 1362*



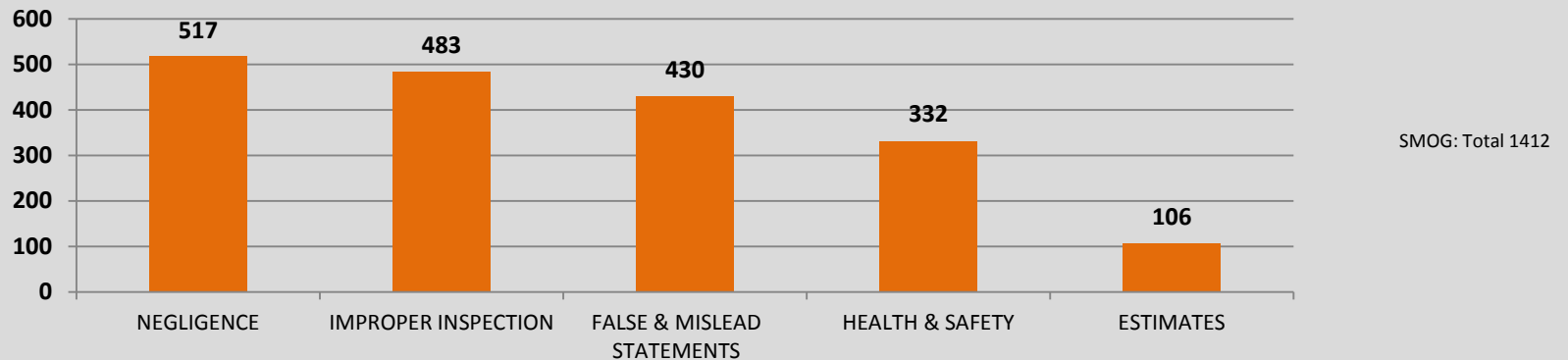
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 SMOG: Total 907*

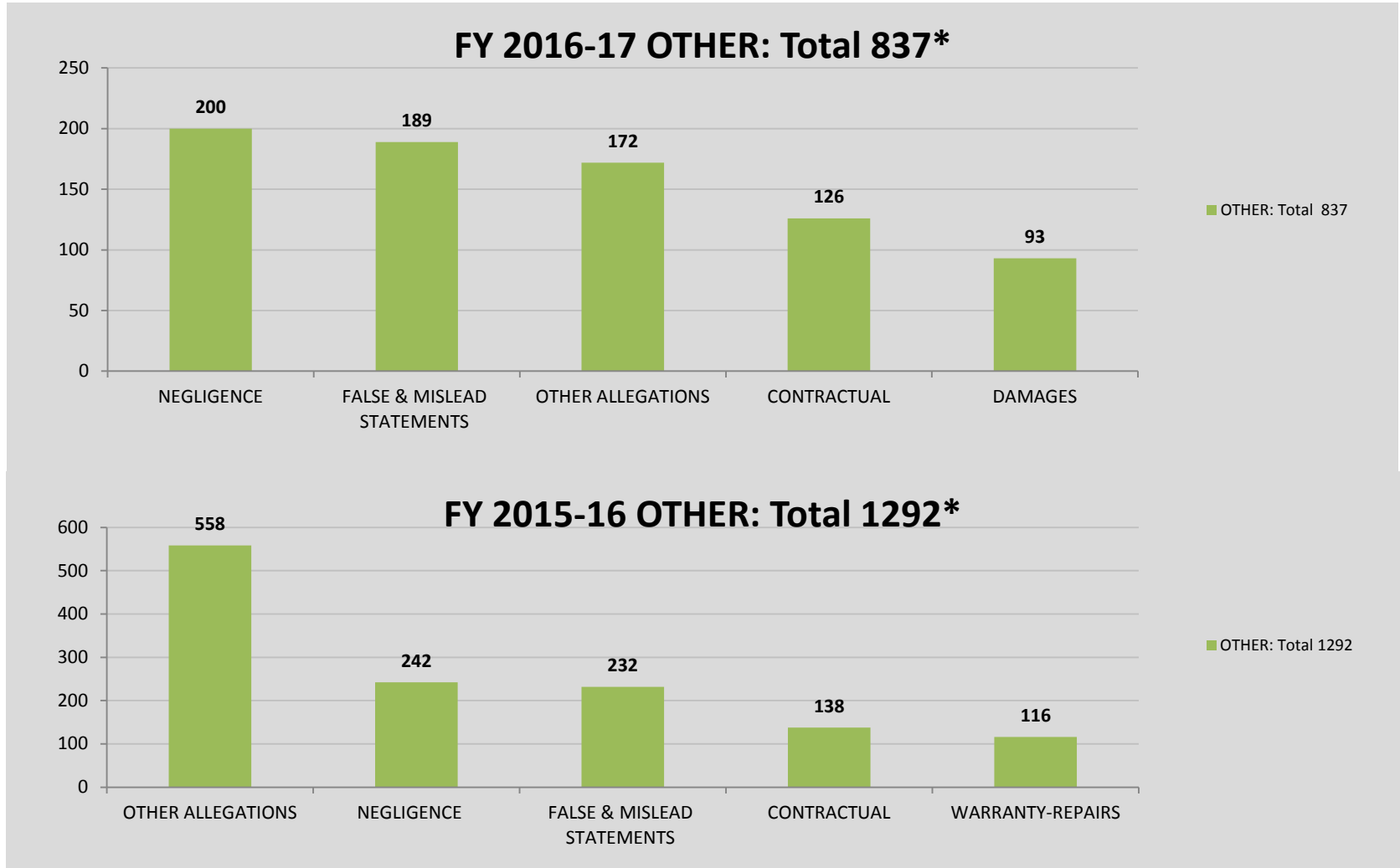


FY 2015-16 SMOG: Total 1412*



* BAR Reports up to 3 Allegations per Complaint

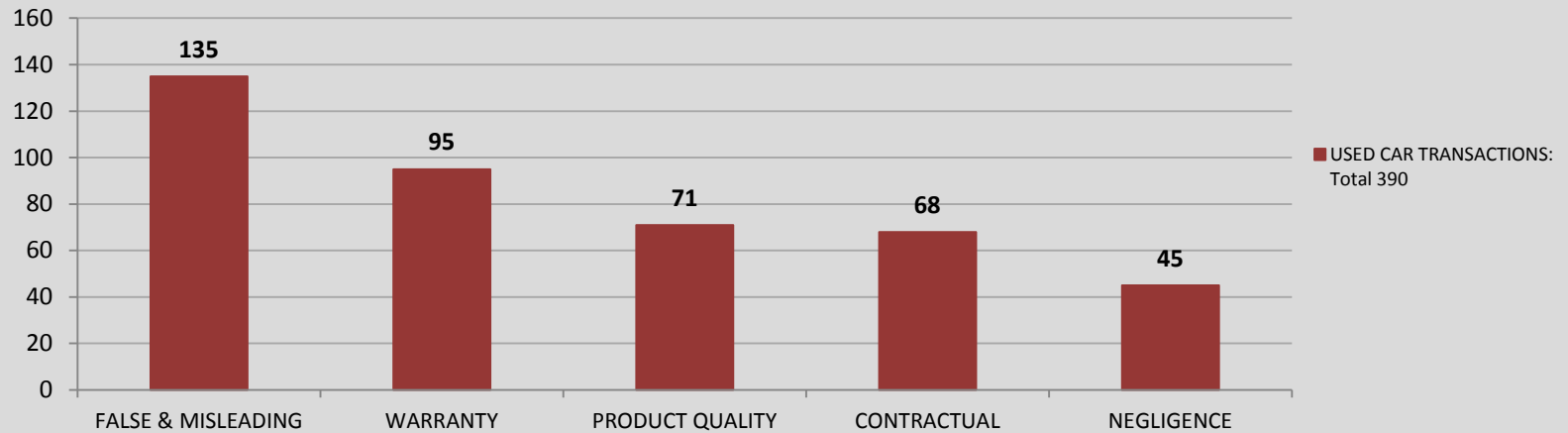
Complaint Allegations – Top 5 by Trend Category



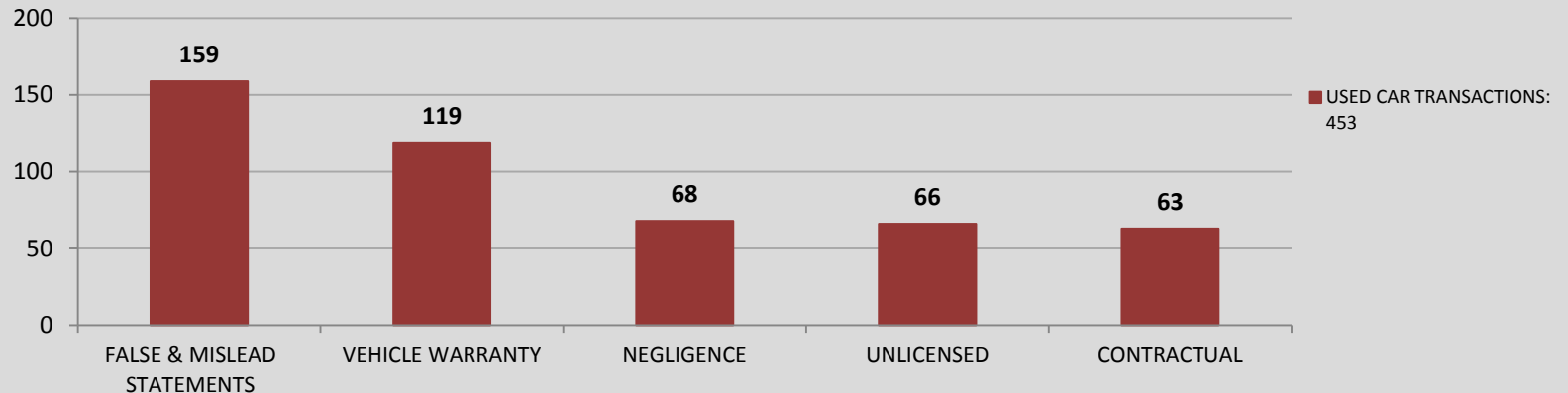
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 USED CAR TRANSACTIONS: Total 390*



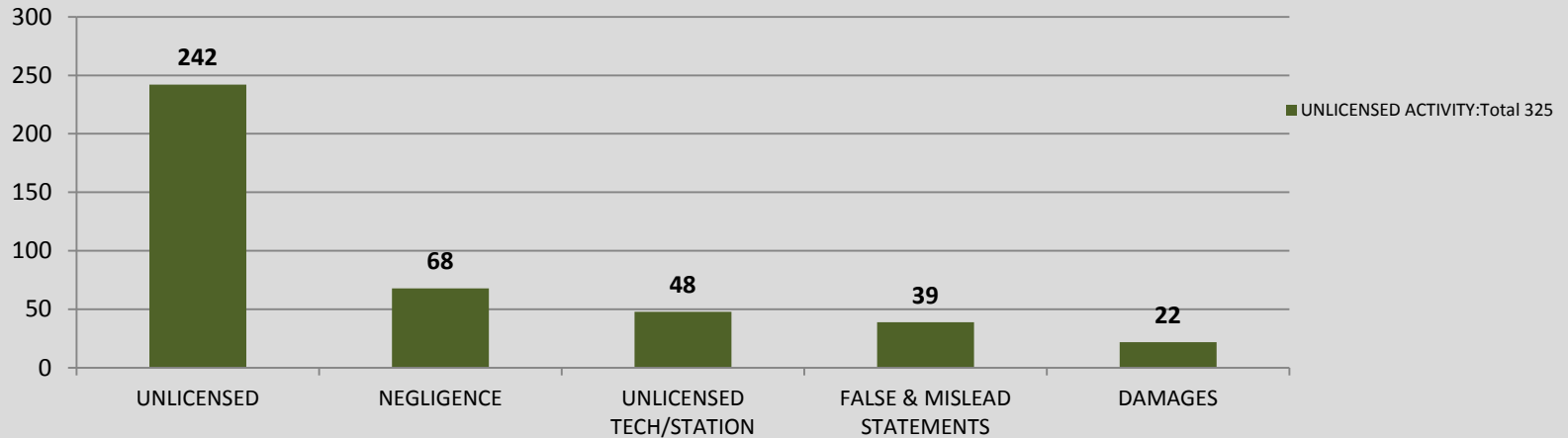
FY 2015-16 USED CAR TRANSACTIONS: Total 453*



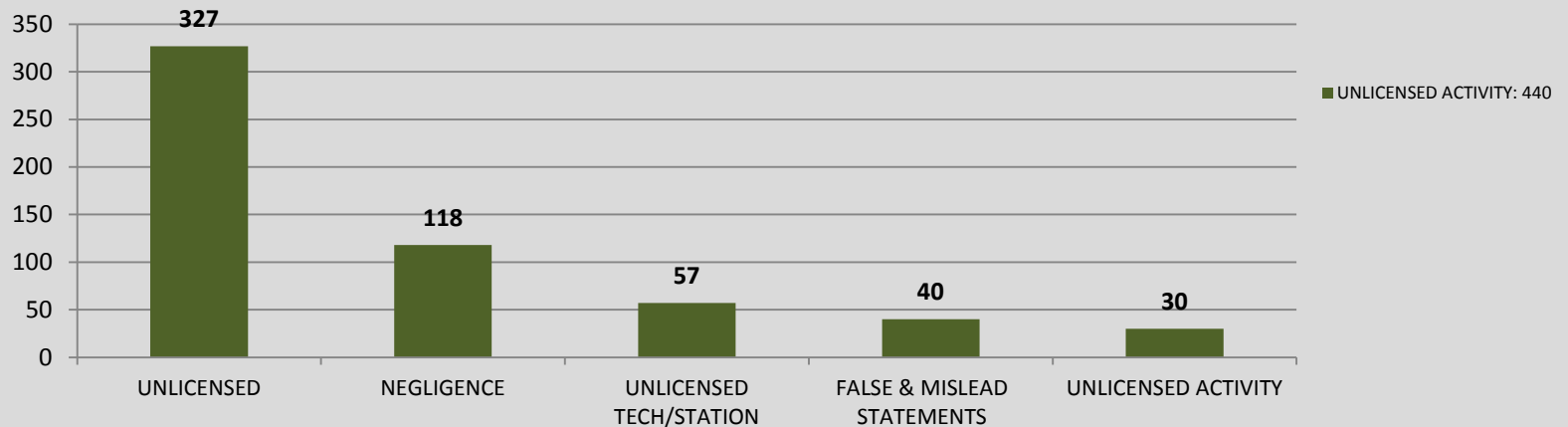
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 UNLICENSED ACTIVITY: Total 325*



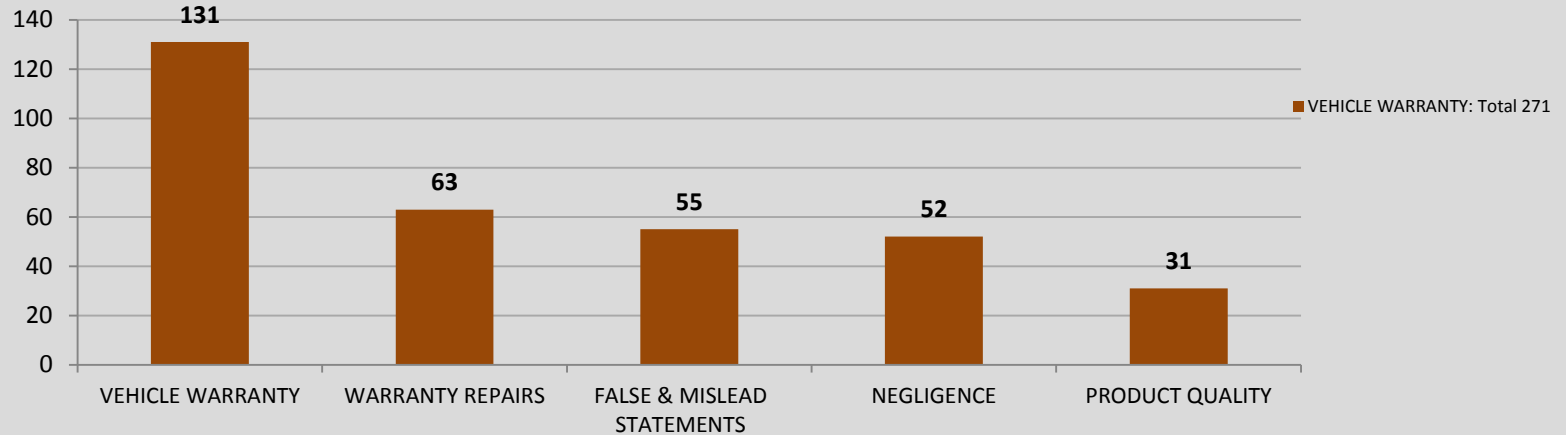
FY 2015-16 UNLICENSED ACTIVITY: Total 440*



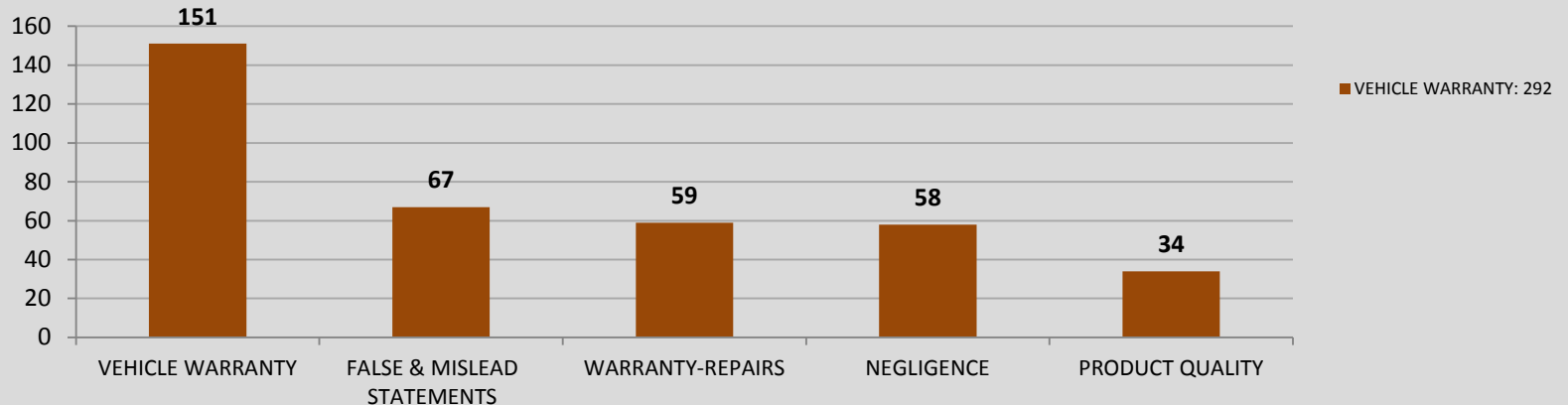
* BAR Reports up to 3 Allegations per Complaint

Complaint Allegations – Top 5 by Trend Category

FY 2016-17 VEHICLE WARRANTY: Total 271*

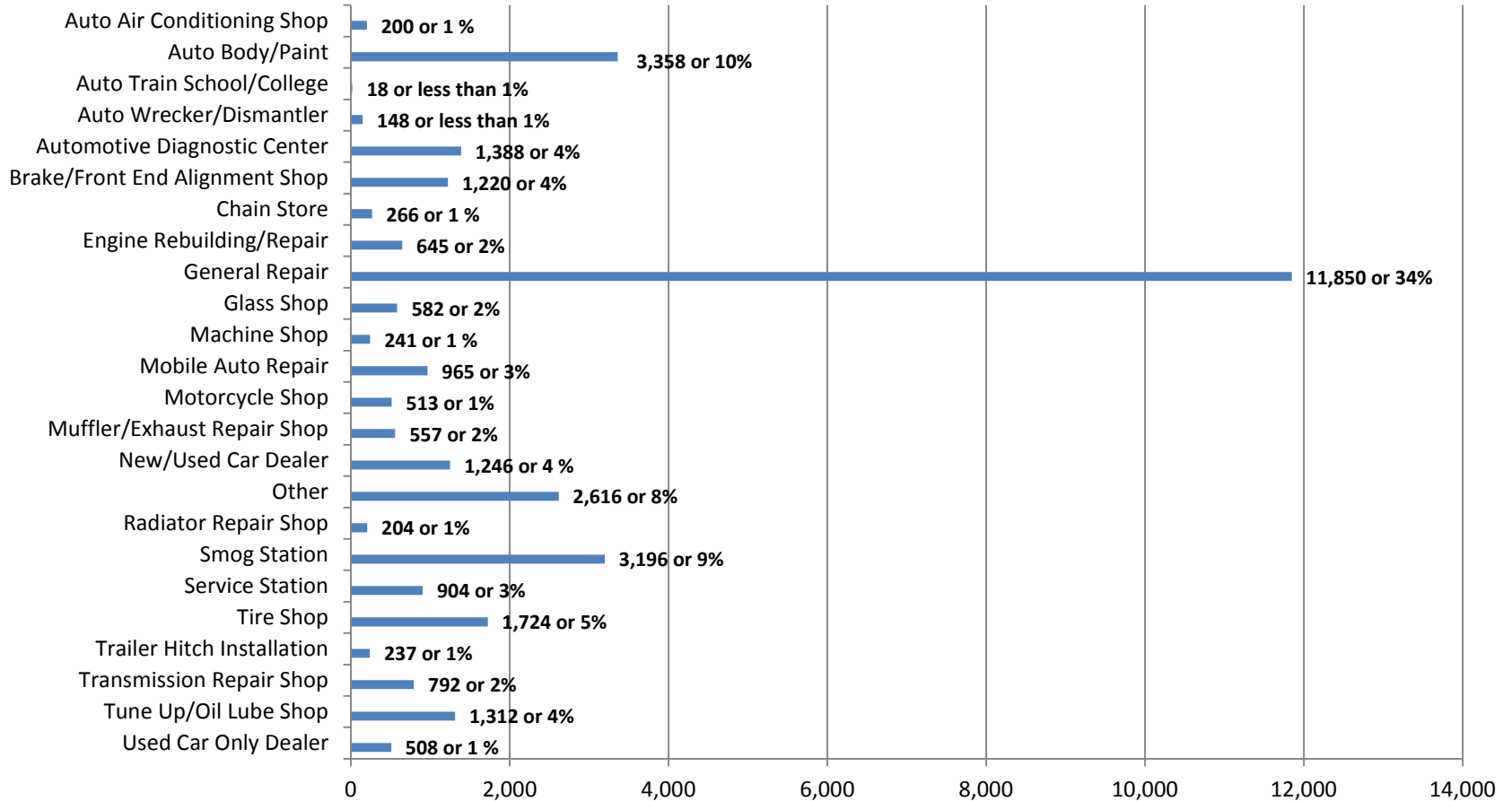


FY 2015-16 VEHICLE WARRANTY: Total 292*



* BAR Reports up to 3 Allegations per Complaint

Primary Business Type as of March 2017



Auto Body Inspection Program Statistics

FY 2016-17	
Total Inspections Requested	190
Total Inspections Conducted	142
Total Complaints Filed	87
FY 2015-16	
Total Inspections Requested	199
Total Inspections Conducted	150
Total Complaints Filed	72

Questions and Comments

Submit additional questions and/or comments to:

Mark Fernandez

Bureau of Automotive Repair

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Rancho Cordova, CA 95670

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Email: mark.fernandez@dca.ca.gov