



## NEWS RELEASE

FOR IMMEDIATE RELEASE  
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### **UNLICENSED AUTO BODY REPAIR SHOP OWNER ARRESTED**

*Arrest underscores DCA efforts to halt unlicensed operators*

PALM DESERT – A Palm Desert man has been arrested for allegedly running an unlicensed auto repair operation, defrauding consumers and insurers, and violating his probation as the result of a Department of Consumer Affairs/Bureau of Automotive Repair (DCA/BAR) investigation.

Adnan Tanovic, owner of Ado's Automotive, 74818 42<sup>nd</sup> Avenue and 74818 Velie Way (same shop, different addresses), in Palm Desert, was taken into custody June 23 as he appeared in court on unrelated charges. Tanovic had previously had his Automotive Repair Dealer Registration revoked by BAR for fraud. He served 180 days in jail and was on probation when he was arrested.

The investigation began when the Department of Consumer Affairs Bureau of Automotive Repair (DCA/BAR) received a complaint from a customer who thought he may have been the victim of fraud. After BAR did a post-repair inspection of the customer's vehicle, they found evidence that Tanovic had claimed to have provided more than \$11,000 in parts and labor, defrauding both the customer and his insurance company.

DCA/BAR is charging these shops with numerous violations of the Automotive Repair Act, including charging for parts and services that were not provided, making false or misleading statements, gross negligence, and departure from accepted trade standards.

"If you have had repairs done at Ado's Automotive, then you may also have paid for parts you didn't receive or labor that wasn't performed," said Acting Director Brian Stiger. "We're asking anyone who believes they may be a victim to contact the Department of Consumer Affairs."

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“BAR will continue to partner with California’s district attorneys to aggressively discipline those who commit fraudulent acts.” Say BAR Chief Sherry Mehl, who also pointed to today’s arrest as an important lesson for consumers. “Most businesses and professionals do a good job of providing services that benefit consumers,” said Mehl. “Today’s arrest is a vivid example of why it is important for consumers to make certain they are doing business only with registered businesses and licensed professionals. This individual was not only unlicensed, but unscrupulous as well.”

If you have had collision repairs to your vehicle, [BAR’s Auto Body Inspection Program](#) enables you to have those repairs checked free of charge by a BAR professional. To make an appointment consumers can call toll-free (866) 799-3811.

BAR encourages consumers to remember the following tips before taking your vehicle to an automotive repair shop:

- Verify the Automotive Repair Dealer’s license is valid by checking online at [www.bar.ca.gov](http://www.bar.ca.gov) or call 1.800.952.5210.
- Ask for a written estimate for any repairs before work begins.
- Ask for the return of any parts replaced during the repair.
- Ask for a detailed final invoice up completion.

Consumers can find the status of a license, get information, or file a complaint by calling the Department of Consumer Affairs hotline at 1-800-952-5210 or by visiting on the DCA Web site at [www.dca.gov](http://www.dca.gov).

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