



NEWS RELEASE

FOR IMMEDIATE RELEASE

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Stockton Auto Body Shop's License Revoked

SACRAMENTO – The Department of Consumer Affairs' Bureau of Automotive Repair has revoked the license of a Stockton automotive repair dealer, effective April 7, 2014, for fraud.

Following complaints filed by two consumers, Bureau investigators found that Lalo's Collision Repair (2246 East Weber Avenue, Unit 23, Stockton, CA 95205) charged them more than \$5,500 for repairs that were never completed and for other repairs that were not done to industry standards.

"Defrauding consumers is absolutely unacceptable and the Bureau will not tolerate it," said Bureau Chief Patrick Dorais. "Collision repairs that are poorly done – or not done at all – put motorists at risk of physical harm, since collision repairs often involve work that directly affects the safety of vehicles. This type of activity undermines a fair and equitable marketplace for automotive repair dealers who adhere to best practices in the collision repair industry."

Consumers who have had collision repairs done to their vehicles can take advantage of the Bureau's Auto Body Inspection Program, which provides consumers with no-cost vehicle inspections to ensure all collision repairs listed on their repair invoice were done correctly.

"The Auto Body Inspection Program is a great resource for drivers who have recently been in a collision and have had repairs done," said Dorais. "To the untrained eye, it can be hard to tell if a repair was done correctly and whether or not the vehicle's safety has been compromised. Bureau technicians can give motorists peace of mind or, when they find shoddy work, intervene on their behalf."

For more information about the Bureau's Auto Body Inspection Program, visit www.autorepair.ca.gov.

The Department of Consumer Affairs promotes and protects the interests of California Consumers. Consumers who wish to file a complaint against an auto repair facility can contact the Department of Consumer Affairs/Bureau of Automotive Repair at (800) 952-5210. Consumers can also file a complaint online at www.autorepair.ca.gov

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