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8 **BEFORE THE**  
9 **DEPARTMENT OF CONSUMER AFFAIRS**  
10 **FOR THE BUREAU OF AUTOMOTIVE REPAIR**  
11 **STATE OF CALIFORNIA**

12 In the Matter of the Accusation Against:

Case No. 79/10-67

13 **DIXON SHELL LUBE & TUNE**  
2800 West A Street  
14 Dixon, California 95620  
**JOHN ABEL BRANCO, OWNER**

**A C C U S A T I O N**  
**S M O G C H E C K**

15 **Automotive Repair Dealer Registration**  
No. ARD 193908  
16 **Smog Check Station License No. RC 193908**

17 and

18 **BRENDIN LEE BUSSART**  
161 Catalpa Lane  
19 Vacaville, California 95687

20 **Advanced Emission Specialist Technician**  
License No. EA 148345

21 Respondents.

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23 Complainant alleges:

24 **PARTIES**

25 1. Sherry Mehl ("Complainant") brings this Accusation solely in her official capacity as  
26 the Chief of the Bureau of Automotive Repair ("Bureau"), Department of Consumer Affairs.

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1 (c) Notwithstanding subdivision (b), the director may invalidate  
2 temporarily or permanently, the registration for all places of business operated in this  
3 state by an automotive repair dealer upon a finding that the automotive repair dealer  
4 has, or is, engaged in a course of repeated and willful violations of this chapter, or  
5 regulations adopted pursuant to it.

6 6. Code section 9884.13 provides, in pertinent part, that the expiration of a valid  
7 registration shall not deprive the director or chief of jurisdiction to proceed with a disciplinary  
8 proceeding against an automotive repair dealer or to render a decision invalidating a registration  
9 temporarily or permanently.

10 7. Code section 477 provides, in pertinent part, that "Board" includes "bureau,"  
11 "commission," "committee," "department," "division," "examining committee," "program," and  
12 "agency." "License" includes certificate, registration or other means to engage in a business or  
13 profession regulated by the Code.

14 8. Section 44002 of the Health and Safety Code provides, in pertinent part, that the  
15 Director has all the powers and authority granted under the Automotive Repair Act for enforcing  
16 the Motor Vehicle Inspection Program.

17 9. Section 44072.2 of the Health and Safety Code states:

18 The director may suspend, revoke, or take other disciplinary action  
19 against a license as provided in this article if the licensee, or any partner, officer, or  
20 director thereof, does any of the following:

21 (a) Violates any section of this chapter [the Motor Vehicle Inspection  
22 Program (Health and Saf. Code, § 44000, et seq.)] and the regulations adopted  
23 pursuant to it, which related to the licensed activities.

24 (c) Violates any of the regulations adopted by the director pursuant to  
25 this chapter.

26 (d) Commits any act involving dishonesty, fraud, or deceit whereby  
27 another is injured.

28 10. Section 44072.6 of the Health and Safety Code provides, in pertinent part, that the  
29 expiration or suspension of a license by operation of law, or by order or decision of the Director  
30 of Consumer Affairs, or a court of law, or the voluntary surrender of the license shall not deprive  
31 the Director of jurisdiction to proceed with disciplinary action.

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1 11. Section 44072.8 of the Health and Safety Code states:

2 "When a license has been revoked or suspended following a hearing under this article, any  
3 additional license issued under this chapter in the name of the licensee may be likewise revoked  
4 or suspended by the director."

5 **COST RECOVERY**

6 12. Code section 125.3 provides, in pertinent part, that a Board may request the  
7 administrative law judge to direct a licentiate found to have committed a violation or violations of  
8 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and  
9 enforcement of the case.

10 **SURVEILLANCE OPERATION – JUNE 23, 2009**

11 13. On or about June 23, 2009, the Bureau performed a video-taped surveillance at  
12 Respondent Dixon's facility. The surveillance operation and information obtained from the  
13 Bureau's Vehicle Information Database ("VID") revealed that between 1050 hours and 1101  
14 hours, Respondent Bussart performed one (1) smog inspection that resulted in the issuance of  
15 electronic Certificate of Compliance No. NK820764C for a 1989 Mazda 323, certifying that he  
16 had tested and inspected that vehicle and that the vehicle was in compliance with applicable laws  
17 and regulations; however, Respondent Bussart failed to perform a functional fuel cap test on that  
18 vehicle.

19 **FIRST CAUSE FOR DISCIPLINE**

20 **(Misleading Statements)**

21 14. Respondent Dixon has subjected his registration to discipline under Code section  
22 9884.7, subdivision (a)(1), in that on or about June 23, 2009, he made statements which he knew  
23 or which by exercise of reasonable care he should have known were untrue or misleading when  
24 he issued electronic Certificate of Compliance No. NK820764C for the 1989 Mazda 323,  
25 certifying that the vehicle was in compliance with applicable laws and regulations when, in fact,  
26 the required functional fuel cap test had not been performed on that vehicle.

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1 SECOND CAUSE FOR DISCIPLINE

2 (Fraud)

3 15. Respondent Dixon has subjected his registration to discipline under Code section  
4 9884.7, subdivision (a)(4), in that on or about June 23, 2009, he committed acts which constitute  
5 fraud by issuing electronic Certificate of Compliance No. NK820764C for the 1989 Mazda 323  
6 without performing a bona fide inspection of the emission control devices and systems on that  
7 vehicle, thereby depriving the People of the State of California of the protection afforded by the  
8 Motor Vehicle Inspection Program.

9 THIRD CAUSE FOR DISCIPLINE

10 (Violation of the Motor Vehicle Inspection Program)

11 16. Respondent Dixon has subjected his station license to discipline under Health and  
12 Safety Code section 44072.2, subdivision (a), in that on or about June 23, 2009, regarding the  
13 1989 Mazda 323, he violated sections of that Code, as follows:

14 a. **Section 44012, subdivision (a):** Respondent Dixon failed to determine that all  
15 emission control devices and systems required by law were installed and functioning correctly in  
16 accordance with test procedures.

17 b. **Section 44012, subdivision (f):** Respondent Dixon failed to perform emission  
18 control tests on that vehicle in accordance with procedures prescribed by the department.

19 c. **Section 44015, subdivision (b):** Respondent Dixon issued electronic Certificate of  
20 Compliance No. NK820764C without properly testing and inspecting that vehicle to determine if  
21 it was in compliance with section 44012 of that Code.

22 d. **Section 44059:** Respondent Dixon willfully made false entries for electronic  
23 Certificate of Compliance No. NK820764C, certifying that the vehicle had been inspected as  
24 required when, in fact, it had not.

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1 **FOURTH CAUSE FOR DISCIPLINE**

2 **(Violations of Regulations Pursuant to the Motor Vehicle Inspection Program)**

3 17. Respondent Dixon has subjected his station license to discipline under Health and  
4 Safety Code section 44072.2, subdivision (c), in that on or about June 23, 2009, regarding the  
5 1989 Mazda 323, he violated sections of the California Code of Regulations, title 16, as follows:

6 a. **Section 3340.24, subdivision (c):** Respondent Dixon falsely or fraudulently issued  
7 electronic Certificate of Compliance No. NK820764C without performing a bona fide inspection  
8 of the emission control devices and systems on that vehicle as required by Health and Safety  
9 Code section 44012.

10 b. **Section 3340.35, subdivision (c):** Respondent Dixon issued electronic Certificate of  
11 Compliance No. NK820764C even though that vehicle had not been inspected in accordance with  
12 section 3340.42 of that Code.

13 c. **Section 3340.42:** Respondent Dixon failed to conduct the required smog tests and  
14 inspections on that vehicle in accordance with the Bureau's specifications.

15 **FIFTH CAUSE FOR DISCIPLINE**

16 **(Dishonesty, Fraud or Deceit)**

17 18. Respondent Dixon has subjected his station license to discipline under Health and  
18 Safety Code section 44072.2, subdivision (d), in that on or about June 23, 2009, regarding the  
19 1989 Mazda 323, he committed acts involving dishonesty, fraud or deceit whereby another was  
20 injured by issuing electronic Certificate of Compliance No. NK820764C without performing a  
21 bona fide inspection of the emission control devices and systems on that vehicle, thereby  
22 depriving the People of the State of California of the protection afforded by the Motor Vehicle  
23 Inspection Program.

24 **SIXTH CAUSE FOR DISCIPLINE**

25 **(Violations of the Motor Vehicle Inspection Program)**

26 19. Respondent Bussart has subjected his technician license to discipline under Health  
27 and Safety Code section 44072.2, subdivision (a), in that on or about June 23, 2009, regarding the  
28 1989 Mazda 323, he violated sections of that Code, as follows:

1 a. **Section 44012, subdivision (a):** Respondent Bussart failed to determine that all  
2 emission control devices and systems required by law were installed and functioning correctly in  
3 accordance with test procedures.

4 b. **Section 44012, subdivision (f):** Respondent Bussart failed to perform emission  
5 control tests on that vehicle in accordance with procedures prescribed by the department.

6 c. **Section 44032:** Respondent Bussart failed to perform tests of the emission control  
7 devices and systems on that vehicle in accordance with section 44012 of that Code.

8 d. **Section 44059:** Respondent Bussart willfully made false entries for the electronic  
9 Certificate of Compliance No. NK820764C, certifying that the vehicle had been inspected as  
10 required when, in fact, it had not.

11 **SEVENTH CAUSE FOR DISCIPLINE**

12 **(Violations of Regulations Pursuant to the Motor Vehicle Inspection Program)**

13 20. Respondent Bussart has subjected his technician license to discipline under Health  
14 and Safety Code section 44072.2, subdivision (c), in that on or about June 23, 2009, regarding the  
15 1989 Mazda 323, he violated sections of the California Code of Regulations, title 16, as follows:

16 a. **Section 3340.24, subdivision (c):** Respondent Bussart falsely or fraudulently issued  
17 electronic Certificate of Compliance No. NK820764C without performing a bona fide inspection  
18 of the emission control devices and systems on that vehicle as required by Health and Safety  
19 Code section 44012.

20 b. **Section 3340.30, subdivision (a):** Respondent Bussart failed to inspect and test that  
21 vehicle in accordance with Health and Safety Code section 44012.

22 c. **Section 3340.41, subdivision (c):** Respondent Bussart entered false information into  
23 the Emission Inspection System ("EIS") for electronic Certificate of Compliance No.  
24 NK820764C by entering "Pass" for the fuel cap leak down tests when, in fact, he failed to  
25 perform the functional fuel cap test.

26 d. **Section 3340.42:** Respondent Bussart failed to conduct the required smog tests and  
27 inspections on that vehicle in accordance with the Bureau's specifications.  
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1 **EIGHTH CAUSE FOR DISCIPLINE**

2 **(Dishonesty, Fraud or Deceit)**

3 21. Respondent Bussart has subjected his technician license to discipline under Health  
4 and Safety Code section 44072.2, subdivision (d), in that on or about June 23, 2009, he  
5 committed acts involving dishonesty, fraud or deceit whereby another was injured by issuing  
6 electronic Certificate of Compliance No. NK820764C for the 1989 Mazda 323 without  
7 performing a bona fide inspection of the emission control devices and systems on that vehicle,  
8 thereby depriving the People of the State of California of the protection afforded by the Motor  
9 Vehicle Inspection Program.

10 **SURVEILLANCE OPERATION – JUNE 24, 2009**

11 22. On or about June 24, 2009, the Bureau performed a second surveillance at  
12 Respondent Dixon's facility. The surveillance operation and information obtained from the  
13 Bureau's VID revealed that between 0948 hours and 1059 hours, Respondent Bussart performed  
14 two (2) smog inspections that resulted in the issuance of electronic certificates of compliance for  
15 the vehicles set forth in Table 1 below, certifying that he had tested and inspected those vehicles  
16 and that the vehicles were in compliance with applicable laws and regulations. In fact,  
17 Respondent Bussart performed the smog inspections using the clean piping method by using the  
18 tail pipe emissions of vehicles other than the vehicles being certified in order to issue the  
19 electronic certificates of compliance. The vehicles certified were not in the test bay at the time of  
20 the smog inspections.

21 **Table 1**

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<b>Date and Test Times</b>	<b>Vehicle Certified</b>	<b>Vehicle Actually Tested</b>	<b>Certificate Issued</b>
6/24/2009 0948 hours to 1000 hours	2003 Ford F250 Super Duty truck	Chrysler Sebring convertible	NK820770C
6/24/2009 1053 hours to 1059 hours	2000 Chevrolet Venture	Chrysler Sebring convertible	NK820771C

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1 **NINTH CAUSE FOR DISCIPLINE**

2 **(Misleading Statements)**

3 23. Respondent Dixon has subjected his registration to discipline under Code section  
4 9884.7, subdivision (a)(1), in that on or about June 24, 2009, he made statements which he knew  
5 or which by exercise of reasonable care he should have known were untrue or misleading when  
6 he issued electronic certificates of compliance for the vehicles set forth in Table 1, above,  
7 certifying that those vehicles were in compliance with applicable laws and regulations when, in  
8 fact, the vehicles had been clean piped.

9 **TENTH CAUSE FOR DISCIPLINE**

10 **(Fraud)**

11 24. Respondent Dixon has subjected his registration to discipline under Code section  
12 9884.7, subdivision (a)(4), in that on or about June 24, 2009, he committed acts which constitute  
13 fraud by issuing electronic certificates of compliance for the vehicles set forth in Table 1, above,  
14 without performing bona fide inspections of the emission control devices and systems on those  
15 vehicles, thereby depriving the People of the State of California of the protection afforded by the  
16 Motor Vehicle Inspection Program.

17 **ELEVENTH CAUSE FOR DISCIPLINE**

18 **(Violation of the Motor Vehicle Inspection Program)**

19 25. Respondent Dixon has subjected his station license to discipline under Health and  
20 Safety Code section 44072.2, subdivision (a), in that on or about June 24, 2009, regarding the  
21 vehicles set forth in Table 1, above, he violated sections of that Code, as follows:

22 a. **Section 44012, subdivision (a):** Respondent Dixon failed to determine that all  
23 emission control devices and systems required by law were installed and functioning correctly in  
24 accordance with test procedures.

25 b. **Section 44012, subdivision (f):** Respondent Dixon failed to perform emission  
26 control tests on those vehicles in accordance with procedures prescribed by the department.

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1 depriving the People of the State of California of the protection afforded by the Motor Vehicle  
2 Inspection Program.

3 **FOURTEENTH CAUSE FOR DISCIPLINE**

4 **(Violations of the Motor Vehicle Inspection Program)**

5 28. Respondent Bussart has subjected his technician license to discipline under Health  
6 and Safety Code section 44072.2, subdivision (a), in that on or about June 24, 2009, regarding the  
7 vehicles set forth in Table 1, above, he violated sections of that Code, as follows:

8 a. **Section 44012, subdivision (a):** Respondent Bussart failed to determine that all  
9 emission control devices and systems required by law were installed and functioning correctly in  
10 accordance with test procedures.

11 b. **Section 44012, subdivision (f):** Respondent Bussart failed to perform emission  
12 control tests on those vehicles in accordance with procedures prescribed by the department.

13 c. **Section 44032:** Respondent Bussart failed to perform tests of the emission control  
14 devices and systems on those vehicles in accordance with section 44012 of that Code, in that the  
15 vehicles had been clean piped.

16 d. **Section 44059:** Respondent Bussart willfully made false entries for the electronic  
17 certificates of compliance, certifying that those vehicles had been inspected as required when, in  
18 fact, they had not.

19 **FIFTEENTH CAUSE FOR DISCIPLINE**

20 **(Violations of Regulations Pursuant to the Motor Vehicle Inspection Program)**

21 29. Respondent Bussart has subjected his technician license to discipline under Health  
22 and Safety Code section 44072.2, subdivision (c), in that on or about June 24, 2009, regarding the  
23 vehicles set forth in Table 1, above, he violated sections of the California Code of Regulations,  
24 title 16, as follows:

25 a. **Section 3340.24, subdivision (c):** Respondent Bussart falsely or fraudulently issued  
26 the electronic certificates of compliance without performing bona fide inspections of the emission  
27 control devices and systems on those vehicles as required by Health and Safety Code section  
28 44012.



1 or which by exercise of reasonable care he should have known were untrue or misleading when  
2 he issued electronic Certificate of Compliance No. NK820772C for the 2003 Toyota Matrix,  
3 certifying that the vehicle was in compliance with applicable laws and regulations when, in fact,  
4 the required functional fuel cap test had not been performed on that vehicle.

5 **EIGHTEENTH CAUSE FOR DISCIPLINE**

6 **(Fraud)**

7 33. Respondent Dixon has subjected his registration to discipline under Code section  
8 9884.7, subdivision (a)(4), in that on or about June 25, 2009, he committed acts which constitute  
9 fraud by issuing electronic Certificate of Compliance No. NK820772C for the 2003 Toyota  
10 Matrix without performing a bona fide inspection of the emission control devices and systems on  
11 that vehicle, thereby depriving the People of the State of California of the protection afforded by  
12 the Motor Vehicle Inspection Program.

13 **NINETEENTH CAUSE FOR DISCIPLINE**

14 **(Violation of the Motor Vehicle Inspection Program)**

15 34. Respondent Dixon has subjected his station license to discipline under Health and  
16 Safety Code section 44072.2, subdivision (a), in that on or about June 25, 2009, regarding the  
17 2003 Toyota Matrix, he violated sections of that Code, as follows:

18 a. **Section 44012, subdivision (a):** Respondent Dixon failed to determine that all  
19 emission control devices and systems required by law were installed and functioning correctly in  
20 accordance with test procedures.

21 b. **Section 44012, subdivision (f):** Respondent Dixon failed to perform emission  
22 control tests on that vehicle in accordance with procedures prescribed by the department.

23 c. **Section 44015, subdivision (b):** Respondent Dixon issued electronic Certificate of  
24 Compliance No. NK820772C without properly testing and inspecting that vehicle to determine if  
25 it was in compliance with section 44012 of that Code.

26 d. **Section 44059:** Respondent Dixon willfully made false entries for electronic  
27 Certificate of Compliance No. NK820772C, certifying that the vehicle had been inspected as  
28 required when, in fact, it had not.

1 TWENTIETH CAUSE FOR DISCIPLINE

2 (Violations of Regulations Pursuant to the Motor Vehicle Inspection Program)

3 35. Respondent Dixon has subjected his station license to discipline under Health and  
4 Safety Code section 44072.2, subdivision (c), in that on or about June 25, 2009, regarding the  
5 2003 Toyota Matrix, he violated sections of the California Code of Regulations, title 16, as  
6 follows:

7 a. **Section 3340.24, subdivision (c):** Respondent Dixon falsely or fraudulently issued  
8 electronic Certificate of Compliance No. NK820772C without performing a bona fide inspection  
9 of the emission control devices and systems on that vehicle as required by Health and Safety  
10 Code section 44012.

11 b. **Section 3340.35, subdivision (c):** Respondent Dixon issued electronic Certificate of  
12 Compliance No. NK820772C even though that vehicle had not been inspected in accordance with  
13 section 3340.42 of that Code.

14 c. **Section 3340.42:** Respondent Dixon failed to conduct the required smog tests and  
15 inspections on that vehicle in accordance with the Bureau's specifications.

16 TWENTY-FIRST CAUSE FOR DISCIPLINE

17 (Dishonesty, Fraud or Deceit)

18 36. Respondent Dixon has subjected his station license to discipline under Health and  
19 Safety Code section 44072.2, subdivision (d), in that on or about June 25, 2009, regarding the  
20 2003 Toyota Matrix, he committed acts involving dishonesty, fraud or deceit whereby another  
21 was injured by issuing electronic Certificate of Compliance No. NK820772C without performing  
22 a bona fide inspection of the emission control devices and systems on that vehicle, thereby  
23 depriving the People of the State of California of the protection afforded by the Motor Vehicle  
24 Inspection Program.

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1 c. **Section 3340.41, subdivision (c):** Respondent Bussart entered false information into  
2 the EIS for electronic Certificate of Compliance No. NK820772C by entering "Pass" for the fuel  
3 cap leak down tests when, in fact, he failed to perform the functional fuel cap test.

4 d. **Section 3340.42:** Respondent Bussart failed to conduct the required smog tests and  
5 inspections on that vehicle in accordance with the Bureau's specifications.

6 **TWENTY-FOURTH CAUSE FOR DISCIPLINE**

7 **(Dishonesty, Fraud or Deceit)**

8 39. Respondent Bussart has subjected his technician license to discipline under Health  
9 and Safety Code section 44072.2, subdivision (d), in that on or about June 25, 2009, he  
10 committed acts involving dishonesty, fraud or deceit whereby another was injured by issuing  
11 electronic Certificate of Compliance No. NK820772C for the 2003 Toyota Matrix without  
12 performing a bona fide inspection of the emission control devices and systems on that vehicle,  
13 thereby depriving the People of the State of California of the protection afforded by the Motor  
14 Vehicle Inspection Program.

15 **PRIOR CITATIONS**

16 40. To determine the degree of discipline, if any, to be imposed on Respondent,  
17 Complainant alleges as follows:

18 a. On or about December 30, 2008, the Bureau issued Citation No. C09-0771 against  
19 Respondent Dixon's registration and station licenses for violations of Health & Safety Code  
20 section 44012, subdivision (f) (failure to perform a visual/functional check of emission control  
21 devices according to procedures prescribed by the department); and, California Code of  
22 Regulations, title 16, section ("Regulation") 3340.35, subdivision (c) (issuing a certificate of  
23 compliance to a vehicle that was improperly tested), for issuing a certificate of compliance to a  
24 Bureau undercover vehicle with a missing pulse air injection reactor. The Bureau assessed civil  
25 penalties totaling \$500 against Respondent Dixon for the violations. Respondent Dixon complied  
26 with this citation on March 11, 2009.

27 b. On or about December 30, 2008, the Bureau issued Citation No. M09-0773 against  
28 Respondent Bussart's technician license for violations of Health & Safety Code section 44032,

1 (failure to perform tests and inspects in accordance with Health & Safety Code section 44012),  
2 and California Code of Regulations, title 16, section ("Regulation") 3340.30, subdivision (a)  
3 (inspect, test, and repair vehicles in accordance with Health & Safety Code sections 44012,  
4 44035, and Regulation 3340.42) for issuing a certificate of compliance to a Bureau undercover  
5 vehicle with a missing pulse air injection reactor. Respondent was required to attend an 8-hour  
6 training course. Respondent complied with this citation on March 9, 2009.

7 **OTHER MATTERS**

8 41. Under Code section 9884.7, subdivision (c), the director may invalidate temporarily  
9 or permanently or refuse to validate, the registrations for all places of business operated in this  
10 state by John Abel Branco doing business as Dixon Shell Lube & Tune, upon a finding that he  
11 has, or is, engaged in a course of repeated and willful violations of the laws and regulations  
12 pertaining to an automotive repair dealer.

13 42. Under Health and Safety Code section 44072.8, if Smog Check Station License  
14 Number RC 193908, issued to John Abel Branco doing business as Dixon Shell Lube & Tune, is  
15 revoked or suspended, any additional license issued under this chapter in the name of said  
16 licensee may be likewise revoked or suspended by the director.

17 43. Under Health and Safety Code section 44072.8, if Advanced Emission Specialist  
18 Technician License Number EA 148345, issued to Brendin Lee Bussart is revoked or suspended,  
19 any additional license issued under this chapter in the name of said licensee may be likewise  
20 revoked or suspended by the director.

21 **PRAYER**

22 WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged,  
23 and that following the hearing, the Director of Consumer Affairs issue a decision:

24 1. Temporarily or permanently invalidating Automotive Repair Dealer Registration  
25 Number ARD 193908, issued to John Abel Branco doing business as Dixon Shell Lube & Tune;

26 2. Temporarily or permanently invalidating any other automotive repair dealer  
27 registration issued to John Abel Branco;

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1           3.    Revoking or suspending Smog Check Station License Number RC 193908, issued to  
2 John Abel Branco doing business as Dixon Shell Lube & Tune;

3           4.    Revoking or suspending any additional license issued under Chapter 5 of the Health  
4 and Safety Code in the name of John Abel Branco;

5           5.    Revoking or suspending Advanced Emission Specialist Technician License Number  
6 EA 148345, issued to Brendin Lee Bussart;

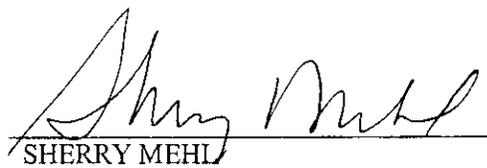
7           6.    Revoking or suspending any additional license issued under Chapter 5 of the Health  
8 and Safety Code in the name of Brendin Lee Bussart;

9           7.    Ordering John Abel Branco and Brendin Lee Bussart to pay the Bureau of  
10 Automotive Repair the reasonable costs of the investigation and enforcement of this case,  
11 pursuant to Business and Professions Code section 125.3; and,

12           8.    Taking such other and further action as deemed necessary and proper.

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DATED: 4/21/10



SHERRY MEHL  
Chief  
Bureau of Automotive Repair  
Department of Consumer Affairs  
State of California  
*Complainant*