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

12 In the Matter of the Accusation Against:  
13 **MORENO VALLEY UNION 76, INC.**  
14 **BITA ZAREH, PRESIDENT**  
15 **REZA ZAREH, SECRETARY/TREASURER**  
16 **25020 Alessandro Blvd.**  
**Moreno Valley, CA 92553**  
17 **Automotive Repair Dealer Reg. No. ARD 221768**  
**Smog Check Station License No. RC 221768**  
18 **Lamp Station License No. LS 221768**  
**Brake Station License No. BS 221768**  
19 **and**  
20 **JOSE MARIA REINO**  
21 **22862 Springdale Drive**  
**Moreno Valley, CA 92557**  
22 **Advanced Emission Specialist Technician License**  
**No. EA124672**  
23 **Brake Adjuster License No. BA 124672**  
24 **Lamp Adjuster License No. LA 124672**  
25 Respondents.

Case No. 77/13-7

**A C C U S A T I O N**

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1 Complainant alleges:

2 **PARTIES/LICENSE INFORMATION**

3 1. John Wallauch ("Complainant") brings this Accusation solely in his official capacity  
4 as the Chief of the Bureau of Automotive Repair ("Bureau"), Department of Consumer Affairs.

5 **Moreno Valley Union 76, Inc.**

6 2. In or about 2002, the Director of Consumer Affairs ("Director") issued Automotive  
7 Repair Dealer Registration Number ARD 221768 ("registration") to Moreno Valley Union 76,  
8 Inc. ("Respondent Moreno Valley Union 76"), with Bita Zareh as president and Reza Zareh as  
9 secretary and treasurer. Respondent's registration was in full force and effect at all times relevant  
10 to the charges brought herein and will expire on May 31, 2013, unless renewed.

11 3. On or about July 15, 2002, the Director issued Smog Check Station License Number  
12 RC 221768 to Respondent Moreno Valley Union 76. Respondent's smog check station license  
13 was in full force and effect at all times relevant to the charges brought herein and will expire on  
14 May 31, 2013, unless renewed.

15 4. On or about October 26, 2004, the Director issued Lamp Station License Number LS  
16 221768 to Respondent Moreno Valley Union 76. Respondent's lamp station license was in full  
17 force and effect at all times relevant to the charges brought herein and will expire on May 31,  
18 2013, unless renewed.

19 5. On or about October 26, 2004, the Director issued Brake Station License Number BS  
20 221768 to Respondent Moreno Valley Union 76. Respondent's brake station license was in full  
21 force and effect at all times relevant to the charges brought herein and will expire on May 31,  
22 2013, unless renewed.

23 **Jose Maria Reino**

24 6. In or about 1997, the Director issued Advanced Emission Specialist Technician  
25 License Number EA 124672 ("technician license") to Jose Maria Reino ("Respondent Reino" or  
26 "Reino"). Respondent's technician license was in full force and effect at all times relevant to the  
27 charges brought herein and will expire on July 31, 2013, unless renewed.

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STATUTORY PROVISIONS

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15. Bus. & Prof. Code section 9884.7 states, in pertinent part:

(a) The director, where the automotive repair dealer cannot show there was a bona fide error, may deny, suspend, revoke or place on probation the registration of an automotive repair dealer for any of the following acts or omissions related to the conduct of the business of the automotive repair dealer, which are done by the automotive repair dealer or any automotive technician, employee, partner, officer, or member of the automotive repair dealer.

(1) Making or authorizing in any manner or by any means whatever any statement written or oral which is untrue or misleading, and which is known, or which by the exercise of reasonable care should be known, to be untrue or misleading.

....

(3) Failing or refusing to give to a customer a copy of any document requiring his or her signature, as soon as the customer signs the document.

(4) Any other conduct that constitutes fraud.

....

(6) Failure in any material respect to comply with the provisions of this chapter or regulations adopted pursuant to it.

....

(c) Notwithstanding subdivision (b), the director may suspend, revoke or place on probation the registration for all places of business operated in this state by an automotive repair dealer upon a finding that the automotive repair dealer has, or is, engaged in a course of repeated and willful violations of this chapter, or regulations adopted pursuant to it.

16. Bus. & Prof. Code section 9889.3 states, in pertinent part:

The director may suspend, revoke, or take other disciplinary action against a license as provided in this article [Article 7 (commencing with section 9889.1) of the Automotive Repair Act] if the licensee or any partner, officer, or director thereof:

(a) Violates any section of the Business and Professions Code which relates to his or her licensed activities.

....

(c) Violates any of the regulations promulgated by the director pursuant to this chapter.

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

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1 17. Bus. & Prof. Code section 9889.9 states that “[w]hen any license has been revoked or  
2 suspended following a hearing under the provisions of this article [Article 7 (commencing with  
3 section 9889.1) of the Automotive Repair Act], any additional license issued under Articles 5 and  
4 6 of this chapter in the name of the licensee may be likewise revoked or suspended by the  
5 director.”

6 18. Bus. & Prof. Code section 22, subdivision (a), states:

7 “Board” as used in any provision of this Code, refers to the board in  
8 which the administration of the provision is vested, and unless otherwise expressly  
9 provided, shall include “bureau,” “commission,” “committee,” “department,”  
“division,” “examining committee,” “program,” and “agency.”

10 19. Bus. & Prof. Code section 477, subdivision (b), states, in pertinent part, that a  
11 “license” includes “registration” and “certificate.”

12 20. Health & Saf. Code section 44072.2 states, in pertinent part:

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

15 . . . .

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

18 21. Health & Saf. Code section 44072.8 states that when a license has been revoked or  
19 suspended following a hearing under this article, any additional license issued under this chapter  
20 in the name of the licensee may be likewise revoked or suspended by the director.

21 **COST RECOVERY**

22 22. Bus. & Prof. Code section 125.3 provides, in pertinent part, that a Board may request  
23 the administrative law judge to direct a licentiate found to have committed a violation or  
24 violations of the licensing act to pay a sum not to exceed the reasonable costs of the investigation  
25 and enforcement of the case.

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1 performed on the brake system on the Bureau's 2002 Chevrolet Cavalier. In fact, Reino failed to  
2 inspect the right front brake rotor on the vehicle.

3 b. Respondent Moreno Valley Union 76's technician, Respondent Reino, certified under  
4 penalty of perjury on Brake Certificate No. BC1321594 that the rotors on the Bureau's 2002  
5 Chevrolet Cavalier were in a satisfactory condition. In fact, the right front brake rotor was  
6 machined below the manufacturer's minimum thickness specifications.

7 c. Respondent Moreno Valley Union 76's technician, Respondent Reino, certified under  
8 penalty of perjury on Lamp Certificate No. LC1301800 that the applicable adjustment or repair  
9 had been performed on the lighting system on the Bureau's 2002 Chevrolet Cavalier. In fact, the  
10 right front headlamp was out of adjustment and the defective rear license plate lamp bulb was still  
11 in place on the vehicle.

12 **SECOND CAUSE FOR DISCIPLINE**

13 **(Failure to Provide Customer with Copy of Signed Document)**

14 26. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
15 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(3), in that Respondent's employee  
16 failed to provide the operator with a copy of the work order.

17 **THIRD CAUSE FOR DISCIPLINE**

18 **(Fraud)**

19 27. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
20 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(4), Respondent committed an act  
21 constituting fraud, as follows: Respondent obtained payment from the operator for performing  
22 the applicable inspections, adjustments, or repairs of the brake and lighting systems on the  
23 Bureau's 2002 Chevrolet Cavalier as specified by the Bureau and in accordance with the Vehicle  
24 Code. In fact, Respondent failed to perform the necessary inspections, adjustments, and repairs in  
25 compliance with Bureau Regulations or the Vehicle Code, as set forth in paragraph 25 above.

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1 **FOURTH CAUSE FOR DISCIPLINE**

2 **(Failure to Comply with the Bus. & Prof. Code)**

3 28. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
4 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(6), in that Respondent failed to  
5 comply with section 9884.9, subdivision (a), of that Code in a material respect, as follows:  
6 Respondent's employee failed to provide the operator with a written estimate for the smog, brake  
7 and lamp inspections on the Bureau's 2002 Chevrolet Cavalier.

8 **FIFTH CAUSE FOR DISCIPLINE**

9 **(Violations of Regulations)**

10 29. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
11 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(6), in that Respondent failed to  
12 comply with provisions of California Code of Regulations, title 16, in the following material  
13 respects:

14 a. **Section 3305, subdivision (a):** Respondent failed to ensure that the inspection of the  
15 brake system and inspection, adjustment, or repair of the lighting system were performed on the  
16 Bureau's 2002 Chevrolet Cavalier in accordance with the specifications, instructions, and  
17 directives issued by the Bureau and the vehicle manufacturer.

18 b. **Section 3316, subdivision (d)(2):** Respondent issued Lamp Certificate No.  
19 LC1301800 as to the Bureau's 2002 Chevrolet Cavalier when all of the lamps, lighting  
20 equipment, and/or related electrical systems on the vehicle were not in compliance with Bureau  
21 regulations.

22 c. **Section 3321, subdivision (c)(2):** Respondent issued Brake Certificate No.  
23 BC1321594 as to the Bureau's 2002 Chevrolet Cavalier when the brake system on the vehicle had  
24 not been completely tested or inspected.

25 **SIXTH CAUSE FOR DISCIPLINE**

26 **(Failure to Comply with Regulations)**

27 30. Respondent Moreno Valley Union 76's brake and lamp station licenses are subject to  
28 disciplinary action pursuant to Bus. & Prof. Code section 9889.3, subdivision (c), in that

1 Respondent failed to comply with the provisions of California Code of Regulations, title 16,  
2 sections 3305, subdivision (a), 3316, subdivision (d)(2), and 3321, subdivision (c)(2), as set forth  
3 in paragraph 29 above.

4 **SEVENTH CAUSE FOR DISCIPLINE**

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

6 31. Respondent Moreno Valley Union 76's brake and lamp station licenses are subject to  
7 disciplinary action pursuant to Bus. & Prof. Code section 9889.3, subdivision (d), in that  
8 Respondent committed acts involving dishonesty, fraud, or deceit whereby another was injured,  
9 as set forth in paragraphs 25 and 27 above.

10 **EIGHTH CAUSE FOR DISCIPLINE**

11 **(Violations of Regulations)**

12 32. Respondent Reino's brake and lamp adjuster licenses are subject to disciplinary action  
13 pursuant to Bus. & Prof. Code section 9889.3, subdivision (c), in that Respondent failed to  
14 comply with the provisions of California Code of Regulations, title 16, sections 3305, subdivision  
15 (a), 3316, subdivision (d)(2), and 3321, subdivision (c)(2), as set forth in paragraph 29 above.

16 **NINTH CAUSE FOR DISCIPLINE**

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

18 33. Respondent Reino's brake and lamp adjuster licenses are subject to disciplinary action  
19 pursuant to Bus. & Prof. Code section 9889.3, subdivision (d), in that Respondent committed acts  
20 involving dishonesty, fraud, or deceit whereby another was injured, as set forth in paragraph 25  
21 above.

22 **UNDERCOVER OPERATION #2: 1998 TOYOTA CAMRY**

23 34. On January 13, 2012, an undercover operator of the Bureau ("operator") took the  
24 Bureau's 1998 Toyota Camry to Respondent Moreno Valley Union 76's facility. The operator  
25 met with Respondent Reino and requested brake, lamp, and smog inspections on the vehicle. The  
26 right rear brake drum on the Bureau-documented vehicle was machined beyond the  
27 manufacturer's drum discard diameter specifications, the right front brake rotor was machined  
28 below the manufacturer's minimum thickness specifications, both front headlamps were out of

1 adjustment, and the left rear back up lamp bulb and right rear tail light bulb were defective. The  
2 operator told Reino that she would leave the vehicle at the facility and wait for a phone call  
3 letting her know that the work was completed. The operator signed and received a copy of a  
4 written estimate in the amount of \$160, then left the facility. At approximately 1157 hours that  
5 same day, the operator returned to the facility to retrieve the vehicle. The operator paid the  
6 facility \$162.69 and received copies of various documents, including Certificate of Brake  
7 Adjustment ("Brake Certificate") No. BC1361582, Certificate of Lamp Adjustment ("Lamp  
8 Certificate") No. LC1340335, and an invoice in the amount of \$162.69. The facility had charged  
9 the operator \$2.50 for replacing a light bulb on the vehicle. The certificates indicated that Reino  
10 performed the brake and lamp inspections on the vehicle.

11 35. On January 24, 2012, the Bureau inspected the vehicle and found that the defective  
12 right rear tail light bulb had been replaced; however, both headlamps were still out of adjustment,  
13 the defective left rear backup lamp bulb was still in place on the vehicle, and the right rear brake  
14 drum and right front brake rotor were not within manufacturer's specifications. The Bureau also  
15 found that none of the wheels had been removed from the vehicle.

16 **TENTH CAUSE FOR DISCIPLINE**

17 **(Untrue or Misleading Statements)**

18 36. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
19 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(1), Respondent made or authorized  
20 statements which it knew or in the exercise of reasonable care should have known to be untrue or  
21 misleading, as follows:

22 a. Respondent Moreno Valley Union 76's technician, Respondent Reino, certified under  
23 penalty of perjury on Brake Certificate No. BC1361582 that the applicable inspection was  
24 performed on the brake system on the Bureau's 1998 Toyota Camry. In fact, Reino failed to  
25 remove the wheels on the vehicle to inspect and/or measure the brake rotors and brake drums.

26 b. Respondent Moreno Valley Union 76's technician, Respondent Reino, certified under  
27 penalty of perjury on Brake Certificate No. BC1361582 that the drums and rotors on the Bureau's  
28 1998 Toyota Camry were in a satisfactory condition. In fact, the right rear brake drum was

1 machined beyond the manufacturer's drum discard diameter specifications and the right front  
2 brake rotor was machined below the manufacturer's minimum thickness specifications.

3 c. Respondent Moreno Valley Union 76's technician, Respondent Reino, certified under  
4 penalty of perjury on Lamp Certificate No. LC1340335 that the applicable adjustment or repair  
5 had been performed on the lighting system on the Bureau's 1998 Toyota Camry. In fact, both  
6 front headlamps were out of adjustment and the defective left rear backup lamp bulb was still in  
7 place on the vehicle.

8 **ELEVENTH CAUSE FOR DISCIPLINE**

9 **(Fraud)**

10 37. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
11 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(4), Respondent committed an act  
12 constituting fraud, as follows: Respondent obtained payment from the operator for performing  
13 the applicable inspections, adjustments, or repairs of the brake and lighting systems on the  
14 Bureau's 1998 Toyota Camry as specified by the Bureau and in accordance with the Vehicle  
15 Code. In fact, Respondent failed to perform the necessary inspections, adjustments, and repairs in  
16 compliance with Bureau Regulations or the Vehicle Code, as set forth in paragraph 36 above.

17 **TWELFTH CAUSE FOR DISCIPLINE**

18 **(Failure to Comply with the Bus. & Prof. Code)**

19 38. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
20 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(6), in that Respondent failed to  
21 comply with section 9884.9, subdivision (a), of that Code in the following material respects:  
22 Respondent replaced the defective right rear tail light bulb on the Bureau's 1998 Toyota Camry  
23 and exceeded the original estimate price without the operator's authorization.

24 **THIRTEENTH CAUSE FOR DISCIPLINE**

25 **(Violations of Regulations)**

26 39. Respondent Moreno Valley Union 76's registration is subject to disciplinary action  
27 pursuant to Bus. & Prof. Code section 9884.7, subdivision (a)(6), in that Respondent failed to

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1 comply with provisions of California Code of Regulations, title 16, in the following material  
2 respects:

3 a. **Section 3305, subdivision (a)**: Respondent failed to ensure that the inspection of the  
4 brake system and inspection, adjustment, or repair of the lighting system were performed on the  
5 Bureau's 1998 Toyota Camry in accordance with the specifications, instructions, and directives  
6 issued by the Bureau and the vehicle manufacturer.

7 b. **Section 3316, subdivision (d)(2)**: Respondent issued Lamp Certificate No.  
8 LC1340335 as to the Bureau's 1998 Toyota Camry when all of the lamps, lighting equipment,  
9 and/or related electrical systems on the vehicle were not in compliance with Bureau regulations.

10 c. **Section 3321, subdivision (c)(2)**: Respondent issued Brake Certificate No.  
11 BC1361582 as to the Bureau's 1998 Toyota Camry when the brake system on the vehicle had not  
12 been completely tested or inspected.

13 **FOURTEENTH CAUSE FOR DISCIPLINE**

14 **(Failure to Comply with Regulations)**

15 40. Respondent Moreno Valley Union 76's brake and lamp station licenses are subject to  
16 disciplinary action pursuant to Bus. & Prof. Code section 9889.3, subdivision (c), in that  
17 Respondent failed to comply with the provisions of California Code of Regulations, title 16,  
18 sections 3305, subdivision (a), 3316, subdivision (d)(2), and 3321, subdivision (c)(2), as set forth  
19 in paragraph 39 above.

20 **FIFTEENTH CAUSE FOR DISCIPLINE**

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

22 41. Respondent Moreno Valley Union 76's brake and lamp station licenses are subject to  
23 disciplinary action pursuant to Bus. & Prof. Code section 9889.3, subdivision (d), in that  
24 Respondent committed an act involving dishonesty, fraud, or deceit whereby another was injured,  
25 as set forth in paragraphs 36 and 37 above.

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**SIXTEENTH CAUSE FOR DISCIPLINE**

**(Violations of Regulations)**

42. Respondent Reino's brake and lamp adjuster licenses are subject to disciplinary action pursuant to Bus. & Prof. Code section 9889.3, subdivision (c), in that Respondent failed to comply with the provisions of California Code of Regulations, title 16, sections 3305, subdivision (a), 3316, subdivision (d)(2), and 3321, subdivision (c)(2), as set forth in paragraph 39 above.

**SEVENTEENTH CAUSE FOR DISCIPLINE**

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

43. Respondent Reino's brake and lamp adjuster licenses are subject to disciplinary action pursuant to Bus. & Prof. Code section 9889.3, subdivision (d), in that Respondent committed acts involving dishonesty, fraud, or deceit whereby another was injured, as set forth in paragraph 36 above.

**EIGHTEENTH CAUSE FOR DISCIPLINE**

**(Dishonesty, Fraud or Deceit)**

44. Respondent Moreno Valley Union 76's smog check station is subject to disciplinary action pursuant to Health & Saf. Code section 44072.2, subdivision (d), in that Respondent committed dishonest, fraudulent, or deceitful acts whereby another is injured, as set forth in paragraphs 25, 27, 36, and 37 above.

**NINETEENTH CAUSE FOR DISCIPLINE**

**(Dishonesty, Fraud or Deceit)**

45. Respondent Reino's technician license is subject to disciplinary action pursuant to Health & Saf. Code section 44072.2, subdivision (d), in that Respondent committed dishonest, fraudulent, or deceitful acts whereby another is injured, as set forth in paragraphs 25 and 36 above.

**OTHER MATTERS**

46. Pursuant to Bus. & Prof. Code section 9884.7, subdivision (c), the Director may suspend, revoke or place on probation the registration for all places of business operated in this state by Respondent Moreno Valley Union 76, Inc. upon a finding that Respondent has, or is,

1 engaged in a course of repeated and willful violations of the laws and regulations pertaining to an  
2 automotive repair dealer.

3 47. Pursuant to Health & Saf. Code section 44072.8, if Smog Check Station License  
4 Number RC 221768, issued to Respondent Moreno Valley Union 76, Inc., is revoked or  
5 suspended, any additional license issued under Chapter 5 of the Health & Saf. Code in the name  
6 of said licensee may be likewise revoked or suspended by the Director.

7 48. Pursuant to Bus. & Prof. Code section 9889.9, if Lamp Station License Number  
8 LS 221768, issued to Respondent Moreno Valley Union 76, Inc., is revoked or suspended, any  
9 additional license issued under Articles 5 and 6 of Chapter 20.3 of the Bus. & Prof. Code in the  
10 name of said licensee may be likewise revoked or suspended by the Director.

11 49. Pursuant to Bus. & Prof. Code section 9889.9, if Brake Station License Number  
12 BS 221768, issued to Respondent Moreno Valley Union 76, Inc., is revoked or suspended, any  
13 additional license issued under Articles 5 and 6 of Chapter 20.3 of the Bus. & Prof. Code in the  
14 name of said licensee may be likewise revoked or suspended by the Director.

15 50. Pursuant to Health & Saf. Code section 44072.8, if Advanced Emission Specialist  
16 Technician License Number EA 124672, issued to Jose Maria Reino, is revoked or suspended,  
17 any additional license issued under Chapter 5 of the Health & Saf. Code in the name of said  
18 licensee may be likewise revoked or suspended by the Director.

19 51. Pursuant to Bus. & Prof. Code section 9889.9, if Brake Adjuster License Number BA  
20 124672, issued to Respondent Jose Maria Reino, is revoked or suspended, any additional license  
21 issued under Articles 5 and 6 of Chapter 20.3 of the Bus. & Prof. Code in the name of said  
22 licensee may be likewise revoked or suspended by the Director.

23 52. Pursuant to Bus. & Prof. Code section 9889.9, if Lamp Adjuster License Number  
24 LA 124672, issued to Respondent Jose Maria Reino, is revoked or suspended, any additional  
25 license issued under Articles 5 and 6 of Chapter 20.3 of the Bus. & Prof. Code in the name of said  
26 licensee may be likewise revoked or suspended by the Director.

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**PRAYER**

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

1. Revoking or suspending Automotive Repair Dealer Registration Number ARD 221768, issued to Moreno Valley Union 76, Inc.;
2. Revoking or suspending any other automotive repair dealer registration issued to Moreno Valley Union 76, Inc.;
3. Revoking or suspending Smog Check Station License Number RC 221768, issued to Moreno Valley Union 76, Inc.;
4. Revoking or suspending any additional license issued under Chapter 5 of the Health and Safety Code in the name of Moreno Valley Union 76, Inc.;
5. Revoking or suspending Lamp Station License Number LS 221768, issued to Moreno Valley Union 76, Inc.;
6. Revoking or suspending Brake Station License Number BS 221768, issued to Moreno Valley Union 76, Inc.;
7. Revoking or suspending any additional license issued under Articles 5 and 6 of Chapter 20.3 of the Business and Professions Code in the name of Moreno Valley Union 76, Inc.;
8. Revoking or suspending Advanced Emission Specialist Technician License Number EA 124672, issued to Jose Maria Reino;
9. Revoking or suspending any additional license issued under Chapter 5 of the Health and Safety Code in the name of Jose Maria Reino;
10. Revoking or suspending Brake Adjuster License Number BA 124672, issued to Jose Maria Reino;
11. Revoking or suspending Lamp Adjuster License Number LA 124672, issued to Jose Maria Reino;
12. Revoking or suspending any additional license issued under Articles 5 and 6 of Chapter 20.3 of the Business and Professions Code in the name of Jose Maria Reino;

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13. Ordering Moreno Valley Union 76, Inc. and Jose Maria Reino to pay the Director of Consumer Affairs the reasonable costs of the investigation and enforcement of this case, pursuant to Business and Professions Code section 125.3;

14. Taking such other and further action as deemed necessary and proper.

DATED: 8/21/12

*John Wallauch* by *Debra BAUM*  
JOHN WALLAUCH  
Chief  
Bureau of Automotive Repair  
Department of Consumer Affairs  
State of California  
*Complainant*

SD2012703213