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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:

Case No. 79/25-18773

13 **NERY R MORENO-OWNER DBA A B**
TEST ONLY CENTER
14 **8674 Rheem Ave**
South Gate, CA 90280
15 **Automotive Repair Dealer Registration No.**
ARD 233428
16 **Smog Check, Test Only, Station License No.**
TC 233428

ACCUSATION

17 **and**

18 **NERY RENE MORENO**
19 **8674 Rheem Ave**
South Gate, CA 90280
20 **Smog Check Inspector No.**
EO 149942
21 **Smog Check Repair Technician License**
Number EI 149942

22 Respondents.
23

24 **PARTIES**

25 1. Patrick Dorais (“Complainant”) brings this Accusation solely in his official capacity
26 as the Chief of the Bureau of Automotive Repair (“Bureau”), Department of Consumer Affairs.

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1 **Nery R Moreno-Owner dba A B Test Only Center**

2 **Automotive Repair Dealer Registration**

3 2. In 2004, the Bureau issued Automotive Repair Dealer Registration Number ARD
4 233428 to Nery R Moreno-Owner dba A B Test Only Center (“Respondent A B Test Only”).
5 The Automotive Repair Dealer Registration was in full force and effect at all times relevant to the
6 charges brought herein and will expire on April 30, 2026, unless renewed.

7 **Smog Check, Test Only, Station License**

8 3. On or about February 9, 2008, the Bureau issued Smog Check, Test-Only, Station
9 License Number TC 233428 to Respondent A B Test Only. The Smog Check, Test-Only, Station
10 License was in full force and effect at all times relevant to the charges brought herein and will
11 expire on April 30, 2026, unless renewed.

12 **STAR Station Certification**

13 4. On or about February 19, 2015, the Bureau certified A B Test Only Center as a STAR
14 Station. The certification was suspended on November 14, 2023.

15 **Nery Rene Moreno**

16 **Smog Check Inspector License/Smog Check Repair Technician License**

17 5. On or about July 24, 2012. the Bureau issued Smog Check Inspector License Number
18 EO 149942 to Respondent Moreneo. The Smog Check Inspector License was in full force and
19 effect at all times relevant to the charges brought herein and will expire on July 31, 2026, unless
20 renewed.

21 6. On or about July 24, 2012. the Bureau issued Smog Check Repair Technician License
22 Number EI 149942 to Respondent Moreneo. The Smog Check Repair Technician License expired
23 on July 31, 2014 and has not been renewed.

24 **JURISDICTION**

25 7. Business and Professions Code (“Code”) section 9884.7 provides that the Director
26 may revoke an automotive repair dealer registration.

27 8. Section 9884.13 of the Code provides, in pertinent part, that the expiration of a valid
28 registration shall not deprive the director or chief of jurisdiction to proceed with a disciplinary

1 proceeding against an automotive repair dealer or to render a decision invalidating a registration
2 temporarily or permanently.

3 9. Section 44002 of the Health and Safety Code provides, in pertinent part, that the
4 Director has all the powers and authority granted under the Automotive Repair Act for enforcing
5 the Motor Vehicle Inspection Program.

6 10. Section 44072.6 of the Health and Safety Code provides, in pertinent part, that the
7 expiration or suspension of a license by operation of law, or by order or decision of the Director
8 of Consumer Affairs, or a court of law, or the voluntary surrender of the license shall not deprive
9 the Director of jurisdiction to proceed with any investigation of, or action or disciplinary
10 proceedings against the licensee, or to render a decision suspending or revoking the license.

11 STATUTORY PROVISIONS

12 11. Section 9884.7 of the Code states:

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

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

22

23 (4) Any other conduct that constitutes fraud.

24

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

27

28 (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.

12. Section 44012 of the Health and Safety Code states:

The test at the smog check stations shall be performed in accordance with

1 procedures prescribed by the department and may require loaded mode dynamometer
2 testing in enhanced areas, two-speed idle testing, testing utilizing a vehicle's onboard
3 diagnostic system, or other appropriate test procedures as determined by the
4 department in consultation with the state board. The department shall implement
5 testing using onboard diagnostic systems, in lieu of loaded mode dynamometer or
6 two-speed idle testing, on model year 2000 and newer vehicles only, beginning no
7 earlier than January 1, 2013, and on model-year 1996-99, inclusive, vehicles only,
8 beginning no earlier than January 1, 2025. However, the department, in consultation
9 with the state board, may prescribe alternative test procedures that include loaded
10 mode dynamometer or two-speed idle testing for vehicles with onboard diagnostic
11 systems that the department and the state board determine exhibit operational
12 problems. The department shall ensure, as appropriate to the test method, the
13 following:

14 (a) Emission control systems required by state and federal law are reducing
15 excess emissions in accordance with the standards adopted pursuant to subdivisions
16 (a) and (c) of Section 44013.

17 (b) Motor vehicles are preconditioned to ensure representative and stabilized
18 operation of the vehicle's emission control system.

19 (c) For other than diesel-powered vehicles, the vehicle's exhaust emissions of
20 hydrocarbons, carbon monoxide, carbon dioxide, and oxides of nitrogen in an idle
21 mode or loaded mode are tested in accordance with procedures prescribed by the
22 department. In determining how loaded mode and evaporative emissions testing shall
23 be conducted, the department shall ensure that the emission reduction targets for the
24 enhanced program are met.

25 (d) For other than diesel-powered vehicles, the vehicle's fuel evaporative
26 system and crankcase ventilation system are tested to reduce any nonexhaust sources
27 of volatile organic compound emissions, in accordance with procedures prescribed by
28 the department.

(e) For diesel-powered vehicles, a visual inspection is made of emission
control devices and the vehicle's exhaust emissions are tested in accordance with
procedures prescribed by the department, that may include, but are not limited to,
onboard diagnostic testing. The test may include testing of emissions of any or all of
the pollutants specified in subdivision (c) and, upon the adoption of applicable
standards, measurement of emissions of smoke or particulates, or both.

(f) A visual or functional check is made of emission control devices specified
by the department, including the catalytic converter in those instances in which the
department determines it to be necessary to meet the findings of [Section 44001](#). The
visual or functional check shall be performed in accordance with procedures
prescribed by the department.

(g) A determination as to whether the motor vehicle complies with the
emission standards for that vehicle's class and model-year as prescribed by the
department.

(h) An analysis of pass and fail rates of vehicles subject to an onboard
diagnostic test and a tailpipe test to assess whether any vehicles passing their onboard
diagnostic test have, or would have, failed a tailpipe test, and whether any vehicles
failing their onboard diagnostic test have or would have passed a tailpipe test.

(i) The test procedures may authorize smog check stations to refuse the testing

1 of a vehicle that would be unsafe to test, or that cannot physically be inspected, as
2 specified by the department by regulation. The refusal to test a vehicle for those
3 reasons shall not excuse or exempt the vehicle from compliance with all applicable
4 requirements of this chapter.

5 13. Section 44015 of the Health and Safety Code states:

6

7 (b) If a vehicle meets the requirements of Section 44012, a smog check station
8 licensed to issue certificates shall issue a certificate of compliance or a certificate of
9 noncompliance.

10 14. Section 44032 of the Health and Safety Code states:

11 No person shall perform, for compensation, tests or repairs of emission control
12 devices or systems of motor vehicles required by this chapter unless the person
13 performing the test or repair is a qualified smog check technician and the test or
14 repair is performed at a licensed smog check station. Qualified smog check
15 technicians shall perform tests of emission control devices and systems in accordance
16 with Section 44012.

17 15. Section 44059 of the Health and Safety Code states:

18 The willful making of any false statement or entry with regard to a material
19 matter in any oath, affidavit, certificate of compliance or noncompliance, or
20 application form which is required by this chapter or Chapter 20.3 (commencing with
21 Section 9880) of Division 3 of the Business and Professions Code, constitutes perjury
22 and is punishable as provided in the Penal Code.

23 16. Section 44072.2 of the Health and Safety Code states:

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

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

. . . .

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

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

17. Section 44072.8 of the Health and Safety Code states:

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

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1 18. Section 44072.10 of the Health and Safety Code, subdivision (c) states:

2 (c) The department shall revoke the license of any smog check technician or
3 station licensee who fraudulently certifies vehicles or participates in the fraudulent
4 inspection of vehicles. A fraudulent inspection includes, but is not limited to, all of
5 the following:

6 (1) Clean piping, clean plugging, clean glassing, clean tanking, or any other
7 fraudulent inspection practice, as defined by the department.

8 (2) Tampering with a vehicle emission control system or test analyzer system.

9 (3) Tampering with a vehicle in a manner that would cause the vehicle to
10 falsely pass or falsely fail an inspection.

11 (4) Intentional or willful violation of this chapter or any regulation, standard, or
12 procedure of the department implementing this chapter.

13 **REGULATORY PROVISIONS**

14 19. California Code of Regulations, title 16, section 3340.24, states:

15

16 (c) The bureau may suspend or revoke the license of or pursue other legal
17 action against a licensee, if the licensee falsely or fraudulently issues or obtains a
18 certificate of compliance or a certificate of noncompliance.

19 20. California Code of Regulations, title 16, section 3340.30, states:

20 A licensed smog check inspector and/or repair technician shall comply with the
21 following requirements at all times while licensed:.

22 (a) Inspect, test and repair vehicles, as applicable, in accordance with section
23 44012 of the Health and Safety Code, section 44035 of the Health and
24 Safety Code, and section 3340.42 of this article..

25 21. California Code of Regulations, title 16, section 3340.35 states:

26 (c) A licensed station shall issue a certificate of compliance or noncompliance
27 to the owner or operator of any vehicle that has been inspected in accordance with the
28 procedures specified in section 3340.42 of this article and has all the required
emission control equipment and devices installed and functioning correctly.

29 22. California Code of Regulations, title 16, section 3340.41 states:

30

31 (c) No person shall enter any vehicle identification information or emission
32 control system identification data for any vehicle other than the one being tested into
33 the EIS or OIS. Nor shall any person enter into the EIS or OIS any false information

1 about the vehicle being tested.

2 23. California Code of Regulations, title 16, section 3340.42, states:

3 Smog check inspection methods are prescribed in the Smog Check Manual,
4 referenced by section 3340.45.

5 (a) All vehicles subject to a smog check inspection, shall receive one of the
6 following test methods:

7 (1) A loaded-mode test shall be the test method used to inspect 1976 - 1999
8 model-year vehicle, except diesel-powered, registered in the enhanced program areas
9 of the state. The loaded-mode test shall measure hydrocarbon, carbon monoxide,
10 carbon dioxide and oxides of nitrogen emissions, as contained in the bureau's
11 specifications referenced in subsection (a) of Section 3340.17 of this article. The
12 loaded-mode test shall use Acceleration Simulation Mode (ASM) test equipment,
13 including a chassis dynamometer, certified by the bureau.

14 On and after March 31, 2010, exhaust emissions from a vehicle subject to this
15 inspection shall be measured and compared to the emissions standards shown in the
16 Vehicle Look-up Table (VLT) Row Specific Emissions Standards (Cutpoints) Table,
17 dated March 2010, which is hereby incorporated by reference. If the emissions
18 standards for a specific vehicle are not included in this table then the exhaust
19 emissions shall be compared to the emissions standards set forth in TABLE I or
20 TABLE II, as applicable. A vehicle passes the loaded-mode test if all of its measured
21 emissions are less than or equal to the applicable emission standards specified in the
22 applicable table.

23 (2) A two-speed idle mode test shall be the test method used to inspect 1976 -
24 1999 model-year vehicles, except diesel-powered, registered in all program areas of
25 the state, except in those areas of the state where the enhanced program has been
26 implemented. The two-speed idle mode test shall measure hydrocarbon, carbon
27 monoxide and carbon dioxide emissions at high RPM and again at idle RPM, as
28 contained in the bureau's specifications referenced in subsection (a) of Section
3340.17 of this article. Exhaust emissions from a vehicle subject to this inspection
shall be measured and compared to the emission standards set forth in this section and
as shown in TABLE III. A vehicle passes the two-speed idle mode test if all of its
measured emissions are less than or equal to the applicable emissions standards
specified in Table III.

(3) An OBD-focused test, shall be the test method used to inspect gasoline-
powered vehicles 2000 model-year and newer, and diesel-powered vehicles 1998
model-year and newer. The OBD test failure criteria are specified in section
3340.42.2.

(b) In addition to subsection (a), all vehicles subject to the smog check program
shall receive the following:

(1) A visual inspection of emission control components and systems to verify
the vehicle's emission control systems are properly installed.

(2) A functional inspection of emission control systems as specified in the
Smog Check Manual, referenced by section 3340.45, which may include an OBD
test, to verify their proper operation.

1 (c) The bureau may require any combination of the inspection methods in
sections (a) and (b) under any of the following circumstances:

2 (1) Vehicles that the department randomly selects pursuant to Health and Safety
3 Code section 44014.7 as a means of identifying potential operational problems with
vehicle OBD systems.

4 (2) Vehicles identified by the bureau as being operationally or physically
5 incompatible with inspection equipment.

6 (3) Vehicles with OBD systems that have demonstrated operational problems.

7 (d) Pursuant to section 39032.5 of the Health and Safety Code, gross polluter
standards are as follows:

8 (1) A gross polluter means a vehicle with excess hydrocarbon, carbon
9 monoxide, or oxides of nitrogen emissions pursuant to the gross polluter emissions
standards included in the tables described in subsection (a), as applicable.

10 (2) Vehicles with emission levels exceeding the emission standards for gross
11 polluters during an initial inspection will be considered gross polluters and the
provisions pertaining to gross polluting vehicles will apply, including, but not limited
12 to, sections 44014.5, 44015, and 44081 of the Health and Safety Code.

13 (3) A gross polluting vehicle shall not be passed or issued a certificate of
14 compliance until the vehicle's emissions are reduced to or below the applicable
emissions standards for the vehicle included in the tables described in subsection (a),
15 as applicable. However, the provisions described in section 44017 of the Health and
Safety Code may apply.

16 (4) This subsection applies in all program areas statewide to vehicles requiring
inspection pursuant to sections 44005 and 44011 of the Health and Safety Code.

17 24. California Code of Regulations, title 16, section 3373, states:

18 No automotive repair dealer or individual in charge shall, in filling out an
19 estimate, invoice, or work order, or record required to be maintained by section
20 3340.15(f) of this chapter, withhold therefrom or insert therein any statement or
information which will cause any such document to be false or misleading, or where
21 the tendency or effect thereby would be to mislead or deceive customers, prospective
customers, or the public.

22 **COST RECOVERY**

23 25. Section 125.3 of the Code provides, in pertinent part, that the Board may request the
24 administrative law judge to direct a licensee found to have committed a violation or violations of
25 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and
26 enforcement of the case, with failure of the licensee to comply subjecting the license to not being
27 renewed or reinstated. If a case settles, recovery of investigation and enforcement costs may be
28 included in a stipulated settlement.

1 **FACTUAL ALLEGATIONS**

2 26. During the course of regular duties, a Bureau Representative accessed the Vehicle
3 Information Database (“VID”) and reviewed Smog Check data transmitted from Respondent A B
4 Test Only. Additionally, the Bureau Representative accessed the VID and produced copies of the
5 Smog Check Vehicle Inspection Report (“VIR”), BAR OIS Test Details and Certificate Sales
6 relating to the vehicles mentioned in the investigation report.

7 27. The review of the VID showed vehicles being certified with engine operating
8 parameters not corresponding to normal engine operation, confirmed the vehicles receiving smog
9 smog certificates were not tested during the OBD II functional test, which constituted clean
10 plugging¹. The Bureau Representative’s comprehensive review into the Smog Check activities at
11 Respondent A B Test Only confirmed that at least ten (10) Smog Check Certificates of
12 Compliance were fraudulently issued to vehicles.

13 28. During an On-Board Diagnostic Inspection System inspection (“OIS”), engine
14 operating parameters are retrieved from the vehicle’s OBD II system and recorded to the VID.
15 This is accomplished during the functional portion of the OIS Smog Check Inspection by
16 plugging the Data Acquisition Device (“DAD”) into the vehicle’s Diagnostic Link Connector
17 (“DLC”) when prompted by the OIS analyzer screen prompt. Some of the parameters recorded
18 are:

- 19 • Engine speed in revolutions per minute (“RPM”).
- 20 • The throttle position is measured by a throttle position sensor (“TPS”) mounted onto
21 the throttle shaft. It is measured in a percentage of opening from 0% at idle and near
22 or up to 100% at full throttle.
- 23 • Manifold absolute pressure as measured by a manifold air pressure sensor (“MAP”) connected to an intake manifold source, measured in kilo pascals (“kpa”). Typical readings for a normally aspirated vehicle as follow: 0 kPa being absolute vacuum, 25 kPa to 45 kPa at idle, 101 kPa at full throttle, same as atmospheric pressure at sea level.
- 24 • Mass airflow as measured by a mass air flow sensor (“MAF”) mounted in the engine’s air intake tract and measured in grams per second (“gps”).

25 29. During normal engine operation at idle, the engine speed is relatively steady around
26 its target idle speed. With the engine idling, the TPS is steady and at or near 0%. The MAP

27 ¹ “Clean Plugging” refers to the use of another vehicle’s properly functioning On Board Diagnostic,
28 generation II, (OBD II) system, or another source, to generate passing diagnostic readings for the purpose of issuing fraudulent smog check certificates of Compliance to vehicles that are not in smog compliance and/or not present for testing.

1 and/or MAF readings are also steady. In order for the engine speed to increase, the throttle would
2 have to be opened in order to increase airflow through the engine. The engine's management
3 systems supply fuel and spark timing appropriate to any changes in throttle position and engine
4 speed. An increase in throttle, measured by the TPS, which increases engine RPM, would result
5 in a corresponding increase in MAF as well as a change in MAP.

6 30. During an OIS Smog Check Inspection, along with other visual and functional
7 inspections, there is an OBD II query portion of the inspection. The OBD II query is performed
8 with the engine idling and, when requested by the OIS analyzer, an elevated or increased engine
9 speed. The increase in engine speed is performed by the smog check inspector by stepping on the
10 throttle pedal or manually opening the throttle, resulting in a corresponding increase in engine
11 RPMs by allowing an increase in airflow into the engine.

12 **Fraudulent Inspection No. 1-2004 Hyundai Tiburon**

13 31. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
14 The review showed that on or about February 8, 2024, a 2004 Hyundai Tiburon was tested, and
15 Certificate of Compliance Number TS211810C was issued by Respondent Moreno.

16 32. The Dynamic PID charts and data for the 2004 Hyundai Tiburon showed that
17 between timestamps 887 and 23185, the engine RPM was steady at around 930 RPM. During
18 this time, the data showed that the throttle was fixed at 3.5% opening and the MAF was fixed at
19 4.78 gps. After timestamp 23185, the data showed the engine RPM was increased and held
20 steady at around 1645 RPM. During the elevated engine RPM, the data showed the throttle rose
21 from 0.8% to 4.3% opening, and the MAF dropped from 4.36 gps to 3.34 gps.

22 33. The steady idle and steady elevated engine RPMs, along with the improbable throttle
23 positions and MAF readings, were not characteristic or expected for normal engine operation.
24 The throttle positions and MAF readings were expected to be stable during the steady idle and
25 subsequently raised and stable during the steady elevated engine RPM. During the improbable
26 readings, the throttle and MAF had data points during the elevated engine RPM, which were
27 lower than data points at idle. The MAF data points during the elevated engine RPM never
28 increased past the data points at idle. The discrepancies in the OIS Test Data proved that the

1 DAD was not connected to the 2004 Hyundai Tiburon being certified, which caused the issuance
2 of a fraudulent Smog Check Certificate of Compliance.

3 **Fraudulent Inspection No. 2-2000 Chevrolet Express G1500**

4 34. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
5 The review showed that on or about April 18, 2024, a 2000 Chevrolet Express G1500 was tested,
6 and Certificate of Compliance Number TU273093C was issued by Respondent Moreno.

7 35. The Dynamic PID charts and data for the 2000 Chevrolet Express G1500 showed that
8 between timestamps 397 and 18312, the engine RPM was steady at around 720 RPM. During this
9 time, the data showed that the throttle dropped from 5.1% to 2.7% opening, then ultimately rose
10 to 5.5% opening, the MAF was fluctuating erratically between 7.99 gps to 9.88 gps, and the MAP
11 ultimately dropped from 46 kPa to 33 kPa, then rose to 42 kPa. After timestamp 18312, the data
12 showed the engine RPM was increased and held steady at around 1560 RPM. During the elevated
13 engine RPM, the data showed the throttle was fluctuating erratically between 2% and 5.5%
14 opening, the MAF was fluctuating erratically between 8.08 gps and 8.82 gps and the MAP
15 ultimately dropped from 45 kPa to 34 kPa, then rose to 35 kPa.

16 36. The steady idle and steady elevated engine RPM data, along with the improbable
17 throttle positions, MAF and MAP readings, were not characteristic or expected for normal engine
18 operation. The throttle positions and MAF readings were expected to be stable during the steady
19 idle and subsequently raised and stable during the steady elevated engine RPM. During the
20 improbable readings, the throttle and MAF had data points during the elevated engine RPM,
21 which were lower than data points at idle. The discrepancies in the OIS Test Data proved that the
22 DAD was not connected to the 2000 Chevrolet Express G1500 certified, which caused the
23 issuance of a fraudulent Smog Check Certificate of Compliance.

24 **Fraudulent Inspection No. 3-2001 Toyota Sienna LE**

25 37. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
26 The review showed that on or about April 27, 2024, a 2001 Toyota Sienna LE was tested, and
27 Certificate of Compliance Number TW472760C was issued by Respondent Moreno.

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1 38. The Dynamic PID charts and data for the 2001 Toyota Sienna LE showed that
2 between timestamps 874 and 25766, the engine RPM was steady at around 700 RPM. During
3 this time, the data showed that the throttle was fixed at 10.6% opening and the MAF was fixed at
4 3.13 gps. After timestamp 25766, the data showed the engine RPM was increased and held
5 steady at around 1850 RPM. During the elevated engine RPM, the data showed the throttle
6 dropped from 10.6% to 7.5% opening, and the MAF dropped from 4.11 gps to 3.13 gps.

7 39. The steady idle and steady elevated engine RPM data, along with the improbable
8 throttle positions and MAF readings, were not characteristic or expected for normal engine
9 operation. The throttle positions and MAF readings were expected to be stable during the steady
10 idle and subsequently raised and stable during the steady elevated engine RPM. During the
11 improbable readings, the throttle and MAF had data points during the elevated engine RPM,
12 which were equal to or lower than data points at idle. The throttle data points during the elevated
13 engine RPM never increased past the highest data point at idle. The discrepancies in the OIS Test
14 Data proved that the DAD was not connected to the 2001 Toyota Sienna LE being certified,
15 which caused the issuance of a fraudulent Smog Check Certificate of Compliance.

16 **Fraudulent Inspection No. 4-2003 Toyota Camry LE**

17 40. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
18 The review showed that on or about May 1, 2024, a 2003 Toyota Camry LE was tested, and
19 Certificate of Compliance Number TW472767C was issued by Respondent Moreno.

20 41. The Dynamic PID chart for the 2003 Toyota Camry LE showed that between
21 timestamps 898 and 23180, the engine RPM was steady at around 595 RPM. During this time,
22 the data showed that the throttle rose from 15.7% to 16.5% and the MAF rose from 2.68 gps to
23 3.44 gps. After timestamp 23180, the data showed the engine RPM was increased and stayed
24 elevated at no less than 1566 RPM. During the elevated engine RPM, the data showed the
25 throttle rose from 13.3% to 17.3% opening, and the MAF dropped from 4.6 gps to 3.33 gps.

26 42. The steady idle and elevated engine RPM data, along with the improbable throttle
27 positions and MAF readings, were not characteristic or expected for normal engine operation.
28 The throttle positions and MAF readings were expected to be stable during the steady idle and

1 subsequently raised during the elevated engine RPM. During the improbable readings, the
2 throttle and MAF had data points during the elevated engine RPM, which were lower than data
3 points at idle. During the elevated engine RPM, the throttle and MAF had an improbable inverse
4 correlation. The discrepancies in the OIS Test Data proved that the DAD was not connected to
5 the 2003 Toyota Camry LE being certified, which caused the issuance of a fraudulent Smog
6 Check Certificate of Compliance.

7 **Fraudulent Inspection No. 5-2005 Toyota Corolla CE**

8 43. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
9 The review showed that on or about May 6, 2024, a 2005 Toyota Corolla CE was tested, and
10 Certificate of Compliance Number TW472772C was issued by Respondent Moreno.

11 44. The Dynamic PID chart for the 2005 Toyota Corolla CE showed that between
12 timestamps 895 and 27005, the engine RPM was steady at around 690 RPM. During this time,
13 the data showed that the throttle dropped from 18% to 15.3% and the MAF was fixed at 1.75 gps.
14 After timestamp 27005, the data showed the engine RPM was increased at a steady rate and
15 stayed elevated at no less than 1601 RPM. During the rising, elevated engine RPM, the data
16 showed the throttle drops from 15.7% to 14.5% opening, and the MAF rose from 0.85 gps to 0.91
17 gps.

18 45. The steady idle and rising, elevated engine RPM data, along with the improbable
19 throttle positions and MAF readings, were not characteristic or expected for normal engine
20 operation. The throttle positions and MAF readings were expected to be stable during the steady
21 idle and subsequently raised during the elevated engine RPM. During the improbable readings,
22 the throttle and MAF had data points during the elevated engine RPM, which were lower than
23 data points at idle. The throttle and MAF data points during the rising, elevated engine RPM
24 never increased past the highest data points at idle. The discrepancies in the OIS Test Data
25 proved that the DAD was not connected to the 2005 Toyota Corolla CE being certified, which
26 caused the issuance of a fraudulent Smog Check Certificate of Compliance.

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1 **Fraudulent Inspection No. 6-2002 Ford F150 Supercrew Harley Davidson**

2 46. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
3 The review showed that on or about May 22, 2024, a 2002 Ford F150 Supercrew Harley
4 Davidson was tested, and Certificate of Compliance Number TW472791C was issued by
5 Respondent Moreno.

6 47. The Dynamic PID chart for the 2002 Ford F150 Supercrew Harley Davidson showed
7 that between timestamps 416 and 22334, the engine RPM was steady at around 690 RPM.
8 During this time, the data showed that the throttle was fluctuating erratically between 13.3% and
9 18% opening, and the MAF was fluctuating erratically between 6.15 gps and 7.6 gps. After
10 timestamp 22334, the data showed the engine RPM was increased and held steadily at around
11 1670 RPM. During the steady elevated engine RPM, the data showed the throttle was fluctuating
12 erratically between 12.9% and 17.6% opening and the MAF ultimately dropped from 6.87 gps to
13 5.49 gps and ultimately rises to 7.3 gps.

14 48. The steady idle and steady elevated engine RPM data, along with the improbable
15 throttle positions and MAF readings, were not characteristic or expected for normal engine
16 operation. The throttle positions and MAF readings were expected to be stable during the steady
17 idle and subsequently raised and stable during the steady elevated engine RPM. During the
18 improbable readings, the throttle and MAF had data points during the elevated engine RPM,
19 which were lower than data points at idle. The throttle and MAF data points during the elevated
20 engine RPM never increased past the highest data points at idle. The discrepancies in the OIS
21 Test Data proved that the DAD was not connected to the 2002 Ford F150 Supercrew Harley
22 Davidson being certified, which caused the issuance of a fraudulent Smog Check Certificate of
23 Compliance.

24 **Fraudulent Inspection No. 7-2007 GMC New Sierra C1500 Classic**

25 49. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
26 The review showed that on or about June 15, 2024, a 2007 GMC New Sierra C1500 Classic was
27 tested, and Certificate of Compliance Number TY481825C was issued by Respondent Moreno.

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1 50. The Dynamic PID chart for the 2007 GMC New Sierra C1500 Classic showed that
2 between timestamps 381 and 18080, the engine RPM was steady at around 595 RPM. During
3 this time, the data showed that the throttle dropped from 5.5% to 0.4% opening, then rose to 5.1%
4 opening, the MAF ultimately rose from 5.42 gps to 7.58 gps, and the MAP rose from 33 kPa to
5 39 kPa. After timestamp 18080, the data showed the engine RPM was increased and held
6 steadily at around 1680 RPM. During the steadily elevated engine RPM, the data showed the
7 throttle dropped from 1.6% to 0%, then rose to 1.2% opening, the MAF was fluctuating
8 erratically between 6.13 gps and 7.03 gps, and the MAP ultimately rose from 32 kPa to 43 kPa,
9 then dropped to 39 kPa.

10 51. The steady idle and steady elevated engine RPM data, along with the improbable
11 throttle positions, MAF and MAP readings, were not characteristic or expected for normal engine
12 operation. The throttle positions and MAF readings were expected to be stable during the steady
13 idle and subsequently raised and stable during the steady elevated engine RPM. During the
14 improbable readings, the throttle and MAF had data points during the elevated engine RPM,
15 which were lower than data points at idle. The throttle and MAF data points during the elevated
16 engine RPM never increased past the highest data points at idle. The discrepancies in the OIS
17 Test Data proved that the DAD was not connected to the 2007 GMC New Sierra C1500 Classic
18 being certified, which caused the issuance of a fraudulent Smog Check Certificate of Compliance.

19 **Fraudulent Inspection No. 8-2004 Lexus RX 330**

20 52. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
21 The review showed that on or about July 12, 2024, a 2004 Lexus RX 330 was tested, and
22 Certificate of Compliance Number UA100266C was issued by Respondent Moreno.

23 53. The Dynamic PID chart for the 2004 Lexus RX 330 showed that between timestamps
24 922 and 23147, the engine RPM was steady at around 680 RPM. During this time, the data
25 showed that the throttle was fixed at 18.4% opening and the MAF was fixed at 5.07 gps. After
26 timestamp 23147, the data showed the engine RPM was increased and held steadily at around
27 1875 RPM. During the steadily elevated engine RPM, the data showed the throttle dropped from
28 15.3% to 12.5% opening, and the MAF rose from 3.1 gps to 4.46 gps.

1 54. The steady idle and steady elevated engine RPM data, along with the improbable
2 throttle positions and MAF readings, were not characteristic or expected for normal engine
3 operation. The throttle positions and MAF readings were expected to be stable during the steady
4 idle and subsequently raised and stable during the steady elevated engine RPM. During the
5 improbable readings, the throttle and MAF had data points during the elevated engine RPM,
6 which were lower than data points at idle. The throttle and MAF data points during the elevated
7 engine RPM never increased past the data points at idle. The discrepancies in the OIS Test Data
8 proved that the DAD was not connected to the 2004 Lexus RX 330 being certified, which caused
9 the issuance of a fraudulent Smog Check Certificate of Compliance.

10 **Fraudulent Inspection No. 9-2002 Mitsubishi Lancer OZ Rally**

11 55. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
12 The review showed that on or about August 24, 2024, a 2002 Mitsubishi Lancer OZ Rally was
13 tested, and Certificate of Compliance Number IZ916113C was issued by Respondent Moreno.

14 56. The Dynamic PID chart for the 2002 Mitsubishi Lancer OZ Rally showed that
15 between timestamps 867 and 22166, the engine RPM was steady at around 875 RPM. During
16 this time, the data showed that the throttle dropped from 2% to 0% opening and the MAF dropped
17 from 4.5 gps to 3.39 gps. After timestamp 22166, the data showed the engine RPM was increased
18 and held elevated at no less than 1676 RPM. During the elevated engine RPM, the data showed
19 the throttle rose from 1.2% to 5.5% opening and the MAF rose from 2.93 gps to 4.04 gps.

20 57. The steady idle and elevated engine RPM data, along with the improbable throttle
21 positions and MAF readings, were not characteristic or expected for normal engine operation.
22 The throttle positions and MAF readings were expected to be stable during the steady idle and
23 subsequently raised during the elevated engine RPM. During the improbable readings, the
24 throttle and MAF had data points during the elevated engine RPM, which were lower than data
25 points at idle. The MAF data points during the elevated engine RPM never increased past the
26 highest data point at idle. The discrepancies in the OIS Test Data proved that the DAD was not
27 connected to the 2002 Mitsubishi Lancer OZ Rally being certified, which caused the issuance of a
28 fraudulent Smog Check Certificate of Compliance.

1 **Fraudulent Inspection No. 10-2002 Chevrolet Silverado C1500**

2 58. A Bureau Representative reviewed the OIS Test Data for Respondent A B Test Only.
3 The review showed that on or about October 22, 2024, a 2002 Chevrolet Silverado C1500 was
4 tested, and Certificate of Compliance Number UE375274C was issued by Respondent Moreno.

5 59. The Dynamic PID chart for the 2002 Chevrolet Silverado C1500 showed that
6 between timestamps 370 and 18198, the engine RPM was steady at around 585 RPM. During
7 this time, the data showed that the throttle dropped from 2.7% to 0.4% opening, then rose to 2%
8 opening, the MAF ultimately dropped from 5.09 gps to 3.31 gps, then rose to 4.22 gps, and the
9 MAP ultimately rose from 36 kPa to 41 kPa, then dropped to 39 kPa. After timestamp 18198, the
10 data showed the engine RPM was increased and held elevated at no less than 1596 RPM. During
11 the elevated engine RPM, the data showed the throttle dropped from 5.1% to 3.1% opening, the
12 MAF was fluctuating erratically between 3.49 gps and 4.57 gps, and the MAP was fluctuating
13 erratically between 32 kPa and 45 kPa.

14 60. The steady idle and elevated engine RPM data, along with the improbable throttle
15 positions, MAF and MAP readings, were not characteristic or expected for normal engine
16 operation. The throttle positions and MAF readings were expected to be stable during the steady
17 idle and subsequently raised during the elevated engine RPM. During the improbable readings,
18 the MAF had data points during the elevated engine RPM, which were lower than data points at
19 idle. The MAF data points during the elevated engine RPM never increased past the highest data
20 point at idle. The discrepancies in the OIS Test Data proved that the DAD was not connected to
21 the 2002 Chevrolet Silverado C1500 being certified, which caused the issuance of a fraudulent
22 Smog Check Certificate of Compliance.

23 **FIRST CAUSE FOR DISCIPLINE**

24 **(Untrue or Misleading Statements)**

25 61. Respondent A B Test Only's Automotive Repair Registration is subject to discipline
26 pursuant to Code section 9884.7, subdivision (a)(1) and California Code of Regulations, title 16,
27 section 3373, in that between February 8, 2024, through October 22, 2024, Respondent A B Test
28 Only made or authorized statements which he knew or in the exercise of reasonable care should

1 have known to be untrue or misleading, as follows: Respondent A B Test Only certified that
2 vehicles 1 through 10, set forth above, had passed inspection and were in compliance with
3 applicable laws and regulations. Respondent A B Test Only conducted the inspections on the
4 vehicles using the clean plugging method by substituting or using different vehicles or another
5 source during the OBD II functional tests to issue smog check certificates of compliance for the
6 ten (10) vehicles and did not test or inspect the ten (10) vehicles as required by Health and Safety
7 Code section 44012. Complainant refers to, and by this reference incorporates, the allegations set
8 forth above in paragraphs 26 through 60, as though fully set forth.

9 **SECOND CAUSE FOR DISCIPLINE**

10 **(Fraud)**

11 62. Respondent A B Test Only's Automotive Repair Registration is subject to discipline
12 pursuant to Code section 9884.7, subdivision (a)(4), in that between February 8, 2024, through
13 October 22, 2024, Respondent A B Test Only committed acts that constitute fraud by issuing
14 electronic smog check certificates of compliance for vehicles 1 through 10, set forth above,
15 without performing bona fide inspections of the emission control devices and systems on those
16 vehicles, thereby depriving the People of the State of California of the protection afforded by the
17 Motor Vehicle Inspection Program. Complainant refers to, and by this reference incorporates, the
18 allegations set forth above in paragraphs 26 through 60, as though fully set forth.

19 **THIRD CAUSE FOR DISCIPLINE**

20 **(Material Violation of Automotive Repair Act)**

21 63. Respondent A B Test Only's Automotive Repair Registration is subject to
22 disciplinary action under Code section 9884.7, subdivision (a)(6), in that between February 8,
23 2024, through October 22, 2024, regarding vehicles 1 through 10, set forth above, Respondent A
24 B Test Only failed in a material respect to comply with the provisions of this chapter or
25 regulations adopted pursuant to it by issuing electronic smog check certificates of compliance for
26 the ten (10) vehicles without performing bona fide inspections of the emissions control devices
27 and systems on those vehicles, thereby depriving the People of the State of California of the
28 protection afforded by the Motor Vehicle Inspection Program. Complainant refers to, and by this

1 reference incorporates, the allegations set forth above in paragraphs 26 through 60, as though
2 fully set forth.

3 **FOURTH CAUSE FOR DISCIPLINE**

4 **(Failure to Comply with the Motor Vehicle Inspection Program)**

5 64. Respondent A B Test Only's Smog Check, Test Only Station License is subject to
6 discipline pursuant to Health and Safety Code section 44072.2, subdivision (a), in that between
7 February 8, 2024, through October 22, 2024, regarding vehicles 1 through 10, set forth above,
8 Respondent A B Test Only failed to comply with the following sections of that Code:

9 a. **Section 44012:** Respondent A B Test Only failed to ensure that the emission control
10 tests were performed on vehicles 1 through 10, in accordance with procedures prescribed by the
11 department.

12 b. **Section 44015, subdivision (b):** Respondent A B Test Only issued electronic smog
13 check certificates of compliance for vehicles 1 through 10, without ensuring that the vehicles
14 were properly tested and inspected to determine if they were in compliance with Health and
15 Safety Code section 44012.

16 c. **Section 44059:** Respondent A B Test Only willfully made false entries for the
17 electronic smog check certificates of compliance by certifying that those vehicles had been
18 inspected as required when, in fact, they had not.

19 Complainant refers to, and by this reference incorporates, the allegations set forth above in
20 paragraphs 26 through 60, as though fully set forth.

21 **FIFTH CAUSE FOR DISCIPLINE**

22 **(Failure to Comply with Regulations Pursuant to the**
23 **Motor Vehicle Inspection Program)**

24 65. Respondent A B Test Only's Smog Check, Test Only Station License is subject to
25 discipline pursuant to Health and Safety Code section 44072.2, subdivision (c), in that between
26 February 8, 2024, through October 22, 2024, regarding vehicles 1 through 10, set forth above,
27 Respondent A B Test Only failed to comply with provisions of California Code of Regulations,
28 title 16, as follows:

1 a. **Section 3340.24, subdivision (c)**: Respondent A B Test Only falsely or fraudulently
2 issued electronic smog check certificates of compliance for those vehicles without performing
3 bona fide inspections of the emission control devices and systems on the vehicles as required by
4 Health and Safety Code section 44012.

5 b. **Section 3340.35, subdivision (c)**: Respondent A B Test Only issued electronic smog
6 check certificates of compliance even though those vehicles had not been inspected in accordance
7 with section 3340.42 of that Code.

8 c. **Section 3340.41, subdivision (c)**: Respondent A B Test Only knowingly entered false
9 information into the emissions inspection system for the ten (10) vehicles identified above.

10 d. **Section 3340.42**: Respondent A B Test Only failed to conduct the required smog tests
11 and inspections on those vehicles in accordance with the Bureau's specifications.

12 Complainant refers to, and by this reference incorporates, the allegations set forth above in
13 paragraphs 26 through 60, as though fully set forth.

14 **SIXTH CAUSE FOR DISCIPLINE**

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

16 66. Respondent A B Test Only's Smog Check, Test Only Station License is subject to
17 discipline pursuant to Health and Safety Code sections 44072.2, subdivision (d) in conjunction
18 with 44072.10, subdivision (c), in that between February 8, 2024, through October 22, 2024,
19 regarding vehicles 1 through 10, set forth above, Respondent A B Test Only committed acts
20 involving dishonesty, fraud or deceit whereby another was injured by issuing electronic smog
21 check certificates of compliance for those vehicles without performing bona fide inspections of
22 the emission control devices and systems on the vehicles, thereby depriving the People of the
23 State of California of the protection afforded by the Motor Vehicle Inspection Program.

24 Complainant refers to, and by this reference incorporates, the allegations set forth above in
25 paragraphs 26 through 60, as though fully set forth.

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1 **SEVENTH CAUSE FOR DISCIPLINE**

2 **(Violations of the Motor Vehicle Inspection Program – Respondent Moreno)**

3 67. Respondent Moreno’s Smog Check Inspector License and Smog Check Repair
4 Technician License are subject to disciplinary action under Health and Safety Code section
5 44072.2, subdivision (a), in that between February 8, 2024, through October 22, 2024, regarding
6 vehicles 1 through 10, set forth above, Respondent Moreno violated the following Health and
7 Safety Code sections:

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

11 b. **Section 44012, subdivision (f):** Respondent Moreno failed to perform emission
12 control tests on the vehicles identified above in accordance with procedures prescribed by the
13 Bureau.

14 c. **Section 44032:** Respondent Moreno failed to perform tests of the emission control
15 devices and systems on the vehicles identified above in accordance with section 44012 of the
16 Health and Safety Code, in that the vehicles had been clean plugged.

17 d. **Section 44059:** Respondent Moreno willfully made false entries for the electronic
18 smog check certificates of compliance by certifying that the vehicles identified above had been
19 inspected as required when, in fact, they had not.

20 Complainant refers to, and by this reference incorporates, the allegations set forth above in
21 paragraphs 26 through 60, as though fully set forth.

22 **EIGHTH CAUSE FOR DISCIPLINE**

23 **(Failure to Comply with Regulations Pursuant to the**
24 **Motor Vehicle Inspection Program – Respondent Moreno)**

25 68. Respondent Moreno’s Smog Check Inspector License and Smog Check Repair
26 Technician License are subject to discipline pursuant to Health and Safety Code section 44072.2,
27 subdivision (c), in that between February 8, 2024, through October 22, 2024, regarding vehicles 1
28

1 through 10, set forth above, Respondent Moreno failed to comply with provisions of California
2 Code of Regulations, title 16, as follows:

3 a. **Section 3340.24, subdivision (c)**: Respondent Moreno falsely or fraudulently issued
4 electronic smog check certificates of compliance without performing bona fide inspections of the
5 emission control devices and systems on those vehicles as required by Health and Safety Code
6 section 44012.

7 b. **Section 3340.30 subdivision (a)**: Respondent Moreno failed to inspect and test those
8 vehicles in accordance with Health and Safety Code sections 44012.

9 c. **Section 3340.41, subdivision (c)**: Respondent Moreno knowingly entered false
10 information into the on-board inspection system for the ten (10) vehicles identified above.

11 d. **Section 3340.42**: Respondent Moreno failed to conduct the required smog tests and
12 inspections on those vehicles in accordance with the Bureau's specifications.

13 Complainant refers to, and by this reference incorporates, the allegations set forth above in
14 paragraphs 26 through 60, as though fully set forth.

15 **NINTH CAUSE FOR DISCIPLINE**

16 **(Dishonesty, Fraud, or Deceit – Respondent Moreno)**

17 69. Respondent Moreno's Smog Check Inspector License and Smog Check Repair
18 Technician License are subject to disciplinary action under Health and Safety Code section
19 44072.2, subdivision (d), in conjunction with Health and Safety Code section 44072.10,
20 subdivision (c), in that between February 8, 2024, through October 22, 2024, regarding vehicles 1
21 through 10, set forth above, Respondent Moreno committed acts involving dishonesty, fraud, or
22 deceit when he issued electronic smog check certificates of compliance for the vehicles without
23 performing bona fide inspections of the emission control devices and systems on those vehicles,
24 thereby depriving the People of the State of California of the protection afforded by the Motor
25 Vehicle Inspection Program. Complainant refers to, and by this reference incorporates, the
26 allegations set forth above in paragraphs 26 through 60, as though fully set forth.

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1 **DISCIPLINE CONSIDERATIONS**

2 70. To determine the degree of discipline, if any, to be imposed on Respondent A B Test
3 Only, Complainant alleges that on or about October 14, 2019, in a prior action, the Bureau issued
4 Citation Number C2019-1867 and ordered Respondent A B Test Only to pay a citation penalty of
5 \$1,000.00. That Citation is now final.

6 **OTHER MATTERS**

7 71. Pursuant to Code section 9884.7, subdivision (c), the director may suspend revoke,
8 or place on probation the registrations for all places of business operated in this state by Nery R
9 Moreno, upon a finding that said Respondent A B Test Only has, or is, engaged in a course of
10 repeated and willful violations of the laws and regulations pertaining to an automotive repair
11 dealer.

12 72. Pursuant to Health and Safety Code section 44072.8, if Smog Check, Test Only
13 Station License No. TC 233428, issued to Nery R Moreno-Owner dba A B Test Only Center, is
14 revoked or suspended, any additional license issued under Chapter 5 of Part 5 of Div 26 of the
15 Health and Safety Code in the name of said licensee may be likewise revoked or suspended by the
16 director.

17 73. Pursuant to Health and Safety Code section 44072.8, if Smog Check Inspector
18 License Number EO 149942 and Smog Check Repair Technician License Number EI 149942,
19 issued to Nery Rene Moreno, is revoked or suspended, any additional license issued under this
20 Chapter 5 of Part 5 of Div 26 of the Health and Safety Code in the name of said licensee may be
21 likewise revoked or suspended by the director.

22 **PRAYER**

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

26 1. Revoking or suspending Automotive Repair Dealer Registration Number ARD
27 233428, issued to Nery R Moreno-Owner dba A B Test Only Center;

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- 1 2. Revoking, suspending, or placing on probation any other automotive repair dealer
- 2 registration issued in the name of Nery R Moreno;
- 3 3. Revoking or suspending Smog Check, Test Only, Station License Number TC
- 4 233428, issued to Nery R Moreno-Owner dba A B Test Only Center;
- 5 4. Revoking or suspending Smog Check Inspector License Number EO 149942, issued
- 6 to Nery Rene Moreno;
- 7 5. Revoking or suspending Smog Check Repair Technician License Number EI 149942,
- 8 issued to Nery Rene Moreno;
- 9 6. Revoking or suspending any additional license issued under Chapter 5 of Part 5 of
- 10 Division 26 of the Health and Safety Code in the name of Nery Rene Moreno;
- 11 7. Ordering Nery Rene Moreno to pay the Bureau of Automotive Repair the reasonable
- 12 costs of the investigation and enforcement of this case, pursuant to Business and Professions
- 13 Code section 125.3 and if placed on probation, the costs of probation monitoring;
- 14 and,
- 15 8. Taking such other and further action as deemed necessary and proper.

16
17 DATED: As of Digital Signature Date

18 _____
19 PATRICK DORAIS
20 Chief
21 Bureau of Automotive Repair
22 Department of Consumer Affairs
23 State of California
24 *Complainant*

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