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8  
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.

79/15-2746

13 **JOSUE MATEOS MONTOYA d.b.a.**  
**SAN JOSE SMOG CHECK**  
14 147 East Santa Clara Street  
San Jose, CA 95113

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

15 **Automotive Repair Dealer Registration No.**  
16 **ARD 270981 and Smog Check Station**  
**License No. RC 270981**

17 **JOSUE MATEOS MONTOYA**  
18 2219 Pacina Drive  
San Jose, CA 95116

19 **Smog Check Inspector License No. EO**  
20 **631761 and Smog Check Repair Technician**  
21 **License No. EI 631761**

22 **and**

23 **DOUGLAS ALLEN NIELSEN**  
24 219 Vineyard Drive  
San Jose, CA 95119

25 **Smog Check Inspector License No. EO**  
26 **142249 and Smog Check Repair Technician**  
**License No. EI 142249**

27 Respondents.

28 Complainant alleges:

PARTIES

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

*Respondent Station*

2. On or about November 29, 2012, the Bureau of Automotive Repair issued Automotive Repair Dealer Registration Number ARD 270981 to Josue Mateos Montoya doing business as San Jose Smog Check (Respondent Station). The Automotive Repair Dealer Registration expired on November 30, 2015, and has not been renewed.

3. On or about September 26, 2013, the Bureau of Automotive Repair issued Smog Check Station License Number RC 270981 to Respondent Station. The Smog Check Station License expired on November 30, 2015, and has not been renewed.

*Respondent Station Owner's Other Licenses*

4. On or about February 16, 2010, the Bureau issued Advanced Emission Specialist License No. EA 631761 to the Josue Mateos Montoya who subsequently became licensed as Respondent Station as described in paragraphs 2-3, above. On or about August 14, 2012, the Advanced Emission Specialist was cancelled due to a restructure of the Bureau's licensing program, and Josue Mateos Montoya was issued Smog Check Inspector License No. EO 631761 and Smog Check Repair Technician License No. EI 631761. The Smog Check Inspector License and Smog Check Repair Technician Licenses expired on July 31, 2016, and have not been renewed.

*Respondent Technician*

5. In 2003, the Bureau of Automotive Repair issued Advanced Emission Specialist Technician License Number EA 142249 to Douglas Allen Nielsen (Respondent Technician). On or about January 2, 2014, the Advanced Emission Specialist Technician License was cancelled due to a restructure of the Bureau's licensing program and Respondent was issued new licenses, as described in paragraphs 6-7, below.

6. On or about January 2, 2014, the Bureau of Automotive Repair issued Smog Check Inspector License Number EO 142249 to Respondent Technician. The Smog Check Inspector License was in full force will expire on July 31, 2017, unless renewed.

7. On or about January 2, 2014, the Bureau of Automotive Repair issued Smog Check Repair Technician License Number EI 142249 to Respondent Technician. The Smog Check Repair Technician License will expire on July 31, 2017, unless renewed.

## JURISDICTION

8. This Accusation is brought before the Director of the Department of Consumer Affairs (Director) for the Bureau of Automotive Repair, under the authority of the following laws. All section references are to the Business and Professions Code (Code), unless otherwise specified.

9. Section 477 of the Code provides, in pertinent part, that "Board" includes "bureau," "commission," "committee," "department," "division," "examining committee," "program," and "agency." "License" includes certificate, registration or other means to engage in a business or profession regulated by the Code.

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

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

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

## STATUTORY PROVISIONS

1        *Business and Professions Code*

2        13.    Section 9884.7 of the Code states, in pertinent part:

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

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

11       14.    Section 9884.8 of the Code states:

12       "All work done by an automotive repair dealer, including all warranty work, shall be  
13 recorded on an invoice and shall describe all service work done and parts supplied. Service work  
14 and parts shall be listed separately on the invoice, which shall also state separately the subtotal  
15 prices for service work and for parts, not including sales tax, and shall state separately the sales  
16 tax, if any, applicable to each. If any used, rebuilt, or reconditioned parts are supplied, the invoice  
17 shall clearly state that fact. If a part of a component system is composed of new and used, rebuilt  
18 or reconditioned parts, that invoice shall clearly state that fact. The invoice shall include a  
19 statement indicating whether any crash parts are original equipment manufacturer crash parts or  
20 nonoriginal equipment manufacturer aftermarket crash parts. One copy of the invoice shall be  
21 given to the customer and one copy shall be retained by the automotive repair dealer."

22       15.    Section 9884.9 of the Code states, in pertinent part:

23       "(a) The automotive repair dealer shall give to the customer a written estimated price for  
24 labor and parts necessary for a specific job. No work shall be done and no charges shall accrue  
25 before authorization to proceed is obtained from the customer. No charge shall be made for work  
26 done or parts supplied in excess of the estimated price without the oral or written consent of the  
27 customer that shall be obtained at some time after it is determined that the estimated price is  
28 insufficient and before the work not estimated is done or the parts not estimated are supplied.

1 Written consent or authorization for an increase in the original estimated price may be provided by  
2 electronic mail or facsimile transmission from the customer. The bureau may specify in regulation  
3 the procedures to be followed by an automotive repair dealer if an authorization or consent for an  
4 increase in the original estimated price is provided by electronic mail or facsimile transmission. If  
5 that consent is oral, the dealer shall make a notation on the work order of the date, time, name of  
6 person authorizing the additional repairs and telephone number called, if any, together with a  
7 specification of the additional parts and labor and the total additional cost, and shall do either of  
8 the following:

9 "(1) Make a notation on the invoice of the same facts set forth in the notation on the work  
10 order .

11 "(2) Upon completion of the repairs, obtain the customer's signature or initials to an  
12 acknowledgment of notice and consent, if there is an oral consent of the customer to additional  
13 repairs, in the following language:

14 "I acknowledge notice and oral approval of an increase in the original estimated price.

15 \_\_\_\_\_  
16 (signature or initials)"

17 "Nothing in this section shall be construed as requiring an automotive repair dealer to give a  
18 written estimated price if the dealer does not agree to perform the requested repair."

19 16. Section 9884.11 of the Code states that "[e]ach automotive repair dealer shall maintain  
20 any records that are required by regulations adopted to carry out this chapter [the Automotive  
21 Repair Act]. Those records shall be open for reasonable inspection by the chief or other law  
22 enforcement officials. All of those records shall be maintained for at least three years."

23 *Health and Safety Code*

24 17. Section 44014 of the Health and Safety Code states, in pertinent part:

25 "(a) Except as otherwise provided in this chapter, the testing and repair portion of the  
26 program shall be conducted by smog check stations licensed by the department, and by smog  
27 check technicians who have qualified pursuant to this chapter."

28 18. Section 44015 of the Health and Safety Code states, in pertinent part:

1       "(a) A licensed smog check station shall not issue a certificate of compliance, except as  
2 authorized by this chapter, to any vehicle that meets the following criteria:

3       "(1) A vehicle that has been tampered with."

4       19. Section 44072.2 of the Health and Safety Code states, in pertinent part:

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

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

11       ...

12       "(f) Aids or abets unlicensed persons to evade the provisions of this chapter.

13       "(g) Fails to make and keep records showing his or her transactions as a licensee, or fails to  
14 have those records available for inspection by the director or his or her duly authorized  
15 representative for a period of not less than three years after completion of any transaction to which  
16 the records refer, or refuses to comply with a written request of the director to make the records  
17 available for inspection."

18       20. Section 44012 of the Health and Safety Code states, in pertinent part:

19       "The test at the smog check stations shall be performed in accordance with procedures  
20 prescribed by the department, pursuant to Section 44013, shall require, at a minimum, loaded  
21 mode dynamometer testing in enhanced areas, and two-speed testing in all other program areas,  
22 and shall ensure all of the following:

23       ...

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

28       21. Section 44014, subdivision (a), of the Health and Safety Code states, in pertinent part:

1 "Except as otherwise provided in this chapter, the testing and repair portion of the program  
2 shall be conducted by smog check stations licensed by the department, and by smog check  
3 technicians who have qualified pursuant to this chapter."

4 22. Section 44015 of the Health and Safety Code states, in pertinent part:

5 "(a) A licensed smog check station shall not issue a certificate of compliance, except as  
6 authorized by this chapter, to any vehicle that meets the following criteria:

7 (1) A vehicle that has been tampered with."

#### 8 REGULATORY PROVISIONS

9 23. California Code of Regulations, title 16, section 3340.30, states, in pertinent part:

10 "A smog check technician shall comply with the following requirements at all times while  
11 licensed.

12 "(a) A licensed technician shall inspect, test and repair vehicles in accordance with section  
13 44012 of the Health and Safety Code, section 44035 of the Health and Safety Code, and section  
14 3340.42 of this article."

15 24. California Code of Regulations, title 16, section 3340.35 states in pertinent part:

16 ...

17 "(c) A licensed station shall issue a certificate of compliance or noncompliance to the owner  
18 or operator of any vehicle that has been inspected in accordance with the procedures specified in  
19 section 3340.42 of this article and has all the required emission control equipment and devices  
20 installed and functioning correctly. The following conditions shall apply:

21 "(1) Customers shall be charged the same price for certificates as that paid by the licensed  
22 station; and

23 "(2) Sales tax shall not be assessed on the price of certificates.

24 "(d) No person shall sell, issue, cause or permit to be issued any certificate purported to be  
25 a valid certificate of compliance or noncompliance unless duly licensed to do so."

26 25. California Code of Regulations, title 16, section 3340.41, subdivision (d), states that  
27 the specifications and procedures required by Section 44016 of the Health and Safety Code shall  
28 be the vehicle manufacturer's recommended procedures for emission problem diagnosis and repair

1 or the emission diagnosis and repair procedures found in industry-standard reference manuals and  
2 periodicals published by nationally recognized repair information providers. Smog check stations  
3 and smog check technicians shall, at a minimum, follow the applicable specifications and  
4 procedures when diagnosing defects or performing repairs for vehicles that fail a smog check test.

5 26. California Code of Regulations, title 16, section 3340.41, states, in pertinent part:

6 . . .

7 "(c) No person shall enter into the emissions inspection system any vehicle identification  
8 information or emission control system identification data for any vehicle other than the one being  
9 tested. Nor shall any person knowingly enter into the emissions inspection system any false  
10 information about the vehicle being tested."

11 27. California Code of Regulations, title 16, section 3340.42, states, in pertinent part, that  
12 smog check stations and smog check technicians shall conduct tests and inspections in accordance  
13 with the bureau's BAR-97 Emissions Inspection System Specifications referenced in subsections  
14 (a) and (b) of Section 3340.17.

15 28. California Code of Regulations, title 16, section 3353, states, in pertinent part:

16 "No work for compensation shall be commenced and no charges shall accrue without  
17 specific authorization from the customer in accordance with the following requirements:

18 (a) Estimate for Parts and Labor. Every dealer shall give to each customer a written  
19 estimated price for parts and labor for a specific job."

20 29. California Code of Regulations, title 16, section 3356, states, in pertinent part:

21 "(a) All invoices for service and repair work performed, and parts supplied, as provided for  
22 in Section 9884.8 of the Business and Professions Code, shall comply with the following:

23 (1) The invoice shall show the automotive repair dealer's registration number and the  
24 corresponding business name and address as shown in the Bureau's records. If the automotive  
25 repair dealer's telephone number is shown, it shall comply with the requirements of subsection (b)  
26 of Section 3371 of this chapter.

27 (2) The invoice shall separately list, describe and identify all of the following:  
28



1 (A) All service and repair work performed, including all diagnostic and warranty work, and  
2 the price for each described service and repair.

3 (B) Each part supplied, in such a manner that the customer can understand what was  
4 purchased, and the price for each described part. The description of each part shall state whether  
5 the part was new, used, reconditioned, rebuilt, or an OEM crash part, or a non-OEM aftermarket  
6 crash part.

7 (C) The subtotal price for all service and repair work performed.

8 (D) The subtotal price for all parts supplied, not including sales tax.

9 (E) The applicable sales tax, if any."

10 30. California Code of Regulations, title 16, section 3358, states, in pertinent part:

11 "Each automotive repair dealer shall maintain legible copies of the following records for not  
12 less than three years:

13 ...

14 (c) All work orders and/or contracts for repairs, parts and labor. All such records shall be  
15 open for reasonable inspection and/or reproduction by the bureau or other law enforcement  
16 officials during normal business hours."

#### 17 COST RECOVERY PROVISION

18 31. Section 125.3 of the Code provides, in pertinent part, that a Board may request the  
19 administrative law judge to direct a licensee found to have committed a violation or violations of  
20 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and  
21 enforcement of the case.

#### 22 FACTUAL BACKGROUND

##### 23 *Vehicle Should Have Failed Smog Inspection, but Passed*

24 32. On or about February 19, 2015, a Bureau undercover operator acting as a customer  
25 (customer) requested and received a smog check inspection for a 1994 Toyota at Respondent  
26 Station's smog check station. The vehicle had a missing emission component (the pulse secondary  
27 air injection system had been removed), in order to fail a properly conducted smog inspection.  
28 The station, however, issued a smog certificate of compliance for the vehicle, and provided the

1 customer with a Vehicle Inspection Report (VIR) indicating that the vehicle passed smog  
2 inspection. The VIR report specifically stated that the vehicle had passed all applicable visual and  
3 functional tests, including a test of the Air Injection system.

4 *Inspection Conducted by Unlicensed Person*

5 33. The entire inspection was conducted by an unlicensed technician, Mario Alberto  
6 Mateos-Montoya (Mario Montoya). He had previously been licensed as a technician, but his  
7 license was revoked on or about July 18, 2011. In conducting the inspection, Mario Montoya  
8 used the access code of Respondent Technician, who provided his smog check security access  
9 code to Mario Montoya. As a result, the Vehicle Information Database as well as the VIR  
10 document Respondent Technician as having performed the inspection, when in fact the inspection  
11 was conducted by the unlicensed Mario Montoya.

12 *No Estimate or Invoice*

13 34. The station failed to provide the customer with a written estimate or invoice. The  
14 customer did not sign a work order or receive an estimate prior to the inspection. After the  
15 inspection, Mario Montoya told the customer that the vehicle had passed smog inspection, and he  
16 provided the customer with an invoice form to fill out and sign. The customer complied and gave  
17 the form to Mario Montoya, but when the customer asked for a copy of the invoice, Mario  
18 Montoya told him he did not need it, and did not provide the customer with a copy.

19 *Records Not Kept*

20 35. On or about February 25, 2015, Bureau representatives interviewed Respondent  
21 Station and requested all records for February 19, 2015, but Respondent Station failed to provide  
22 any of the requested records.

23 **Automotive Repair Dealer Registration**

24 FIRST CAUSE FOR DISCIPLINE  
25 (Untrue Statements)  
(Bus. & Prof. Code, § 9884.7, subd. (a)(1))

26 36. Respondent Station has subjected its automotive repair dealer registration to discipline  
27 for making untrue or misleading statements (Bus. & Prof. Code, § 9884.7, subd. (a)(1)). The  
28 circumstances are described in paragraphs 32-33, above.

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SECOND CAUSE FOR DISCIPLINE  
(Failure to Provide Customer with Legible Copy of Invoice)  
(Bus. & Prof. Code, § 9884.6; Cal. Code Regs., tit. 16, § 3356, subd. (a))

37. Respondent Station has subjected its automotive repair dealer registration to discipline for failing to provide the customer with a legible copy of the invoice (Bus. & Prof. Code, § 9884.6; Cal. Code Regs., tit. 16, § 3356, subd. (a)). The circumstances are described in paragraph 34, above.

THIRD CAUSE FOR DISCIPLINE  
(Failure to Provide Customer with Written Estimate)  
(Bus. & Prof. Code, § 9884.9, subd. (a); Cal. Code Regs., tit. 16, § 3353, subd. (a))

38. Respondent Station has subjected its automotive repair dealer registration to discipline for failing to provide the customer with a written estimate (Bus. & Prof. Code, § 9884.9, subd. (a); Cal. Code Regs., tit. 16, § 3353, subd. (a)). The circumstances are described in paragraph 34, above.

FOURTH CAUSE FOR DISCIPLINE  
(Failure to Keep Records)  
(Bus. & Prof. Code, § 9884.11; Cal. Code Regs., tit. 16, § 3358, subd. (c))

39. Respondent Station has subjected its automotive repair dealer registration to discipline for failing to keep records as required (Bus. & Prof. Code, § 9884.11; Cal. Code Regs., tit. 16, § 3358, subd. (c)). The circumstances are described in paragraph 35, above.

**Smog Check Station License**

FIRST CAUSE FOR DISCIPLINE  
(Violation of Motor Vehicle Inspection Program and Regulations)  
(Health & Saf. Code, § 44072.2, subd. (a))

40. Respondent Station has subjected its smog check station license to discipline for violating the Motor Vehicle Inspection Program and its associated regulations (Health & Saf. Code, § 44072.2, subd. (a)). The factual circumstances are described in paragraphs 31-32, above. The specific violations are listed below.

- A. Respondent Station failed to perform the required visual and/or functional checks of emission control devices (Health & Saf. Code, § 44012, subd. (f)).
- B. Respondent Station conducted smog testing by using an unlicensed technician (Health & Saf. Code, § 44014, subd. (a)).

1 C. Respondent Station issued a certificate of compliance for a vehicle having a tampered  
2 emission control system (Health & Saf. Code, § 44015, subd. (a)(1)).

3 D. Respondent Station failed to have a licensed technician inspect vehicles in accordance  
4 with required test procedures (Cal. Code Regs, tit. 16, § 3340.30, subd. (a)).

5 E. Respondent Station issued a certificate of compliance for a vehicle that was not  
6 properly tested (Cal. Code Regs., tit. 16, § 3340.35, subd. (c)).

7 F. Respondent Station issued a certificate of compliance for a vehicle inspected by an  
8 unlicensed technician (Cal. Code Regs., tit. 16, § 3340.35, subd. (d)).

9 G. Respondent Station had false information entered into the Emissions Inspection  
10 System (Cal. Code Regs., tit. 16, § 3340.41, subd. (c)).

11 H. Respondent Station failed to conduct tests and inspections in accordance with the  
12 Bureau's BAR97 specifications (Cal. Code Regs., tit. 16, § 3340.42).

13 SECOND CAUSE FOR DISCIPLINE  
14 (Aiding or Abetting Unlicensed Person)  
(Health & Saf. Code, § 4407.2.2, subd. (f))

15 41. Respondent Station has subjected its smog check station license to discipline for aiding  
16 or abetting an unlicensed person to evade the provisions of the Motor Vehicle Inspection Program  
17 (Health & Saf. Code, § 4407.2.2, subd. (f)). The circumstances are described in paragraph 32,  
18 above.

19 THIRD CAUSE FOR DISCIPLINE  
20 (Failure to Keep Records)  
(Health & Saf. Code, § 44072.2, subd. (g))

21 42. Respondent Station has subjected its smog check station license to discipline for  
22 failing to keep records as required (Health & Saf. Code, § 44072.2, subd. (g)). The circumstances  
23 are described in paragraph 34, above.

24 **Smog Check Inspector and Smog Check Repair Technician Licenses**

25 CAUSE FOR DISCIPLINE  
26 (Aiding or Abetting Unlicensed Person)  
(Health & Saf. Code, § 4407.2.2, subd. (f))

27 43. Respondent Technician has subjected his smog check inspector and smog check repair  
28 technician licenses to discipline for aiding or abetting an unlicensed person to evade the provisions

1 of the Motor Vehicle Inspection Program (Health & Saf. Code, § 4407.2.2, subd. (f)). The  
2 circumstances are described in paragraph 32, above.

3 OTHER MATTERS

4 44. Pursuant to Code section 9884.7, subd. (c), the Director may invalidate or suspend the  
5 registrations for all places of business operated in this state by Josue Mateos Montoya, upon a  
6 finding that he has, or is, engaged in a course of repeated and willful violation of the laws and  
7 regulations pertaining to an automotive repair dealer.

8 45. Pursuant to Health and Safety Code section 44072.8, if Smog Check Station License  
9 No. RC 270981, issued to Josue Mateos Montoya, doing business as San Jose Smog, is revoked  
10 or suspended, any additional license issued under this chapter in the name of said licensee may be  
11 likewise revoked or suspended by the director.

12 46. Pursuant to Health and Safety Code section 44072.8, if Smog Check Inspector  
13 License No. EO 142249, issued to Douglas Allen Nielsen, is suspended or revoked, any additional  
14 license issued under this chapter in the name of said licensee may be likewise revoked or  
15 suspended by the Director.

16 47. Pursuant to Health and Safety Code section 44072.8, if Smog Check Repair  
17 Technician License No. EI 142249, issued to Douglas Allen Nielsen, is suspended or revoked, any  
18 additional license issued under this chapter in the name of said licensee may be likewise revoked or  
19 suspended by the Director.

20 PRAYER

21 WHEREFORE, Complainant requests that a hearing be held on the matters alleged in this  
22 Accusation, and that following the hearing, the Director of Consumer Affairs issue a decision:

23 1. Invalidating or suspending Automotive Repair Dealer Registration Number ARD  
24 270981, issued to Josue Mateos Montoya doing business as San Jose Smog Check;

25 2. Revoking or suspending any additional automotive repair registration issued to Josue  
26 Mateos Montoya;

1           3.     Revoking or suspending Smog Check Station License Number RC 270981, issued to  
2 Josue Mateos Montoya doing business as San Jose Smog Check;

3           4.     Revoking or suspending any additional automotive repair registration issued to Josue  
4 Mateos Montoya;

5           5.     Revoking or suspending Smog Check Inspector License Number EO 631761, issued  
6 to Josue Mateos Montoya;

7           6.     Revoking or suspending Smog Check Repair Technician License Number EI 631761,  
8 issued to Josue Mateos Montoya;

9           7.     Revoking or suspending any additional license issued under chapter 5 of the Health  
10 and Safety Code in the name of Josue Mateos Montoya;

11          8.     Revoking or suspending Smog Check Inspector License Number EO 142249, issued  
12 to Douglas Allen Nielsen;

13          9.     Revoking or suspending Smog Check Repair Technician License Number EO 142249,  
14 issued to Douglas Allen Nielsen;

15          10.    Revoking or suspending any additional license issued under chapter 5 of the Health  
16 and Safety Code in the name of Douglas Allen Nielsen;

17          11.    Ordering Josue Mateos Montoya and Douglas Allen Nielsen to pay the Bureau of  
18 Automotive Repair the reasonable costs of the investigation and enforcement of this case, pursuant  
19 to Business and Professions Code section 125.3; and,

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

21  
22 DATED:

December 19, 2016

Patrick Doraïs

PATRICK DORAIS

Chief

Bureau of Automotive Repair

Department of Consumer Affairs

State of California

Complainant

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