

**BEFORE THE DIRECTOR OF THE  
DEPARTMENT OF CONSUMER AFFAIRS  
BUREAU OF AUTOMOTIVE REPAIR  
STATE OF CALIFORNIA**

In the Matter of the Accusation Against:

**FUTURE INNOVATIONS, LLC  
ADELE THORNTON-POPP & MICHAEL  
ALAN POPP, Members  
dba M & M SMOG TEST ONLY  
23253 Madero, Suite A114  
Mission Viejo, CA 92691**

Automotive Repair Dealer Registration No.:  
ARD 280063  
Smog Check Station License. No.: TC 280063

and

**RONALD ALBERT SHARP JR.  
PO Box 1781  
Burbank, CA 91507**

116 Ave Del Grulla, Unit B  
San Clemente, CA 92672

Mailing Address:  
27598 Starrise Lane  
San Juan Capistrano, CA 92675

Smog Check Inspector License No.: EO  
637584

Case No.: 79/17-15021

OAH No.: 2018090984

Respondents.


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**DECISION**

The attached Stipulated Settlement and Disciplinary Order AS TO RESPONDENT RONALD ALBERT SHARP JR. ONLY is hereby accepted and adopted by the Director of the Department of Consumer Affairs as the Decision in the above-entitled matter.

This Decision shall become effective at 5:00 p.m. on July 22, 2019.

DATED: June 12, 2019

  
\_\_\_\_\_  
GRACE ARUPO RODRIGUEZ  
Assistant Deputy Director  
Legal Affairs Division  
Department of Consumer Affairs

1 XAVIER BECERRA  
Attorney General of California  
2 GREGORY J. SALUTE  
Supervising Deputy Attorney General  
3 MOLLY E. SELWAY  
Deputy Attorney General  
4 State Bar No. 234519  
600 West Broadway, Suite 1800  
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*Attorneys for Complainant*

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

13  
14 In the Matter of the Accusation Against:

15 **RONALD ALBERT SHARP, JR.**  
27598 Starrise Lane  
16 San Juan Capistrano, CA 92675

17 Smog Check Inspector License No. EO  
637584

18 Respondent.  
19

Case No. 79/17-15021

OAH No. 2018090984

**STIPULATED SETTLEMENT AND  
DISCIPLINARY ORDER**

20  
21 IT IS HEREBY STIPULATED AND AGREED by and between the parties to the above-  
22 entitled proceedings that the following matters are true:

23 PARTIES

24 1. Patrick Dorais (Complainant) is the Chief of the Bureau of Automotive Repair  
25 (Bureau). He brought this action solely in his official capacity and is represented in this matter by  
26 Xavier Becerra, Attorney General of the State of California, by Molly E. Selway, Deputy  
27 Attorney General.

28 ///

2. Respondent Ronald Albert Sharp Jr. (Respondent) is representing himself in this proceeding and has chosen not to exercise his right to be represented by counsel.

3. On or about January 1, 1990, the Bureau issued Smog Check Inspector (EO) License No. EO 637584 to Ronald Albert Sharp Jr. (Respondent). The Smog Check Inspector License was in full force and effect at all times relevant to the charges brought in Accusation No. 79/17-15021, and will expire on April 30, 2021, unless renewed.

## JURISDICTION

4. Accusation No. 79/17-15021 was filed before the Director of Consumer Affairs (Director) and is currently pending against Respondent. The Accusation and all other statutorily required documents were properly served on Respondent on April 9, 2018. Respondent timely filed his Notice of Defense contesting the Accusation.

5. A copy of Accusation No. 79/17-15021 is attached as exhibit A and incorporated herein by reference.

## ADVISEMENT AND WAIVERS

6. Respondent has carefully read, and understands the charges and allegations in Accusation No. 79/17-15021. Respondent has also carefully read, and understands the effects of this Stipulated Settlement and Disciplinary Order.

7. Respondent is fully aware of his legal rights in this matter, including the right to a hearing on the charges and allegations in the Accusation; the right to be represented by counsel at his own expense; the right to confront and cross-examine the witnesses against him; the right to present evidence and to testify on his own behalf; the right to the issuance of subpoenas to compel the attendance of witnesses and the production of documents; the right to reconsideration and court review of an adverse decision; and all other rights accorded by the California Administrative Procedure Act and other applicable laws.

8. Respondent voluntarily, knowingly, and intelligently waives and gives up each and every right set forth above.

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1 CULPABILITY

2 9. Respondent admits the truth of each and every charge and allegation in Accusation  
3 No. 79/17-15021.

4 10. Respondent agrees that his Smog Check Inspector License is subject to discipline and  
5 he agrees to be bound by the Director's probationary terms as set forth in the Disciplinary Order  
6 below.

7 CONTINGENCY

8 11. This stipulation shall be subject to approval by the Director of Consumer Affairs or  
9 the Director's designee. Respondent understands and agrees that counsel for Complainant and the  
10 staff of the Bureau of Automotive Repair may communicate directly with the Director and staff of  
11 the Department of Consumer Affairs regarding this stipulation and settlement, without notice to  
12 or participation by Respondent. By signing the stipulation, Respondent understands and agrees  
13 that he may not withdraw his agreement or seek to rescind the stipulation prior to the time the  
14 Director considers and acts upon it. If the Director fails to adopt this stipulation as the Decision  
15 and Order, the Stipulated Settlement and Disciplinary Order shall be of no force or effect, except  
16 for this paragraph, it shall be inadmissible in any legal action between the parties, and the  
17 Director shall not be disqualified from further action by having considered this matter.

18 12. The parties understand and agree that Portable Document Format (PDF) and facsimile  
19 copies of this Stipulated Settlement and Disciplinary Order, including PDF and facsimile  
20 signatures thereto, shall have the same force and effect as the originals.

21 13. This Stipulated Settlement and Disciplinary Order is intended by the parties to be an  
22 integrated writing representing the complete, final, and exclusive embodiment of their agreement.  
23 It supersedes any and all prior or contemporaneous agreements, understandings, discussions,  
24 negotiations, and commitments (written or oral). This Stipulated Settlement and Disciplinary  
25 Order may not be altered, amended, modified, supplemented, or otherwise changed except by a  
26 writing executed by an authorized representative of each of the parties.

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14. In consideration of the foregoing admissions and stipulations, the parties agree that the Director may, without further notice or formal proceeding, issue and enter the following Disciplinary Order:

## DISCIPLINARY ORDER

IT IS HEREBY ORDERED that Smog Check Inspector License No. EO 637584 issued to Respondent Ronald Albert Sharp Jr. is revoked. However, the revocation is stayed and Respondent is placed on probation for five (5) years on the following terms and conditions.

1. **Obey All Laws.** During the period of probation, Respondent shall comply with all federal and state statutes, regulations and rules governing all BAR registrations and licenses held by Respondent.

2. **Posting of Sign.** During the period of suspension, Respondent shall prominently post a sign or signs, provided by BAR, indicating the beginning and ending dates of the suspension and indicating the reason for the suspension. The sign or signs shall be conspicuously displayed in a location or locations open to and frequented by customers. The location(s) of the sign(s) shall be approved by BAR and shall remain posted during the entire period of actual suspension.

3. **Quarterly Reporting.** During the period of probation, Respondent shall report either by personal appearance or in writing as determined by BAR on a schedule set by BAR, but no more frequently than once each calendar quarter, on the methods used and success achieved in maintaining compliance with the terms and conditions of probation.

4. **Report Financial Interests.** Respondent shall, within 30 days of the effective date of the decision and within 30 days from the date of any request by BAR during the period of probation, report any financial interest which any Respondent or any partners, officers, or owners of any Respondent facility may have in any other business required to be registered pursuant to Section 9884.6 of the Business and Professions Code.

5. **Access to Examine Vehicles and Records.** Respondent shall provide BAR representatives unrestricted access to examine all vehicles (including parts) undergoing service, inspection, or repairs, up to and including the point of completion. Respondent shall also provide BAR representatives unrestricted access to all records pursuant to BAR laws and regulations.

1       **6. Tolling of Probation.** If, during probation, Respondent leaves the jurisdiction of  
2 California to reside or do business elsewhere or otherwise ceases to do business in the jurisdiction  
3 of California, Respondent shall notify BAR in writing within 10 days of the dates of departure  
4 and return, and of the dates of cessation and resumption of business in California. All provisions  
5 of probation other than cost reimbursement requirements, restitution requirements, training  
6 requirements, and that Respondent obey all laws, shall be held in abeyance during any period of  
7 time of 30 days or more in which Respondent is not residing or engaging in business within the  
8 jurisdiction of California. All provisions of probation shall recommence on the effective date of  
9 resumption of business in California. Any period of time of 30 days or more in which Respondent  
10 is not residing or engaging in business within the jurisdiction of California shall not apply to the  
11 reduction of this probationary period or to any period of actual suspension not previously  
12 completed. Tolling is not available if business or work relevant to the probationary license or  
13 registration is conducted or performed during the tolling period.

14       **7. Violation of Probation.** If Respondent violates or fails to comply with the terms and  
15 conditions of probation in any respect, the Director, after giving notice and opportunity to be  
16 heard may set aside the stay order and carry out the disciplinary order provided in the decision.  
17 Once Respondent is served notice of BAR's intent to set aside the stay, the Director shall maintain  
18 jurisdiction, and the period of probation shall be extended until final resolution of the matter.

19       **8. Maintain Valid License.** Respondent shall, at all times while on probation, maintain  
20 a current and active registration and/or license(s) with BAR, including any period during which  
21 suspension or probation is tolled. If Respondent's registration or license is expired at the time the  
22 decision becomes effective, the registration or license must be renewed by Respondent within 30  
23 days of that date. If Respondent's registration or license expires during a term of probation, by  
24 operation of law or otherwise, then upon renewal Respondent's registration or license shall be  
25 subject to any and all terms and conditions of probation not previously satisfied. Failure to  
26 maintain a current and active registration and/or license during the period of probation shall also  
27 constitute a violation of probation.

28       **9. Cost Recovery.** Respondent shall pay the Bureau of Automotive Repair \$1,991 for

1 the reasonable costs of the investigation and enforcement of case No. 79/17-15021. Respondent  
2 shall make such payment as follows: Forty-eight (48) equal installments with the last payment  
3 due twelve (12) months prior to the end of probation. Respondent shall make payment by check  
4 or money order payable to the Bureau of Automotive Repair and shall indicate on the check or  
5 money order that it is for cost recovery payment for case No. 79/17-15021. Any order for  
6 payment of cost recovery shall remain in effect whether or not probation is tolled. Probation shall  
7 not terminate until full cost recovery payment has been made. BAR reserves the right to pursue  
8 any other lawful measures in collecting on the costs ordered and past due, in addition to taking  
9 action based upon the violation of probation.

10       **10. Completion of Probation.** Upon successful completion of probation, Respondent's  
11 affected registration and/or license will be fully restored or issued without restriction, if  
12 Respondent meets all current requirements for registration or licensure and has paid all  
13 outstanding fees, monetary penalties, or cost recovery owed to BAR.

14       **11. License Surrender.** Following the effective date of a decision that orders a stay of  
15 invalidation or revocation, if Respondent ceases business operations or is otherwise unable to  
16 satisfy the terms and conditions of probation, Respondent may request that the stay be vacated.  
17 Such request shall be made in writing to BAR. The Director and the BAR Chief reserve the right  
18 to evaluate the Respondent's request and to exercise discretion whether to grant the request or  
19 take any other action deemed appropriate or reasonable under the circumstances. Upon formal  
20 granting of the request, the Director will vacate the stay order and carry out the disciplinary order  
21 provided in the decision. Respondent may not petition the Director for reinstatement of the  
22 surrendered registration and/or license, or apply for a new registration or license under the  
23 jurisdiction of BAR at any time before the date of the originally scheduled completion of  
24 probation. If Respondent applies to BAR for a registration or license at any time after that date,  
25 Respondent must meet all current requirements for registration or licensure and pay all  
26 outstanding fees or cost recovery owed to BAR and left outstanding at the time of surrender.

27       **12. Actual Suspension.** Smog Check Inspector License No. EO 637584 issued to  
28 Respondent Ronald Albert Sharp Jr. is suspended for thirty (30) consecutive days beginning on



**12. Actual Suspension.** Smog Check Inspector License No. EO 637584 issued to Respondent Ronald Albert Sharp Jr. is suspended for thirty (30) consecutive days beginning on the effective date of the Decision and Order.

13. **Training Course.** During the period of probation, Respondent shall attend and successfully complete the Level 1 Engine and Emissions Control Fundamentals, a BAR-specified and -approved training course in inspection, diagnosis and/or repair of emission systems failures and engine performance, applicable to the class of license held by the Respondent. Respondent shall provide to the Bureau proof of enrollment in the course within 30 days of the effective date of the decision, and proof of successful course completion within 180 days of the effective date of the decision. Failure to provide proof of enrollment and/or successful course completion to the Bureau within the timeframes specified shall constitute a violation of probation, and Respondent shall be prohibited from issuing any certificate of compliance or noncompliance until such proof is received.

**14. Notification to Employer -** When performing services that fall within the scope of his license, Respondent shall provide each of his current or future employers a copy of the decision and the underlying Accusation or Statement of Issues before commencing employment. Notification to Respondent's current employer shall occur no later than the effective date of the decision. Respondent shall submit to BAR, upon request, satisfactory evidence of compliance with this term of probation.

## ACCEPTANCE

I have carefully read the Stipulated Settlement and Disciplinary Order. I understand the stipulation and the effect it will have on my Smog Check Inspector License. I enter into this Stipulated Settlement and Disciplinary Order voluntarily, knowingly, and intelligently, and agree to be bound by the Decision and Order of the Director of Consumer Affairs.

**DATED:**

RONALD ALBERT SHARP JR  
*Respondent*

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Dated: 4/24/19

XAVIER BECERRA  
Attorney General of California  
GREGORY J. SALUTE  
Supervising Deputy Attorney General

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82156511.docx

**Exhibit A**

**Accusation No. 79/17-15021**

1 XAVIER BECERRA  
Attorney General of California  
2 GREGORY J. SALUTE  
Supervising Deputy Attorney General  
3 MOLLY E. SELWAY  
Deputy Attorney General  
4 State Bar No. 234519  
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6 San Diego, CA 92186-5266  
Telephone: (619) 738-9082  
7 Facsimile: (619) 645-2031  
*Attorneys for Complainant*

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

11  
12 In the Matter of the Accusation Against:

Case No. 79/17-15021

13  
14 **FUTURE INNOVATIONS, LLC; ANNA**  
**ADELE THORNTON-POPP AND**  
15 **MICHAEL ALAN POPP, MEMBERS DBA**  
16 **M & M SMOG CHECK TEST ONLY**  
**23253 Madero, Suite A114**  
**Mission Viejo, CA 92691**

**ACCUSATION**

17 **Automotive Repair Dealer Registration No.**  
**ARD280063**  
18 **Smog Check, Test Only Station License No.**  
**TC280063**

19 and

20 **RONALD ALBERT SHARP JR.**  
21 **PO Box 1781**  
**Burbank, CA 91507**

22 **116 Ave Del Grulla, #B**  
23 **San Clemente, CA 92672**

24  
25 **Smog Check Inspector License No.**  
**EO637584**

26 Respondents.

1 Complainant alleges:

2 PARTIES

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

5 2. On or about April 27, 2015, the Bureau of Automotive Repair issued Automotive  
6 Repair Dealer Registration Number ARD 280063 to Future Innovations, LLC, dba M&M Smog  
7 Test Only; Anna Adele Thornton-Popp; Michael Alan Popp (Respondent M & M). The  
8 Automotive Repair Dealer Registration was in full force and effect at all times relevant to the  
9 charges brought herein and will expire on April 30, 2018, unless renewed.

10 3. On or about May 5, 2015, the Bureau of Automotive Repair issued Smog Check Test  
11 Only Station License, Number TC 280063 to Future Innovations, LLC, dba M&M Smog Test  
12 Only; Anna Adele Thornton-Popp; Michael Alan Popp (Respondent M & M). The Smog Check  
13 Test Only Station License was in full force and effect at all times relevant to the charges brought  
14 herein and will expire on April 30, 2018, unless renewed.

15 4. On or about December 1, 2014, the Bureau of Automotive Repair issued Smog Check  
16 Inspector License Number EO 637584 to Ronald Albert Sharp, Jr. (Respondent Sharp). The  
17 Smog Check Inspector License was in full force and effect at all times relevant to the charges  
18 brought herein and will expire on April 30, 2019, unless renewed.

19 JURISDICTION

20 5. This Accusation is brought before the Director of the Department of Consumer  
21 Affairs (Director) for the Bureau of Automotive Repair, under the authority of the following laws.  
22 All references are to the business code unless otherwise stated.

23 6. Section 477 of the Code provides, in pertinent part, that "Board" includes "bureau,"  
24 .... "License" includes certificate, registration or other means to engage in a business or  
25 profession regulated by the Code.

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

1 8. Section 44072.4 of the Health and Safety Code states:

2 The director may take disciplinary action against any licensee after a hearing  
3 as provided in this article by any of the following:

4 (a) Imposing probation upon terms and conditions to be set forth by the  
5 director.

6 (b) Suspending the license.

7 (c) Revoking the license.

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

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

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

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

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

21 11. Section 44072.7 of the Health and Safety Code states:

22 All accusations against licensees shall be filed within three years after the act  
23 or omission alleged as the ground for disciplinary action, except that with respect  
24 to an accusation alleging a violation of subdivision (d) of Section 44072.2, the  
25 accusation may be filed within two years after the discovery by the bureau of the  
26 alleged facts constituting the fraud or misrepresentation prohibited by that section.

27 12. Section 44072.8 of the Health and Safety Code states:

28 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.

13. Section 44072.10 of the Health and Safety Code states:

(a) Notwithstanding Sections 44072 and 44072.4, the director, or the director's designee, pending a hearing conducted pursuant to subdivision (e), may temporarily suspend any smog check station or technician's license issued under this chapter, for a period not to exceed 60 days, if the department determines that the licensee's conduct would endanger the public health, safety, or welfare before the matter could be heard pursuant to subdivision (e), based upon reasonable evidence of any of the following:

(1) Fraud.

(2) Tampering.

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

(4) A pattern or regular practice of violating this chapter or any regulation, standard, or procedure of the department implementing this chapter.

...

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

(1) Clean piping, as defined by the department.

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

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

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

14. California Code of Regulations, title 16, section 3340.28, subdivision (e), states:

Upon renewal of an unexpired Basic Area Technician license or an Advanced Emission Specialist Technician license issued prior to the effective date of this regulation, the licensee may apply to renew as a Smog Check Inspector, Smog Check Repair Technician, or both.

15. Section 118, subdivision (b), of the Code provides that the suspension, expiration, surrender, or cancellation of a license shall not deprive the Director of jurisdiction to proceed with a disciplinary action during the period within which the license may be renewed, restored, reissued or reinstated.





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.

(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.

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

The test at the smog check stations shall be performed in accordance with procedures prescribed by the department and may require loaded mode dynamometer testing in enhanced areas, two-speed idle testing, testing utilizing a vehicle's onboard diagnostic system, or other appropriate test procedures as determined by the department in consultation with the state board. The department shall implement testing using onboard diagnostic systems, in lieu of loaded mode dynamometer or two-speed idle testing, on model year 2000 and newer vehicles only, beginning no earlier than January 1, 2013. However, the department, in consultation with the state board, may prescribe alternative test procedures that include loaded mode dynamometer or two-speed idle testing for vehicles with onboard diagnostic systems that the department and the state board determine exhibit operational problems. The department shall ensure, as appropriate to the test method, the following:

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

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

(c) For other than diesel-powered vehicles, the vehicle's exhaust emissions of hydrocarbons, carbon monoxide, carbon dioxide, and oxides of nitrogen in an idle

1 mode or loaded mode are tested in accordance with procedures prescribed by the  
2 department. In determining how loaded mode and evaporative emissions testing  
3 shall be conducted, the department shall ensure that the emission reduction targets  
4 for the enhanced program are met.

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

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

15 (f) A visual or functional check is made of emission control devices  
16 specified by the department, including the catalytic converter in those instances in  
17 which the department determines it to be necessary to meet the findings of Section  
18 44001. The visual or functional check shall be performed in accordance with  
19 procedures prescribed by the department.

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

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

28 (i) The test procedures may authorize smog check stations to refuse the  
testing of a vehicle that would be unsafe to test, or that cannot physically be  
inspected, as specified by the department by regulation. The refusal to test a  
vehicle for those reasons shall not excuse or exempt the vehicle from compliance  
with all applicable requirements of this chapter.

23. Section 44015 of the Health and Safety Code states:

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

27 (1) A vehicle that has been tampered with.

28 . . . .

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

4 24. Section 44059 of the Health and Safety Code states:

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

#### 10 COSTS

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

#### 17 CLEAN PLUGGING

18 26. At all times alleged in this Accusation, Respondent Sharp was acting in the course  
19 and within the scope of a technician, employee, partner, officer, or member of Respondent M &  
20 M Smog Check.

21 27. The On-Board Diagnostics -- Generation II (OBD II) communication protocol  
22 describes the specified communication "language" used by the OBD II system electronic control  
23 unit to communicate to scan tools and other devices such as the On-Board Diagnostic Inspection  
24 System (OIS). The communication protocol is programmed into the OBD II system electronic  
25 control unit during manufacture and does not change.

26 28. Parameter Identifications (PID) are data points reported by the OBD II system  
27 electronic control unit to the scan tool or OIS. Examples of PIDs are engine speed (rpm), vehicle  
28 speed, engine temperature, and other input and output values utilized by the OBD II system  
electronic control unit. The PID count is the number of data points reported by the OBD II system  
electronic control unit and is programmed during manufacture.

29. The Vehicle Identification Number (VIN) that is physically present on all vehicles is also required to be programmed into the vehicle's OBD II on 2005 and newer vehicles, and on many occasions was programmed into the OBD II system electronic control unit in earlier model years. This electronically programmed VIN, also known as the "eVIN," is captured by BAR during a Smog Check, and should match the physical VIN on the vehicle.

30. During a Bureau representative's review of Respondents' certified test results in the Vehicle Information Database (VID) for inspections purportedly performed on the OIS between June 2016 and September 2017, eight (8) vehicles identified below had deviations in one or more of the following: eVIN, incorrect vehicle communication protocol, and/or incorrect PID count. This indicates that the vehicles receiving smog certificates were fraudulently tested during the smog check inspection by a method known as Clean Plugging.<sup>1</sup> A detailed explanation of each fraudulent smog check is as follows:

31. **Clean Plug No. 1:**

On June 28, 2016, between 9:15 a.m. and 9:20 a.m., a 2002 Volvo S60 [VIN YV1RS61R422191425, CA License No. 4YXF869] was inspected. A Certificate of Compliance was issued by Respondent M & M Smog using license EO 637584, belonging to Smog Check Inspector Sharp. OIS Test Details showed an eVIN reported of YV1622FS0C2053213, the protocol reported ICANI1bt5, and the PID count was 36/16. Comparative OIS Test Data for One Thousand (1000)<sup>2</sup>, 2002 Volvo S60 vehicles shows that 95.9% do not report the eVIN, have a communication protocol of I914, and report a PID count of 17 or 17/7.

DMV registration information indicates VIN #YV1622FS0C2053213 corresponds to a 2012 Volvo vehicle, not a 2002 Volvo S60. The discrepancies in the OIS Test Data prove that M & M Smog's OIS Data Acquisition Device (DAD) was not connected to the 2002 Volvo S60 being certified, resulting in the issuance of a fraudulent Certificate of Compliance.

<sup>1</sup> To "clean plug" a vehicle, the technician uses another vehicle's properly functioning OBD II system, or another source, to generate passing diagnostic readings for the purpose of issuing fraudulent smog certificates of compliance to vehicles that are not in smog compliance or not present during the certified test.

<sup>2</sup> This number is based on the most recent available total number of similar vehicles tested statewide, or up to one thousand (1000).

1           32.   Clean Plug No. 2:

2           On July 5, 2016, between 12:19 p.m. and 12:26 p.m., a 2002 Mercedes-Benz C230K,  
3 [VIN# WDBRN47J92A223079, CA License No. 5WWV526] was inspected. A Certificate of  
4 Compliance was issued by Respondent M & M Smog using license EO 637584, belonging to  
5 Smog Check Inspector Sharp. OIS Test Details showed the eVIN was transmitted as  
6 WDDGF56X28F011790, the protocol reported ICAN11bt5, and the PID count was 45/12.  
7 Comparative OIS Test Data for One Thousand (1000), 2002 Mercedes-Benz C230K vehicles  
8 shows that 96.3% do not report the eVIN, have a communication protocol of KWPF and report a  
9 PID count of 17.

10          The OIS Test Data shows that a 2008 Mercedes-Benz C350, VIN WDDGF56X28F011790  
11 was the vehicle used to generate the fraudulent Smog Certificate of Compliance for the 2002  
12 Mercedes-Benz C230K. The 2008 Mercedes-Benz C350 was certified by Smog Check Inspector  
13 Sharp at M & M Smog on August 23, 2016. The OIS Test Data transmitted for the 2008  
14 Mercedes-Benz C350 matches the OIS Test Data for the fraudulent inspection of the 2002  
15 Mercedes-Benz C230K for the eVIN, Protocol and PID count. The discrepancies in the OIS Test  
16 Data prove that M & M Smog's OIS DAD was not connected to the 2002 Mercedes-Benz C230K  
17 being certified, resulting in the issuance of a fraudulent Certificate of Compliance.

18           33.   Clean Plug No. 3:

19          On July 20, 2016, between 12:12 p.m. and 12:15 p.m., a 2003 Ford Mustang Cobra SVT,  
20 [VIN# 1FAFP49Y33F301861, CA License No. 4YDY689] was inspected. A Certificate of  
21 Compliance was issued by Respondent M & M Smog using license EO 637584, belonging to  
22 Smog Check Inspector Sharp. OIS Test Details showed the eVIN was transmitted as  
23 1FTYR44E38PA56233, the protocol reported ICAN11bt5, and the PID count was 40.  
24 Comparative OIS Test Data for Two Hundred Fourteen (214), 2003 Ford Mustang Cobra SVT  
25 vehicles shows that 88.3% have an eVIN reported, have a communication protocol of JPWM and  
26 report a PID count of 20 or 21 or 23.

27          The OIS Test Data shows that a 2008 Ford Ranger, VIN 1FTYR44E38PA56233 was the  
28 vehicle used to generate the fraudulent Smog Certificate of Compliance for the 2003 Ford

1 Mustang Cobra SVT. The 2008 Ford Ranger was certified under Smog Check Inspector Sharp at  
2 M & M Smog on the same day, July 20, 2016. The OIS Test Data transmitted for the 2008 Ford  
3 Ranger matches the OIS Test Data for the fraudulent inspection of the 2003 Ford Mustang Cobra  
4 SVT for the eVIN, Protocol and PID count. The discrepancies in the OIS Test Data prove that M  
5 & M Smog's OIS DAD was not connected to the 2003 Ford Mustang Cobra SVT being certified,  
6 resulting in the issuance of a fraudulent Certificate of Compliance.

7 **34. Clean Plug No. 4:**

8 On September 14, 2016, between 9:25 a.m. and 9:29 a.m., a 2005 Mercedes-Benz C230K,  
9 [VIN# WDBRF40J65F669575] was inspected. A Certificate of Compliance was issued by  
10 Respondent M & M Smog using license EO 637584, belonging to Smog Check Inspector Sharp.  
11 OIS Test Details showed the eVIN was transmitted as 4JGBF71EX8A389077, the protocol  
12 reported ICAN11bt5, and the PID count was 44/12. Comparative OIS Test Data for One  
13 Thousand (1000), 2005 Mercedes-Benz C230K vehicles shows that 99.9% have an eVIN  
14 reported, have a communication protocol of KWPF and report a PID count of 17 or 20.

15 The OIS Test Data shows that a 2008 Mercedes-Benz GL450 4 Matic, VIN  
16 4JGBF71EX8A389077, was the vehicle used to generate the fraudulent Smog Certificate of  
17 Compliance for the 2005 Mercedes-Benz C230K. The 2008 Mercedes-Benz GL450 4 Matic was  
18 certified under Smog Check Inspector Sharp at M & M Smog on the same day, September 14,  
19 2016, as the fraudulent inspection of the 2005 Mercedes-Benz C230K. The OIS Test Data  
20 transmitted for the 2008 Mercedes-Benz GL450 4 Matic matches the OIS Test Data for the  
21 fraudulent inspection of the 2005 Mercedes-Benz C230K for the eVin, Protocol and PID count.  
22 The discrepancies in the OIS Test Data prove that M & M Smog's OIS DAD was not connected  
23 to the 2005 Mercedes-Benz C230K being certified, resulting in the issuance of a fraudulent  
24 Certificate of Compliance.

25 **35. Clean Plug No. 5:**

26 On December 23, 2016, between 2:08 p.m. and 2:11 p.m., a 2000 Mercedes-Benz S 500,  
27 [VIN# WDBNG75J3YA090602, CA License No. 7ANZ656] was inspected. A Certificate of  
28 Compliance was issued by Respondent M & M Smog using license EO 637584, belonging to

1 Smog Check Inspector Sharp. OIS Test Details showed the eVIN was transmitted as  
2 WDBUF56X07B069365, the protocol reported ICAN11bt5, and the PID count was 44.  
3 Comparative OIS Test Data for One Thousand (1000), 2000 Mercedes-Benz S 500 vehicles  
4 shows that 97.2% do not have an eVIN reported, have a communication protocol of I914 and  
5 report a PID count of 21.

6 The OIS Test Data shows that a 2007 Mercedes-Benz E 350, VIN WDBUF56X07B069365,  
7 was the vehicle used to generate the fraudulent Smog Certificate of Compliance for the 2000  
8 Mercedes-Benz S 500. The 2007 Mercedes-Benz E 350 was certified under Smog Check  
9 Inspector Sharp at M & M Smog on the same day, December 23, 2016, as the fraudulent  
10 inspection of the 2000 Mercedes-Benz S 500. The OIS Test Data transmitted for the 2007  
11 Mercedes-Benz E 350 matches the OIS Test Data for the fraudulent inspection of the 2000  
12 Mercedes-Benz S 500 for the eVIN, Protocol and PID count. The discrepancies in the OIS Test  
13 Data prove that M & M Smog's OIS DAD was not connected to the 2000 Mercedes-Benz S 500  
14 being certified, resulting in the issuance of a fraudulent Certificate of Compliance.

15 **36. Clean Plug No. 6:**

16 On March 31, 2017, between 12:41 p.m. and 12:47 p.m., a 2009 Jaguar XF Luxury, [VIN#  
17 SAJWA05B49HR24104, CA License No. 7JMV381] was inspected. A Certificate of  
18 Compliance was issued by Respondent M & M Smog using license EO 637584, belonging to  
19 Smog Check Inspector Sharp. OIS Test Details showed the eVIN was transmitted as  
20 SAJEA01T23FM81318, the protocol reported I914, and the PID count was 25. Comparative OIS  
21 Test Data for Three Hundred Eighty-Seven (387), 2009 Jaguar XF Luxury vehicles shows that  
22 98.4% have an eVIN reported, have a communication protocol of ICAN11bt5 and report a PID  
23 count of 43/16.

24 The OIS Test Data shows that a 2003 Jaguar S Type, VIN SAJEA01T23FM81318, was the  
25 vehicle used to generate the fraudulent Smog Certificate of Compliance for the 2009 Jaguar XF  
26 Luxury. The 2003 Jaguar S Type was certified under Smog Check Inspector Sharp at M & M  
27 Smog on the same day, March 31, 2017, as the fraudulent inspection of the 2009 Jaguar XF  
28 Luxury. The OIS Test Data transmitted for the 2003 Jaguar S Type matches the OIS Test Data for

1 the fraudulent inspection of the 2009 Jaguar XF Luxury for the eVIN, Protocol and PID count. The  
2 discrepancies in the OIS Test Data prove that M & M Smog's OIS DAD was not connected to the  
3 2009 Jaguar XF Luxury being certified, resulting in the issuance of a fraudulent Certificate of  
4 Compliance.

5 37. Clean Plug No. 7:

6 On July 27, 2017, between 2:14 p.m. and 2:19 p.m., a 2007 Chevrolet Express G2500,  
7 [VIN# 1GCGG25V771243352, CA License No. 8J06160] was inspected. A Certificate of  
8 Compliance was issued by Respondent M & M Smog using license EO 637584, belonging to  
9 Smog Check Inspector Sharp. OIS Test Details showed the eVIN was transmitted as  
10 1GCZGFBAXA1105426, the protocol reported ICAN11bt5, and the PID count was 44/7.  
11 Comparative OIS Test Data for One Thousand (1000), 2007 Chevrolet Express G2500 vehicles  
12 shows that 98.2% have an eVIN reported, have a communication protocol of JVPW and report a  
13 PID count of 22.

14 On August 3, 2015, another licensed Smog Check facility performed a Smog Check  
15 Inspection on the 2007 Chevrolet Express G2500, [VIN# 1GCGG25V771243352, CA License  
16 No. 8J06160]. The OIS Test Details shows the vehicle transmitted the correct eVIN, had the  
17 expected communication protocol JVPW, and transmitted a PID count of 22.

18 The OIS Test Data shows that a 2010 Chevrolet Express G2500, VIN  
19 1GCZGFBAXA1105426, was the vehicle used to generate the fraudulent Smog Certificate of  
20 Compliance for the 2007 Chevrolet Express G2500. The 2010 Chevrolet Express G2500 was  
21 certified under Smog Check Inspector Sharp at M & M Smog on January 18, 2017, as the  
22 fraudulent inspection of the 2007 Chevrolet Express G2500. The OIS Test Data transmitted for  
23 the 2010 Chevrolet Express G2500 matches the OIS Test Data for the fraudulent inspection of the  
24 2007 Chevrolet Express G2500 for the eVIN, Protocol and PID count. The discrepancies in the  
25 OIS Test Data prove that M & M Smog's OIS DAD was not connected to the 2007 Chevrolet  
26 Express G2500 being certified, resulting in the issuance of a fraudulent Certificate of Compliance.

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28 ///



1           38.   **Clean Plug No. 8:**

2           On September 1, 2017, between 11:01 a.m. and 11:09 a.m., a 2007 Toyota Camry New  
3   Generation Hybrid, [VIN# JTNBB46K773027686, CA License No. 5XFA422] was inspected. A  
4   Certificate of Compliance was issued by Respondent M & M Smog using license EO 637584,  
5   belonging to Smog Check Inspector Sharp. OIS Test Details showed the eVIN was transmitted as  
6   5J6RM3H77EL016484, the protocol reported ICAN29bt5, and the PID count was 37.  
7   Comparative OIS Test Data for One Thousand (1000), 2007 Toyota Camry New Generation  
8   Hybrid vehicles shows that 99.8% have an eVIN reported, have a communication protocol of  
9   ICAN11bt5 and report a PID count of 38/21.

10          On September 5, 2015, another licensed Smog Check facility performed a Smog Check  
11   Inspection on the 2007 Toyota Camry New Generation Hybrid, [VIN# JTNBB46K773027686,  
12   CA License No. 5XFA422]. The OIS Test Details shows the vehicle transmitted the correct eVIN,  
13   had the expected communication protocol 1CAN11bt5, and transmitted a PID count of 38/21. The  
14   discrepancies in the OIS Test Data prove that M & M Smog's OIS DAD was not connected to the  
15   2007 Toyota Camry New Generation Hybrid being certified, resulting in the issuance of a  
16   fraudulent Certificate of Compliance.

17                                   **FIRST CAUSE FOR DISCIPLINE**

18                                   **(Untrue or Misleading Statement)**

19          39.   Complainant re-alleges and incorporates by reference the allegations set forth above  
20   in the foregoing paragraphs.

21          40.   Respondent M & M Smog's Registration is subject to disciplinary action under  
22   section 9884.7, subdivision (a)(1), in that Respondent M & M Smog made or authorized  
23   statements which Respondent M & M Smog knew or in the exercise of reasonable care should  
24   have known to be untrue or misleading.

25          41.   Respondent M & M Smog certified that the vehicles listed in paragraphs 31-38, had  
26   passed inspection and were in compliance with all applicable laws and regulations, when in fact  
27   and in truth, Respondent M & M Smog inspected the vehicles using the clean plugging method to  
28   issue fraudulent certificates of compliance.



1 Regulations and failed to ensure that the vehicles had all the required emission control equipment  
2 and devices installed and functioning correctly.

3 b. Section 3340.41, subdivision (c): knowingly entered into the Emissions Inspection  
4 System false information about the vehicles listed in paragraphs 31-38, providing results for smog  
5 inspections which were not actually performed.

6 c. Section 3340.42: failed to conduct the required smog tests on the vehicles listed in  
7 paragraphs 31-38, in accordance with the Bureau's specifications.

8 d. Section 3340.45: failed to conduct the required smog tests on the vehicles listed in  
9 paragraphs 31-38, in accordance with the Smog Check Manual, dated 2013.

#### 10 FOURTH CAUSE FOR DISCIPLINE

##### 11 (Dishonesty, Fraud, or Deceit)

12 46. Complainant re-alleges and incorporates by reference the allegations set forth above  
13 in the foregoing paragraphs.

14 47. Respondent M & M Smog's Registration is subject to disciplinary action under Code  
15 section 9884.7, subdivision (a)(4) and Respondent M & M Smog's Smog Check Station License  
16 is subject to disciplinary action under Health and Safety Code sections 44072.10, subdivision (a)  
17 and (c) and 44072.2, subdivision (d), in that Respondent M & M Smog committed dishonest,  
18 fraudulent, or deceitful acts whereby another is injured by issuing a smog certificate of  
19 compliance for the vehicles listed in paragraphs 31-38 without performing bona fide inspections  
20 of the emission control devices and systems on the vehicles, thereby depriving the People of the  
21 State of California of the protection afforded by the Motor Vehicle Inspection Program.

#### 22 FIFTH CAUSE FOR DISCIPLINE

##### 23 (Violation of Motor Vehicle Inspection Program)

24 48. Complainant re-alleges and incorporates by reference the allegations set forth above  
25 in the foregoing paragraphs.

26 49. Respondent Sharp's Smog Check Inspector License is subject to disciplinary action  
27 under Health and Safety Code sections 44072.10, subdivisions (a) and (c) and 44072.2,  
28

subdivision (a), in that Respondent Sharp failed to comply with the following sections of that Code:

a. Section 44012: failed to perform the tests of the emission control systems and devices on the vehicles listed in paragraphs 31-38, in accordance with procedures prescribed by the Department.

b. Section 44015, subd. (a) and (b): issued a certificate of compliance for the vehicles listed in paragraphs 31-38, without properly testing and inspecting them to determine if they were in compliance with Health & Safety Code section 44012.

c. Section 44035: failed to meet or maintain the standards prescribed for qualification, equipment, performance, or conduct by failing to properly perform a smog inspection on the vehicles listed in paragraphs 31-38, or certifying that such tests had been performed, when in fact they were never performed.

d. Section 44032: failed to test emission control devices and systems in accordance with Section 44012 on the vehicles listed in paragraphs 31-38.

#### SIXTH CAUSE FOR DISCIPLINE

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

50. Complainant re-alleges and incorporates by reference the allegations set forth above in the foregoing paragraphs.

51. Respondent Sharp's Smog Check Inspector License is subject to disciplinary action under Health and Safety Code sections 44072.10, subdivisions (a) and (c) and 44072.2, subdivision (a) in that Respondent Sharp failed to comply with the following sections of Title 16, California Code of Regulations:

a. Section 3340.35, subdivision (c): failed to inspect and test the vehicles listed in paragraphs 31-38, in accordance with the procedures specified in section 3340.42 of the Regulations and failed to ensure that the vehicles listed in paragraphs 31-38, had all the required emission control equipment and devices installed and functioning correctly.

1       b. Section 3340.41, subdivision (c): knowingly entered into the Emissions Inspection  
2 System false information about the vehicles listed in paragraphs 31-38, providing results for smog  
3 inspections which were not actually performed.

4       c. Section 3340.42: failed to conduct the required smog tests on the vehicles listed in  
5 paragraphs 31-38, in accordance with the Bureau's specifications.

6       d. Section 3340.45: failed to conduct the required smog tests on the vehicles listed in  
7 paragraphs 31-38, in accordance with the Smog Check Manual, dated 2013.

8                               **SEVENTH CAUSE FOR DISCIPLINE**

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

10       52. Complainant re-alleges and incorporates by reference the allegations set forth above  
11 in the foregoing paragraphs.

12       53. Respondent Sharp's Smog Check Inspector License is subject to disciplinary action  
13 under Health and Safety Code sections 44072.10, subdivision (a) and (c) and 44072.2, subdivision  
14 (d), in that Respondent Sharp committed dishonest, fraudulent, or deceitful acts whereby another  
15 is injured by issuing a smog certificate of compliance for the vehicles listed in paragraphs 31-38,  
16 without performing bona fide inspections of the emission control devices and systems on the  
17 vehicles, thereby depriving the People of the State of California of the protection afforded by the  
18 Motor Vehicle Inspection Program.

19                               **OTHER MATTERS**

20       54. Under Code section 9884.7, subdivision (c), the Director may suspend, revoke or  
21 place on probation the registration for all places of business operated in this State by Respondent  
22 M & M Smog upon a finding that Respondent has, or is, engaged in a course of repeated and  
23 willful violations of the laws and regulations pertaining to an automotive repair dealer.

24       55. Under Health & Safety Code section 44072.8, if Respondent M & M Smog's Smog  
25 Check Station License is revoked or suspended, the Director may likewise revoke or suspend any  
26 additional license issued under Chapter 5 of part 5 of Division 26 of the Health and Safety Code  
27 in the name of Respondent M & M Smog.

56. Under Health & Safety Code section 44072.8, if Respondent Sharp's Smog Check Inspector License is revoked or suspended, the Director may likewise revoke or suspend any additional license issued under Chapter 5 of part 5 of Division 26 of the Health and Safety Code in the name of Respondent Sharp.

## DISCIPLINE CONSIDERATIONS

57. To determine the degree of discipline, if any, to be imposed on Respondent Sharp, Complainant alleges that on or about June 16, 2015, the Bureau of Automotive Repair issued Citation Number M2015-1306, for his action in violation of section 44032 of the Health and Safety code. Respondent Sharp unlawfully Smog Check inspected and certified a vehicle using the BAR-97 when the OIS test was required.

## 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 280063, issued to Future Innovations, LLC, dba M&M Smog Test Only; Anna Adele Thornton-Popp; Michael Alan Popp;

2. Revoking or suspending any other Automotive Repair Dealer Registration issued Anna Adele Thornton-Popp or Michael Alan Popp;

3. Revoking or suspending Smog Check Test Only Station License, Number TC 280063, issued to Future Innovations, LLC, dba M&M Smog Test Only; Anna Adele Thornton-Popp; Michael Alan Popp;

4. Revoking any additional license under Chapter 5 of Part 5 of Division 26 of the Health and Safety code in the name of Future Innovations, LLC, dba M&M Smog Test Only; Anna Adele Thornton-Popp; Michael Alan Popp;

5. Revoking or suspending Smog Check Inspector License Number EO 637584, issued to Ronald Albert Sharp, Jr.;

6. Revoked any additional license under Chapter 5 of Part 5 of Division 26 of the Health and Safety code in the name of Ronald Albert Sharp, Jr.;

1           7.    Ordering Anna Adele Thornton-Popp, Michael Alan Popp and Ronald Albert Sharp,  
2 Jr. to pay the Bureau of Automotive Repair the reasonable costs of the investigation and  
3 enforcement of this case, pursuant to Business and Professions Code section 125.3; and,

4           8.    Taking such other and further action as deemed necessary and proper.  
5  
6  
7

8 DATED:

March 30, 2018

Patrick Doraïs

PATRICK DORAIS

Chief

Bureau of Automotive Repair

Department of Consumer Affairs

State of California

*Complainant*

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