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

12 In the Matter of the Accusation Against:

Case No. 79/12-61

13 **SHERALS AUTOMOTIVE LLC,**  
14 **dba SHERALS AUTOMOTIVE**  
15 **CHANDRA JIT SINGH, MEMBER**  
16 **9115 Kiefer Boulevard**  
**Sacramento, CA 95826**  
**Automotive Repair Dealer Reg. No. ARD 249670**  
**Smog Check Station License No. RC 249670**

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

**(Smog Check)**

17 **and**

18 **JAMES ROY HOLLIS**  
19 **9115 Kiefer Blvd.**  
**Sacramento, CA 95826**  
20 **Advanced Emission Specialist Technician**  
**License No. EA 313868**

21 Respondents.

22 Complainant alleges:

23 **PARTIES**

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

26 **Sherals Automotive LLC dba Sherals Automotive**

27 2. In or about 2007, the Director of Consumer Affairs ("Director") issued Automotive  
28 Repair Dealer Registration Number ARD 249670 ("registration") to Sherals Automotive LLC

1 (“Respondent SHERALS”), doing business as SHERALS Automotive, with Chandra Jit Singh as a  
2 member. Respondent’s registration was in full force and effect at all times relevant to the charges  
3 brought herein and will expire on March 31, 2012, unless renewed.

4 3. On or about July 24, 2007, the Director issued Smog Check Station License Number  
5 RC 249670 to Respondent SHERALS. Respondent’s smog check station license was in full force and  
6 effect at all times relevant to the charges brought herein and will expire on March 31, 2012,  
7 unless renewed.

8 **James Roy Hollis**

9 4. In or about 2001, the Director issued Advanced Emissions Specialist Technician  
10 License Number EA 313868 ("technician license") to James Roy Hollis (“Respondent Hollis”).  
11 Respondent’s technician license was in full force and effect at all times relevant to the charges  
12 brought herein and will expire on September 30, 2013, unless renewed.

13 **JURISDICTION**

14 5. Business and Professions Code (“Bus. & Prof. Code”) section 9884.7 provides that  
15 the Director may revoke an automotive repair dealer registration.

16 6. Bus. & Prof. Code section 9884.13 provides, in pertinent part, that the expiration of a  
17 valid registration shall not deprive the Director of jurisdiction to proceed with a disciplinary  
18 proceeding against an automotive repair dealer or to render a decision temporarily or permanently  
19 invalidating (revoking or suspending) a registration.

20 7. Health and Safety Code (“Health & Saf. Code”) section 44002 provides, in pertinent  
21 part, that the Director has all the powers and authority granted under the Automotive Repair Act  
22 for enforcing the Motor Vehicle Inspection Program.

23 8. Health & Saf. Code section 44072.6 provides, in pertinent part, that the expiration or  
24 suspension of a license by operation of law, or by order or decision of the Director of Consumer  
25 Affairs, or a court of law, or the voluntary surrender of the license shall not deprive the Director  
26 of jurisdiction to proceed with disciplinary action.

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1 STATUTORY PROVISIONS

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

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

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

12 . . . .

13 (4) Any other conduct that constitutes fraud.

14 . . . .

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

17 . . . .

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

23 10. Bus. & Prof. Code section 22, subdivision (a), states:

24 "Board" as used in any provision of this Code, refers to the board in  
25 which the administration of the provision is vested, and unless otherwise expressly  
26 provided, shall include "bureau," "commission," "committee," "department,"  
27 "division," "examining committee," "program," and "agency."

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

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

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

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

. . . .

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

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

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

7 **COST RECOVERY**

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

12 **CONSUMER COMPLAINT (LEE): 2000 NISSAN QUEST**

13 15. On or about January 15, 2011, Joyce Lee was driving her 2000 Nissan Quest when  
14 the vehicle stalled and would not restart. After approximately 30 minutes, Joyce was able to get  
15 the vehicle re-started and took it to Respondent SHERALS' facility ("SHERALS") to have it checked.  
16 Later, Joyce's husband, Jeff Lee, met with her at SHERALS and told the owner that the engine would  
17 start, then die. The owner looked at the vehicle and told Jeff that it needed a tune up in order to  
18 correct the engine problem. The owner also stated that the engine and transmission mounts were  
19 "dangerous" and recommended replacing two engine mounts and one transmission mount. Jeff  
20 authorized the repairs. After the work was completed, Joyce went to SHERALS to retrieve the  
21 vehicle, issued them a check for \$810, and received a copy of Invoice No. 6292. The engine  
22 stalled again while Joyce was on her way home, so she put a stop payment on the check.

23 16. On or about January 17, 2011, the vehicle was towed to SHERALS and re-inspected.  
24 About two days later, SHERALS informed the Lees that the distributor needed replacement. The  
25 Lees declined the repair. SHERALS refused to release the vehicle until the Lees paid them for the  
26 previous repairs. The Lees paid SHERALS \$888.99, then took the vehicle.

27 17. On or about January 19, 2011, the Lees had the vehicle towed to Brake Masters  
28 located in Orangevale to have it checked. Brake Masters recommended that a Nissan dealership

1 diagnose the stalling problem. The Lees asked Brake Masters to recheck Sherals' work on the  
2 vehicle. Later, Brake Masters informed the Lees that Sherals had not replaced the transmission  
3 mount or distributor rotor.

4 18. In or about February 2011, Joyce filed a complaint with the Bureau.

5 19. In or about March 2011, Joyce had the vehicle towed to Future Nissan of Roseville  
6 ("Future Nissan"). Future Nissan informed Joyce that the distributor needed replacement. The  
7 Lees had the vehicle towed back to Brake Masters and had the distributor assembly replaced,  
8 which resolved the stalling problem.

9 20. On March 10, 2011, a representative of the Bureau met with Joyce at Future Nissan,  
10 and observed one of the technicians inspect the vehicle. The technician found that the two engine  
11 mounts had been replaced; however, the remaining two mounts on the "transmission side" had not  
12 been replaced. The representative informed Joyce that he needed to conduct further investigation  
13 because the invoice Sherals provided to Joyce was not legible.

14 21. On March 21, 2011, the representative went to Sherals and obtained copies of their  
15 repair records on the vehicle, including Invoice No. 6292 and parts receipt No. 2821-126662.  
16 The parts receipt showed that Sherals had purchased two motor mounts and one transmission  
17 mount for the vehicle. Chandra Jit Singh ("Singh") informed the representative that Sherals  
18 purchased the parts from O'Reilly Auto Parts ("O'Reilly"). Later, the representative went to  
19 O'Reilly located in Rancho Cordova and received documentation showing that Sherals had  
20 returned one of the mounts to O'Reilly for credit.

21 22. On March 22, 2011, the representative returned to Sherals and reviewed Invoice No.  
22 6292 with Singh. Singh told the representative that the second labor charge and third part listed  
23 on the invoice were for the replacement of the transmission mount.

24 23. On April 27, 2011, the representative inspected the vehicle and found that the two  
25 transmission mounts had not been replaced.

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1 **FIRST CAUSE FOR DISCIPLINE**

2 **(Untrue or Misleading Statements)**

3 24. Respondent Sherals' registration is subject to disciplinary action pursuant to Bus. &  
4 Prof. Code section 9884.7, subdivision (a)(1), in that Respondent made or authorized a statement  
5 which it knew or in the exercise of reasonable care should have known to be untrue or  
6 misleading, as follows: Respondent represented on Invoice No. 6292 that a transmission mount  
7 on Joyce Lee's 2000 Nissan Quest had been replaced. In fact, the two transmission mounts had  
8 not been replaced on the vehicle.

9 **SECOND CAUSE FOR DISCIPLINE**

10 **(Fraud)**

11 25. Respondent Sherals' registration is subject to disciplinary action pursuant to Bus. &  
12 Prof. Code section 9884.7, subdivision (a)(4), in that Respondent committed an act constituting  
13 fraud, as follows: Respondent obtained payment from Joyce Lee for replacing a transmission  
14 mount on her 2000 Nissan Quest. In fact, that part had not been replaced on the vehicle.

15 **THIRD CAUSE FOR DISCIPLINE**

16 **(Violations of Regulations)**

17 26. Respondent Sherals' registration is subject to disciplinary action pursuant to Bus. &  
18 Prof. Code section 9884.7, subdivision (a)(6), in that Respondent failed to comply with  
19 Regulation 3356 in the following material respects:

20 a. **Subdivision (a)(2)(A)**: Respondent failed to list, describe, or identify on Invoice No.  
21 6292 the service work or repairs that were performed on Joyce Lee's 2000 Nissan Quest as part of  
22 the tune up.

23 b. **Subdivision (d)**: Respondent failed to provide Joyce Lee with a legible copy of  
24 Invoice No. 6292.

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1 fact, Singh purchased two transfer cases for the vehicle, but returned one transfer case to Cordova  
2 for credit, as set forth in paragraph 29 above.

3 **FIFTH CAUSE FOR DISCIPLINE**

4 **(Fraud)**

5 31. Respondent Sheral's registration is subject to disciplinary action pursuant to Bus. &  
6 Prof. Code section 9884.7, subdivision (a)(4), in that Respondent committed an act constituting  
7 fraud, as follows: Respondent obtained payment from Ross for rebuilding the existing transfer  
8 case on his 2000 Jeep Grand Cherokee allegedly using a transfer case purchased from West Coast  
9 Auto Dismantling and a transfer case purchased from Cordova Truck Dismantlers. In fact,  
10 Respondent's employee, partner, officer, or member, Chandra Jit Singh, returned the transfer case  
11 to Cordova for credit on February 18, 2011, as set forth in paragraph 29 above.

12 **SIXTH CAUSE FOR DISCIPLINE**

13 **(Violations of Regulations)**

14 32. Respondent Sheral's registration is subject to disciplinary action pursuant to Bus. &  
15 Prof. Code section 9884.7, subdivision (a)(6), in that Respondent failed to comply with  
16 Regulation 3356, subdivisions (a)(2)(A) and (a)(2)(B), in a material respect, as follows:  
17 Respondent failed to list, describe, or identify on its invoice dated February 14, 2011, all repairs  
18 performed and parts supplied on Ross' 2000 Jeep Grand Cherokee in connection with the  
19 rebuilding of the transfer case.

20 **UNDERCOVER OPERATION: 1996 PONTIAC GRAND PRIX**

21 33. On April 5, 2011, an undercover operator with the Bureau ("operator") took the  
22 Bureau's 1996 Pontiac Grand Prix to Sheral's and requested a diagnosis of the brake lights. The  
23 brake light switch on the Bureau-documented vehicle was inoperative, preventing the rear brake  
24 lights from illuminating and causing the Anti-Lock Brake System warning light to illuminate on  
25 the instrument panel. The EVAP canister (Evaporative Emissions Canister) had also been  
26 removed from the vehicle. The operator was informed that it would cost \$149.95 to diagnose the  
27 brake lights. The operator signed a work order and was given a written estimate.

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1 systems on the vehicle, thereby depriving the People of the State of California of the protection  
2 afforded by the Motor Vehicle Inspection Program.

3 **NINTH CAUSE FOR DISCIPLINE**

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

5 38. Respondent Sheral's smog check station license is subject to disciplinary action  
6 pursuant to Health & Saf. Code section 44072.2, subdivision (a), in that Respondent failed to  
7 comply with the following sections of that Code:

8 a. **Section 44012, subdivision (f)**: Respondent failed to ensure that the visual  
9 inspection of the emission control devices on the Bureau's 1996 Pontiac Grand Prix was  
10 performed in accordance with procedures prescribed by the department.

11 b. **Section 44015**: Respondent issued an electronic smog certificate of compliance for  
12 the Bureau's 1996 Pontiac Grand Prix without properly testing and inspecting the vehicle to  
13 determine if it was in compliance with Health & Saf. Code section 44012.

14 **TENTH CAUSE FOR DISCIPLINE**

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

17 39. Respondent Sheral's smog check station license is subject to disciplinary action  
18 pursuant to Health & Saf. Code section 44072.2, subdivision (c), in that Respondent failed to  
19 comply with provisions of California Code of Regulations, title 16, as follows:

20 a. **Section 3340.35, subdivision (c)**: Respondent issued an electronic smog certificate  
21 of compliance for the Bureau's 1996 Pontiac Grand Prix even though the vehicle had not been  
22 inspected in accordance with section 3340.42.

23 b. **Section 3340.42**: Respondent failed to ensure that the required smog tests were  
24 conducted on the Bureau's 1996 Pontiac Grand Prix in accordance with the Bureau's  
25 specifications.

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1 **ELEVENTH CAUSE FOR DISCIPLINE**

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

3 40. Respondent Sheral's smog check station license is subject to disciplinary action  
4 pursuant to Health & Saf. Code section 44072.2, subdivision (d), in that Respondent committed a  
5 dishonest, fraudulent, or deceitful act whereby another is injured by issuing an electronic smog  
6 certificate of compliance for the Bureau's 1996 Pontiac Grand Prix without performing a bona  
7 fide inspection of the emission control devices and systems on the vehicle, thereby depriving the  
8 People of the State of California of the protection afforded by the Motor Vehicle Inspection  
9 Program.

10 **TWELFTH CAUSE FOR DISCIPLINE**

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

12 41. Respondent Hollis' technician license is subject to disciplinary action pursuant to  
13 Health & Saf. Code section 44072.2, subdivision (a), in that Respondent failed to comply with  
14 section 44012, subdivision (f), of that Code in a material respect, as follows: Respondent failed  
15 to perform the visual inspection of the emission control devices on the Bureau's 1996 Pontiac  
16 Grand Prix in accordance with procedures prescribed by the department.

17 **THIRTEENTH CAUSE FOR DISCIPLINE**

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

20 42. Respondent Hollis' technician license is subject to disciplinary action pursuant to  
21 Health & Saf. Code section 44072.2, subdivision (c), in that Respondent failed to comply with  
22 provisions of California Code of Regulations, title 16, as follows:

23 a. **Section 3340.30, subdivision (a)**: Respondent failed to inspect and test the Bureau's  
24 1996 Pontiac Grand Prix in accordance with Health & Saf. Code sections 44012 and 44035, and  
25 California Code of Regulations, title 16, section 3340.42.

26 b. **Section 3340.42**: Respondent failed to conduct the required smog tests on the  
27 Bureau's 1996 Pontiac Grand Prix in accordance with the Bureau's specifications.

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1 **FOURTEENTH CAUSE FOR DISCIPLINE**

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

3 43. Respondent Hollis' technician license is subject to disciplinary action pursuant to  
4 Health & Saf. Code section 44072.2, subdivision (d), in that Respondent committed a dishonest,  
5 fraudulent, or deceitful act whereby another is injured by issuing an electronic smog certificate of  
6 compliance for the Bureau's 1996 Pontiac Grand Prix without performing a bona fide inspection  
7 of the emission control devices and systems on the vehicle, thereby depriving the People of the  
8 State of California of the protection afforded by the Motor Vehicle Inspection Program.

9 **MATTERS IN AGGRAVATION**

10 44. To determine the degree of discipline, if any, to be imposed on Respondents,  
11 Complainant alleges as follows:

12 **Respondent Sheral's**

13 a. On or about March 4, 2010, the Bureau issued Citation No. C2010-0902 against  
14 Respondent for violations of Health & Saf. Code section 44012, subdivision (f) (failure to  
15 perform a visual/functional check of emission control devices according to procedures prescribed  
16 by the department), and California Code of Regulations, title 16, section ("Regulation") 3340.35,  
17 subdivision (c) (issuing a certificate of compliance to a vehicle that was improperly tested).  
18 Respondent had issued a certificate of compliance to a Bureau undercover vehicle with a non-  
19 functional exhaust gas recirculation (EGR) valve. The Bureau assessed civil penalties totaling  
20 \$500 against Respondent for the violations. Respondent appealed the citation on May 13, 2010.  
21 The citation became final effective August 26, 2011; however, the civil penalties were reduced to  
22 \$250. Respondent paid the civil penalties on August 29, 2011.

23 b. On or about July 15, 2010, the Bureau issued Citation No. C2011-0066 against  
24 Respondent for violations of Health & Saf. Code section 44012, subdivision (f) (failure to  
25 perform a visual/functional check of emission control devices according to procedures prescribed  
26 by the department), and Regulation 3340.35, subdivision (c) (issuing a certificate of compliance  
27 to a vehicle that was improperly tested). Respondent had issued a certificate of compliance to a  
28 Bureau undercover vehicle with a missing positive crankcase ventilation (PCV) valve/hose

1 assembly. The Bureau assessed civil penalties totaling \$1,500 against Respondent for the  
2 violations. Respondent paid the civil penalties on November 5, 2010.

3 c. On or about December 3, 2010, the Bureau issued Citation No. C2011-0661 against  
4 Respondent for violations of Health & Saf. Code section 44012, subdivision (f) (failure to  
5 determine that emission control devices and systems required by State and Federal law are  
6 installed and functioning correctly in accordance with test procedures), and Regulation 3340.35,  
7 subdivision (c) (issuing a certificate of compliance to a vehicle that was improperly tested).  
8 Respondent had issued a certificate of compliance to a Bureau undercover vehicle with a non-  
9 approved, adjustable fuel pressure regulator. The Bureau assessed civil penalties totaling \$2,500  
10 against Respondent for the violations. Respondent appealed the citation on February 9, 2011.  
11 The citation is currently pending.

12 **Respondent Hollis**

13 d. On or about March 4, 2010, the Bureau issued Citation No. M2010-0903 against  
14 Respondent for violations of Health & Saf. Code section 44032 (qualified technicians shall  
15 perform tests of emission control systems and devices in accordance with Health & Saf. Code  
16 section 44012); and Regulation 3340.30, subdivision (a) (qualified technicians shall inspect, test  
17 and repair vehicles in accordance with Health & Saf. Code sections 44012 and 44035 and  
18 Regulation 3340.42). Respondent had issued a certificate of compliance to a Bureau undercover  
19 vehicle with a non-functional EGR valve. Respondent was directed to complete an 8 hour  
20 training course and to submit proof of completion to the Bureau within 30 days from receipt of  
21 the citation. Respondent appealed the citation on May 13, 2010, but completed the training on  
22 March 1, 2011. The citation became final effective August 26, 2011.

23 e. On or about July 15, 2010, the Bureau issued Citation No. M2011-0067 against  
24 Respondent for violations of Health & Saf. Code section 44032 (qualified technicians shall  
25 perform tests of emission control systems and devices in accordance with Health & Saf. Code  
26 section 44012); and Regulation 3340.30, subdivision (a) (qualified technicians shall inspect, test  
27 and repair vehicles in accordance with Health & Saf. Code sections 44012 and 44035 and  
28 Regulation 3340.42). Respondent had issued a certificate of compliance to a Bureau undercover

1 vehicle with a missing PCV valve/hose assembly. Respondent was directed to complete a 16  
2 hour training course and to submit proof of completion to the Bureau within 30 days from receipt  
3 of the citation. Respondent completed the training on March 1, 2011.

4 f. On or about December 3, 2010, the Bureau issued Citation No. M2011-0662 against  
5 Respondent for violations of Health & Saf. Code section 44032 (qualified technicians shall  
6 perform tests of emission control systems and devices in accordance with Health & Saf. Code  
7 section 44012); and Regulation 3340.30, subdivision (a) (qualified technicians shall inspect, test  
8 and repair vehicles in accordance with Health & Saf. Code sections 44012 and 44035 and  
9 Regulation 3340.42). Respondent had issued a certificate of compliance to a Bureau undercover  
10 vehicle with a non-approved, adjustable fuel pressure regulator. Respondent was directed to  
11 complete the Basic Clean Air Car Course and to submit proof of completion to the Bureau.  
12 Respondent appealed the citation on February 9, 2011. The citation is currently pending.

13 **OTHER MATTERS**

14 45. Pursuant to Bus. & Prof. Code section 9884.7, subdivision (c), the Director may  
15 suspend, revoke, or place on probation the registration for all places of business operated in this  
16 state by Respondent Sherals Automotive LLC, doing business as Sherals Automotive, upon a  
17 finding that Respondent has, or is, engaged in a course of repeated and willful violations of the  
18 laws and regulations pertaining to an automotive repair dealer.

19 46. Pursuant to Health & Saf. Code section 44072.8, if Smog Check Station License  
20 Number RC 249670, issued to Respondent Sherals Automotive LLC, doing business as Sherals  
21 Automotive, is revoked or suspended, any additional license issued under this chapter in the name  
22 of said licensee may be likewise revoked or suspended by the director.

23 47. Pursuant to Health & Saf. Code section 44072.8, if Advanced Emission Specialist  
24 Technician License Number EA 313868, issued to James Roy Hollis, is revoked or suspended,  
25 any additional license issued under this chapter in the name of said licensee may be likewise  
26 revoked or suspended by the director.

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PRAYER

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

1. Revoking or suspending Automotive Repair Dealer Registration Number ARD 249670, issued to Sherals Automotive LLC, doing business as Sherals Automotive;
2. Revoking or suspending any other automotive repair dealer registration issued to Sherals Automotive LLC;
3. Revoking or suspending Smog Check Station License Number RC 249670, issued to Sherals Automotive LLC, doing business as Sherals Automotive;
4. Revoking or suspending any additional license issued under Chapter 5 of the Health and Safety Code in the name of Sherals Automotive LLC;
5. Revoking or suspending Advanced Emissions Specialist Technician License Number EA 313868, issued to James Roy Hollis;
6. Revoking or suspending any additional license issued under Chapter 5 of the Health and Safety Code in the name of James Roy Hollis;
7. Ordering Respondents Sherals Automotive LLC, doing business as Sherals Automotive, and James Roy Hollis to pay the Director of Consumer Affairs the reasonable costs of the investigation and enforcement of this case, pursuant to Business and Professions Code section 125.3;
8. Taking such other and further action as deemed necessary and proper.

DATED: 12/16/11

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

SA2011101858