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8	BEFORE THE	
9	DEPARTMENT OF CONSUME FOR THE BUREAU OF AUTOMO	
10	STATE OF CALIFORN	
11	In the Matter of the Accusation Against:	Case No. 79/22-10578
12	JULIO OSUNA, JR.	
13	DBA MIDDLEFIELD SMOG CHECK 2800 B Middlefield Rd.	ACCUSATION
14	Redwood City, Ca 94063	
15	Automotive Repair Dealer No. ARD 263893	
16	Smog Check Station No. TC 263893	
17	JULIO OSUNA, JR. DBA J & A SMOG AND SERVICE	
18	975 Woodside Rd. Redwood City, Ca 94061	
19		
20	Mailing Address 20531 Mission Blvd. Ste. B	
21	Hayward, Ca 94541	
22	Automotive Repair Dealer No. ARD 282539 Smog Check Station No. RC 282539	
23		
24	JULIO OSUNA JR 2800 Middlefield Rd.	
25	Redwood City, Ca 94063	
26	Smog Check Inspector License No. EO 632519 Smog Check Repair Technician License No. EI 632519	
27	Smog Check Repair Technician License No. El 052519	
28		

JULIO J. OSUNA 1 302 Park Street Redwood City, CA 94061 2 Smog Check Inspector License No. EO 642047 3 4 JULIO J. OSUNA DBA OSUNA AUTO REPAIR 5 2802 Middlefield Rd. Redwood City, Ca 94063 6 Automotive Repair Dealer No. ARD 231634 7 Respondents. 8 9 **PARTIES** 10 1. Patrick Dorais (Complainant) brings this Accusation solely in his official capacity as 11 the Chief of the Bureau of Automotive Repair, Department of Consumer Affairs. 12 2. On or about January 26, 2011, the Bureau of Automotive Repair issued Automotive 13 Repair Dealer Registration Number ARD 263893 to Julio Osuna Jr. (Respondent Osuna Jr.) dba 14 Middlefield Smog Check. The Automotive Repair Dealer Registration was in full force and 15 effect at all times relevant to the charges brought herein and will expire on January 31, 2023, 16 unless renewed. 17 3. On or about April 8, 2011, the Bureau of Automotive Repair issued Smog Check, 18 Test Only, Station License Number TC 263893 to Respondent Osuna Jr. dba Middlefield Smog 19 Check. The Smog Check, Test Only, Station License was in full force and effect at all times 20 relevant to the charges brought herein and will expire on January 31, 2023, unless renewed. 21 On or about April 20, 2016, the Bureau of Automotive Repair certified Smog Check, 22 Test Only, Station License Number TC 263893 as a STAR Station. 23 5. On or about January 21, 2016, the Bureau of Automotive Repair issued Automotive 24 Repair Dealer Registration Number ARD 282539 to Respondent Osuna Jr. dba J & A Smog and 25 Service. The Automotive Repair Dealer Registration was in full force and effect at all times 26 relevant to the charges brought herein and will expire on January 31, 2023, unless renewed. 27 28

- 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26
- 6. On or about February 9, 2016, the Bureau of Automotive Repair issued Smog Check Station License Number RC 282539 to Respondent Osuna Jr. dba J & A Smog and Service. The Smog Station License was in full force and effect at all times relevant to the charges brought herein and will expire on January 31, 2023, unless renewed.
- 7. On or about May 23, 2016, the Bureau of Automotive Repair certified Smog Check Station License Number RC 282539 as a STAR Station.
- 8. On or about September 22, 2010, the Bureau issued Advanced Emission Specialist Technician License Number EA 632519 to Respondent Osuna Jr. The Advanced Emission Specialist Technician License was cancelled on December 17, 2013. Pursuant to California Code of Regulations, title 16, section 3340.28, subdivision (e), the license was renewed, pursuant to respondent's election, as Smog Check Inspector License Number EO 632519 and Smog Check Repair Technician License No. 632519, effective December 17, 2013. The Smog Check Inspector and Smog Check Repair Technician licenses were in full force and effect at all times relevant to the charges brought herein and will expire on March 31, 2024, unless renewed.
- 9. On or about June 20, 2019, the Bureau issued Smog Check Inspector License Number EO 642047 to Respondent Julio J. Osuna (Respondent Osuna). The Smog Check Inspector license was in full force and effect at all times relevant to the charges brought herein and will expire on January 31, 2023, unless renewed.
- In 2004, the Bureau of Automotive Repair issued Automotive Repair Dealer Registration Number ARD 231634 to Respondent Osuna dba Osuna Auto Repair. The Automotive Repair Dealer Registration expired on January 31, 2020, and has not been renewed.

JURISDICTION

11. 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.

STATUTORY PROVISIONS

12. Section 118, subdivision (b), of the Business and Professions Code (Code) provides that the suspension/expiration/surrender/cancellation of a license shall not deprive the

14. 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.

- 15. 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.
 - 16. 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, pursuant to Section 44013, shall require, at a minimum, loaded mode dynamometer testing in enhanced areas, and two-speed testing in all other program areas, and shall ensure all of the following:

. . .

17. Section 44032 of the Health and Safety Code states:

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

18. Section 44059 of the Health and Safety Code states:

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

- 19. 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 any investigation of, or action or disciplinary proceedings against the licensee, or to render a decision suspending or revoking the license.
 - 20. Section 44072.8 of the Health and Safety Code states:

When a license has been revoked or suspended following a hearing under this

1	article, any additional license issued under this chapter in the name of the licensee may be likewise revoked or suspended by the director.
2	21. Section 44072.2 of the Health and Safety Code states:
3	The director may suspend, revoke, or take other disciplinary action against a
4	license as provided in this article if the licensee, or any partner, officer, or director thereof, does any of the following:
5	(a) Violates any section of this chapter [the Motor Vehicle Inspection Program
6	(Health and Saf. Code, "44000, et seq.)] and the regulations adopted pursuant to it, which related to the licensed activities.
7	
8	(c) Violates any of the regulations adopted by the director pursuant to this chapter.
10	(d) Commits any act involving dishonesty, fraud, or deceit whereby another is injured.
11	•••
12	(h) Violates or attempts to violate the provisions of this chapter relating to the particular activity for which he or she is licensed.
13	22. Section 44072.10, subdivision (c), of the Health and Safety Code states:
14 15 16	(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:
17	(1) Clean piping, as defined by the department.
18	(2) Tampering with a vehicle emission control system or test analyzer system.
19	(3) Tampering with a vehicle in a manner that would cause the vehicle to falsely pass
20	or falsely fail an inspection.
21	(4) Intentional or willful violation of this chapter or any regulation, standard, or procedure of the department implementing this chapter.
22	REGULATORY PROVISIONS
23	23. California Code of Regulations, title 16, section 3340.24, states:
24	
25	(a) Any disciplinary or reinstatement proceeding under this article involving licensed stations, licensed technicians, or fleet owners licensed pursuant to section 44020 of the Health and Safety Code shall be conducted in accordance with chapter 5
26	(commencing with section 11500) of division 3, Title 2 of the Government Code.
27	
28	(c) The hureau may suspend or revoke the license of or nursue other legal

1	action against a licensee, if the licensee falsely or fraudulently issues or obtains a certificate of compliance or a certificate of noncompliance.
2	
3	24. California Code of Regulations, title 16, section 3340.30, states:
4	A smog check technician shall comply with the following requirements at all times while licensed.
5 6	(a) A licensed technician shall inspect, test and repair vehicles in accordance with section 44012 of the Health and Safety Code, section 44035 of the Health and Safety Code, and section 3340.42 of this article.
7 8 9	25. California Code of Regulations, title 16, section 3340.35, states:
10	• • • •
11	(b) A licensed station shall not sell or otherwise transfer unused certificates to another licensed station, to a new owner of the business, or to any person other than a
12	customer whose vehicle has been inspected in accordance with the procedures specified in section 3340.42 of this article.
13 14	(c) A licensed station shall issue a certificate of compliance or noncompliance to the owner or operator of any vehicle that has been inspected in accordance with the procedures specified in section 3340.42 of this article and has all the required
15	emission control equipment and devices installed and functioning correctly. The following conditions shall apply:
16	(1) Customers shall be charged the same price for certificates as that paid by the licensed station; and
17	(2) Sales tax shall not be assessed on the price of certificates.
18	26. California Code of Regulations, title 16, section 3340.41, states:
19 20	
21	(c) No person shall enter any vehicle identification information or emission control system identification data for any vehicle other than the one being tested into
22	the EIS or OIS. Nor shall any person enter into the EIS or OIS any false information about the vehicle being tested.
23	
24	27. California Code of Regulations, title 16, section 3340.42, states:
25	Smog check inspection methods are prescribed in the Smog Check Manual, referenced by section 3340.45.
2627	(a) All vehicles subject to a smog check inspection, shall receive one of the following test methods:
28	

the Regulation and applicable Smog Check Manual at the time of the alleged violations.

¹ This regulation and the Smog Check Manual have been updated. This was the version of

27

the licensing act to pay a sum not to exceed the reasonable costs of the investigation and enforcement of the case, with failure of the licensee to comply subjecting the license to not being renewed or reinstated. If a case settles, recovery of investigation and enforcement costs may be included in a stipulated settlement.

SMOG PROGRAM AND CLEAN PLUGGING ALLEGATIONS AT MIDDLEFIELD SMOG CHECK

- 32. California's Smog Check Program requires the owners of most motor vehicles in California to take and pass a Smog Check inspection and receive a Certificate of Compliance every two years when renewing their registration and also when the vehicle's title is transferred. These inspections are performed by Smog Check inspectors at Smog Check Stations, both of which are licensed by the Bureau of Automotive Repair (BAR).
- 33. The Smog Check inspection in certain Enhanced areas of the State is an Acceleration Simulation Mode (ASM) test performed using an Emission Inspection System (EIS), also known as a BAR 97. This is a computer based five-gas analyzer that measures Hydrocarbons, Carbon Monoxide, Oxides of Nitrogen, Carbon Dioxide, and Oxygen. The inspection involves a test of the vehicle's tailpipe emissions on a dynamometer. In Basic areas of the State, or depending on a vehicle's configuration (all-wheel drive, traction control issue), a similar test called a Two Speed Idle (TSI) test is performed, but instead of applying a load to the vehicle's drive wheels with a dynamometer, the EIS measures the emissions at idle as well as 2500 revolutions per minute (RPM).
- 34. The inspector also performs visual and functional tests on the vehicle as outlined in the Smog Check Manual. The visual inspection of the emission control components verifies the required emission control devices are present and properly connected. Functional tests are also performed which, depending on the vehicle, may include checking the ignition timing, malfunction indicator light (MIL), Exhaust Gas Recirculation (EGR) system, a low pressure test of the evaporative emissions controls (LPFET), a visible smoke test, and a pressure test of the gas cap.

- 35. On March 9, 2015, the Bureau implemented a statewide regulatory change requiring the use of the On Board Diagnostic Inspection System (BAR-OIS) instead of the Emission Inspection System (EIS) for the smog testing of 2000 model year and newer gas powered and 1998 and newer diesel vehicles. Most older vehicles require the ASM or TSI test on the EIS. Gas powered vehicles with a gross vehicle weight rating over 14,000 pounds require an inspection on the EIS.
- 36. The new BAR-OIS smog inspection uses a Data Acquisition Device (DAD), a computer, a bar code scanner, and printer. The DAD is a scan tool that retrieves data from a vehicle's On Board Diagnostic-generation II (OBD II) computer. The DAD connects the BAR OIS computer to the vehicle's diagnostic link connector (DLC) to retrieve the data from the vehicle. The bar code scanner is used to input technician information, the vehicle identification number (VIN), and DMV renewal information. The printer is used to print Vehicle Inspection Reports.
- 37. Data retrieved and recorded during a BAR-OIS smog check includes: the eVIN, which is the digitally stored VIN programmed into the vehicle's Powertrain Control Module (PCM); the communication protocol, which is the manufacturer/vehicle's specific "language" the PCM uses to relay information; and the number of Parameter Identifications (PIDs), which is the number of specific data values each PCM uses related to emissions controls.
- 38. As part of the BAR-OIS smog inspections, the technician also performs a visual and functional test on the vehicle being inspected. The visual inspection of the emission control components verifies the required emission control devices are present and properly connected and a functional test is performed of the malfunction indicator light (MIL). The BAR-OIS software makes the determination whether or not the vehicle passes the inspection based on the results of the OBD, visual and functional tests. If the vehicle passes the inspection a certificate of compliance is issued. The information from the smog inspection is then transmitted to the Vehicle Information Data (VID).

- 39. The Bureau can access the VID to view test data on smog check inspections performed at any Smog Check Station, or search for, retrieve, and print a test record for a particular vehicle which has been tested.
- 40. The Bureau has become aware of methods some Smog Check stations and Smog Check inspectors use to issue smog certificates to vehicles that will not pass a Smog Check test on their own, or in some instances, are not even present during the time the test is performed.
- 41. One method is known as "clean plugging." "Clean plugging" is the act of using one vehicle's properly functioning OBDII system, or another source, to generate passing data readings or diagnostic information for the purpose of issuing a smog certificate of compliance to a vehicle that is not in smog compliance and/or not being tested. The vehicle being certified is not the one being tested.
- 42. The Bureau initiated an investigation of Respondent Osuna Jr's smog check station Middlefield Smog Check. Respondent Osuna performed six smog inspections using clean-plugging methods. The smog inspections were personally performed by Respondent Osuna at Respondent Osuna Jr.'s Smog Station Middlefield Smog Check. Respondent Osuna and Respondent Osuna Jr issued six certificates of compliance to six vehicles that were not tested.
- 43. A Bureau representative reviewed data for the clean-plugged vehicles inspected by Respondents. The data revealed that the six vehicles that were purportedly tested by Respondents were not and could not have been connected to the DAD when they were being certified because the OBD-II data purportedly transmitted by those vehicles could not have been transmitted by those vehicles.
- 44. Respondents clean plugged and issued certificates of compliance to the following vehicles:
 - a) Clean Plug# 1 2000 Dodge Grand Caravan SE,

Certificate # SE787518C	eVIN	Protocol	PID
			Count
Fraudulent Passing Inspection (August 07, 2021)	Not reported	KWPF	22
Expected OBD II Value	Not expected	I914	15/3

1
2

b) Clean Plug #2 – 2006 Bentley Continental Flying Spur

Certificate # SG410863C	eVIN	Protocol	PID
			Count
Fraudulent Passing Inspection (August 29, 2021)	WVWFV7AJ5DW028567	ICAN11bt5	37/14
Expected OBD II Value	SCBBR53W768038530	KWPS	20/20/1

c) Clean Plug #3—2016 Lexus GS350 Base

Certificate # SI003314C	eVIN	Protocol	PID
			Count
Fraudulent Passing Inspection (September 19, 2021)	JTDKB20U863161950	ICAN11bt5	38/21/17
Expected OBD II Value	JTHBZ1BL5GA003247	ICAN11bt5	50/20

d) Clean Plug #4—2001 Toyota RAV4

Certificate # SO461024C	eVIN	Protocol	PID Count
Fraudulent Passing Inspection	JTHBK262075034961	ICAN11bt5	48/17
(March 22, 2022)			
Expected OBD II Value	Not expected	I914	21

e) Clean Plug #5—2007 Pontiac G6 Base

Certificate # SQ861467C	eVIN	Protocol	PID
-			Count
Fraudulent Passing Inspection	1GTEC19V06Z250599	JVPW	22
(May 19, 2022)			
Expected OBD II Value	1G2ZG58N674112440	ICAN11bt5	43/7

f) Clean Plug #6—2002 Chevrolet Tahoe K1500

Certificate # SS075505C	eVIN	Protocol	PID Count
Fraudulent Passing Inspection	1HGCR3F89EA026634	ICAN29bt5	45
(May 27, 2022)			
Expected OBD II Value	1GNEK13T12J256311	JVPW	22

FIRST CAUSE FOR DISCIPLINE

(Untrue or Misleading Statements - Registration)

45. Respondent Osuna Jr. has subjected his Automotive Repair Dealer registration No. ARD 263893 to discipline under Code section 9884.7, subdivision (a)(1), in that Respondent Osuna Jr. made statements which he knew or which by exercise of reasonable care should have known were untrue or misleading, as set forth above in paragraphs 42-44, above. Respondent purported to test vehicles, and certified that the vehicles passed inspection and were in compliance with applicable laws and regulations. In fact, Respondent conducted the inspections on those vehicles using clean-plugging methods.

SECOND CAUSE FOR DISCIPLINE

(Fraud - Registration)

46. Respondent Osuna Jr. has subjected his Automotive Repair Dealer registration No. ARD 263893 to discipline under Code section 9884.7, subdivision (a)(4), in that he committed acts which constitute fraud, as set forth above in paragraph 42-44, above.

THIRD CAUSE FOR DISCIPLINE

(Dishonesty, Fraud or Deceit - Smog Station License)

47. Respondent Osuna Jr. has subjected his Smog Check Station license No. TC 263893 to discipline under Health and Safety Code sections 44072.10 and 44072.2, subdivision (d), in that he committed acts involving dishonesty, fraud or deceit, whereby another was injured by issuing electronic certificates of compliance for vehicles without performing bona fide inspections of the emission control devices and systems on the vehicles, thereby depriving the People of the State of California of the protection afforded by the Motor Vehicle Inspection Program, as set forth above in paragraphs 42-44, above.

FOURTH CAUSE FOR DISCIPLINE

(Violation of the Motor Vehicle Inspection Program)

48. Respondent Osuna Jr. has subjected his Smog Check Station license No. TC 263893 to discipline under Health and Safety Code sections 44072.10 and 44072.2, subdivisions (a) and

(c), in that he violated sections of that Code and applicable regulations, through conduct described in paragraphs 42-44, as follows:

- a. **Section 44012**: Respondent failed to ensure that smog inspections were performed on vehicles in accordance with procedures prescribed by the department.
- Section 44059: Respondent willfully made false statements in issuing the Smog
 Certificates of compliance and on the Vehicle Inspection Reports
- c. Section 3340.24, subdivision (c): Respondent falsely or fraudulently issued electronic certificates of compliance to certain vehicles without performing bona fide inspections of the emission control devices and systems on those vehicles.
- d. **Section 3340.30, subdivision (a)**: Respondent failed to inspect the vehicles in accordance with Health and Safety Code section 44012 and California code of Regulations title 16, section 3340.42.
- e. Section 3340.41, subdivision (c): Respondent entered vehicle identification information for a vehicle other than the one being tested into the BAR-OIS.
- f. **Section 3340.42**: Respondent failed to conduct the required smog tests and inspections on certain vehicles in accordance with the Bureau's specifications.
- g. **Section 3340.45** Respondent violated the procedures contained in the Smog Check Manual by entering vehicle identification information for a vehicle that was not being tested.

FIFTH CAUSE FOR DISCIPLINE

(Dishonesty, Fraud or Deceit - Smog Inspector License)

49. Respondent Osuna has subjected his Smog Check Inspector License to discipline under Health and Safety Code sections 44072.10 and 44072.2, subdivision (d), in that he committed acts involving dishonesty, fraud or deceit, whereby another was injured by issuing electronic certificates of compliance for vehicles without performing bona fide inspections of the emission control devices and systems on the vehicles, thereby depriving the People of the State of California of the protection afforded by the Motor Vehicle Inspection Program, as set forth above in paragraphs 42-44, above.

SIXTH CAUSE FOR DISCIPLINE

(Violation of the Motor Vehicle Inspection Program)

- 50. Respondent Osuna has subjected his Inspector License to discipline under Health and Safety Code sections 44072.10 and 44072.2, subdivisions (a) and (c), in that he violated sections of that Code and applicable regulations, through conduct described in paragraphs 42-44, as follows:
- a. **Section 44012**: Respondent failed to ensure that smog inspections were performed on vehicles in accordance with procedures prescribed by the department.
- b. Section 44059: Respondent willfully made false statements in issuing the Smog
 Certificates of compliance and on the Vehicle Inspection Reports
- c. Section 3340.24, subdivision (c): Respondent falsely or fraudulently issued electronic certificates of compliance to certain vehicles without performing bona fide inspections of the emission control devices and systems on those vehicles.
- d. **Section 3340.30, subdivision (a)**: Respondent failed to inspect the vehicles in accordance with Health and Safety Code section 44012 and California code of Regulations title 16, section 3340.42.
- e. **Section 3340.41, subdivision (c)**: Respondent entered vehicle identification information for a vehicle other than the one being tested into the BAR-OIS.
- f. **Section 3340.42**: Respondent failed to conduct the required smog tests and inspections on certain vehicles in accordance with the Bureau's specifications.
- g. **Section 3340.45** Respondent violated the procedures contained in the Smog Check Manual by entering vehicle identification information for a vehicle that was not being tested.

SEVENTH CAUSE FOR DISCIPLINE

(Fraud - Registration)

51. Respondent Osuna has subjected his Automotive Repair Dealer Registration No. ARD 231634 to discipline under Code section 9884.7, subdivision (a)(4), in that he committed acts which constitute fraud, as set forth above in paragraph 42-44, above.

DISCIPLINARY CONSIDERATIONS

52. To determine the degree of discipline, if any, to be imposed on Respondent Osuna Jr., Complainant alleges that on or about July 15, 2011, in a prior action, the Bureau of Automotive Repair issued Citation Number M2012-41 to Respondent. That Citation is now final.

OTHER MATTERS

- 47. Pursuant to Code section 9884.7, subdivision (c), the Director may suspend, revoke, or place on probation the registration for all places of business operated in this state by Respondent Osuna Jr., upon a finding that Respondent Osuna Jr. has, or is, engaged in a course of repeated and willful violations of the laws and regulations pertaining to an automotive repair dealer.
- 47. Pursuant to Code section 9884.7, subdivision (c), the Director may suspend, revoke, or place on probation the registration for all places of business operated in this state by Respondent Osuna upon a finding that Respondent Osuna has, or is, engaged in a course of repeated and willful violations of the laws and regulations pertaining to an automotive repair dealer.
- 48. Pursuant to Health & Safety Code section 44072.8, if any of Respondent Osuna Jr.'s Station Licenses, Smog Check Inspector license, or Smog Check Repair Technician license is revoked or suspended, any additional license issued under Chapter 5 of Part 5 of Division 26 of the Health and Safety Code in the name of said licensee may be likewise revoked or suspended by the director.
- 48. Pursuant to Health & Safety Code section 44072.8, if any of Respondent Osuna's Smog Check Inspector license is revoked or suspended, any additional license issued under Chapter 5 of Part 5 of Division 26 of the Health and Safety Code in the name of said licensee may be likewise revoked or suspended by the director.

PRAYER

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

ACCUSATION

1	14. Ordering Julio Osuna, Jr., to pay the Bureau of Automotive Repair the reasonable		
2	costs of the investigation and enforcement of this case, pursuant to Business and Professions		
3	Code section 125.3; and,		
4	15. Taking such other and further action as deemed necessary and proper.		
5			
6			
7	DATED: As a CDisital Simustons Date		
8	DATED: As of Digital Signature Date		
9	Bureau of Automotive Repair		
10	Department of Consumer Affairs State of California Complainant		
11	Complainani		
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ACCUSATION