

# Bureau of Automotive Repair – Enforcement statistics

Fiscal year 2025-26

Quarter 2 (October 2025-December 2025)

**This handout is for informational purposes only.** The Bureau of Automotive Repair (BAR) makes every effort to provide accurate and reliable data. Due to the dynamic nature of the reporting process, data may differ from other sources. For the most current data and statistical information, visit [www.bar.ca.gov](http://www.bar.ca.gov).

## Enforcement performance measures

The California Department of Consumer Affairs (DCA) tracks [enforcement performance measures](#) to monitor progress toward enforcement goals and targets. BAR's performance measures are summarized below.

Performance measure	BAR goal	Fiscal year 2024-25 Q2	Fiscal year 2025-26 Q2
<b>PM 1: Complaint volume</b> Total number of complaints received during the reporting period including BAR investigations	N/A	4,801	5,471
<b>PM 2: Complaint assignment</b> Total number of days from receipt of a complaint to assignment to an investigator	10 days	2	3
<b>PM 3: Complaint cycle time</b> Average number of days to investigate and close a case not resulting in formal discipline	60 days	43	44
<b>PM 4: Formal discipline time</b> Average number of days from the opening of a formal investigation to the decision effective date	540 days	609	632
<b>PM 7: Probation first contact</b> Average number of days from probation monitor assignment to first contact with probationer	10 days	5	4
<b>PM 8: Probation violation response</b> Average number of days from a confirmed probation violation to taking the appropriate action	10 days	7	4

## Enforcement actions

BAR uses a progressive enforcement approach. This approach starts with education and moves to enforcement actions when needed. Final [enforcement actions](#) are posted at [www.bar.ca.gov](http://www.bar.ca.gov).

Action type	Total
Accusations	116
Disciplinary actions	89
Citations	80
Unlicensed citations	148

## Complaint categories

Consumer complaints are grouped into general categories based on the type of repair work involved. Each category includes subcategories that provide more detail about the specific repair.

Category	Number of complaints	Percentage of total
Engine repair and engine performance	1,506	33%
General repair and maintenance	802	17%
Auto body	673	15%
Used car transactions	389	8%
Vehicle purchase complaints	283	6%
Transmission	271	6%
Uncategorized	247	5%
Smog	238	5%
Towing and storage	170	4%
Unlicensed activity	52	1%
<b>Total</b>	<b>4,631</b>	<b>100%</b>

Auto body	Number of complaints
Auto body	638
Auto glass	35
<b>Total</b>	<b>673</b>

Engine repair and engine performance	Number of complaints
Computer controls	55
Cooling system	104
Engine diagnosis	293
Electrical	236
Engine overhaul / replacement	162
Engine repair	585
Flushing	14
Fuel system	52
Machine shop	2
Tune-up	3
<b>Total</b>	<b>1,506</b>

General repair and maintenance	Number of complaints
Air conditioning / heat	101
Brakes	113
Drive train	55
Exhaust	39
General repair	3
Lube / oil change	188
Suspension / steering	163
Tires / wheels	140
<b>Total</b>	<b>802</b>

Smog	Number of complaints
Clean gassing	0
Clean piping	0
Clean tanking	0
Clean plugging	0
Delinquent citation	0
Exhaust system (Smog)	30
Emission test procedure	9
Emissions warranty	7
Functional test procedure	1
Gross polluter	0
NOX failures	0
Referee	1
Repair only (Smog)	1
Sublet (Smog)	2
Smog cost limit	7
Station	4
Smog repair	43
Illegal smog / car sale	37
Smog test procedures	78
Test only	6
Technician	1
Visual Smog Check procedure	10
Zero emissions vehicle	1
<b>Total</b>	<b>238</b>

<b>Towing and storage</b>	<b>Number of complaints</b>
Lien sales / storage charges	11
Storage fees	45
Towing	114
<b>Total</b>	<b>170</b>

<b>Transmission</b>	<b>Number of complaints</b>
Automatic transmission	256
Manual transmission / clutch	15
<b>Total</b>	<b>271</b>

<b>Uncategorized</b>	<b>Number of complaints</b>
Boat repair	3
Ignition interlock device	4
Motorcycle repair	20
Other	92
Part sale	62
Upholstery	13
Vehicle safety systems certification	53
<b>Total</b>	<b>247</b>

<b>Unlicensed activity</b>	<b>Number of complaints</b>
Unlicensed activity	52
<b>Total</b>	<b>52</b>

<b>Used car transactions</b>	<b>Number of complaints</b>
Used car transactions	389
<b>Total</b>	<b>389</b>

<b>Vehicle purchase</b>	<b>Number of complaints</b>
New car / lemon law	37
Vehicle warranty	148
Repair warranty	98
<b>Total</b>	<b>283</b>

## Top five allegations by complaint category

BAR records up to three consumer allegations per complaint. Allegations describe the issues the consumer experienced and may help identify compliance trends or patterns.

### Auto body

Allegation	Total
Negligence	232
False & Misleading Statements	208
Damages	160
Contractual	154
Authorization	107

### Engine repair and engine performance

Allegation	Total
Negligence	742
False & Misleading Statements	386
Damages	356
Contractual	223
Product Quality	195

### General repair and maintenance

Allegation	Total
Negligence	411
Damages	243
False & Misleading Statements	195
Product Quality	103
Contractual	98

### Smog

Allegation	Total
Negligence	64
False & Misleading Statements	63
Improper Inspection (Smog)	49
Contractual	37
Unprofessional Conduct	31

### Towing and storage

Allegation	Total
Contractual	42
False & Misleading Statements	36
Unprofessional Conduct	33
Damages	31
Negligence	21

### Transmission

Allegation	Total
Negligence	128
Damages	65
False & Misleading Statements	65
Contractual	49
Product Quality	44

### Uncategorized

Allegation	Total
False & Misleading Statements	50
Negligence	42
Contractual	36
Product Quality	36
Damages	35

### Unlicensed activity

Allegation	Total
Unlicensed	35
Negligence	15
Damages	10
False & Misleading Statements	7
Unprofessional Conduct	6

## Used car lots

Allegation	Total
Product Quality	147
Contractual	120
False & Misleading Statements	104
Warranty - New / Used Vehicles	70
Negligence	51

## Vehicle purchases

Allegation	Total
Warranty - New / Used Vehicles	105
Warranty - Repairs	75
Contractual	63
Product Quality	52
False & Misleading Statements	51

## Auto Body Inspection Program

BAR's [Auto Body Inspection Program](#) offers no-cost collision repair inspections. During an inspection, a BAR representative examines the vehicle to verify that the repairs were performed correctly. If any problems are identified during the inspection, the representative will explain options for resolving the issue.

Inspections and complaints	Total
Inspections requested	41
Inspections conducted	32
Complaints filed after inspection	13