

Bureau of Automotive Repair – Enforcement statistics

Fiscal year 2025-26

Quarter 3 (January 2026-March 2026)

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.

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 Q3	Fiscal year 2025-26 Q3
PM 1: Complaint volume Total number of complaints received during the reporting period including BAR investigations	N/A	5,096	6,014
PM 2: Complaint assignment Average number of days from receipt of a complaint to assignment to an investigator	10 days	2	4
PM 3: Complaint cycle time Average number of days to investigate and close a case not resulting in formal discipline	60 days	44	52
PM 4: Formal discipline time Average number of days from the opening of a formal investigation to the decision effective date	540 days	592	533
PM 7: Probation first contact Average number of days from probation monitor assignment to first contact with probationer	10 days	3	2
PM 8: Probation violation response Average number of days from a confirmed probation violation to taking the appropriate action	10 days	36	1

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.

Action type	Total
Accusations	158
Disciplinary actions	112
Citations	98
Unlicensed citations	167

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
Auto body	729	15%
Engine repair and engine performance	1,706	35%
General repair and maintenance	806	16%
Smog	219	4%
Towing and storage	182	4%
Transmission	302	6%
Uncategorized	225	5%
Unlicensed activity	61	1%
Used car transactions	362	7%
Vehicle purchase complaints	338	7%
Total	4,930	100%

Auto body	Number of complaints
Auto body	690
Auto glass	39
Total	729

Engine repair and engine performance	Number of complaints
Computer controls	51
Cooling system	155
Engine diagnosis	336
Electrical	304
Engine overhaul / replacement	177
Engine repair	618
Flushing	7
Fuel system	41
Machine shop	2
Tune-up	15
Total	1,706

General repair and maintenance	Number of complaints
Air conditioning / heat	46
Brakes	125
Drive train	63
Exhaust	51
General repair	10
Lube / oil change	216
Suspension / steering	145
Tires / wheels	150
Total	806

Smog	Number of complaints
Clean gassing	0
Clean piping	0
Clean tanking	0
Clean plugging	0
Delinquent citation	0
Exhaust system (Smog)	22
Emission test procedure	11
Emissions warranty	5
Functional test procedure	2
Gross polluter	0
NOX failures	0
Referee	0
Repair only (Smog)	2
Sublet (Smog)	1
Smog cost limit	4
Station	3
Smog repair	26
Illegal smog / car sale	38
Smog test procedures	88
Test only	6
Technician	0
Visual Smog Check procedure	10
Zero emissions vehicle	1
Total	219

Towing and storage	Number of complaints
Lien sales / storage charges	10
Storage fees	47
Towing	125
Total	182

Transmission	Number of complaints
Automatic transmission	270
Manual transmission / clutch	32
Total	302

Uncategorized	Number of complaints
Boat repair	4
Ignition interlock device	2
Motorcycle repair	20
Other	85
Part sale	57
Upholstery	11
Vehicle safety systems certification	46
Total	225

Unlicensed activity	Number of complaints
Unlicensed activity	61
Total	61

Used car lots	Number of complaints
Used car lots	362
Total	362

Vehicle purchase	Number of complaints
New car / lemon law	29
Vehicle warranty	170
Repair warranty	139
Total	338

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	267
False & Misleading Statements	202
Damages	165
Contractual	158
Authorization	102

Engine repair and engine performance

Allegation	Total
Negligence	843
False & Misleading Statements	451
Damages	446
Contractual	277
Product Quality	196

General repair and maintenance

Allegation	Total
Negligence	401
Damages	283
False & Misleading Statements	203
Contractual	116
Product Quality	93

Smog

Allegation	Total
False & Misleading Statements	62
Negligence	60
Improper Inspection (Smog)	50
Contractual	35
Unprofessional Conduct	26

Towing and storage

Allegation	Total
Contractual	47
Unprofessional Conduct	46
False & Misleading Statements	32
Negligence	22
Other Allegations	22

Transmission

Allegation	Total
Negligence	144
False & Misleading Statements	68
Damages	64
Contractual	60
Warranty - Repairs	50

Uncategorized

Allegation	Total
Negligence	52
False & Misleading Statements	35
Contractual	34
Damages	32
Other Allegations	31

Unlicensed activity

Allegation	Total
Unlicensed	45
Fraud	9
False & Misleading Statements	8
Unlicensed Station / Technician	7
Negligence	6

Used car lots

Allegation	Total
Product Quality	129
False & Misleading Statements	117
Contractual	96
Negligence	69
Warranty-New / Used Vehicles	44

Vehicle purchases

Allegation	Total
Warranty-Repairs	113
Warranty-New / Used Vehicles	106
Contractual	84
Negligence	75
False & Misleading Statements	66

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	35
Inspections conducted	12
Complaints filed after inspection	7