

Bureau of Automotive Repair – Enforcement statistics

Fiscal year 2025-26

Quarter 4 (April 1, 2026-June 30, 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 Q4	Fiscal year 2025-26 Q4
PM 1: Complaint volume Total number of complaints received during the reporting period including BAR investigations	N/A	5,520	6,329
PM 2: Complaint assignment Average number of days from receipt of a complaint to assignment to an investigator	10 days	2	2
PM 3: Complaint cycle time Average number of days to investigate and close a case not resulting in formal discipline	60 days	42	48
PM 4: Formal discipline time Average number of days from the opening of a formal investigation to the decision effective date	540 days	518	518
PM 7: Probation first contact Average number of days from probation monitor assignment to first contact with probationer	10 days	5	5
PM 8: Probation violation response Average number of days from a confirmed probation violation to taking the appropriate action	10 days	0	41

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	131
Disciplinary actions	116
Citations	67
Unlicensed citations	153

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	809	15%
Engine repair and engine performance	1,836	34%
General repair and maintenance	960	18%
Smog	221	4%
Towing and storage	137	3%
Transmission	377	7%
Uncategorized	227	4%
Unlicensed activity	98	2%
Used car transactions	280	5%
Vehicle purchase complaints	388	7%
Total	5,333	100%

Auto body	Number of complaints
Auto body	749
Auto glass	60
Total	809

Engine repair and engine performance	Number of complaints
Computer controls	55
Cooling system	128
Engine diagnosis	326
Electrical	281
Engine overhaul / replacement	191
Engine repair	766
Flushing	17
Fuel system	51
Machine shop	3
Tune-up	18
Total	1,836

General repair and maintenance	Number of complaints
Air conditioning / heat	74
Brakes	157
Drive train	76
Exhaust	65
General repair	6
Lube / oil change	236
Suspension / steering	197
Tires / wheels	149
Total	960

Smog	Number of complaints
Clean gassing	0
Clean piping	0
Clean tanking	0
Clean plugging	0
Delinquent citation	0
Exhaust system (Smog)	31
Emission test procedure	6
Emissions warranty	12
Functional test procedure	0
Gross polluter	1
NOX failures	0
Referee	1
Repair only (Smog)	2
Sublet (Smog)	4
Smog cost limit	4
Station	2
Smog repair	32
Illegal smog / car sale	25
Smog test procedures	88
Test only	4
Technician	0
Visual Smog Check procedure	8
Zero emissions vehicle	1
Total	221

Towing and storage	Number of complaints
Lien sales / storage charges	12
Storage fees	36
Towing	89
Total	137

Transmission	Number of complaints
Automatic transmission	347
Manual transmission / clutch	30
Total	377

Uncategorized	Number of complaints
Boat repair	0
Ignition interlock device	7
Motorcycle repair	31
Other	124
Part sale	44
Upholstery	17
Vehicle safety systems certification	4
Total	227

Unlicensed activity	Number of complaints
Unlicensed activity	98
Total	98

Used car lots	Number of complaints
Used car lots	280
Total	280

Vehicle purchase	Number of complaints
New car / lemon law	20
Vehicle warranty	190
Repair warranty	178
Total	388

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	289
Contractual	183
Damages	182
False & Misleading Statements	180
Estimates	116

Engine repair and engine performance

Allegation	Total
Negligence	890
False & Misleading Statements	422
Damages	413
Contractual	308
Product Quality	211

General repair and maintenance

Allegation	Total
Negligence	477
Damages	339
False & Misleading Statements	215
Contractual	134
Product Quality	127

Smog

Allegation	Total
Negligence	65
False & Misleading Statements	60
Contractual	47
Improper Inspection (Smog)	43
Damages	26

Towing and storage

Allegation	Total
Unprofessional Conduct	43
Contractual	41
False & Misleading Statements	35
Negligence	21
Authorization	16

Transmission

Allegation	Total
Negligence	168
Damages	88
False & Misleading Statements	75
Contractual	74
Warranty – Repairs	62

Uncategorized

Allegation	Total
Negligence	56
Contractual	47
False & Misleading Statements	45
Other Allegations	38
Product Quality	38

Unlicensed activity

Allegation	Total
Unlicensed	71
Unlicensed Station / Technician	21
Damages	8
False & Misleading Statements	8
Negligence	7

Used car lots

Allegation	Total
False & Misleading Statements	91
Product Quality	91
Contractual	65
Warranty – New / Used Vehicles	48
Negligence	41

Vehicle purchases

Allegation	Total
Warranty – Repairs	132
Warranty - New / Used Vehicles	110
Contractual	82
Negligence	70
False & Misleading Statements	63

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	55
Inspections conducted	16
Complaints filed after inspection	9