

Bureau of Automotive Repair – Enforcement statistics

Fiscal year 2026-27

Quarter 1 (July 1, 2026-September 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 2025-26 Q1	Fiscal year 2026-27 Q1
PM 1: Complaint volume Total number of complaints received during the reporting period including BAR investigations	N/A	5,806	6,765
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	44	55
PM 4: Formal discipline time Average number of days from the opening of a formal investigation to the decision effective date	540 days	565	590
PM 7: Probation first contact Average number of days from probation monitor assignment to first contact with probationer	10 days	9	13
PM 8: Probation violation response Average number of days from a confirmed probation violation to taking the appropriate action	10 days	8	0

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	187
Disciplinary actions	84
Citations	99
Unlicensed citations	151

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	850	16%
Engine repair and engine performance	1,907	35%
General repair and maintenance	1,015	19%
Smog	209	4%
Towing and storage	127	2%
Transmission	312	6%
Uncategorized	269	5%
Unlicensed activity	76	1%
Used car transactions	269	5%
Vehicle purchase complaints	362	7%
Total	5,396	100%

Auto body	Number of complaints
Auto body	784
Auto glass	66
Total	850

Engine repair and engine performance	Number of complaints
Computer controls	54
Cooling system	142
Engine diagnosis	336
Electrical	263
Engine overhaul / replacement	190
Engine repair	853
Flushing	6
Fuel system	43
Machine shop	4
Tune-up	16
Total	1,907

General repair and maintenance	Number of complaints
Air conditioning / heat	116
Brakes	145
Drive train	75
Exhaust	59
General repair	9
Lube / oil change	256
Suspension / steering	202
Tires / wheels	153
Total	1,015

Smog	Number of complaints
Clean gassing	0
Clean piping	2
Clean tanking	0
Clean plugging	0
Delinquent citation	0
Exhaust system (Smog)	18
Emission test procedure	8
Emissions warranty	8
Functional test procedure	1
Gross polluter	0
NOX failures	0
Referee	1
Repair only (Smog)	3
Sublet (Smog)	1
Smog cost limit	1
Station	5
Smog repair	38
Illegal smog / car sale	20
Smog test procedures	89
Test only	6
Technician	1
Visual Smog Check procedure	4
Zero emissions vehicle	3
Total	209

Towing and storage	Number of complaints
Lien sales / storage charges	11
Storage fees	43
Towing	73
Total	127

Transmission	Number of complaints
Automatic transmission	295
Manual transmission / clutch	17
Total	312

Uncategorized	Number of complaints
Boat repair	1
Ignition interlock device	1
Motorcycle repair	26
Other	129
Part sale	48
Upholstery	12
Vehicle safety systems certification	52
Total	269

Unlicensed activity	Number of complaints
Unlicensed activity	76
Total	76

Used car lots	Number of complaints
Used car lots	269
Total	269

Vehicle purchase	Number of complaints
New car / lemon law	14
Vehicle warranty	195
Repair warranty	153
Total	362

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	323
Damages	199
Contractual	196
False & misleading statements	165
Product quality	115

Engine repair and engine performance

Allegation	Total
Negligence	886
Damages	454
False & misleading statements	413
Contractual	340
Product quality	242

General repair and maintenance

Allegation	Total
Negligence	514
Damages	344
False & misleading statements	194
Contractual	126
Product quality	120

Smog

Allegation	Total
Negligence	65
False & misleading statements	62
Improper inspection (Smog)	39
Unprofessional conduct	31
Contractual	30

Towing and storage

Allegation	Total
Contractual	46
False & misleading statements	24
Unprofessional conduct	24
Authorization	15
Other allegations	14

Transmission

Allegation	Total
Negligence	142
Damages	73
Contractual	58
Warranty – repairs	58
False & misleading statements	48

Uncategorized

Allegation	Total
Negligence	55
Other allegations	45
Damages	44
False & misleading statements	42
Contractual	36

Unlicensed activity

Allegation	Total
Unlicensed	60
Negligence	14
Unlicensed station / technician	8
Damages	7
False & misleading statements	7

Used car lots

Allegation	Total
Product quality	96
Contractual	80
False & misleading statements	66
Warranty – new / used vehicles	43
Negligence	41

Vehicle purchases

Allegation	Total
Warranty – new / used vehicles	132
Warranty – repairs	130
Contractual	67
Product quality	54
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	89
Inspections conducted	23
Complaints filed after inspection	19