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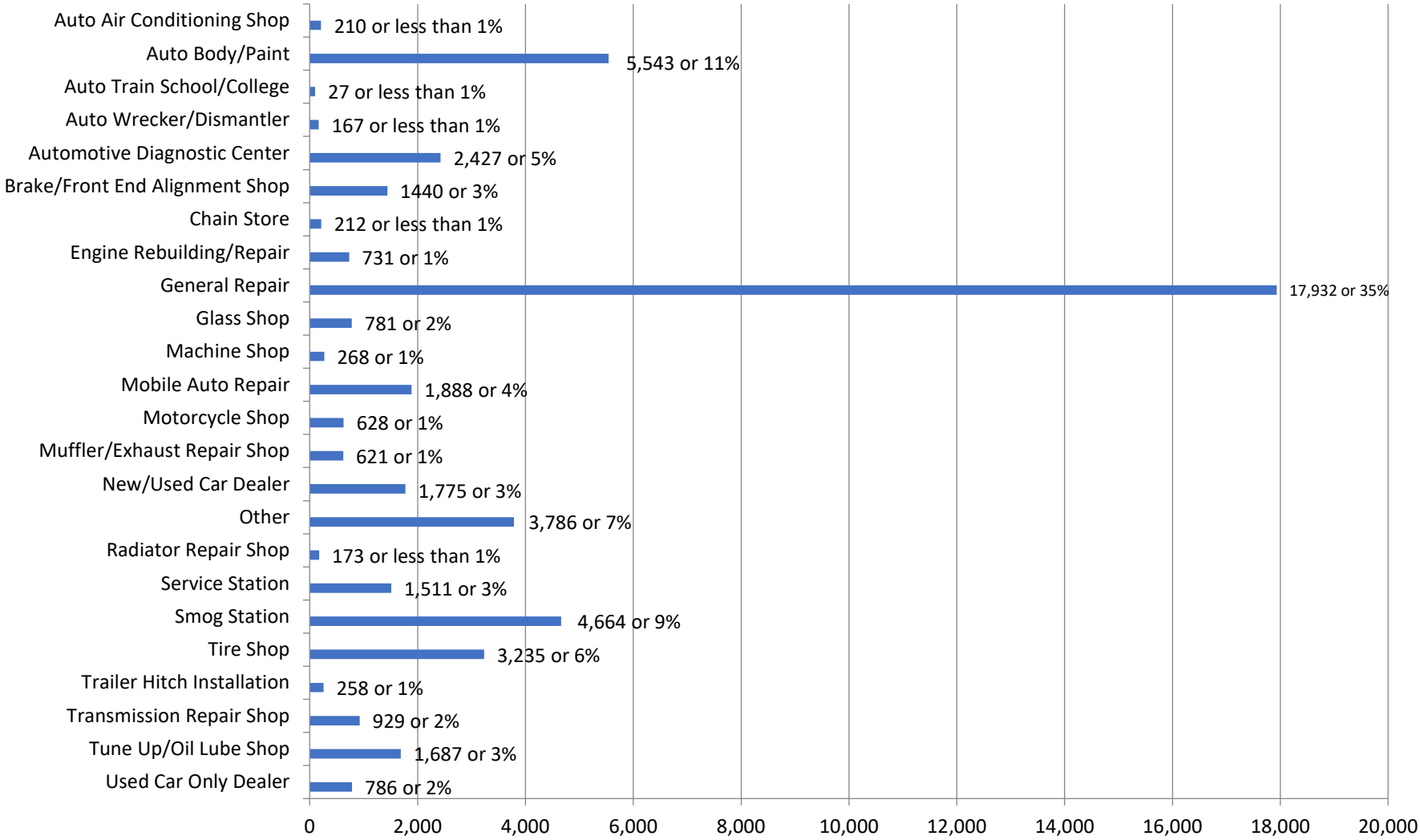
# ENFORCEMENT STATISTICS UPDATE

## FY 2022-23, Q2



ENFORCEMENT OPERATIONS BRANCH  
BAR ADVISORY GROUP MEETING  
JANUARY 26, 2023

# BUSINESS TYPES AS OF DECEMBER 2022

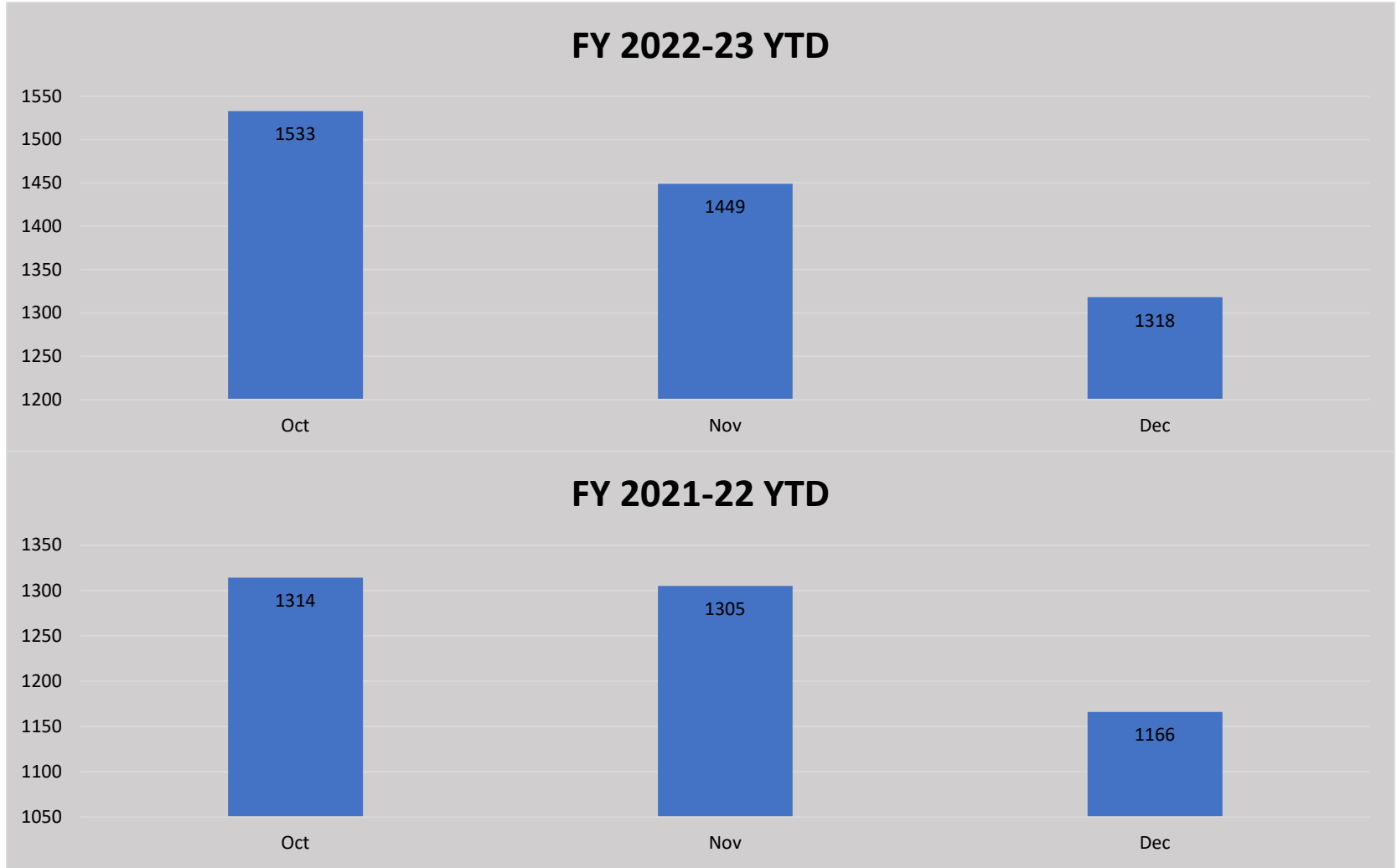


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# ENFORCEMENT PERFORMANCE MEASURES

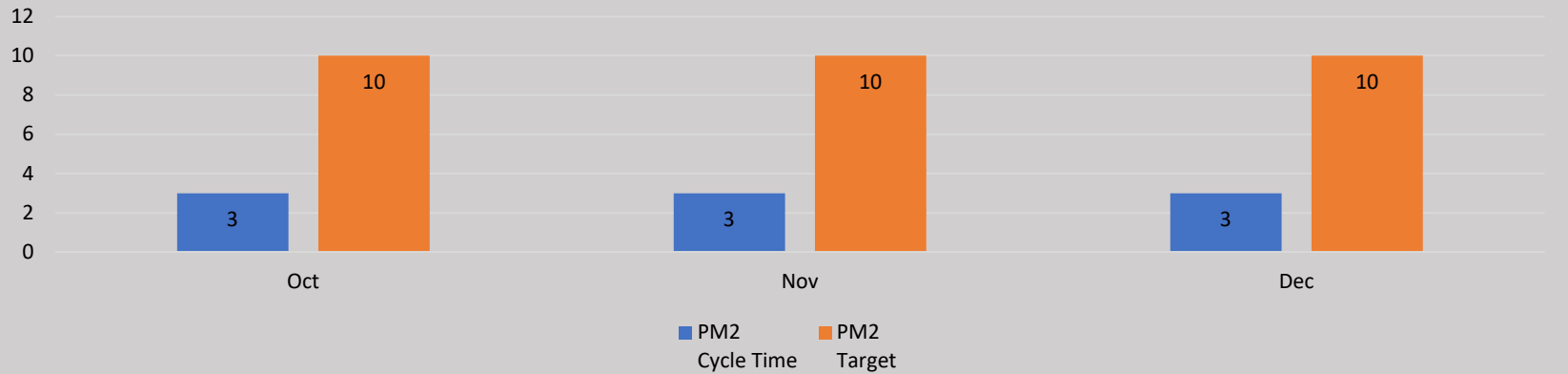
- Enforcement Performance Measures page contains six data points
  - PM1 – Total number of complaints received during the reporting period including BAR investigations
  - PM2 – Average number of days from receipt of a complaint to assignment to an investigator (BAR goal is 10 days)
  - PM3 – Average number of days to investigate and close a case not resulting in formal discipline (goal is 60 days)
  - PM4 – Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
  - PM7 – Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
  - PM8 – Average number of days from a confirmed probation violation to taking the appropriate action (goal is 10 days)

# EPM – PM1 COMPLAINT VOLUME

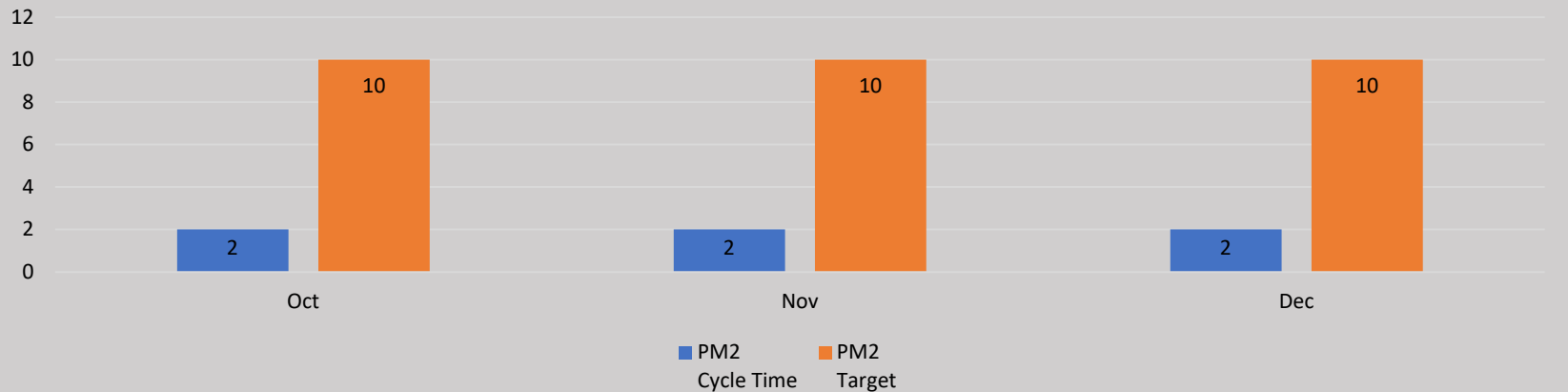


# EPM – PM2 COMPLAINT ASSIGNMENT

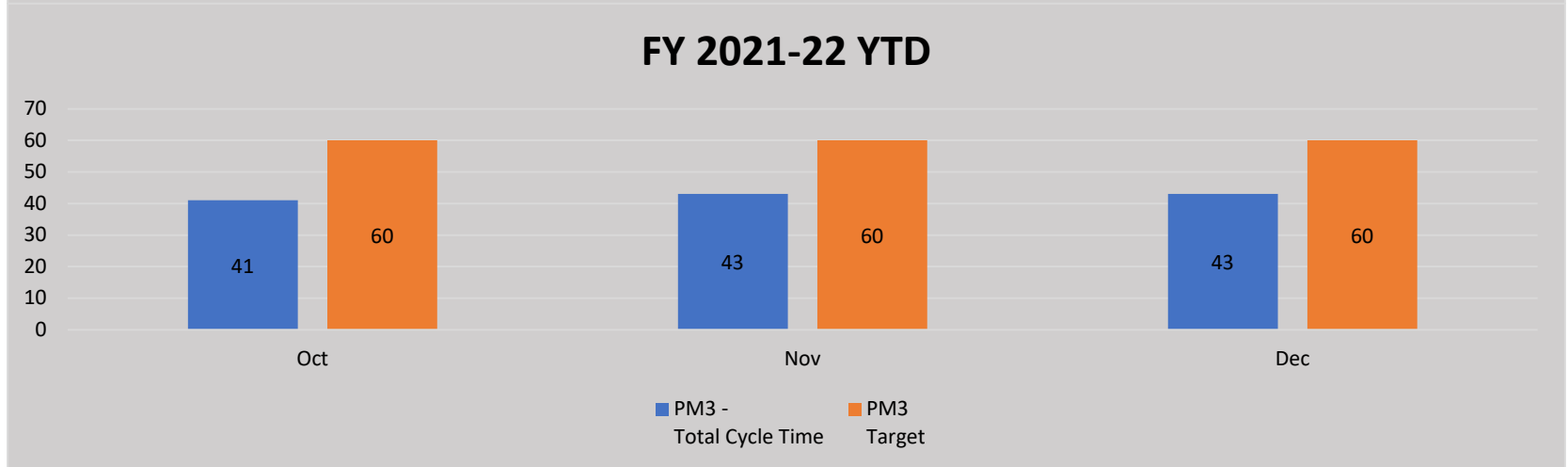
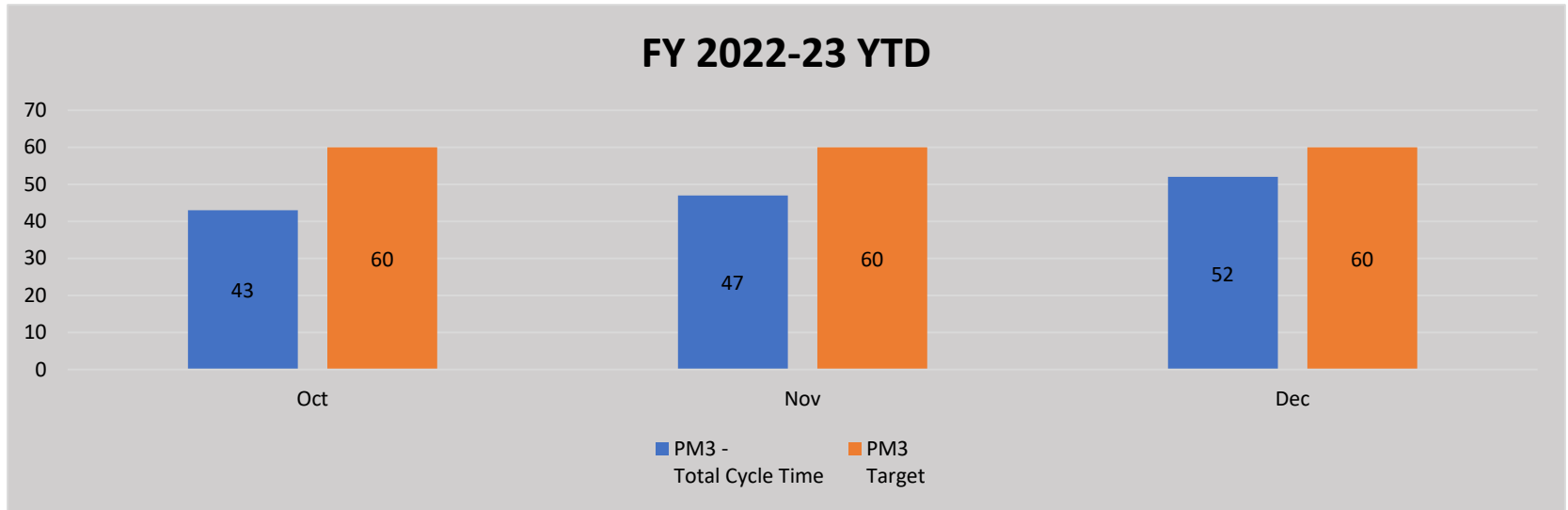
## FY 2022-23 YTD



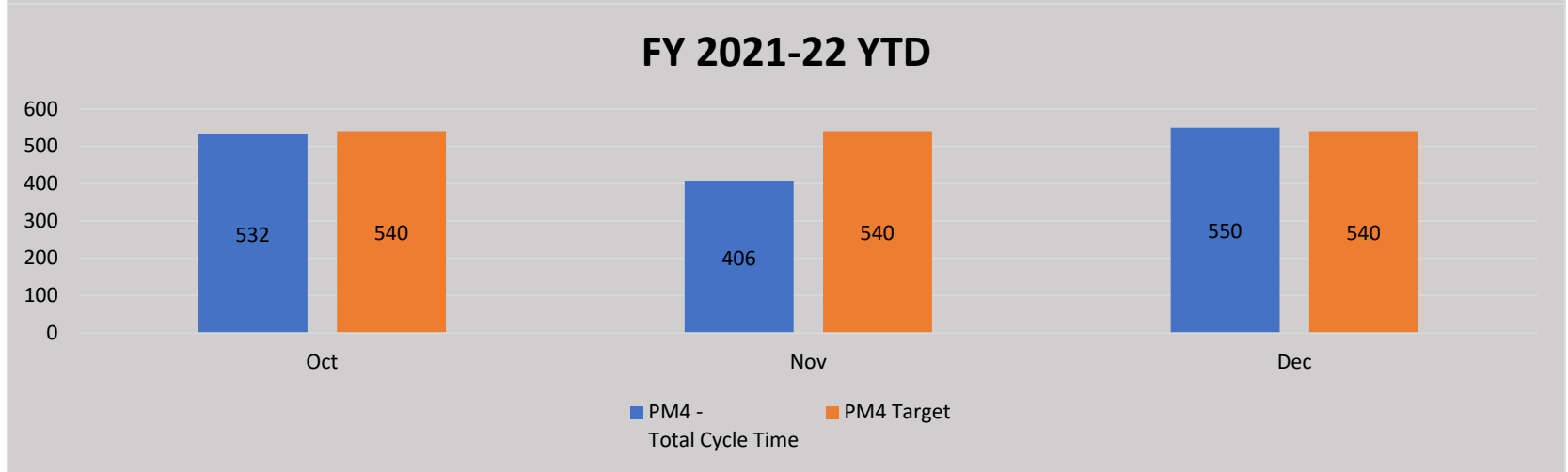
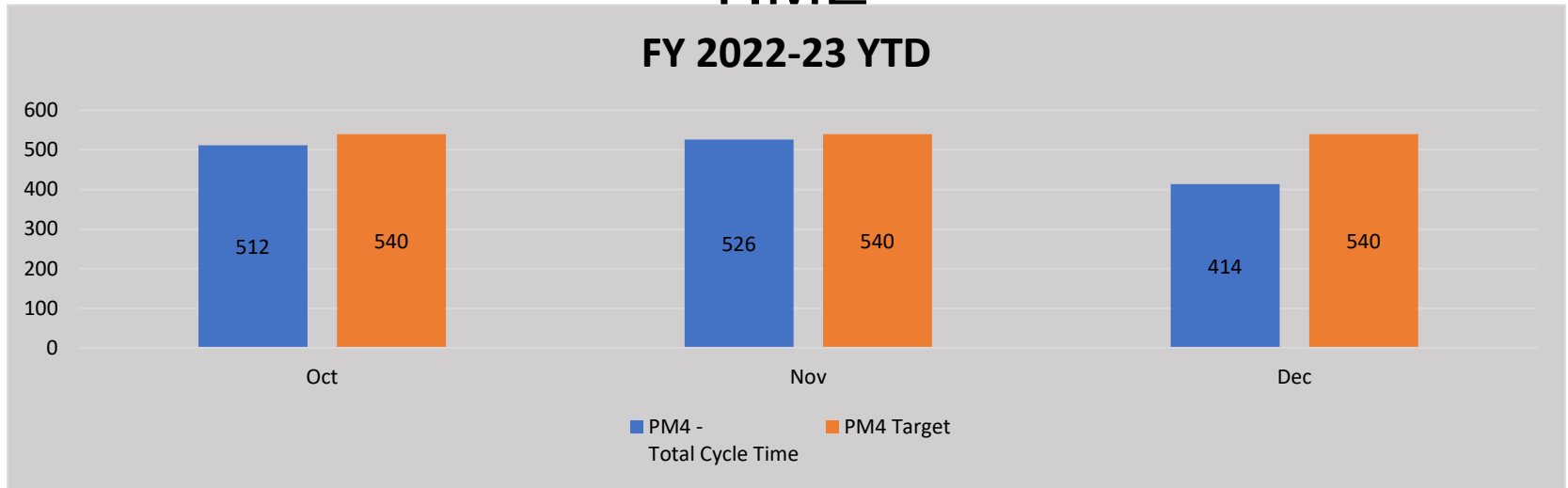
## FY 2021-22 YTD



# EPM – PM3 COMPLAINT CYCLE TIME



# EPM – PM4 FORMAL DISCIPLINE CYCLE TIME

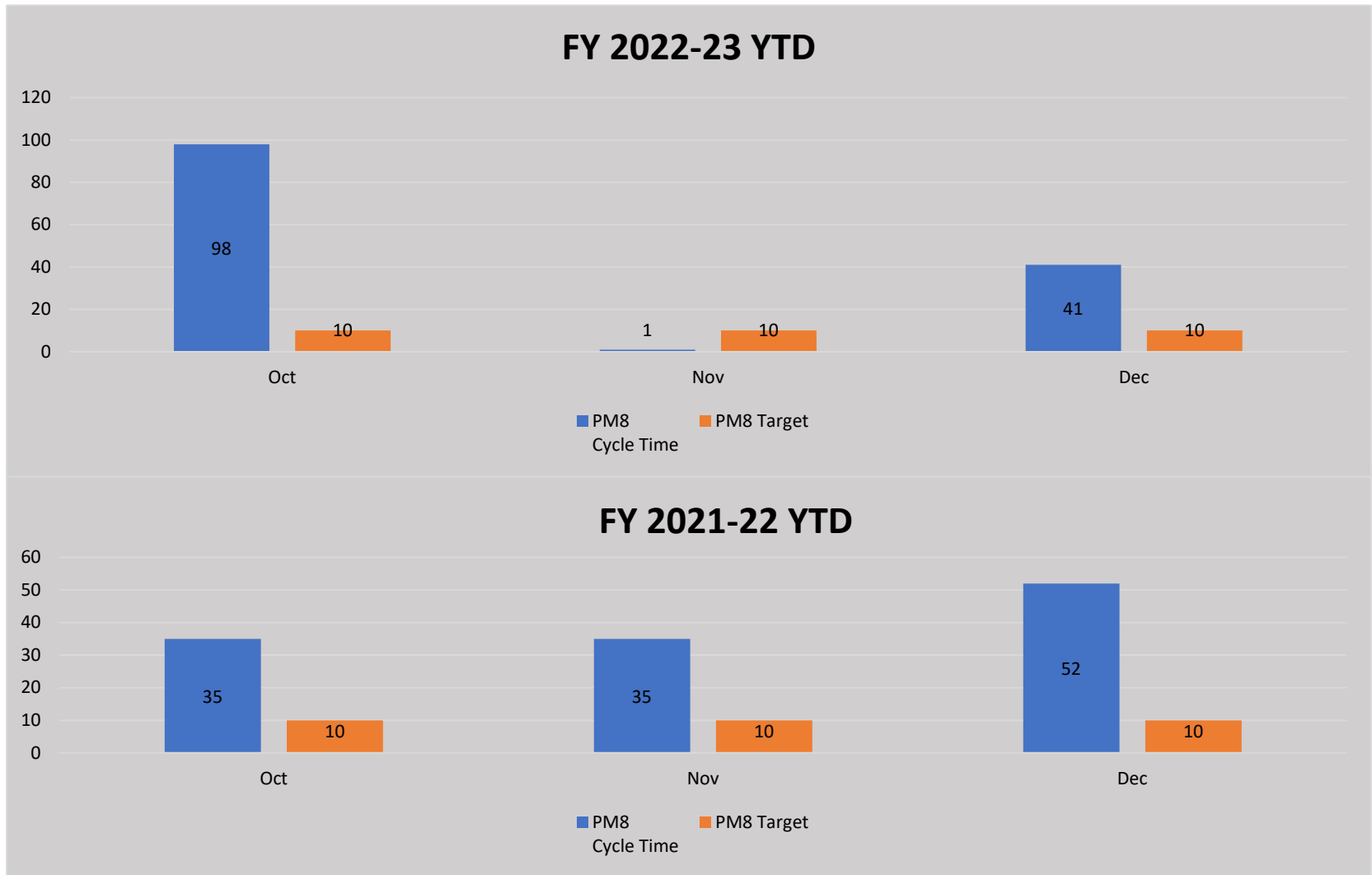


# EPM – PM7 PROBATION FIRST CONTACT

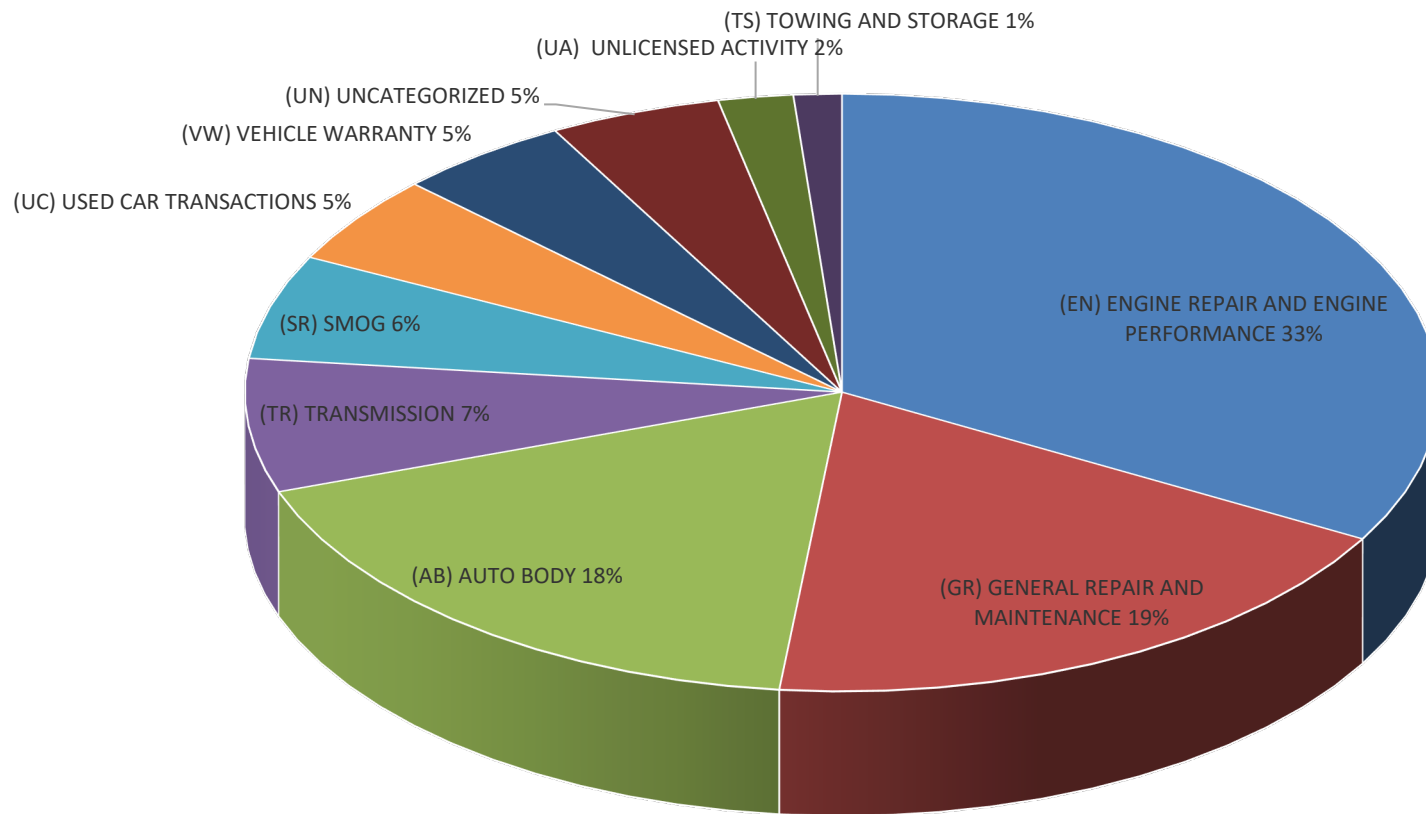




# EPM – PM8 PROBATION VIOLATION RESPONSE



# FY COMPLAINT TRENDS 2022-23 YTD



- (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 33%
- (GR) GENERAL REPAIR AND MAINTENANCE 19%
- (AB) AUTO BODY 18%
- (TR) TRANSMISSION 7%
- (SR) SMOG 6%
- (UC) USED CAR TRANSACTIONS 5%
- (VW) VEHICLE WARRANTY 5%
- (UN) UNCATEGORIZED 5%
- (UA) UNLICENSED ACTIVITY 2%
- (TS) TOWING AND STORAGE 1%

# COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	100
CO	COOLING SYSTEM	185
ED	ENGINE DIAGNOSIS	414
EL	ELECTRICAL	388
EN	ENGINE OVERHAUL/REPLACEMENT	302
ER	ENGINE REPAIR	970
FL	FLUSHING	10
FS	FUEL SYSTEM	74
MS	MACHINE SHOP	6
TU	TUNE UP	18

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	2
BO	BOAT REPAIR	4
II	IGNITION INTERLOCK DEVICE	7
LC	LAMP CERTIFICATION	0
MC	MOTORCYCLE REPAIR	53
OT	OTHER	183
PS	PART SALE	73
UP	UPHOLSTERY	24

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	178
BR	BRAKES	202
DT	DRIVE TRAIN	111
EX	EXHAUST	93
GR	GENERAL REPAIR	25
LU	LUBE/OIL CHANGE	325
SU	SUSPENSION/STEERING	239
TW	TIRES/WHEELS	203

UA	UNLICENSED ACTIVITY	151
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TOWING AND STORAGE		COMPLAINTS YTD
LS	LIEN SALE/STORAGE CHARGES	20
SF	STORAGE FEES	28
TO	TOWING	49

AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	1274
GL	AUTO GLASS	58

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	479
MT	MANUAL TRANS/CLUTCH	58

SMOG		COMPLAINTS YTD
CG	CLEAN GASSING	0
CP	CLEAN PIPING	0
CT	CLEAN TANKING	0
CX	CLEAN PLUGGING	1
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	59
ET	EMISSION TEST PROCEDURE	11
EW	EMISSIONS WARRANTY	7
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	1
RF	REFEREE	1
RO	REPAIR ONLY (SMOG)	5
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	10
SN	STATION	10
SR	SMOG REPAIR	91
SS	ILLEGAL SMOG/CAR SALE	61
ST	SMOG TEST PROCEDURES	143
TE	TEST ONLY	5
TN	TECHNICIAN	2
VT	VISUAL SMOG TEST PROCEDURE	9
ZV	ZERO EMISSION VEHICLE	3

UC	USED CAR LOTS	358
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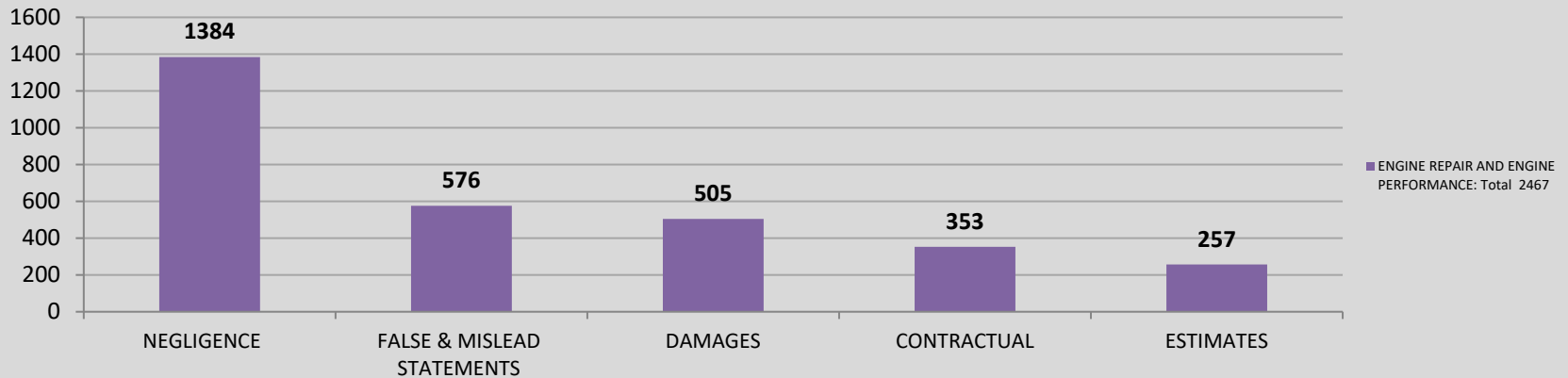
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
NC	NEW CAR/LEMON LAW	50
VW	VEHICLE WARRANTY	172
WR	REPAIR WARRANTY	130

# COMPLAINT ALLEGATIONS

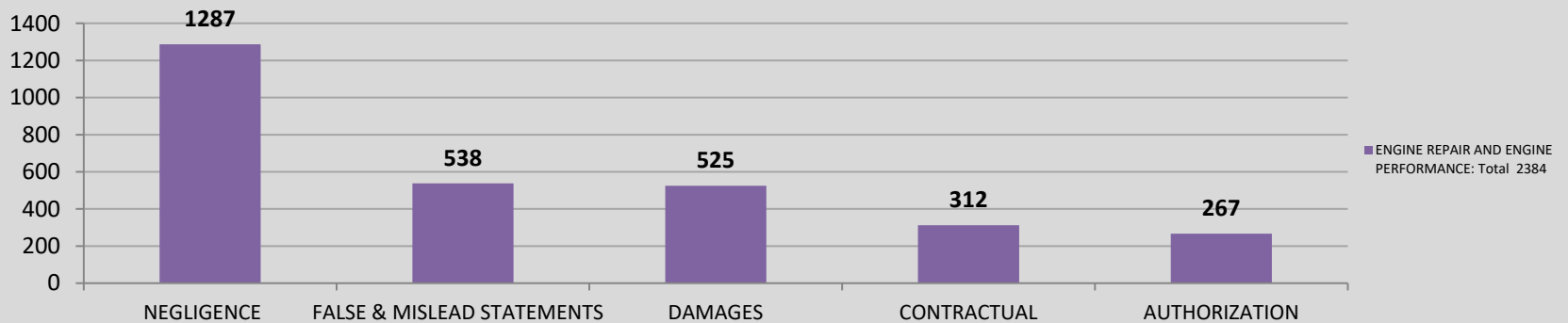
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC DELINQUENT CITATION	RW REPAIR WAIVER
EF ENGINE FAILURE	SA SEXUAL ABUSE
EM EQUIP MAINT/CALIBRATION (SMOG)	SB ILLEGAL SUBLET
ES ESTIMATES	SF ILLEGAL STORAGE FEES
FH FAILURE TO HONOR WARRANTY/SVC	SR TEST/REPAIR STATION REQ.
FM FALSE & MISLEAD STATEMENTS	TH THEFT/PERSONAL PROPERTY
FR FRAUD	UL UNLICENSED
GN GROSS NEGLIGENCE	UP UNPROFESSIONAL CONDUCT
GR GENERAL REPAIR	UT UNLICENSED STATION/TECHNICIAN
HS HEALTH & SAFETY	VW WARRANTY - NEW/USED VEHICLES
II IMPROPER INSPECTION (SMOG)	WR WARRANTY - REPAIRS

# TOP 5 COMPLAINT ALLEGATIONS: ENGINE REPAIR & ENGINE PERFORMANCE

**FY 2022-23 YTD: Total 2467\***



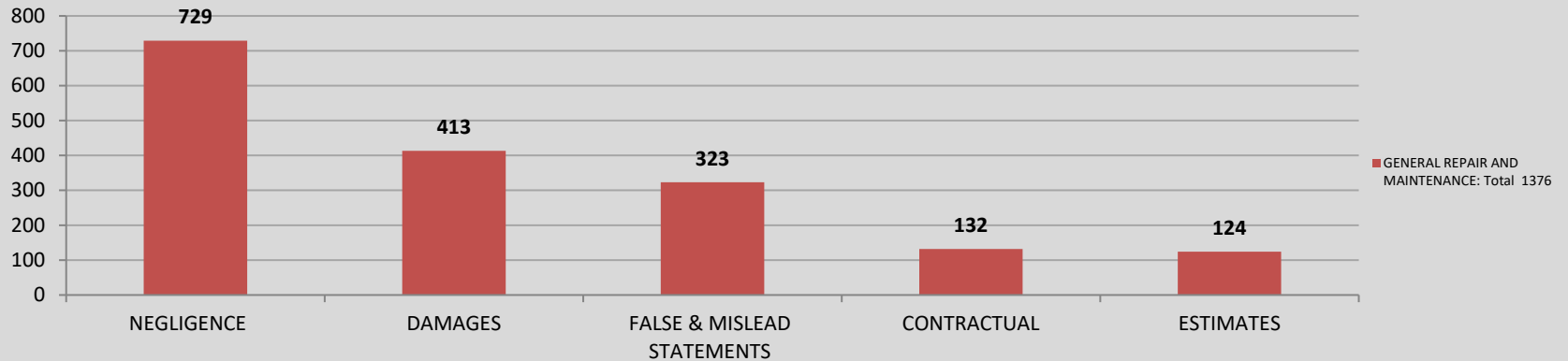
**FY 2021-22 YTD: Total 2384\***



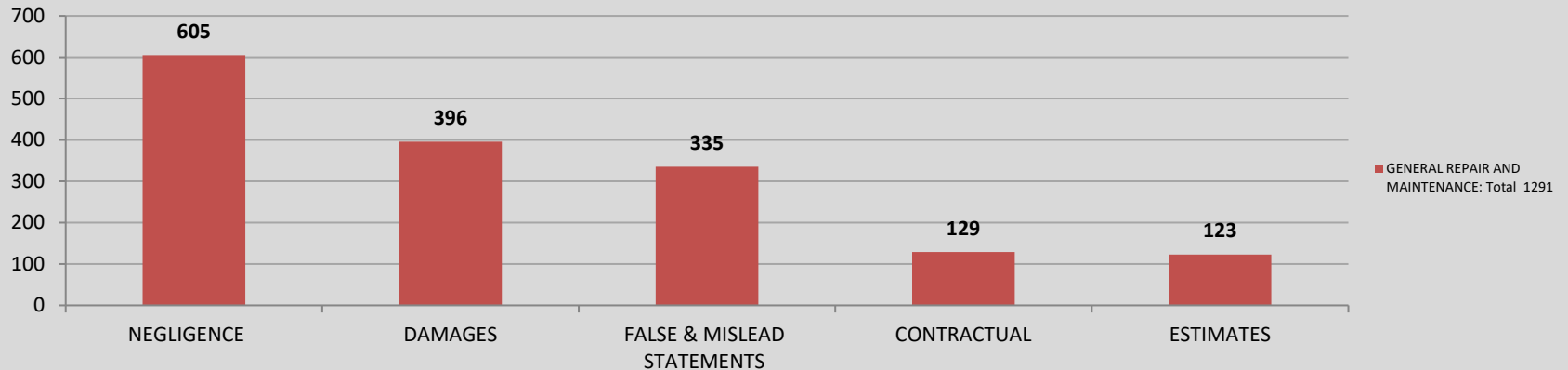
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: GENERAL REPAIR & MAINTENANCE

**FY 2022-23 YTD: Total 1376\***



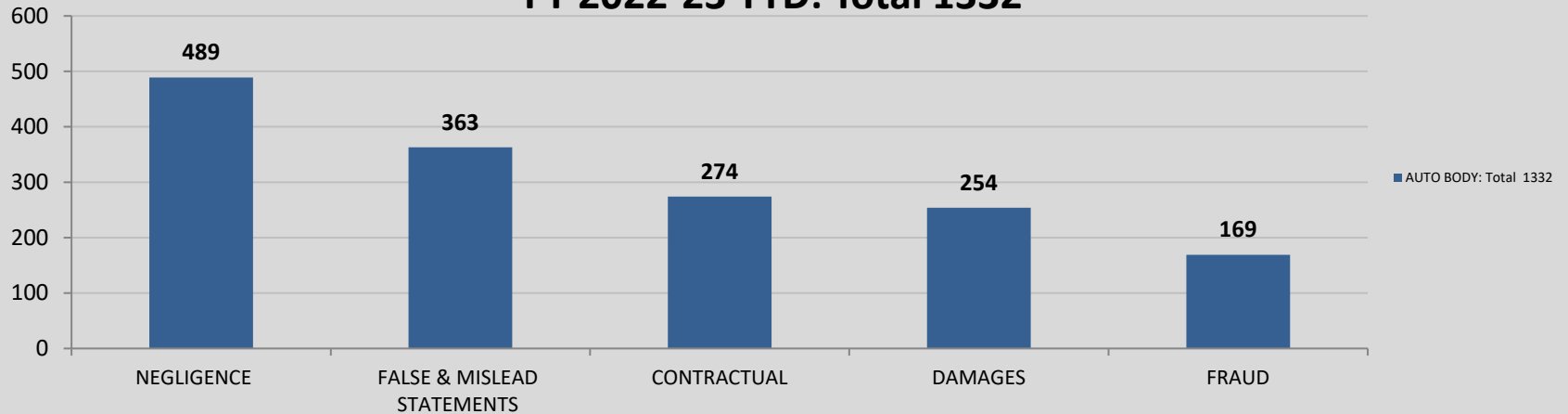
**FY 2021-22 YTD: Total 1291\***



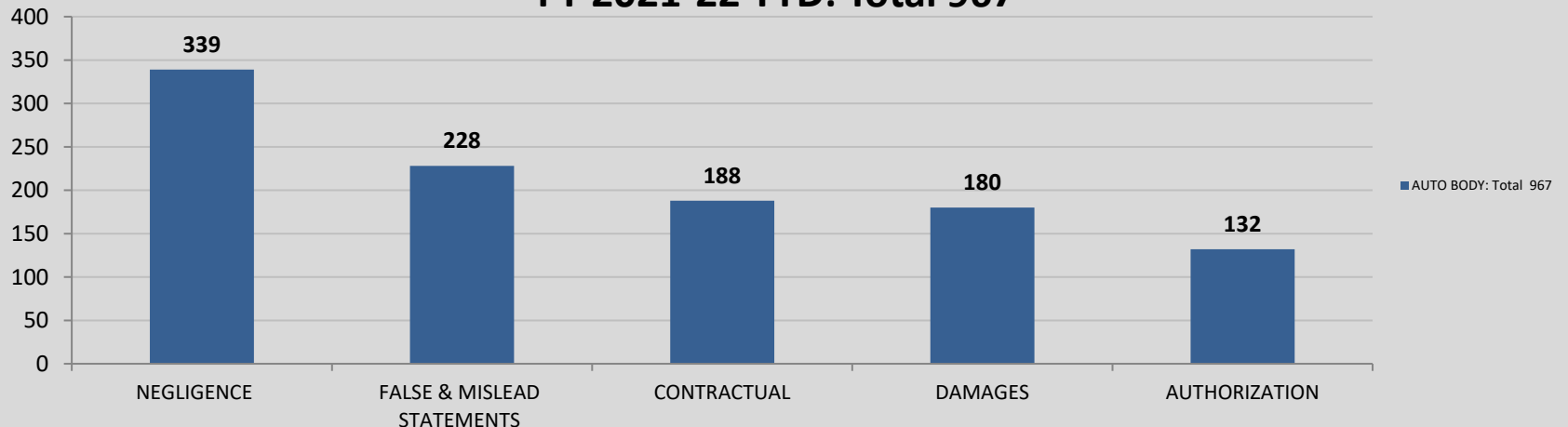
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: AUTO BODY

FY 2022-23 YTD: Total 1332\*



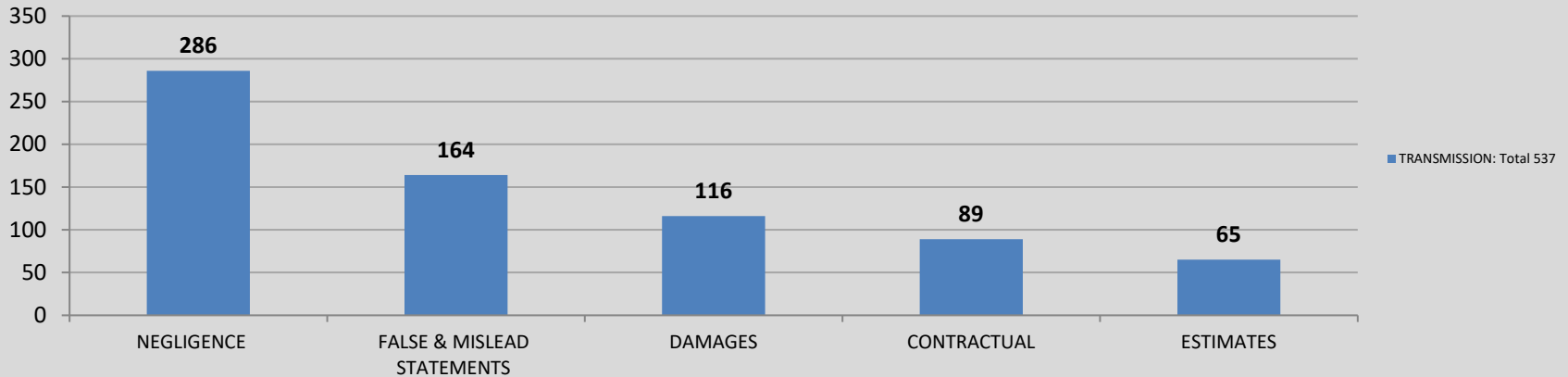
FY 2021-22 YTD: Total 967\*



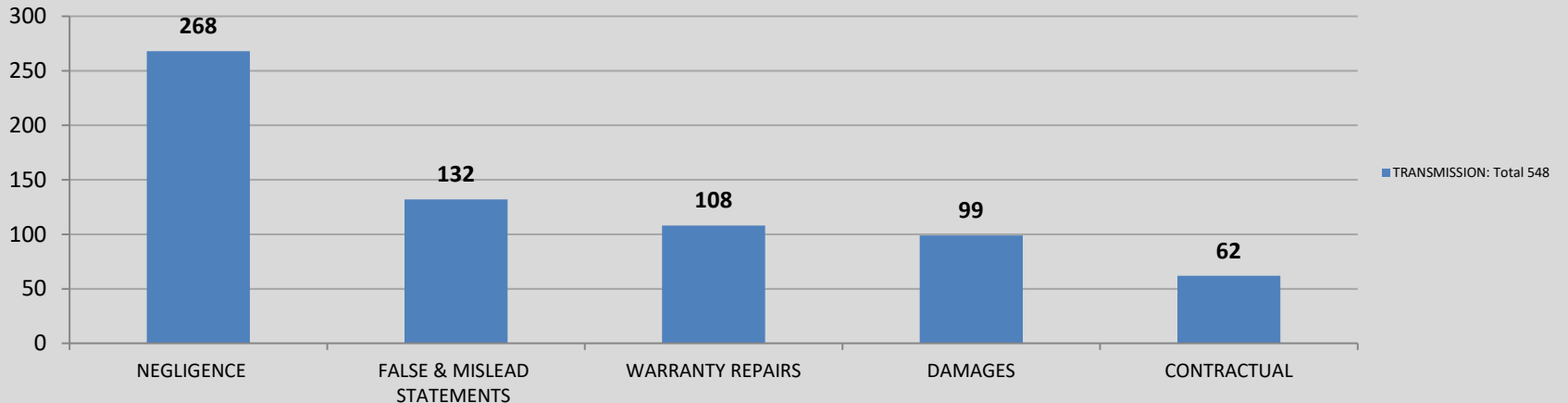
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: TRANSMISSION

**FY 2022-23 YTD: Total 537\***



**FY 2021-22 YTD: Total 548\***

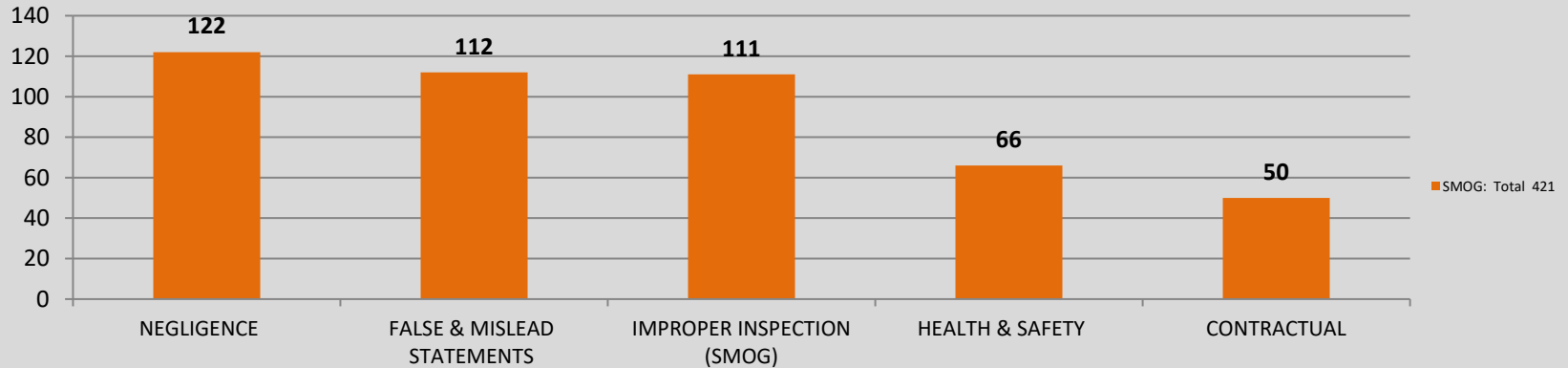


\*BAR reports up to 3 allegations per complaint

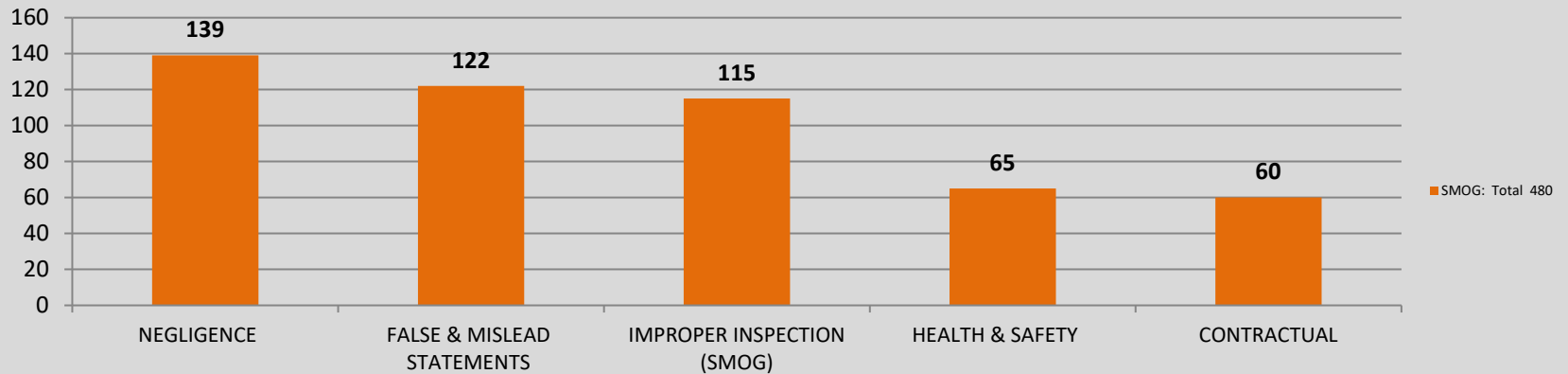


# TOP 5 COMPLAINT ALLEGATIONS: SMOG

**FY 2022-23 YTD: Total 421\***



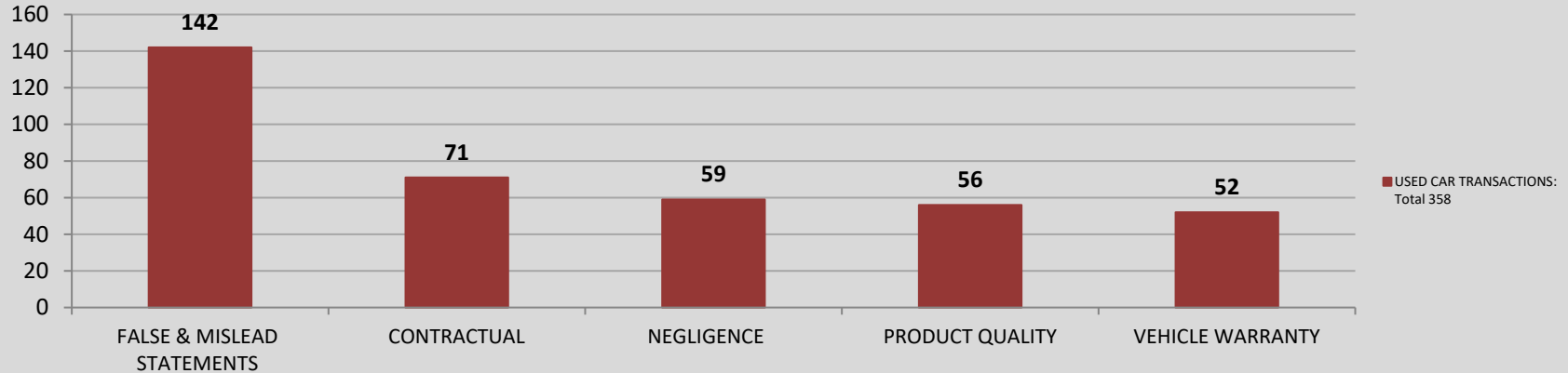
**FY 2021-22 YTD: Total 480\***



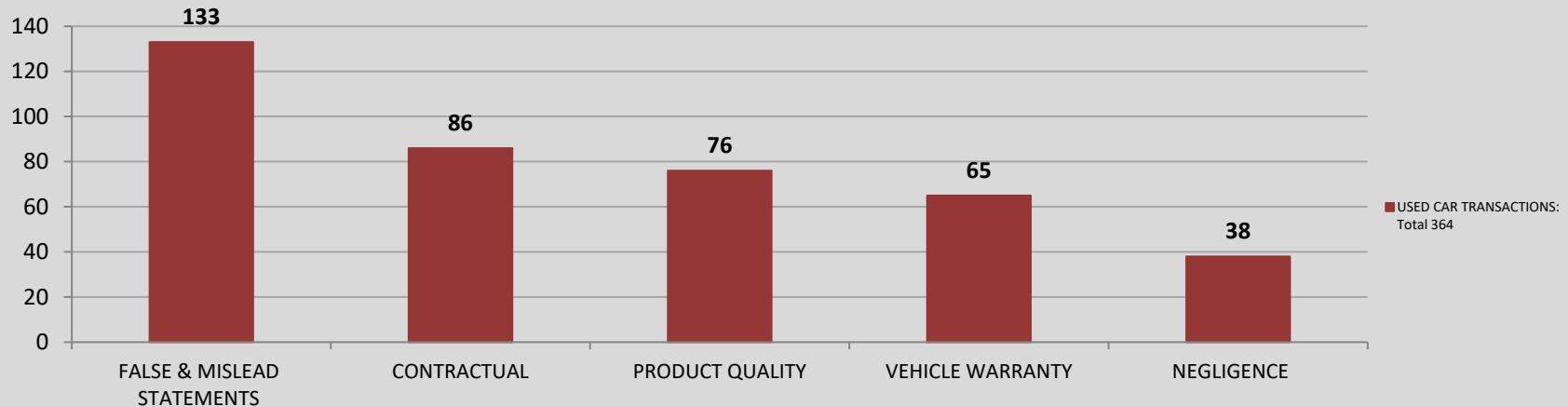
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: USED CAR TRANSACTIONS

FY 2022-23 YTD: Total 358\*



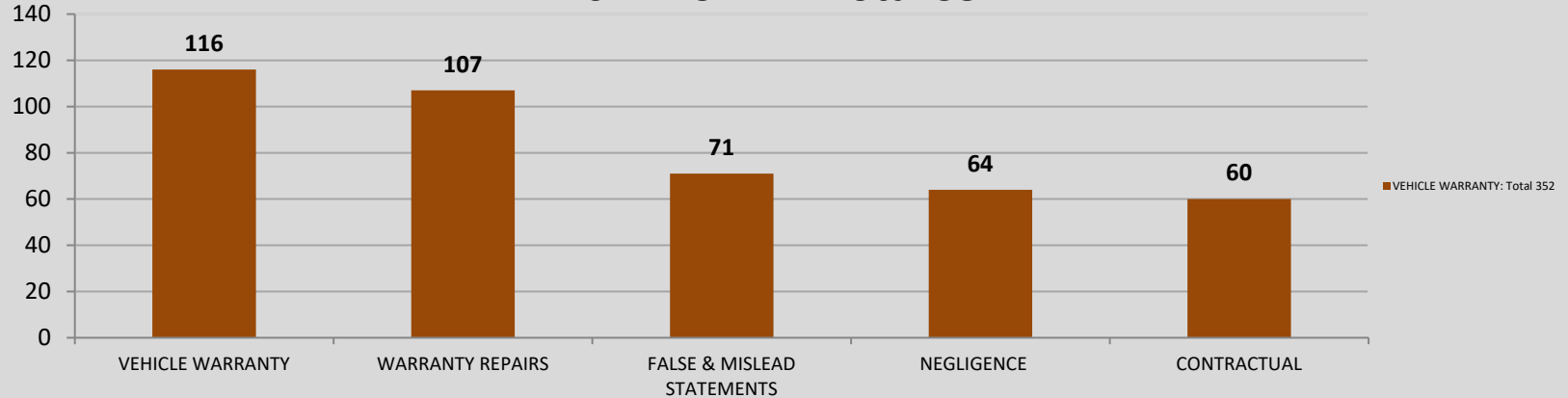
FY 2021-22 YTD: Total 364\*



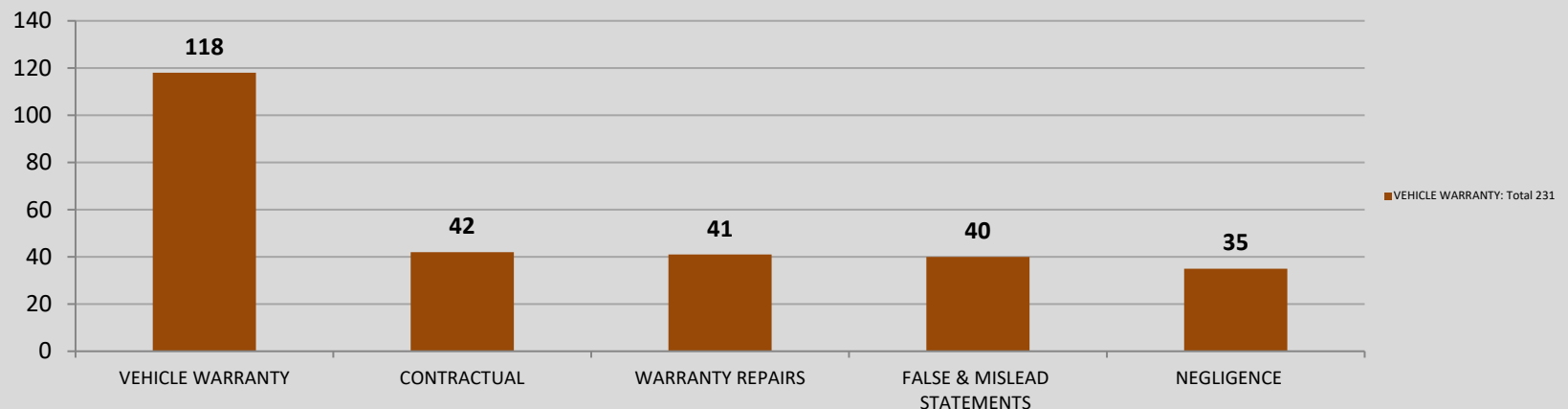
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: VEHICLE WARRANTY

FY 2022-23 YTD: Total 352\*



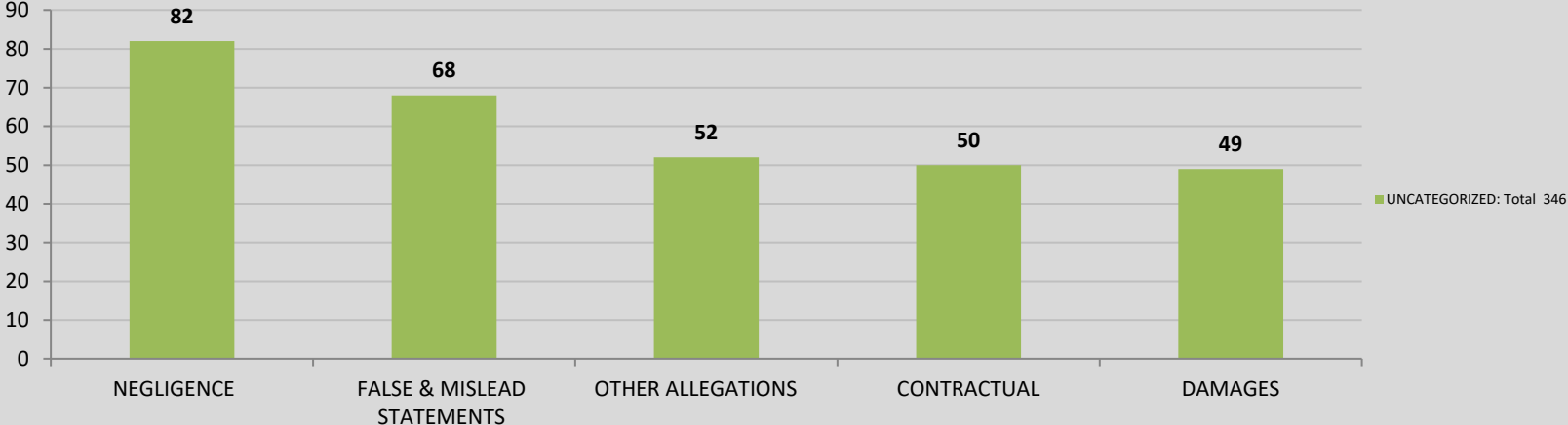
FY 2021-22 YTD: Total 231\*



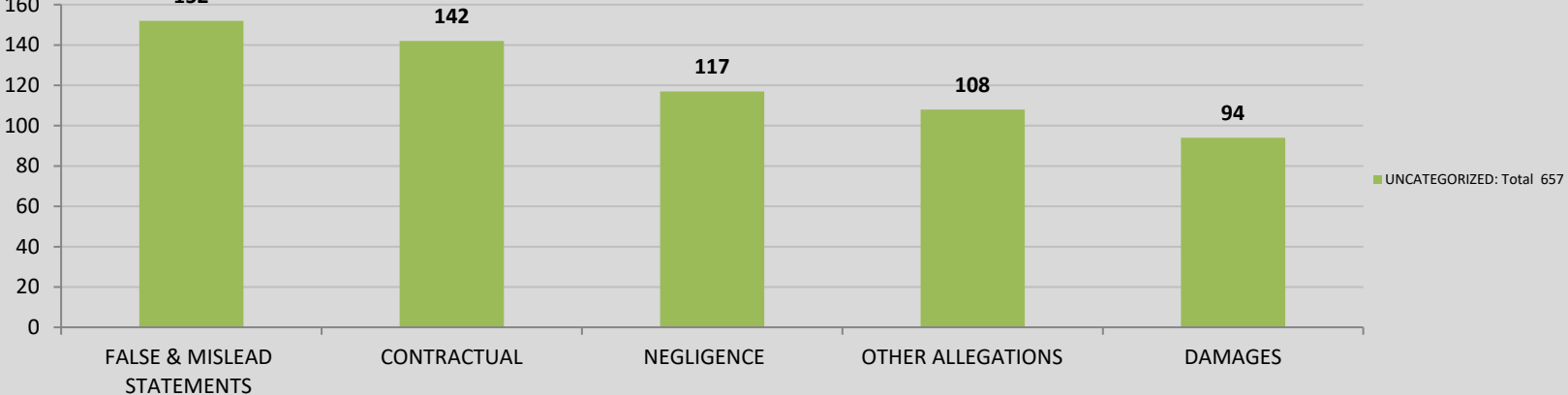
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: UNCATEGORIZED

FY 2022-23 YTD: Total 346\*



FY 2021-22 YTD: Total 657\*



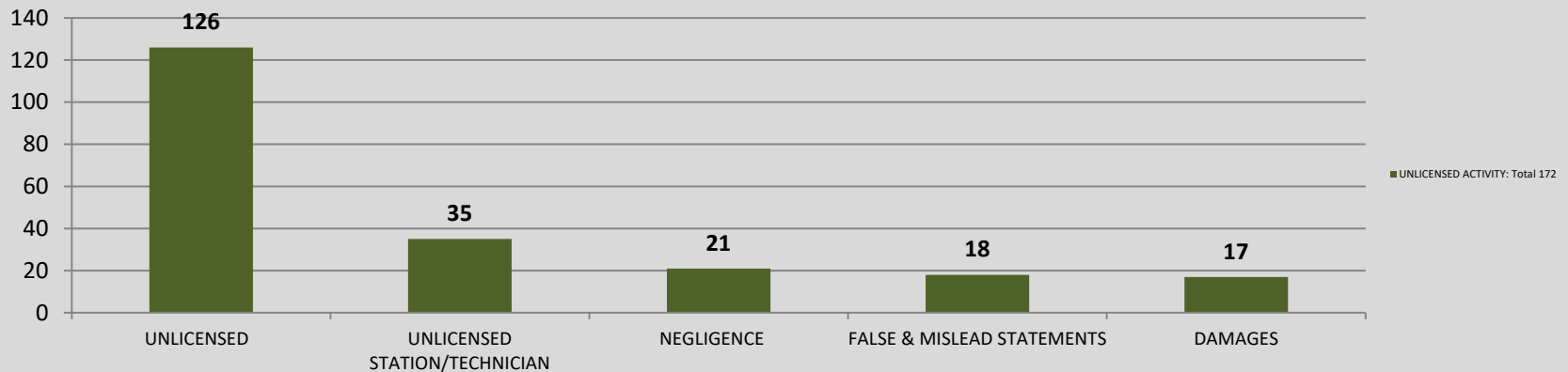
\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: UNLICENSED ACTIVITY

FY 2022-23 YTD: Total 151\*



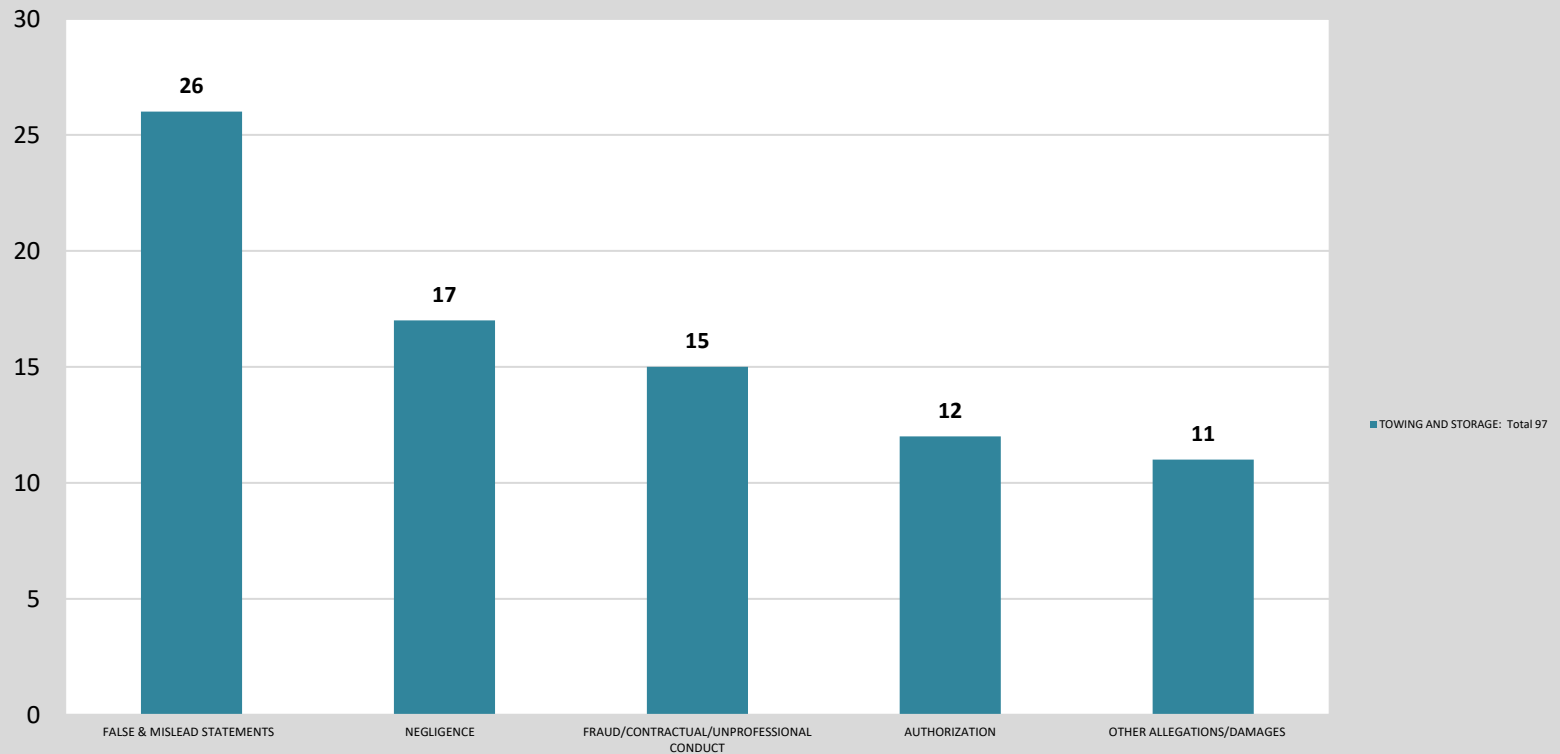
FY 2021-22 YTD: Total 172\*



\*BAR reports up to 3 allegations per complaint

# TOP 5 COMPLAINT ALLEGATIONS: TOWING AND STORAGE

FY 2022-23 YTD: Total 97\*



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# AUTO BODY INSPECTION PROGRAM STATISTICS

## FY 2022-23 YTD

**Total Inspections Requested**

**149**

**Total Inspections Conducted**

**61**

**Total Complaints Filed**

**23**

## FY 2021-22 YTD

**Total Inspections Requested**

**39**

**Total Inspections Conducted**

**27**

**Total Complaints Filed**

**8**

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# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Patrick Lutfi

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Email: [patrick.lutfi@dca.ca.gov](mailto:patrick.lutfi@dca.ca.gov)