
ENFORCEMENT STATISTICS UPDATE

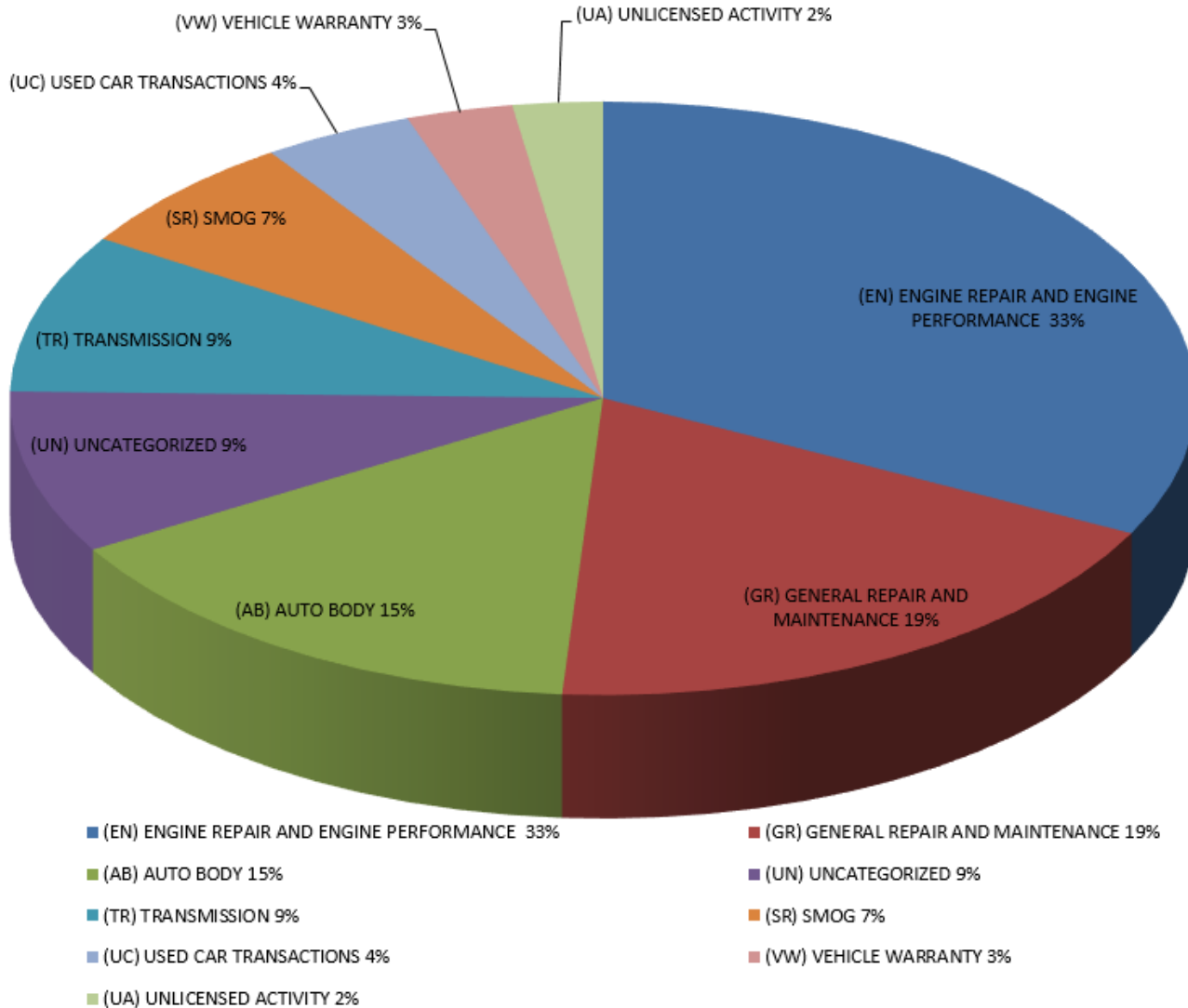
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS
ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JANUARY 17, 2019

FY COMPLAINT TRENDS 2018-19 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	118
CO	COOLING SYSTEM	172
ED	ENGINE DIAGNOSIS	352
EL	ELECTRICAL	321
EN	ENGINE OVERHAUL/REPLACEMENT	283
ER	ENGINE REPAIR	803
FL	FLUSHING	10
FS	FUEL SYSTEM	81
MS	MACHINE SHOP	5
TU	TUNE UP	29

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	2
BO	BOAT REPAIR	7
LC	LAMP CERTIFICATION	7
LS	LIEN SALE/STORAGE CHARGES	24
MC	MOTORCYCLE REPAIR	51
OT	OTHER	289
PS	PART SALE	56
SF	STORAGE FEES	24
TO	TOWING	33
UP	UPHOLSTERY	21
VR	REPAIR WARRANTY	80

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	131
BR	BRAKES	215
DT	DRIVE TRAIN	107
EX	EXHAUST	35
GR	GENERAL REPAIR	24
LU	LUBE/OIL CHANGE	288
SU	SUSPENSION/STEERING	250
TV	TIRES/WHEELS	191

UA	UNLICENSED ACTIVITY	164
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	986
GL	AUTO GLASS	41

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	523
MT	MANUAL TRANS/CLUTCH	56

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	4
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	1
ES	EXHAUST SYSTEM (SMOG)	48
ET	EMISSION TEST PROCEDURE	12
EVV	EMISSIONS WARRANTY	9
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	1
RO	REPAIR ONLY (SMOG)	3
SB	SUBLET (SMOG)	5
SC	SMOG COST LIMIT	5
SN	STATION	17
SR	SMOG REPAIR	75
SS	ILLEGAL SMOG/CAR SALE	46
ST	SMOG TEST PROCEDURES	194
TE	TEST ONLY	8
TN	TECHNICIAN	1
VT	VISUAL SMOG TEST PROCEDURE	6

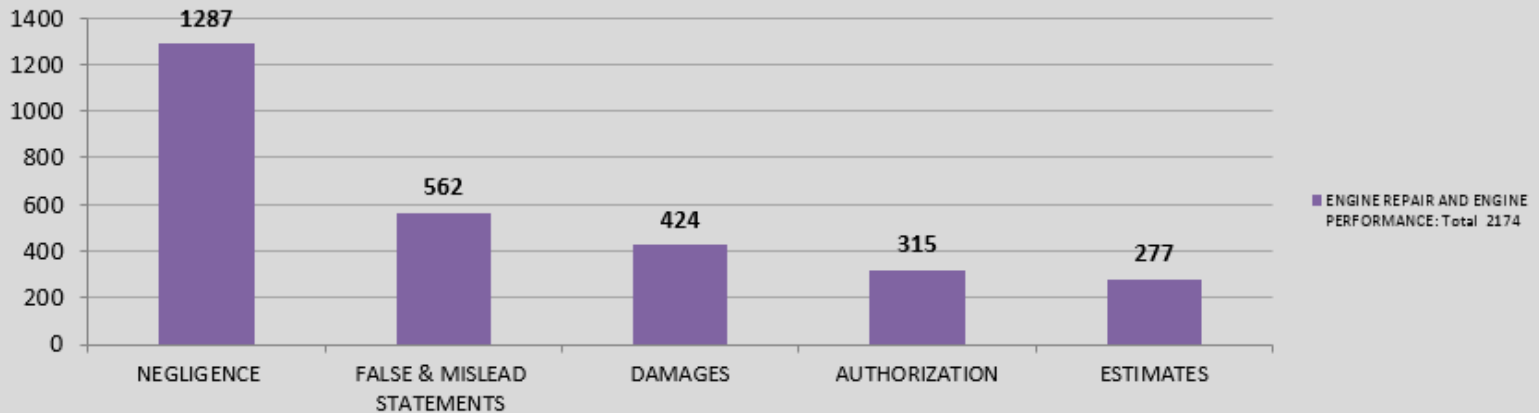
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	275
VW	VEHICLE WARRANTY	162
NC	NEW CAR/LEMON LAW	32

COMPLAINT ALLEGATIONS

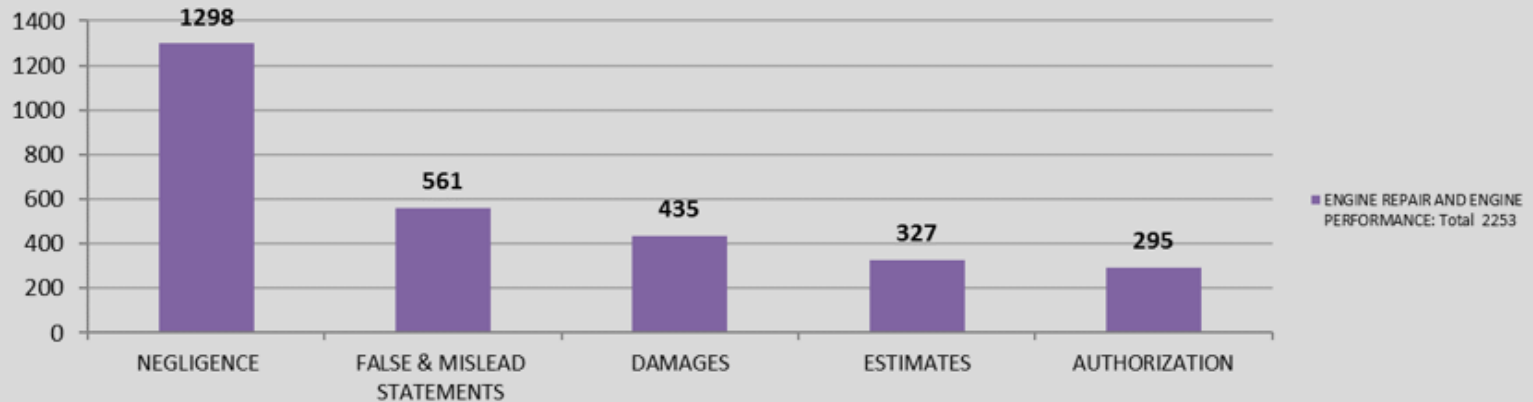
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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

COMPLAINT ALLEGATIONS – ENGINE REPAIR & ENGINE PERFORMANCE

FY 2018-19 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 2174*

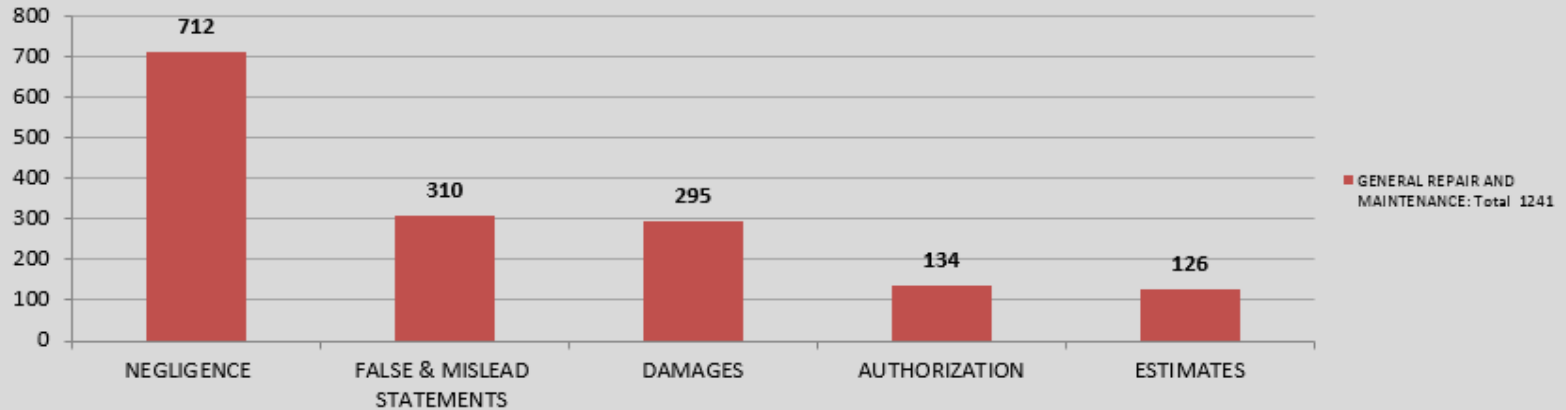


FY 2017-18 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 2253*

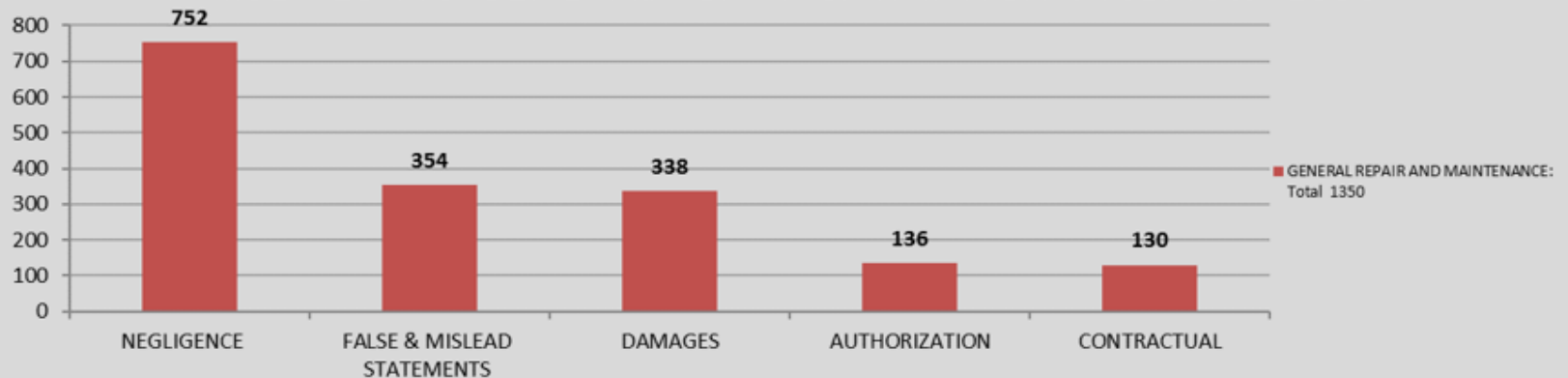


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

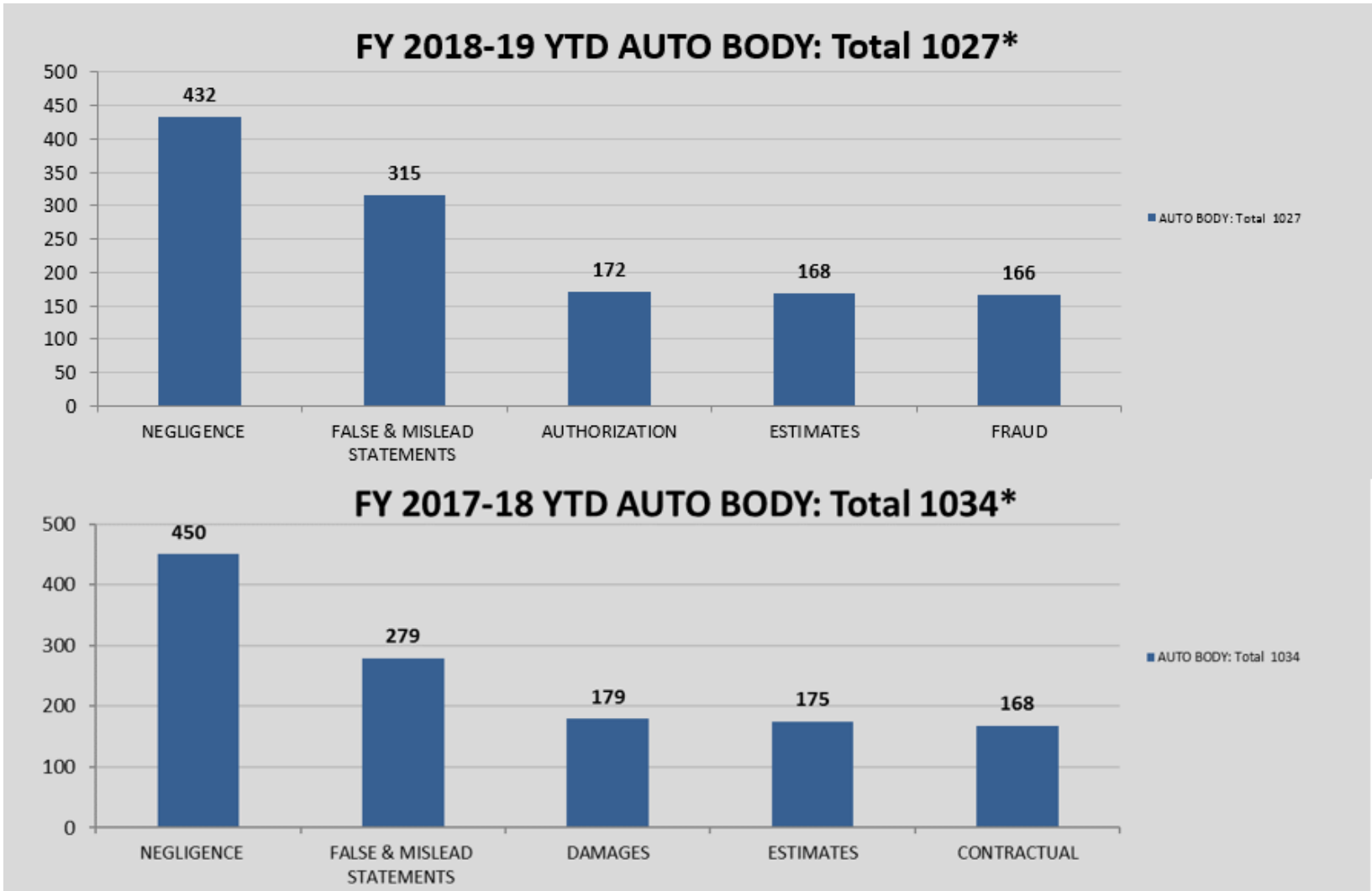
FY 2018-19 YTD GENERAL REPAIR & MAINTENANCE: Total 1241*



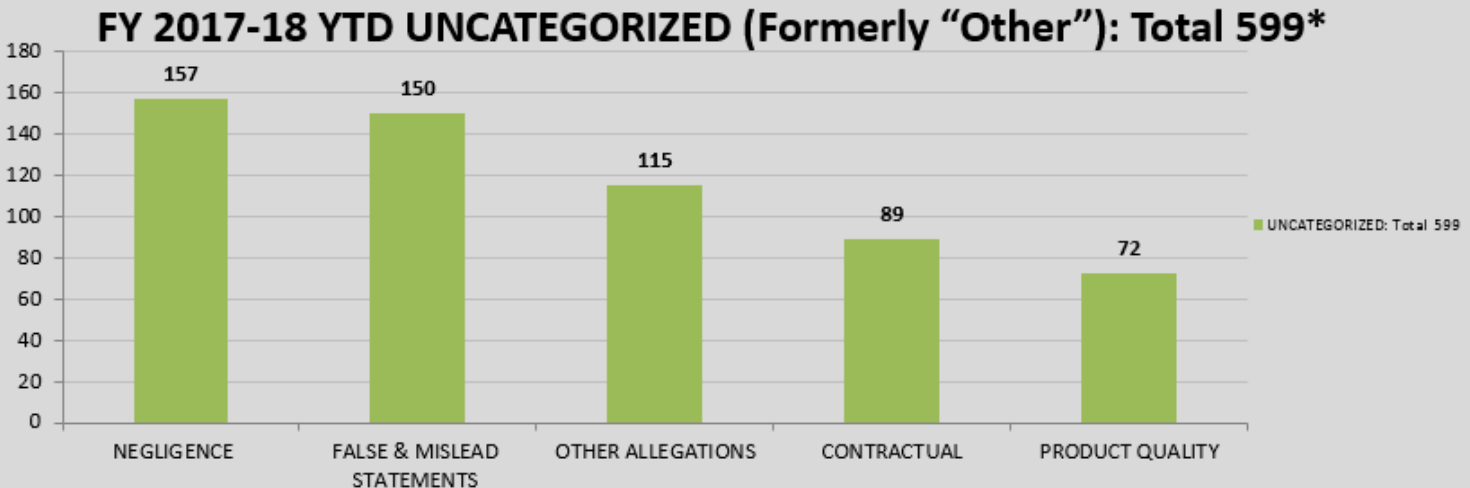
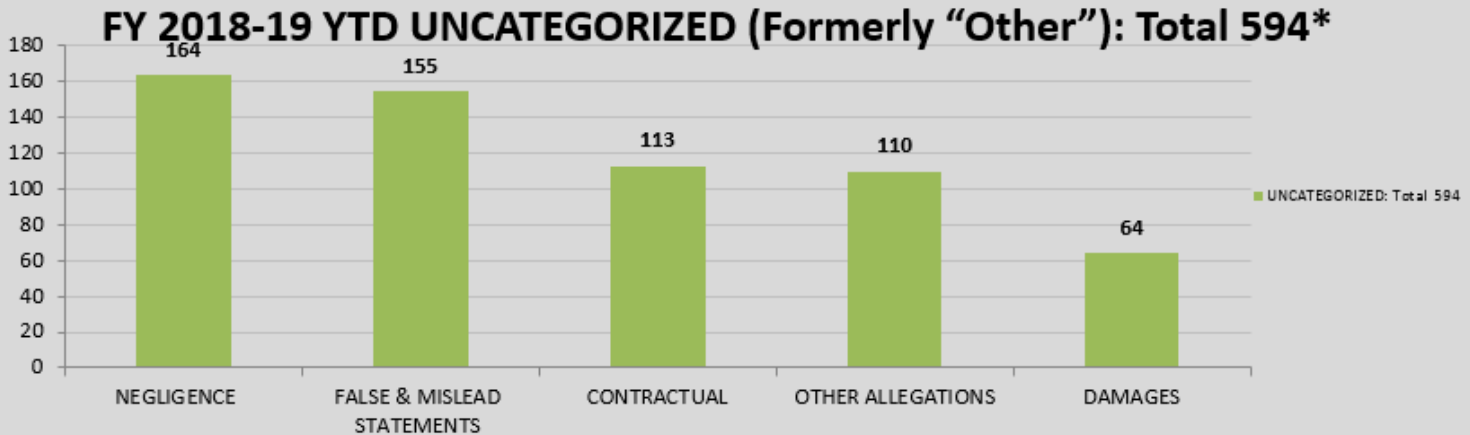
FY 2017-18 YTD GENERAL REPAIR & MAINTENANCE: Total 1350*



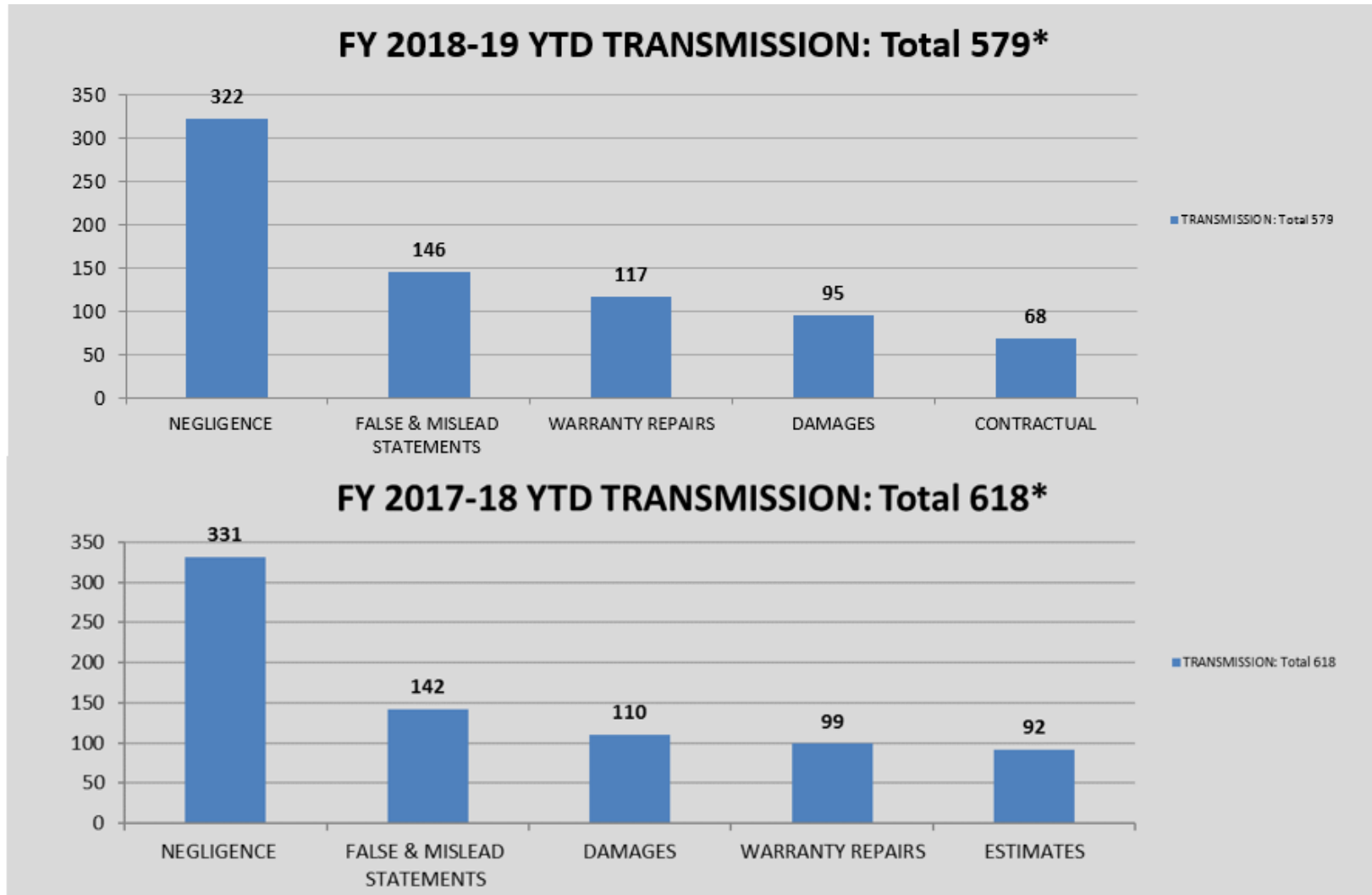
COMPLAINT ALLEGATIONS – AUTO BODY



COMPLAINT ALLEGATIONS - OTHER

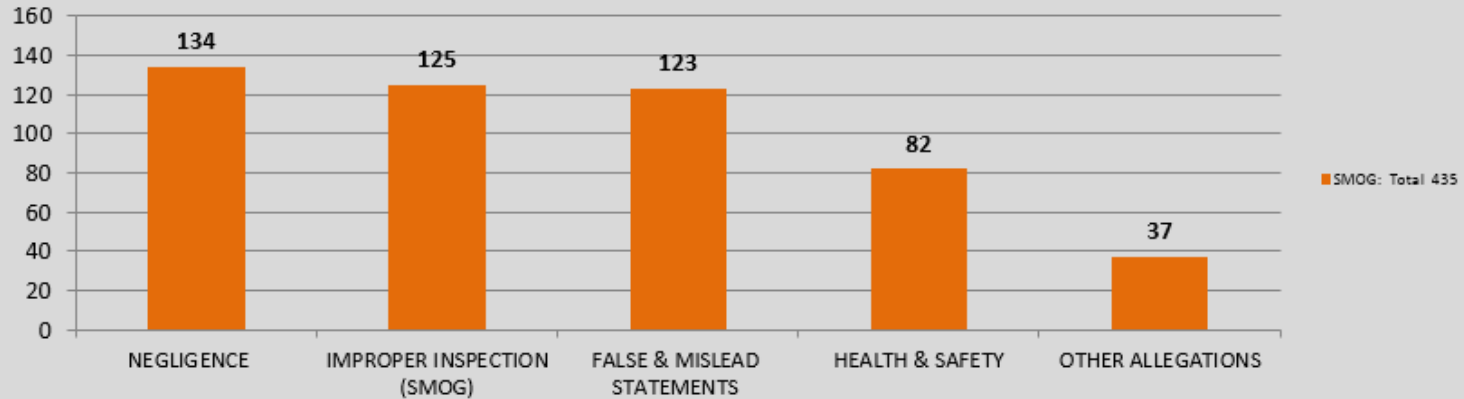


COMPLAINT ALLEGATIONS - TRANSMISSION

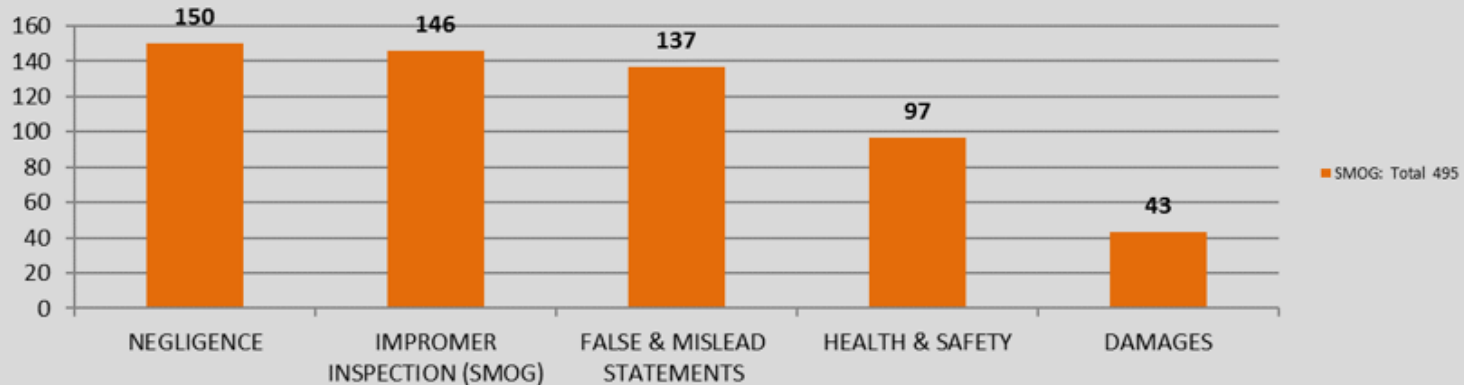


COMPLAINT TRENDS - SMOG

FY 2018-19 YTD SMOG: Total 435*

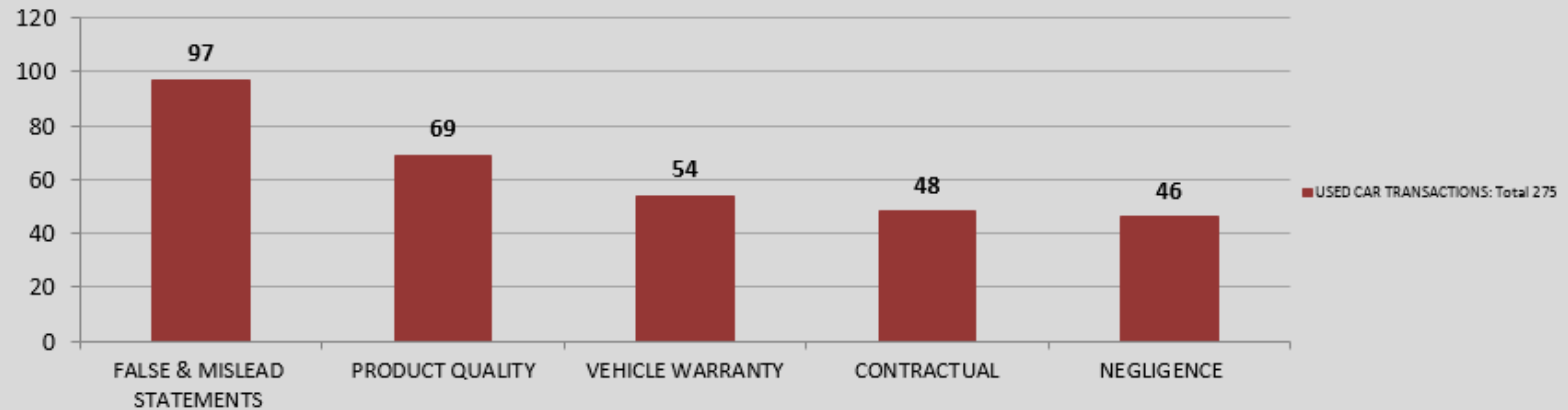


FY 2017-18 YTD SMOG: Total 495*

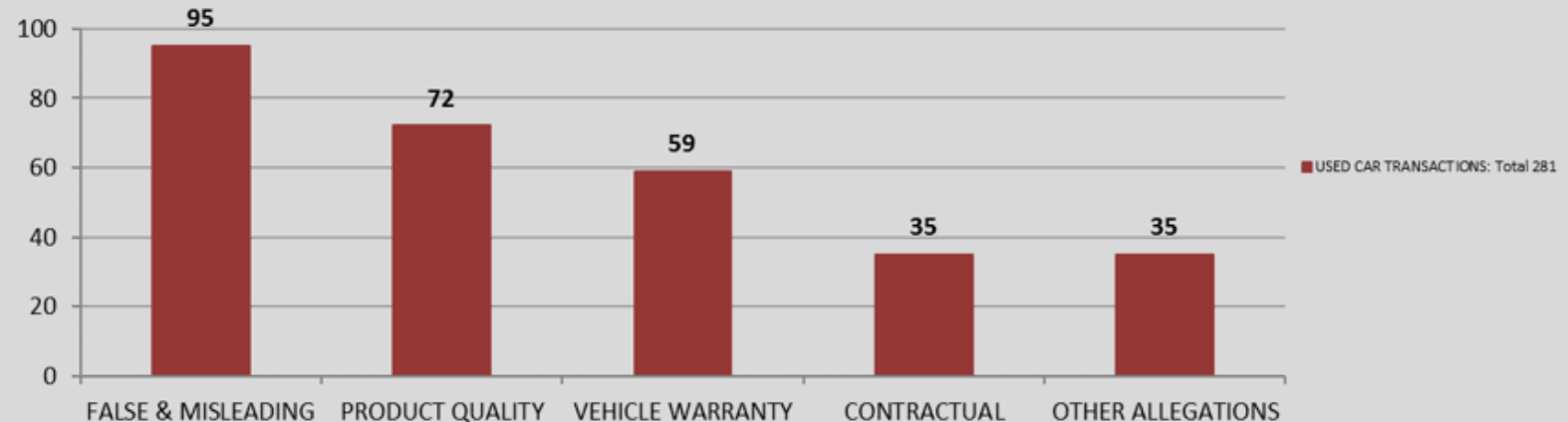


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2018-19 YTD USED CAR TRANSACTIONS: Total 275*

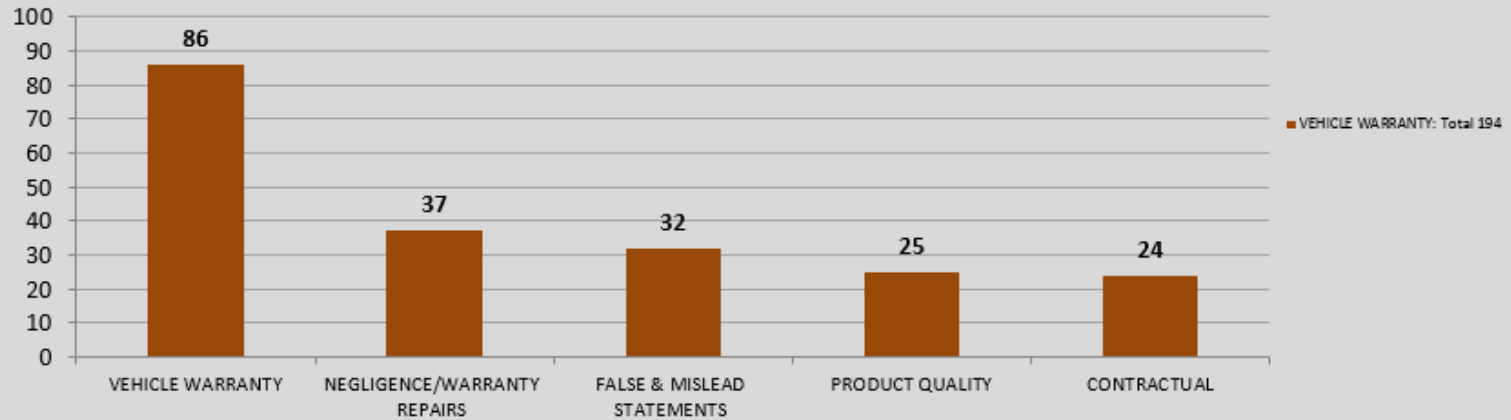


FY 2017-18 YTD USED CAR TRANSACTIONS: Total 281*

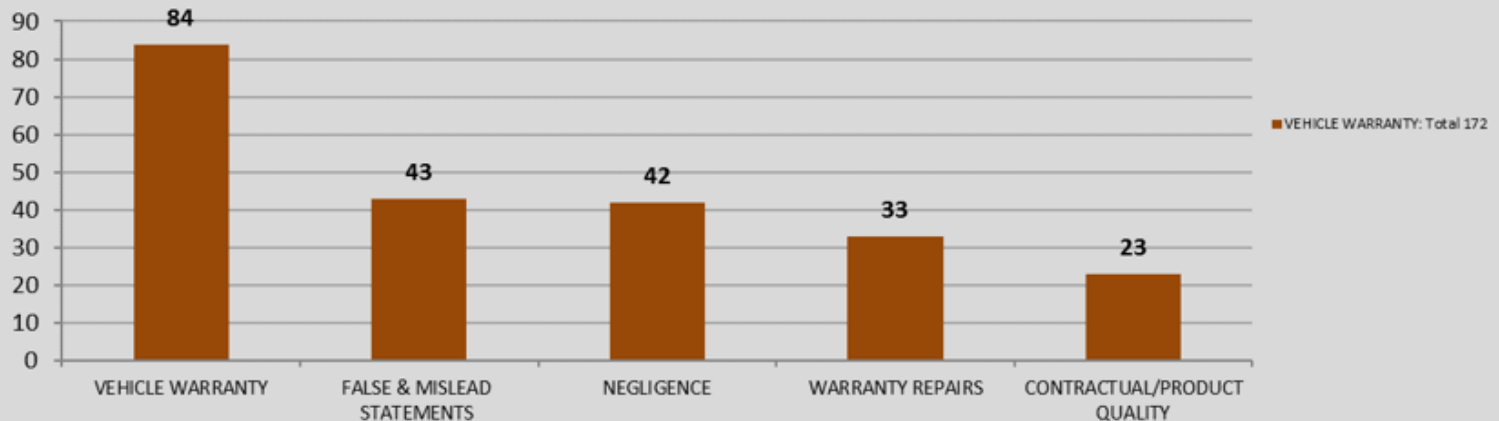


COMPLAINT ALLEGATIONS – VEHICLE WARRANTY

FY 2018-19 YTD VEHICLE WARRANTY: Total 194*

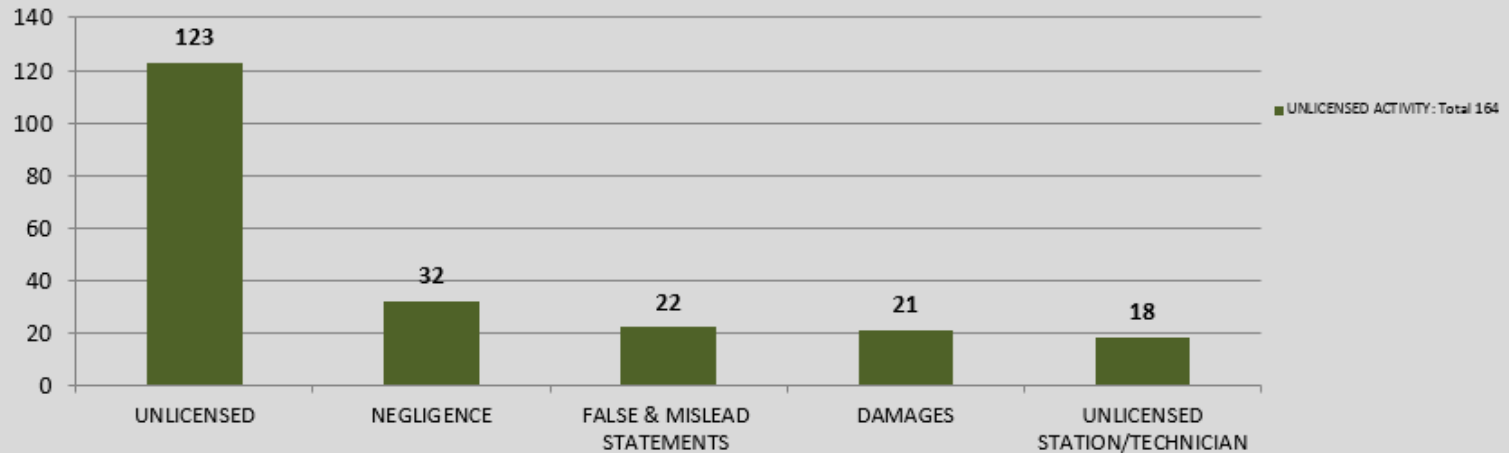


FY 2017-18 YTD VEHICLE WARRANTY: Total 172*

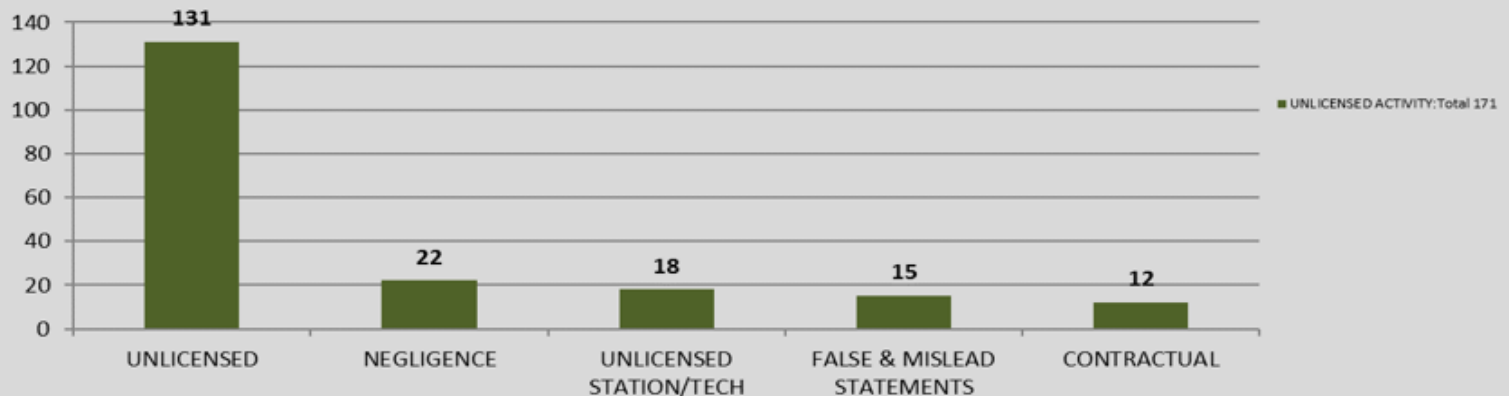


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

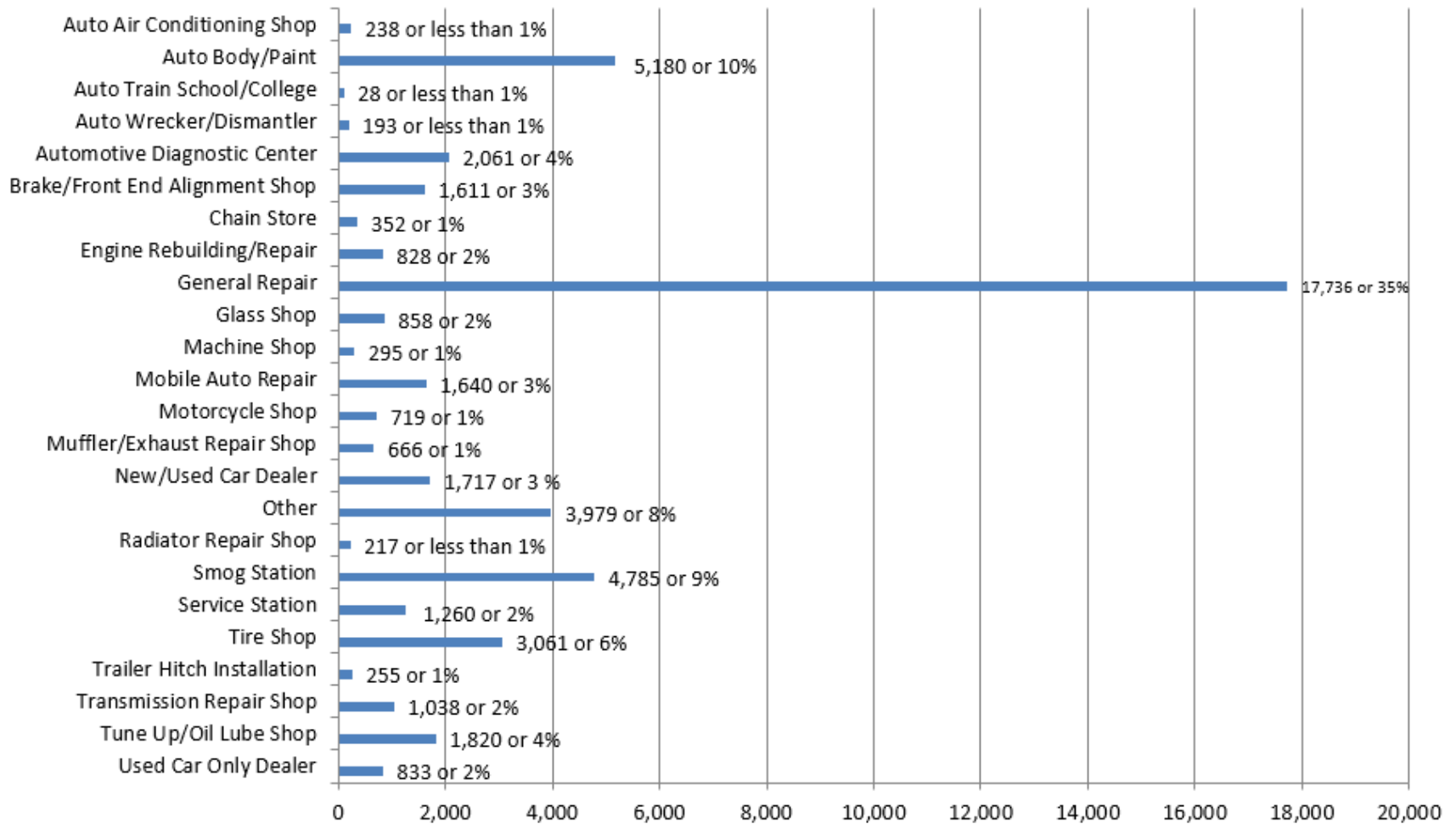
FY 2018-19 YTD UNLICENSED ACTIVITY: Total 164*



FY 2017-18 YTD UNLICENSED ACTIVITY: Total 171*



PRIMARY BUSINESS TYPE AS OF MARCH 2019



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2018-19 YTD

Total Inspections Requested	121
Total Inspections Conducted	86
Total Complaints Filed	30

FY 2017-18 YTD

Total Inspections Requested	135
Total Inspections Conducted	77
Total Complaints Filed	41

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

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Rancho Cordova, CA 95670

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Email: bill.thomas@dca.ca.gov