

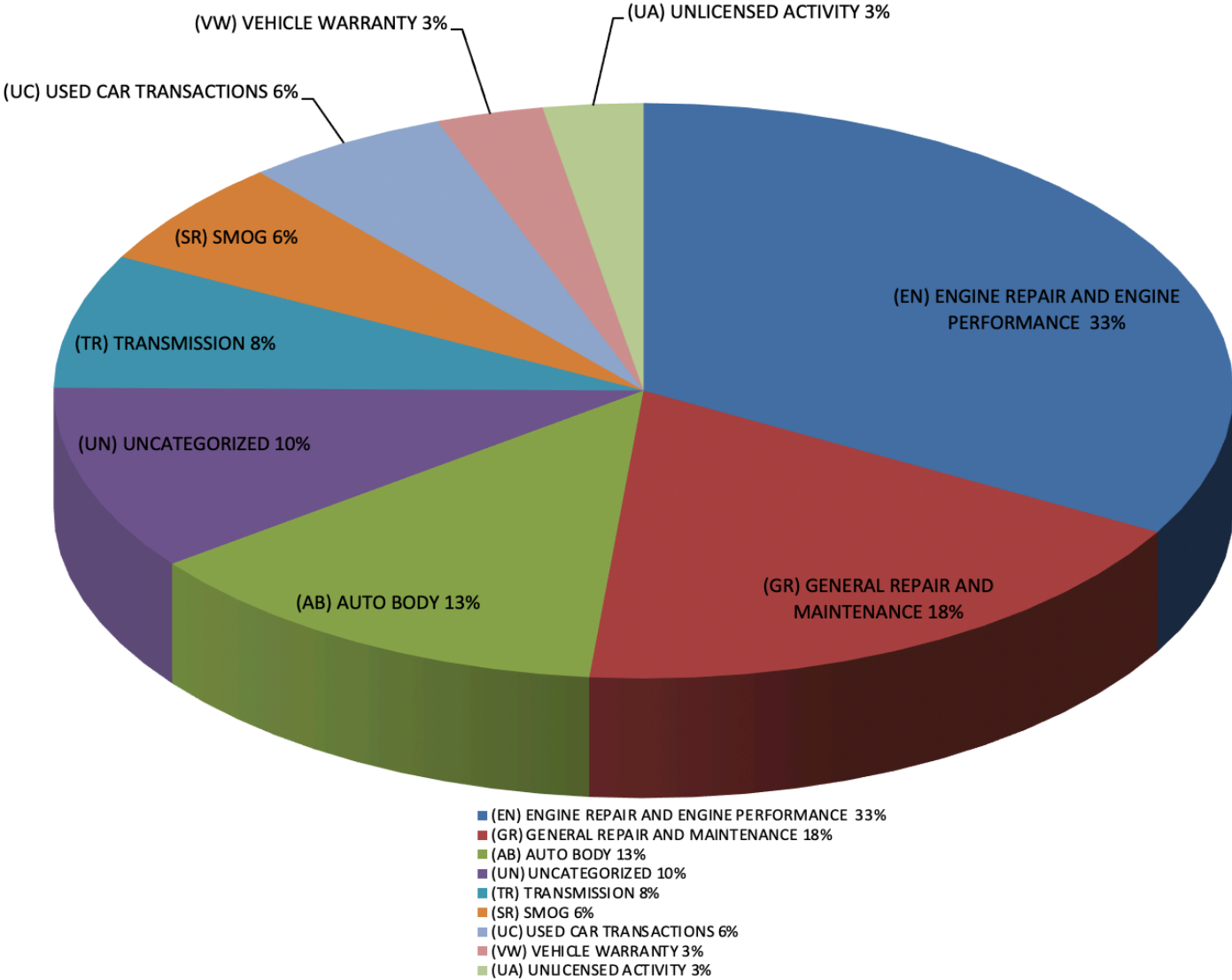
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# ENFORCEMENT STATISTICS UPDATE Q2, FY 2020-21



ENFORCEMENT OPERATIONS BRANCH  
BAR ADVISORY GROUP MEETING  
JANUARY 28, 2021

# FISCAL YEAR COMPLAINT TRENDS 2020-21 YTD



# COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	88
CO	COOLING SYSTEM	153
ED	ENGINE DIAGNOSIS	275
EL	ELECTRICAL	297
EN	ENGINE OVERHAUL/REPLACEMENT	316
ER	ENGINE REPAIR	759
FL	FLUSHING	7
FS	FUEL SYSTEM	65
MS	MACHINE SHOP	9
TU	TUNE UP	23

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	2
BO	BOAT REPAIR	0
LC	LAMP CERTIFICATION	0
LS	LIEN SALE/STORAGE CHARGES	22
MC	MOTORCYCLE REPAIR	42
OT	OTHER	341
PS	PART SALE	53
SF	STORAGE FEES	26
TO	TOWING	27
UP	UPHOLSTERY	16
WR	REPAIR WARRANTY	97

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	135
BR	BRAKES	182
DT	DRIVE TRAIN	80
EX	EXHAUST	51
GR	GENERAL REPAIR	7
LU	LUBE/OIL CHANGE	249
SU	SUSPENSION/STEERING	221
TW	TIRES/WHEELS	173

UA	UNLICENSED ACTIVITY	165
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	761
GL	AUTO GLASS	35

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	408
MT	MANUAL TRANS/CLUTCH	45

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	37
ET	EMISSION TEST PROCEDURE	8
EW	EMISSIONS WARRANTY	6
FT	FUNCTIONAL TEST PROCEDURE	1
GP	GROSS POLLUTER	0
NX	NOX FAILURES	2
RF	REFEREE	1
RO	REPAIR ONLY (SMOG)	0
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	3
SN	STATION	10
SR	SMOG REPAIR	74
SS	ILLEGAL SMOG/CAR SALE	42
ST	SMOG TEST PROCEDURES	162
TE	TEST ONLY	4
TN	TECHNICIAN	3
VT	VISUAL SMOG TEST PROCEDURE	6

VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	336
VW	VEHICLE WARRANTY	154
NC	NEW CAR/LEMON LAW	23

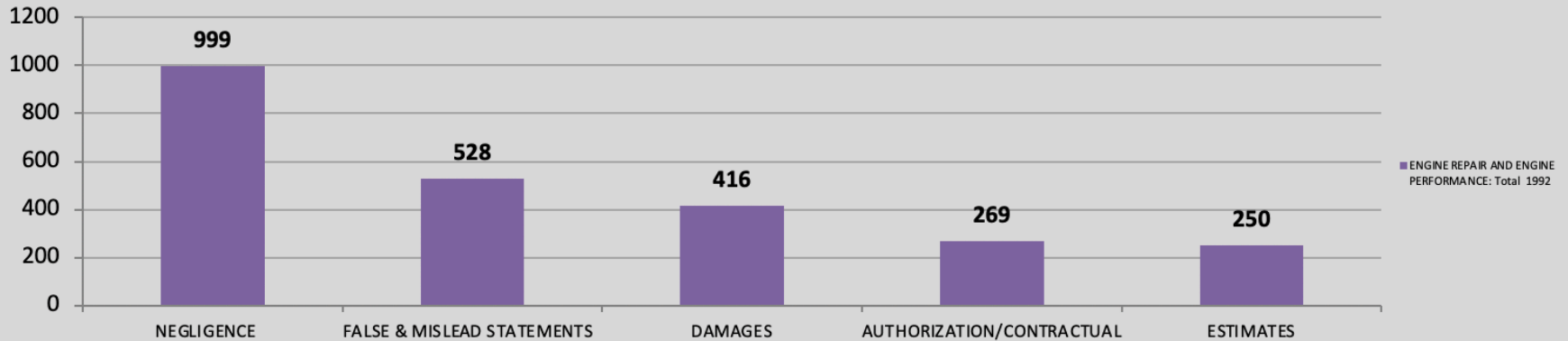
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# COMPLAINT ALLEGATIONS

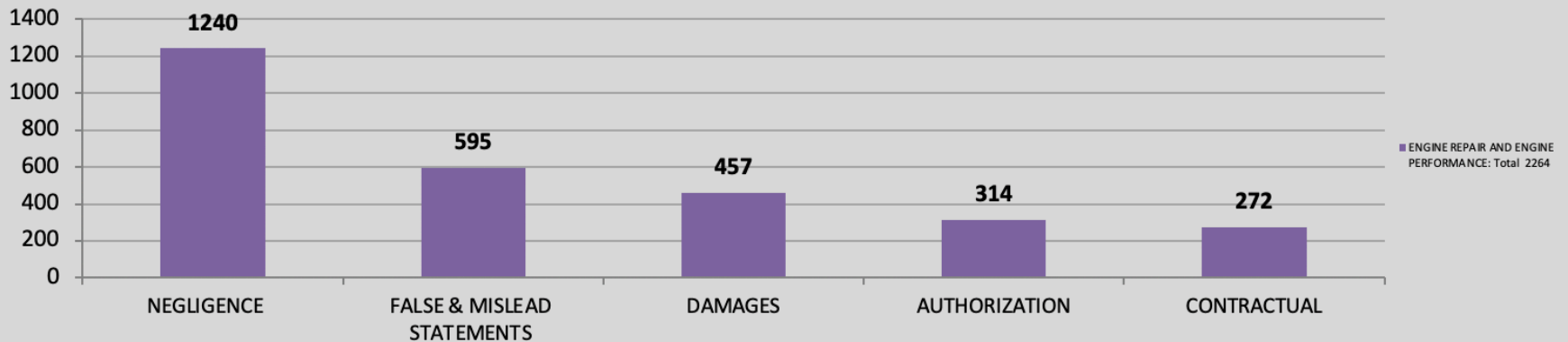
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2020-21 YTD: Total 1992\***

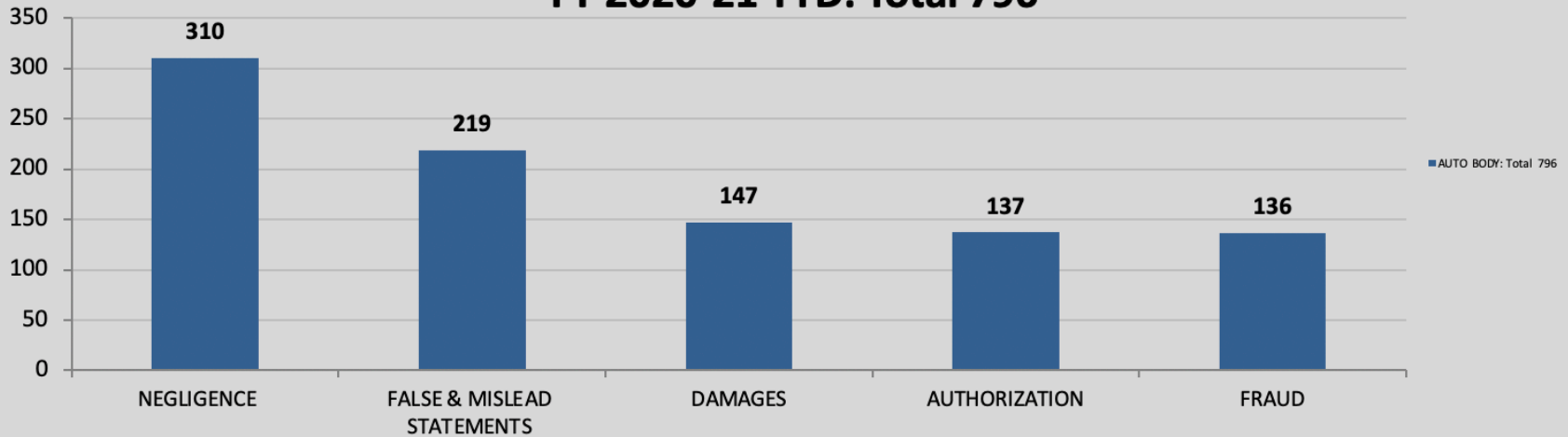


**FY 2019-20 YTD: Total 2264\***

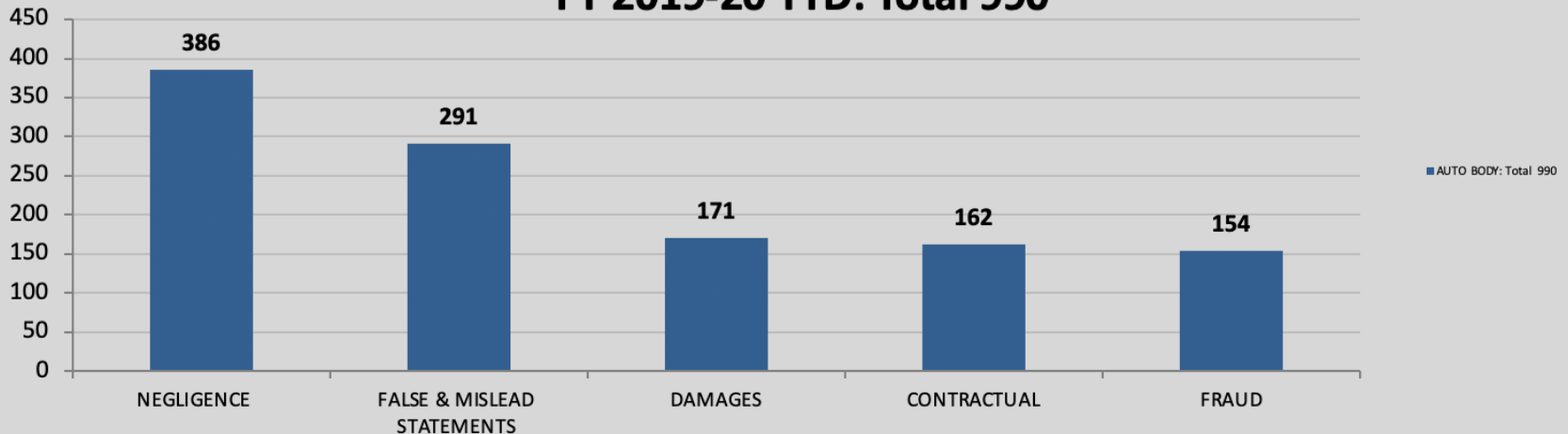


# COMPLAINT ALLEGATIONS – AUTO BODY

**FY 2020-21 YTD: Total 796\***

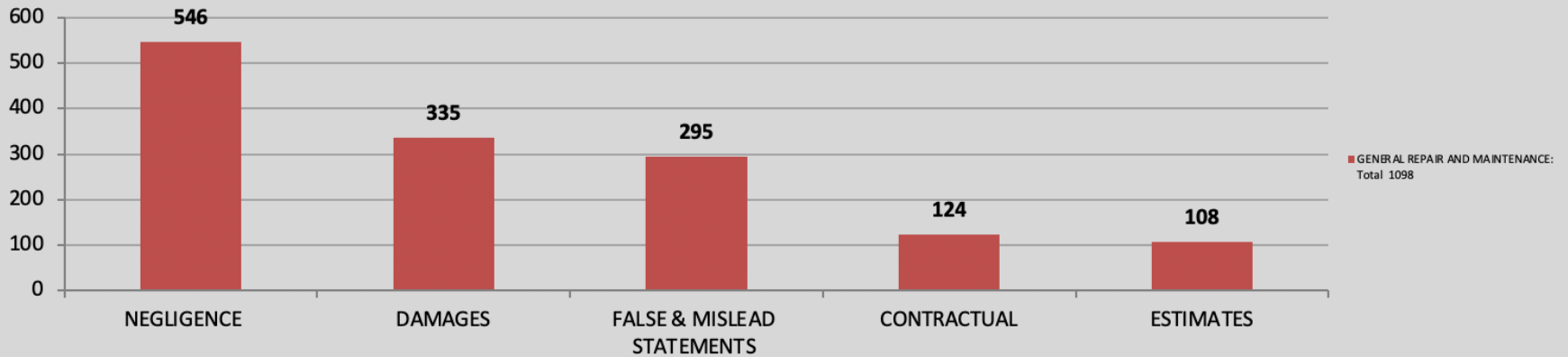


**FY 2019-20 YTD: Total 990\***

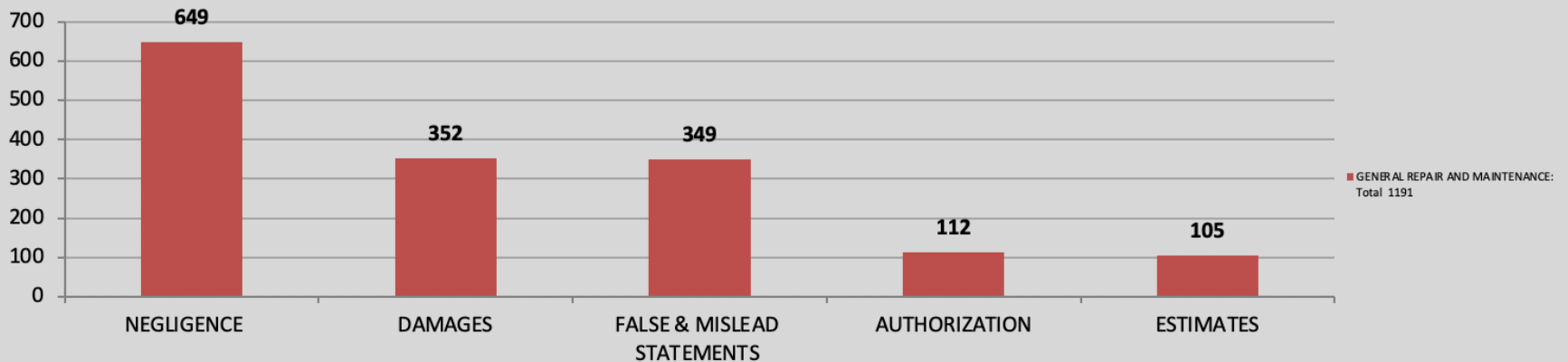


# COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

**FY 2020-21 YTD: Total 1098\***

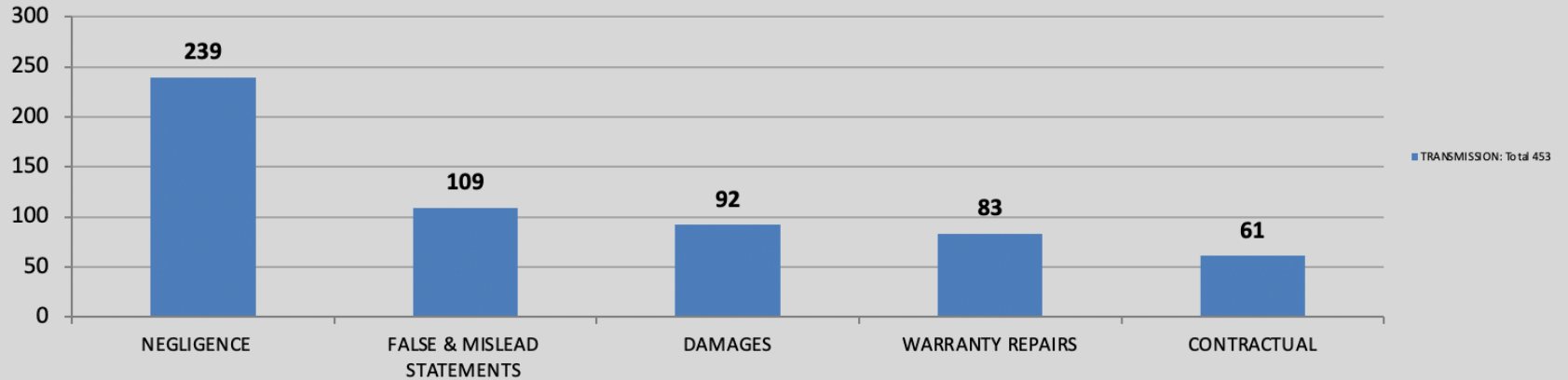


**FY 2019-20 YTD: Total 1191\***

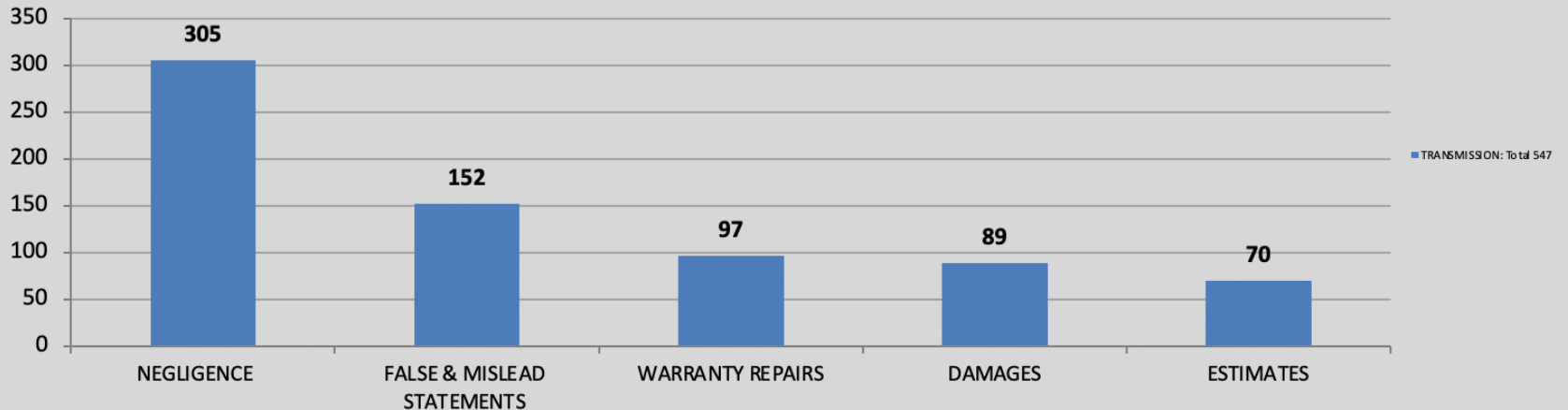


# COMPLAINT ALLEGATIONS - TRANSMISSION

**FY 2020-21 YTD: Total 453\***



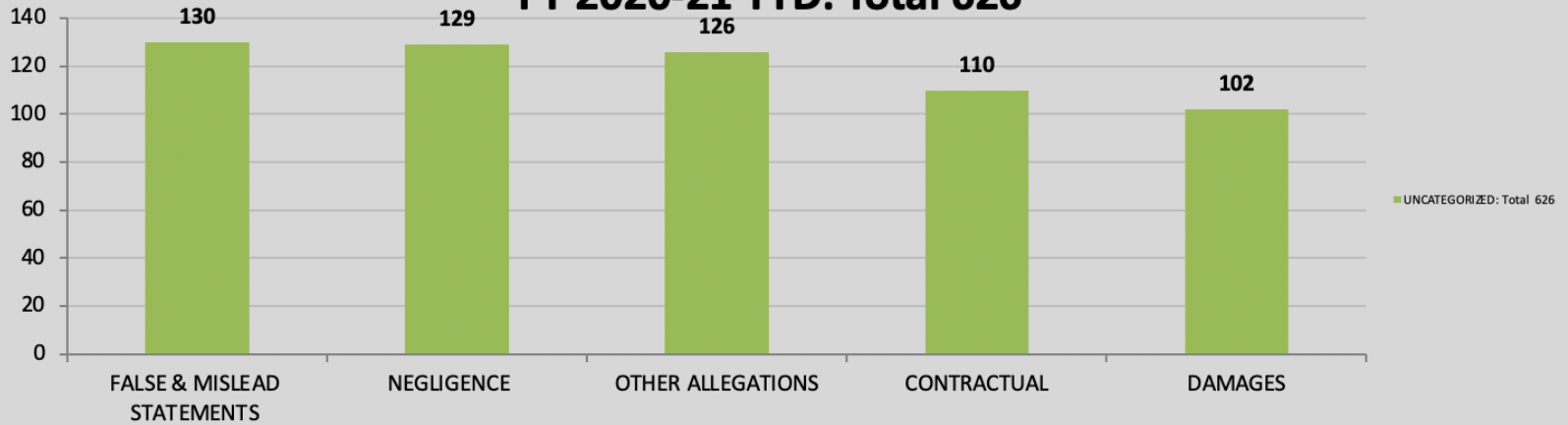
**FY 2019-20 YTD: Total 547\***



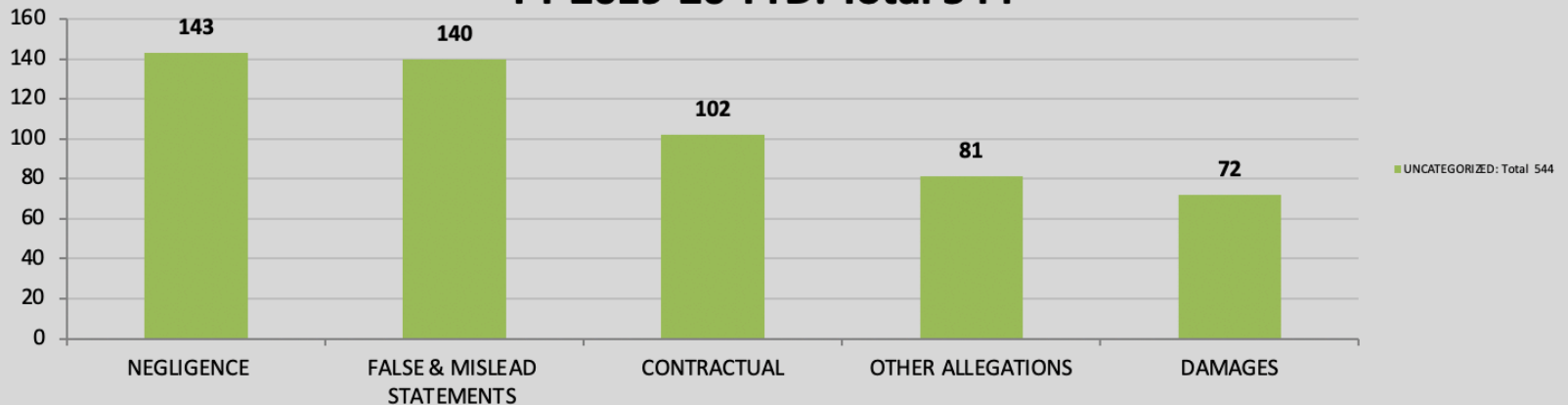


# COMPLAINT ALLEGATIONS – UNCATEGORIZED

**FY 2020-21 YTD: Total 626\***

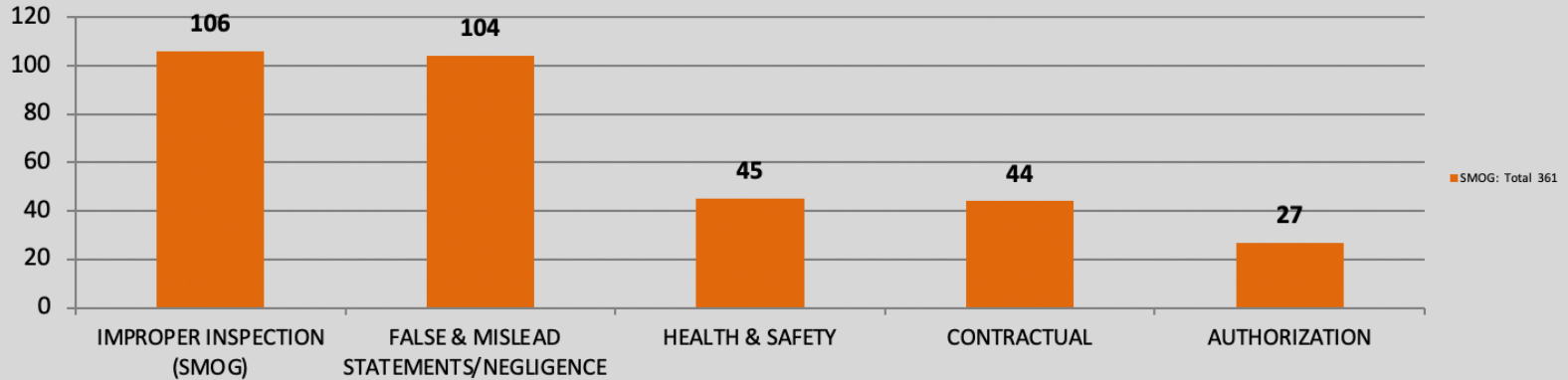


**FY 2019-20 YTD: Total 544\***

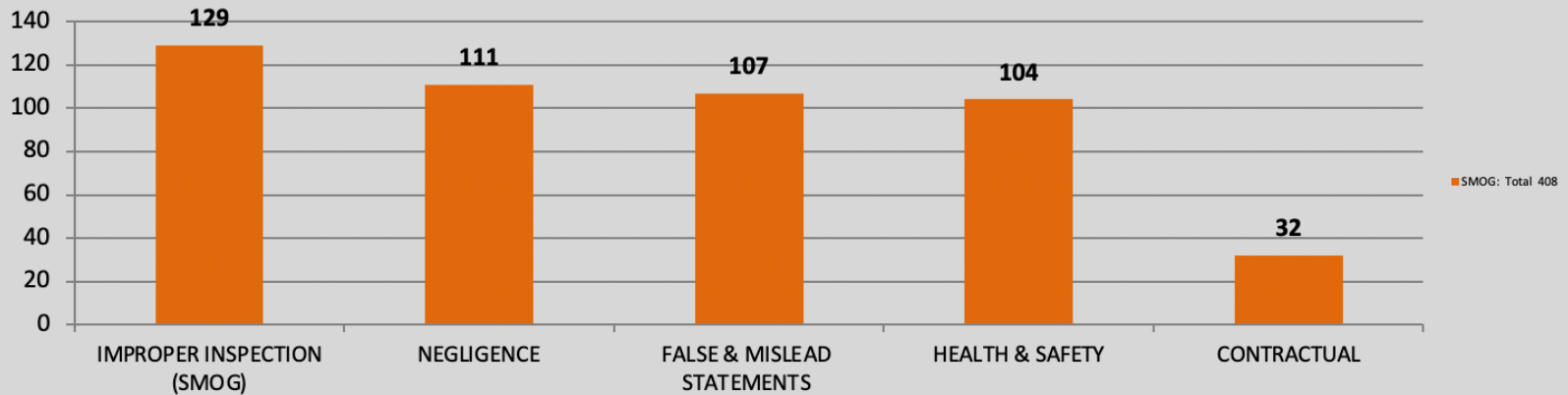


# COMPLAINT TRENDS - SMOG

**FY 2020-21 YTD: Total 361\***

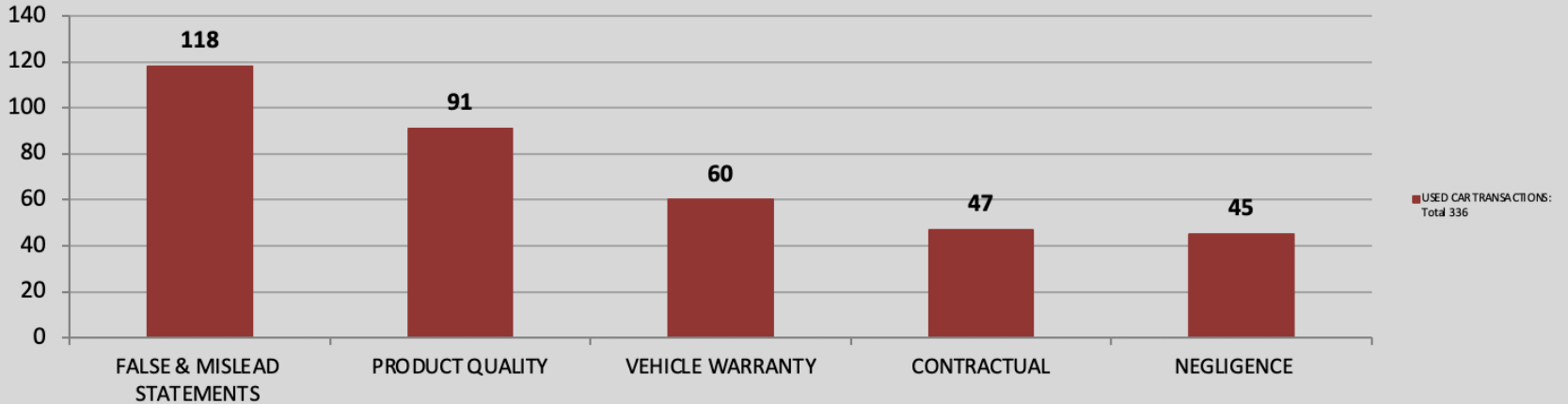


**FY 2019-20 YTD: Total 408\***

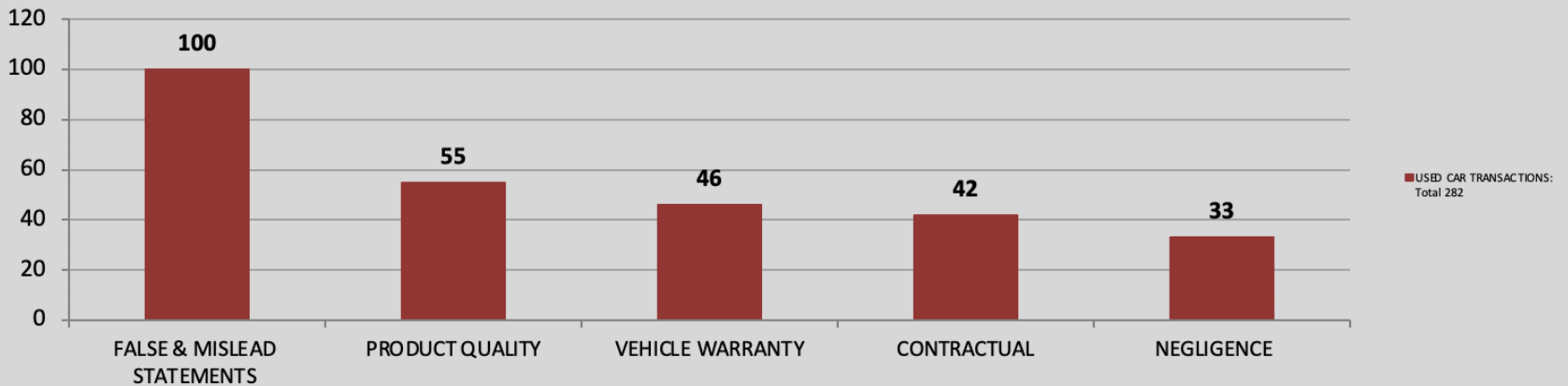


# COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

**FY 2020-21 YTD: Total 336\***



**FY 2019-20 YTD: Total 282\***

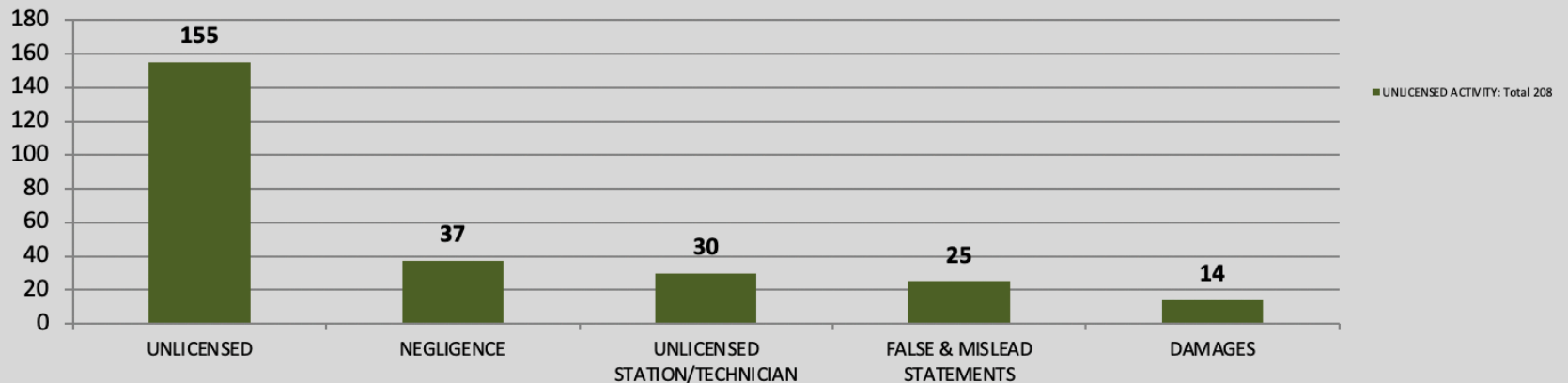


# COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

**FY 2020-21 YTD: Total 165\***

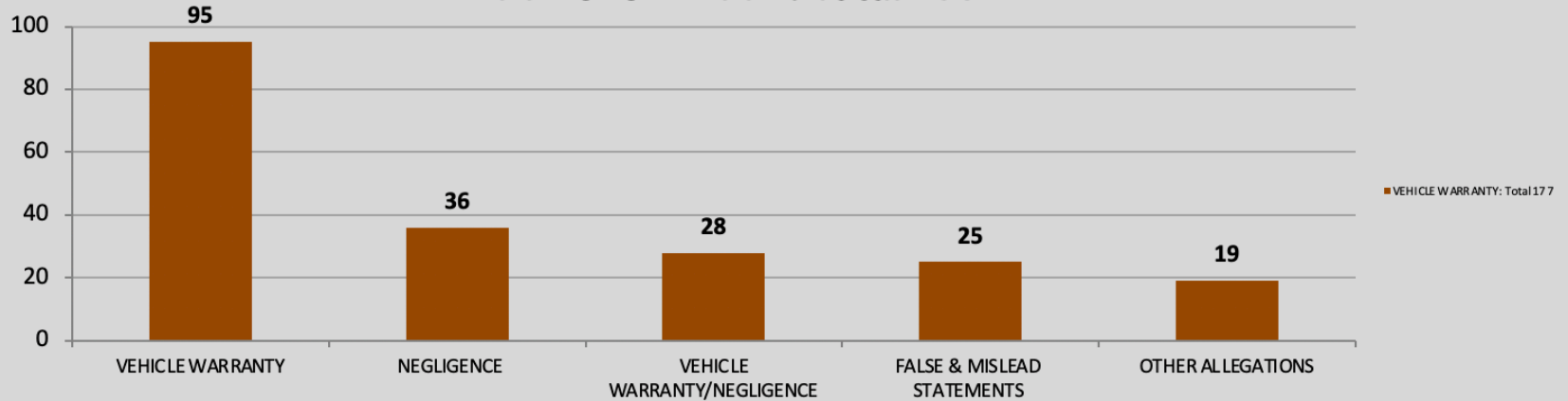


**FY 2019-20 YTD: Total 208\***

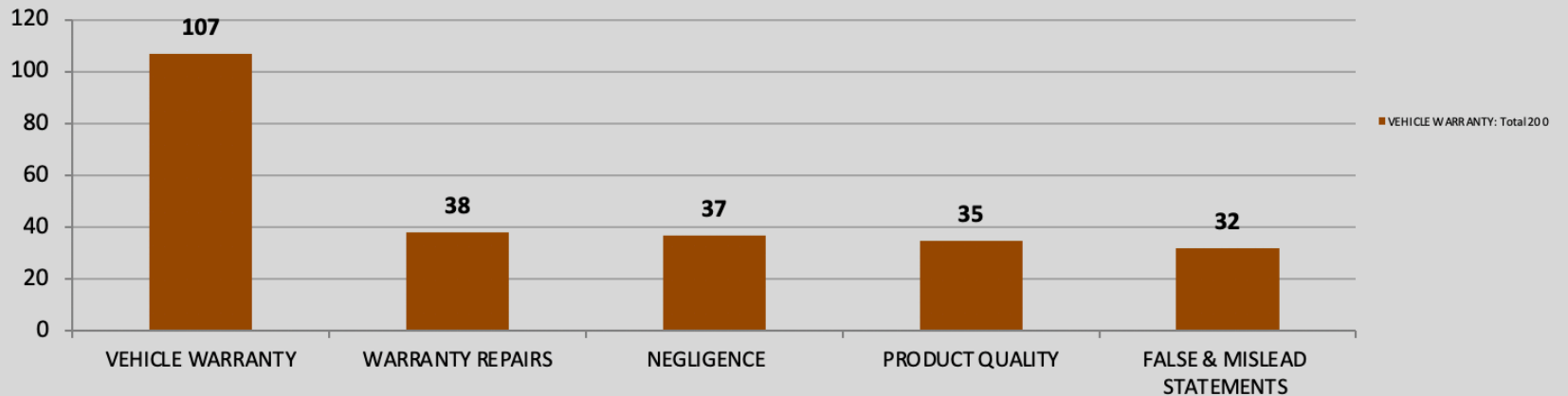


# COMPLAINT TRENDS – VEHICLE WARRANTY

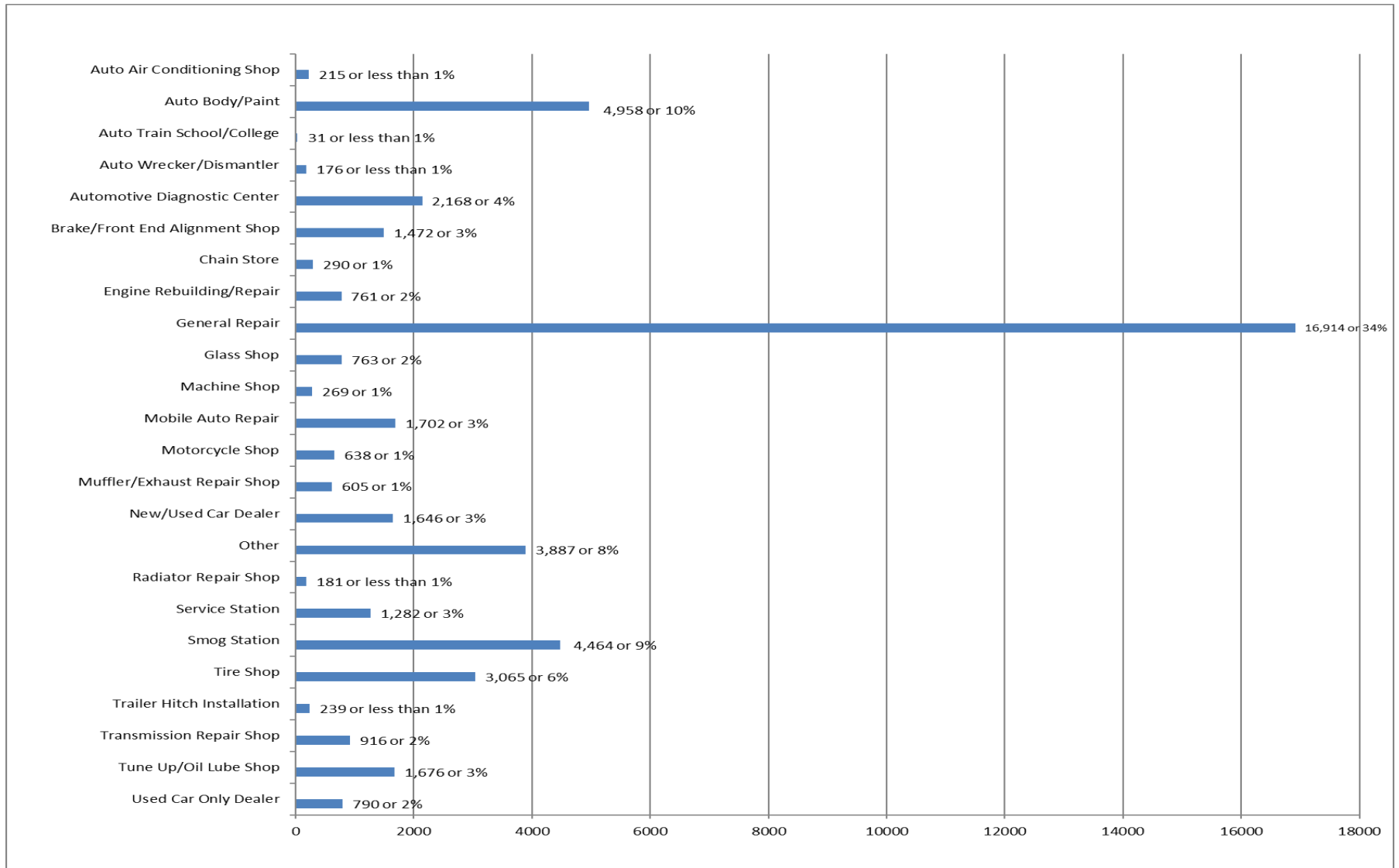
**FY 2020-21 YTD: Total 177\***



**FY 2019-20 YTD: Total 200\***



# PRIMARY BUSINESS TYPE AS OF DECEMBER 2020



# AUTO BODY INSPECTION PROGRAM STATISTICS

## FY 2020-21 YTD

**Total Inspections Requested**

**61**

**Total Inspections Conducted**

**39**

**Total Complaints Filed**

**16**

## FY 2019-20 YTD

**Total Inspections Requested**

**115**

**Total Inspections Conducted**

**63**

**Total Complaints Filed**

**28**

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# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Email: [bill.thomas@dca.ca.gov](mailto:bill.thomas@dca.ca.gov)