
ENFORCEMENT STATISTICS UPDATE

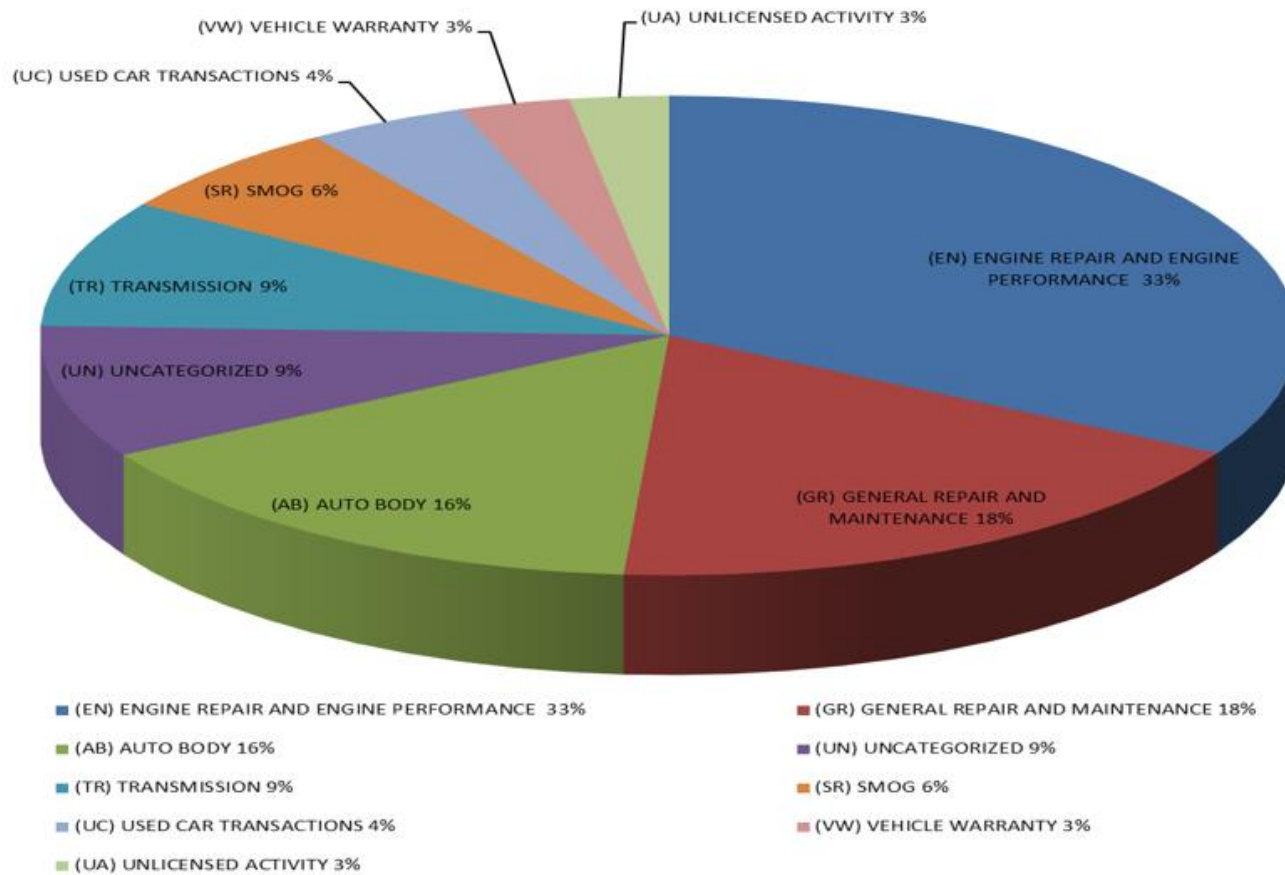
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS
ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JULY 18, 2019

FISCAL YEAR COMPLAINT TRENDS 2018-19 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	224
CO	COOLING SYSTEM	331
ED	ENGINE DIAGNOSIS	712
EL	ELECTRICAL	650
EN	ENGINE OVERHAUL/REPLACEMENT	589
ER	ENGINE REPAIR	1588
FL	FLUSHING	17
FS	FUEL SYSTEM	164
MS	MACHINE SHOP	9
TU	TUNE UP	52

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	8
BO	BOAT REPAIR	8
LC	LAMP CERTIFICATION	8
LS	LIEN SALE/STORAGE CHARGES	52
MC	MOTORCYCLE REPAIR	83
OT	OTHER	559
PS	PART SALE	116
SF	STORAGE FEES	42
TO	TOWING	71
UP	UPHOLSTERY	35
WR	REPAIR WARRANTY	186

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	208
BR	BRAKES	426
DT	DRIVE TRAIN	197
EX	EXHAUST	63
GR	GENERAL REPAIR	27
LU	LUBE/OIL CHANGE	541
SU	SUSPENSION/STEERING	514
TW	TIRES/WHEELS	372

UA	UNLICENSED ACTIVITY	332
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	1951
GL	AUTO GLASS	80

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	1001
MT	MANUAL TRANS/CLUTCH	118

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	4
CX	CLEAN PLUGGING	1
DC	DELINQUENT CITATION	1
ES	EXHAUST SYSTEM (SMOG)	94
ET	EMISSION TEST PROCEDURE	22
EW	EMISSIONS WARRANTY	17
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	3
RO	REPAIR ONLY (SMOG)	3
SB	SUBLET (SMOG)	7
SC	SMOG COST LIMIT	7
SN	STATION	21
SR	SMOG REPAIR	152
SS	ILLEGAL SMOG/CAR SALE	93
ST	SMOG TEST PROCEDURES	365
TE	TEST ONLY	14
TN	TECHNICIAN	4
VT	VISUAL SMOG TEST PROCEDURE	13

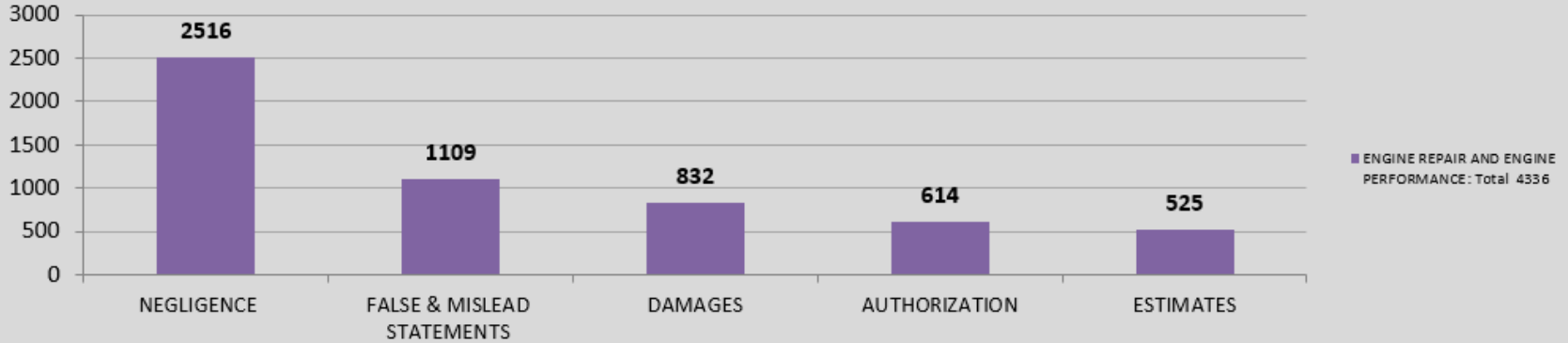
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	539
VW	VEHICLE WARRANTY	317
NC	NEW CAR/LEMON LAW	56

COMPLAINT ALLEGATIONS

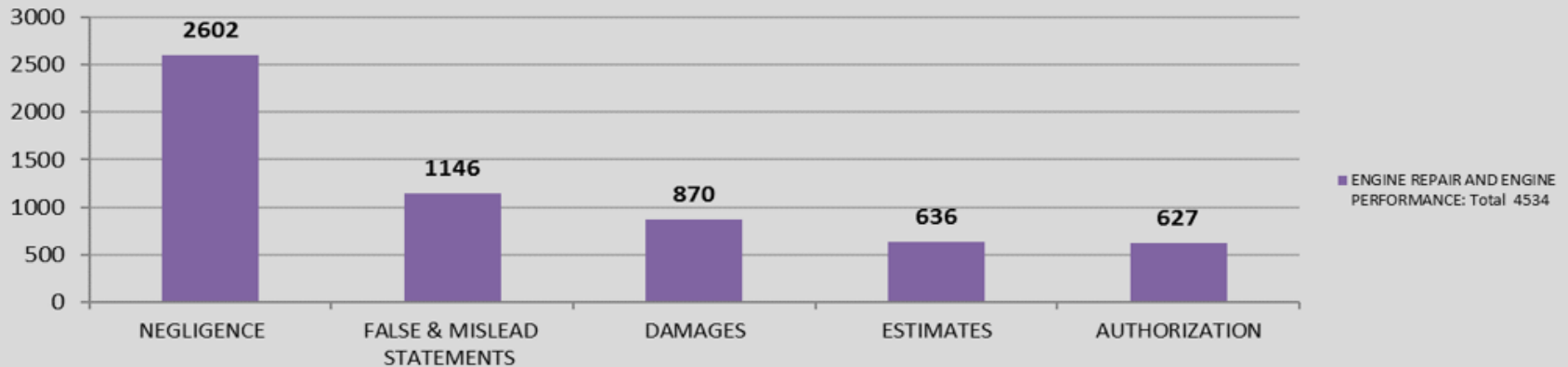
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 4336*

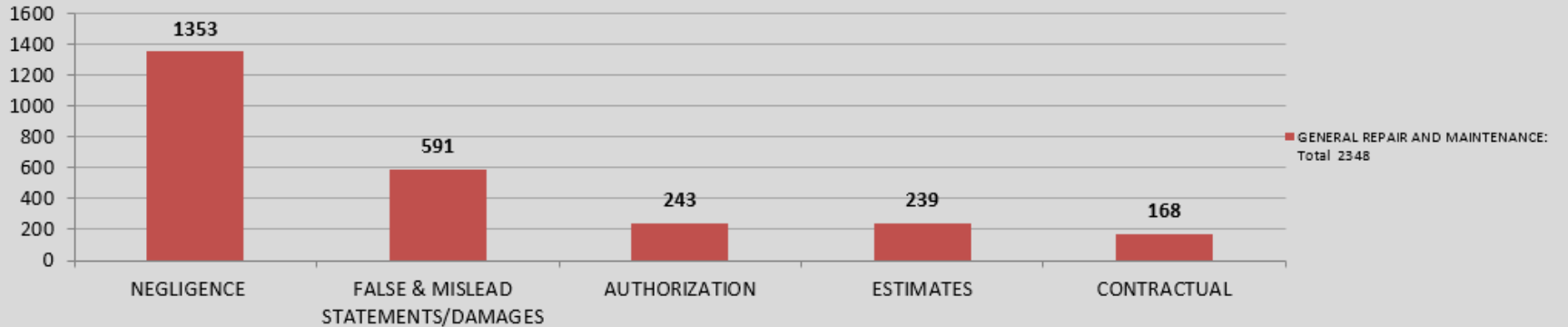


FY 2017-18 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 4534*

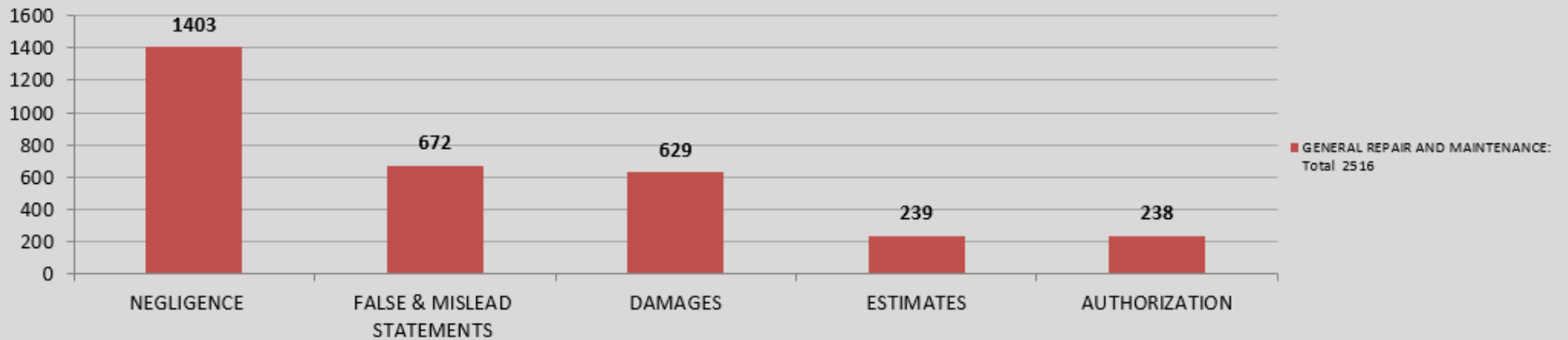


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

FY 2018-19 YTD GENERAL REPAIR & MAINTENANCE: Total 2348*

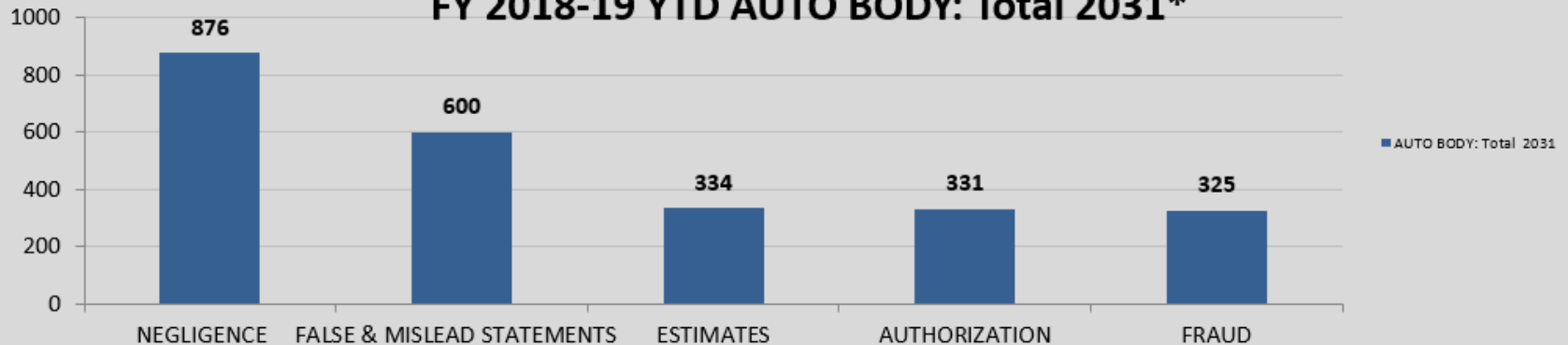


FY 2017-18 YTD GENERAL REPAIR & MAINTENANCE: Total 2516*

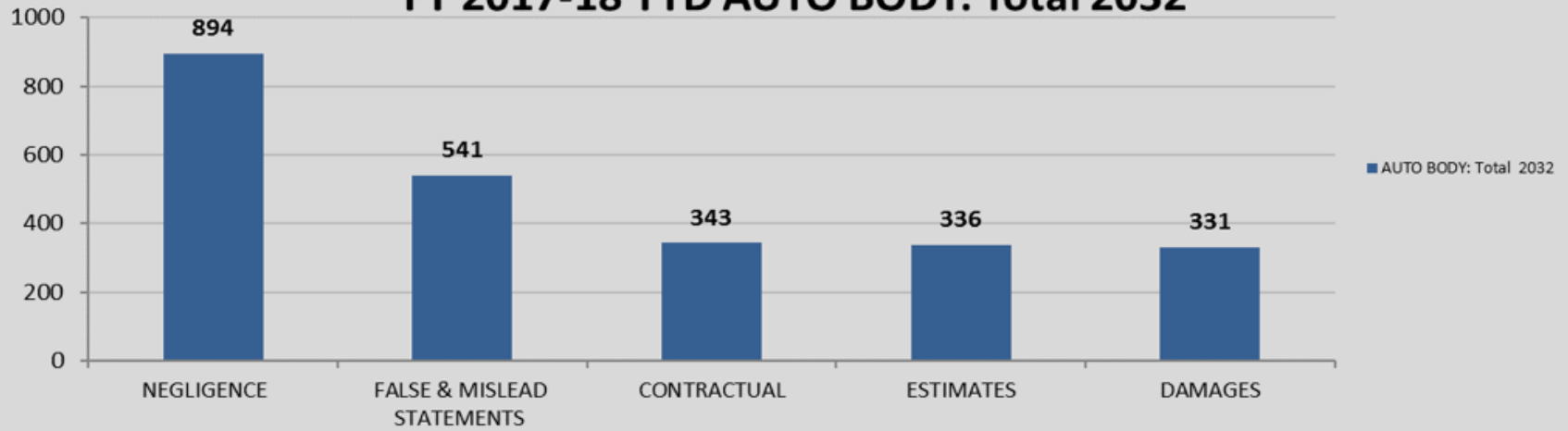


COMPLAINT ALLEGATIONS – AUTO BODY

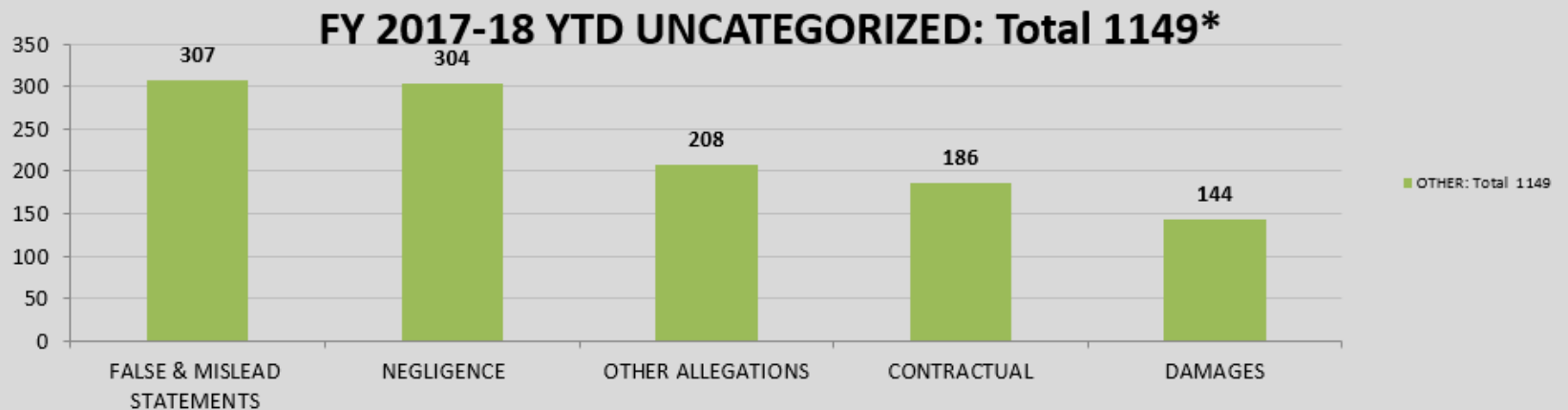
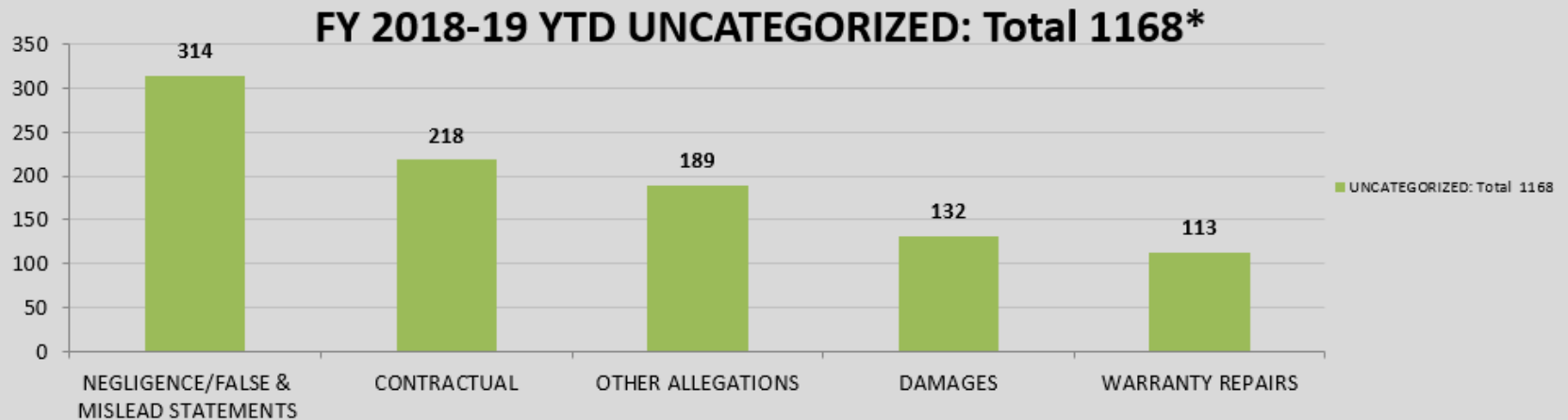
FY 2018-19 YTD AUTO BODY: Total 2031*



FY 2017-18 YTD AUTO BODY: Total 2032*

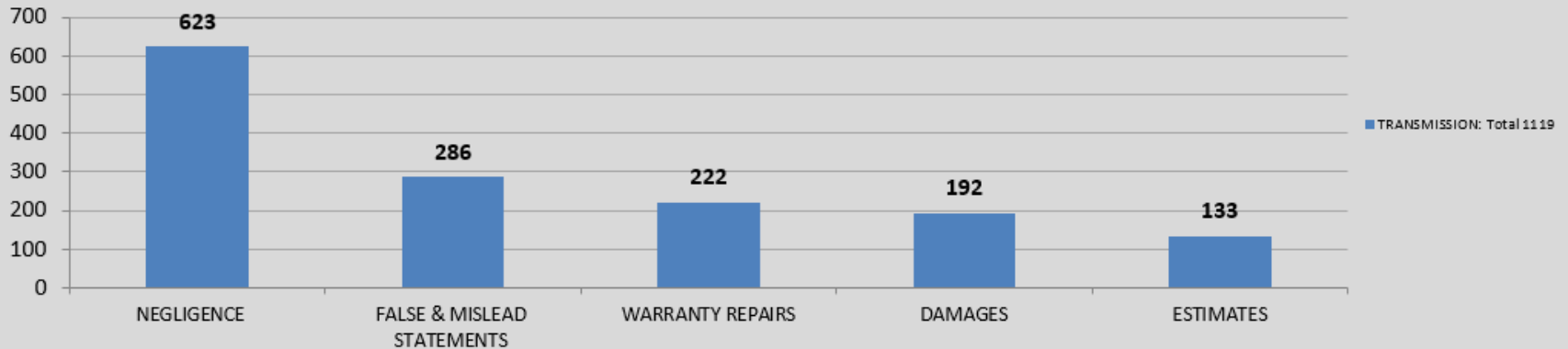


COMPLAINT ALLEGATIONS - OTHER

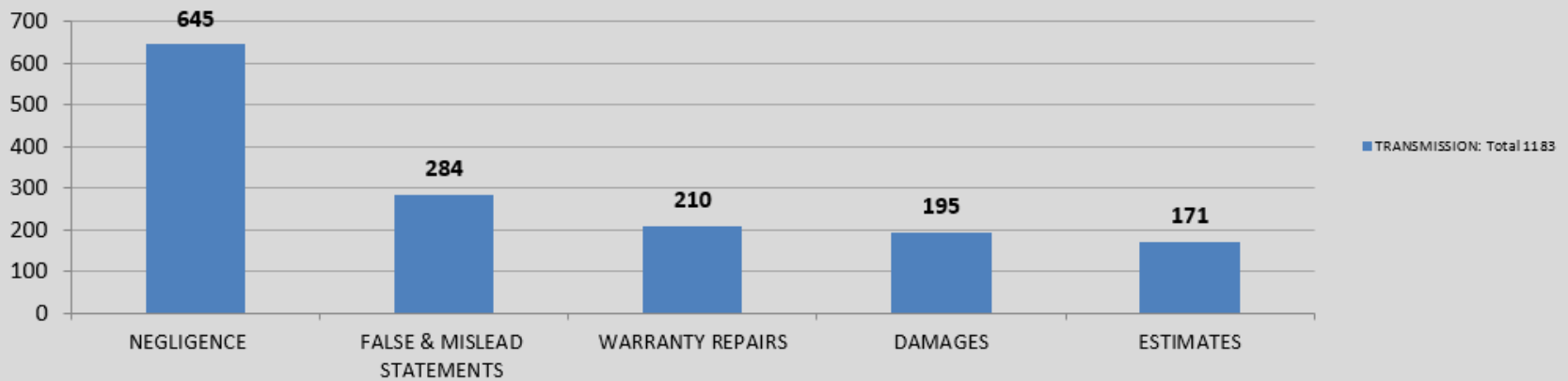


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2018-19 YTD TRANSMISSION: Total 1119*

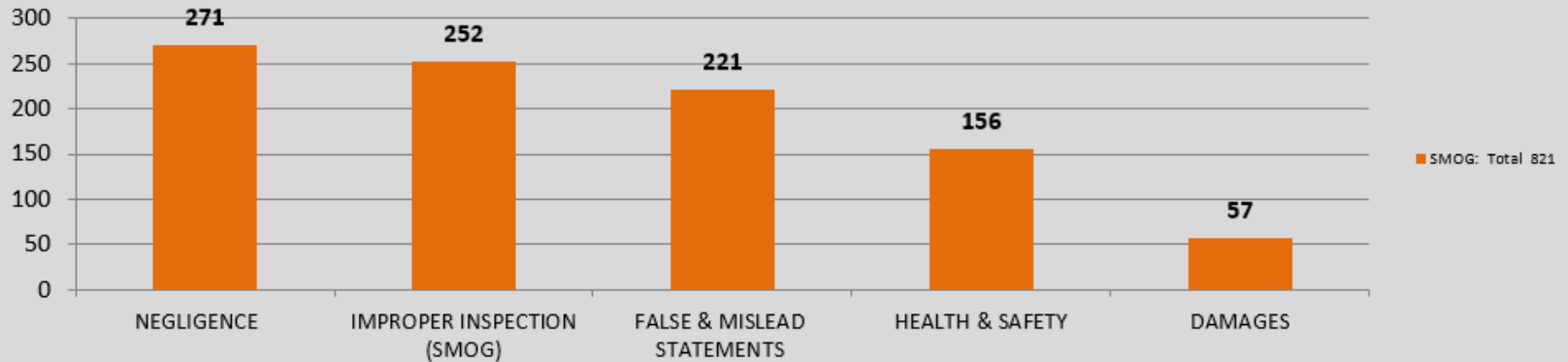


FY 2017-18 YTD TRANSMISSION: Total 1183*

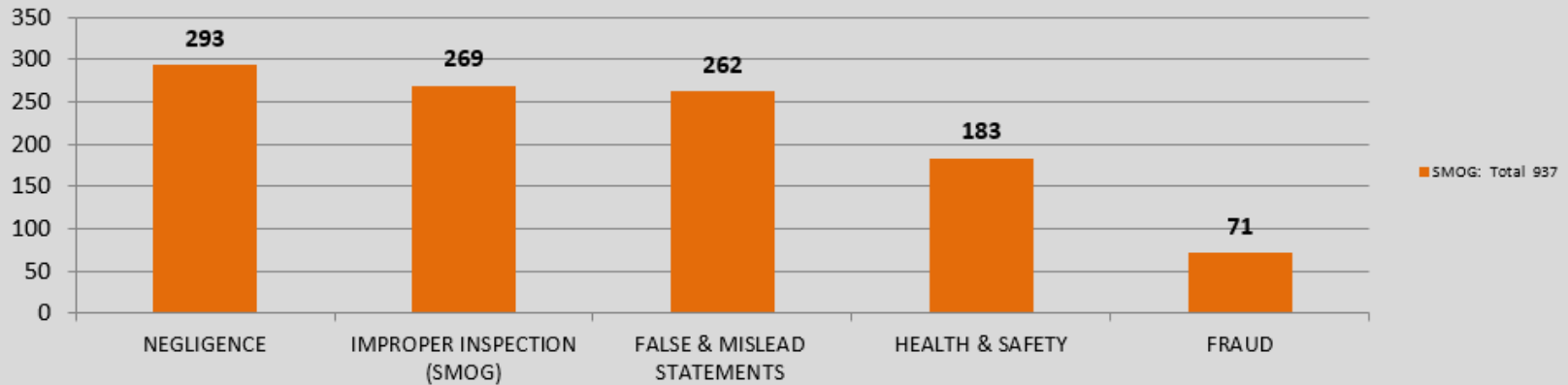


COMPLAINT TRENDS - SMOG

FY 2018-19 YTD SMOG: Total 821*

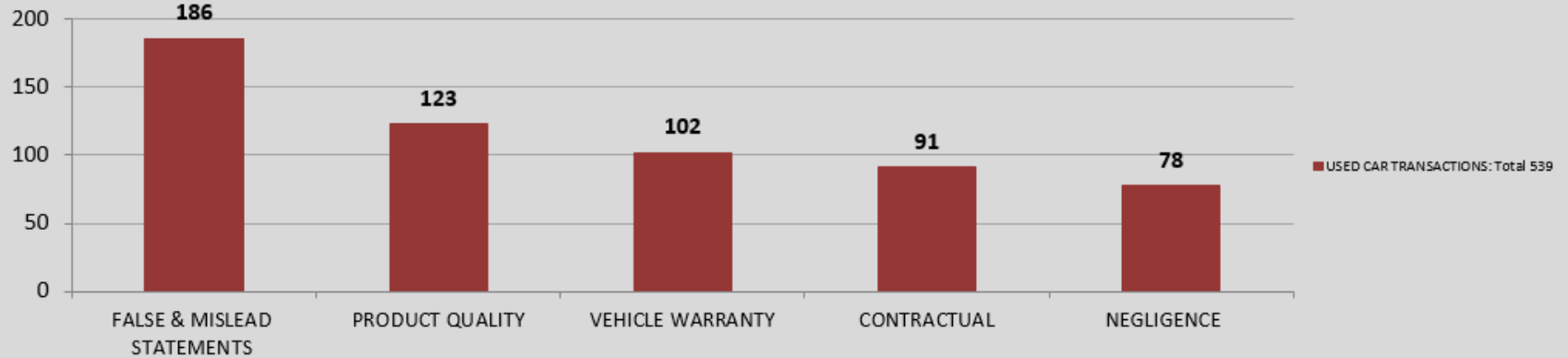


FY 2017-18 YTD SMOG: Total 937*

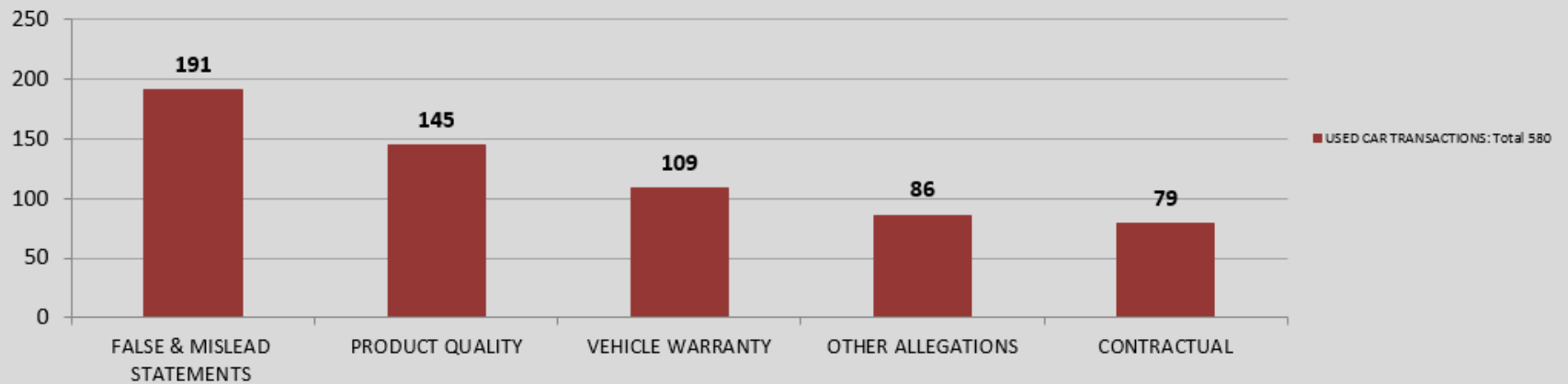


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2018-19 YTD USED CAR TRANSACTIONS: Total 539*

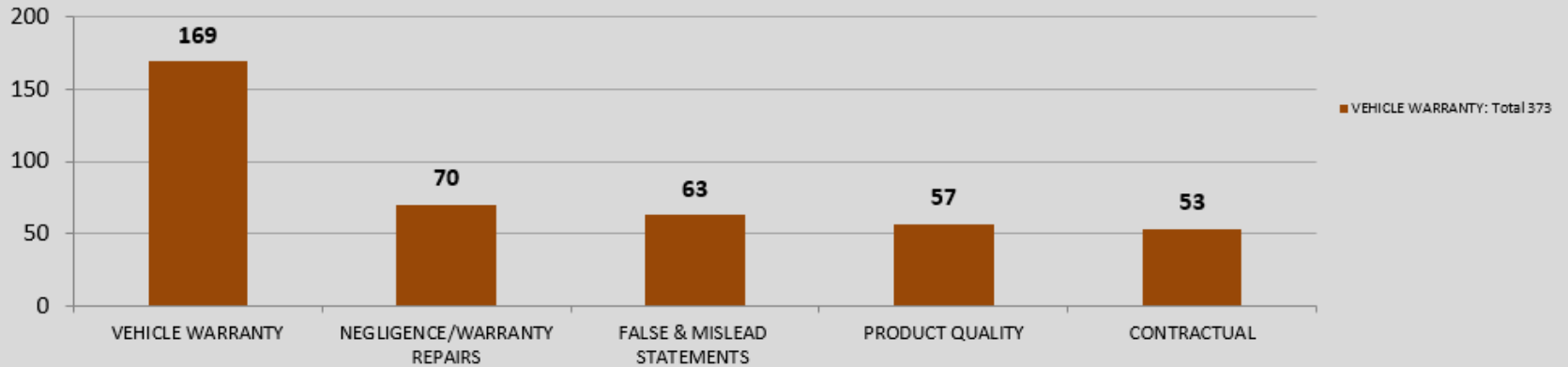


FY 2017-18 YTD USED CAR TRANSACTIONS: Total 580*

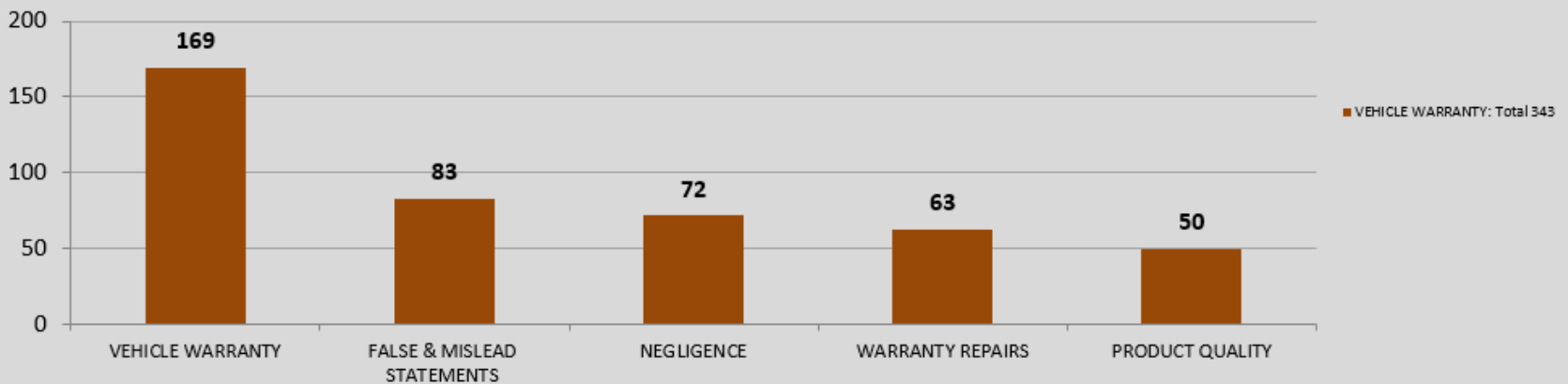


COMPLAINT ALLEGATIONS – VEHICLE WARRANTY

FY 2018-19 YTD VEHICLE WARRANTY: Total 373*

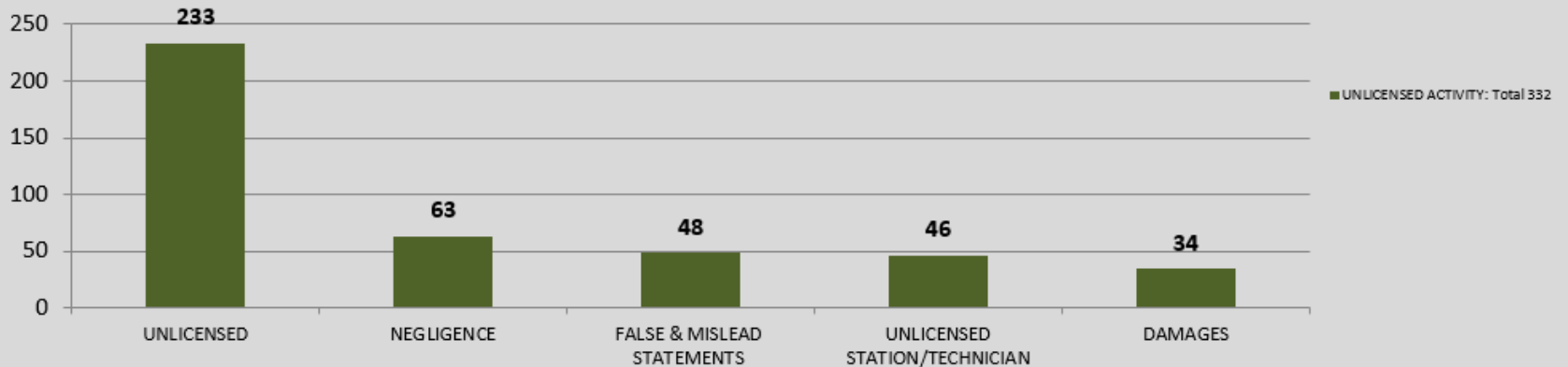


FY 2017-18 YTD VEHICLE WARRANTY: Total 343*

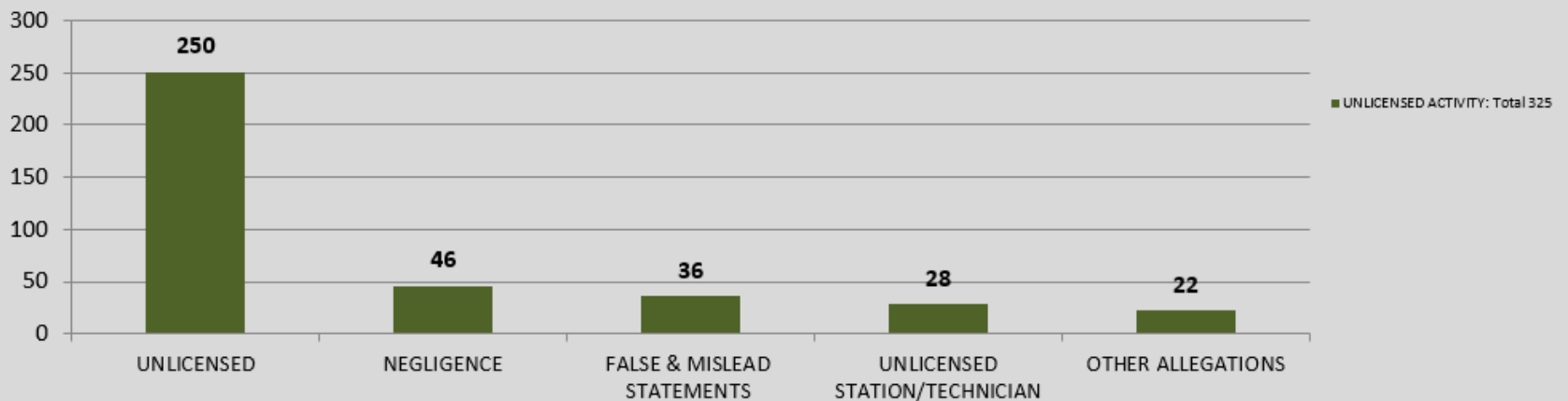


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

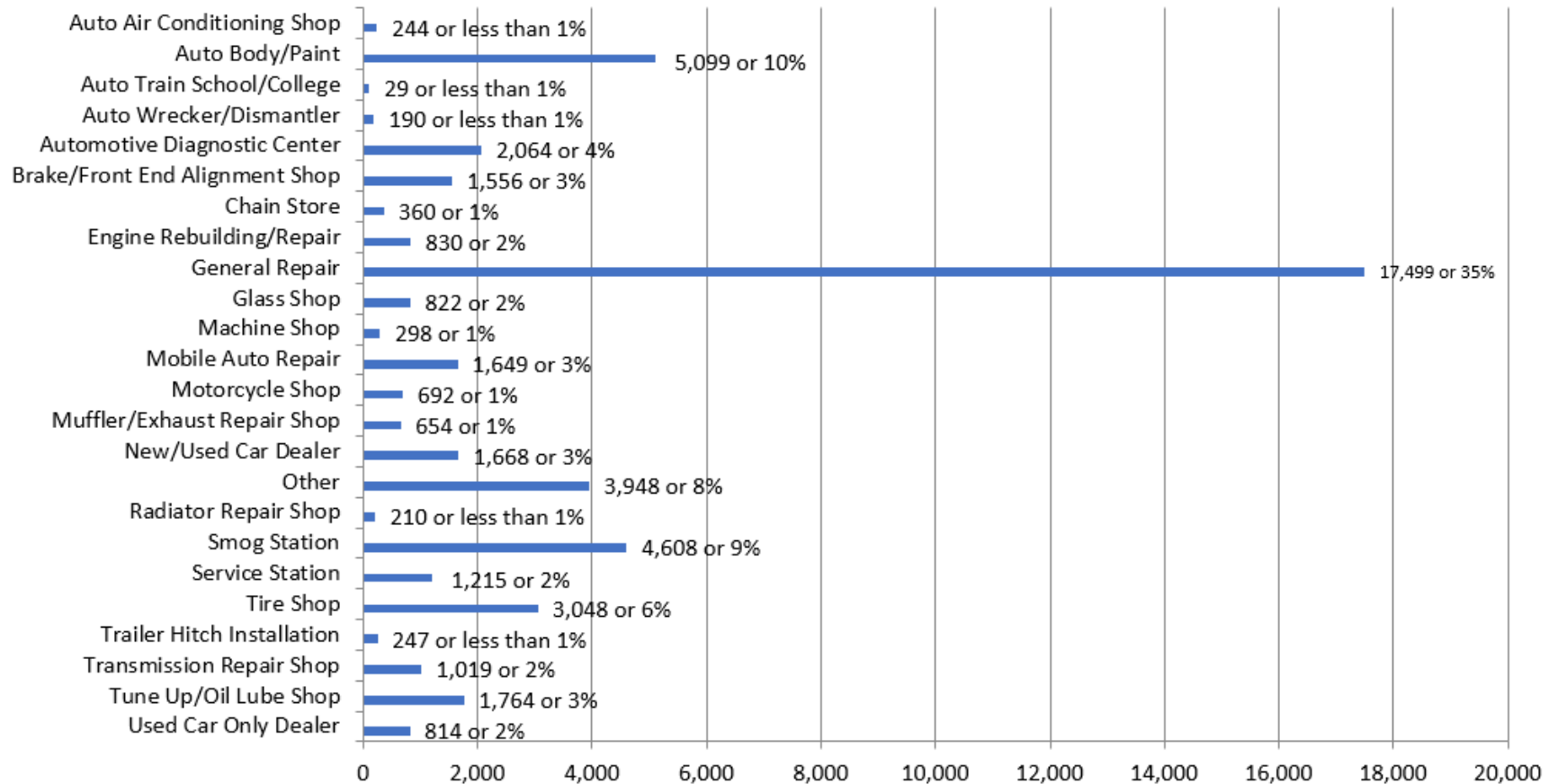
FY 2018-19 YTD UNLICENSED ACTIVITY: Total 332*



FY 2017-18 YTD UNLICENSED ACTIVITY: Total 325*



PRIMARY BUSINESS TYPE AS OF JULY 2019



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2018-19 YTD	
Total Inspections Requested	214
Total Inspections Conducted	151
Total Complaints Filed	55
FY 2017-18 YTD	
Total Inspections Requested	280
Total Inspections Conducted	188
Total Complaints Filed	89

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