

# BUREAU OF AUTOMOTIVE REPAIR

COMPLAINT  
STATISTICS  
FY 2014 / 15

---

## Consumer Complaints<sup>1</sup>

<b>19,774</b>	RECEIVED
<b>649</b>	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
<b>19,084</b>	REFERRED FOR INVESTIGATION
<b>146</b>	PENDING

<sup>1</sup> The total number of complaints received does not directly correlate with the other categories listed.

---

## Complaint Trends<sup>2</sup>

<b>25%</b>	ENGINE REPAIR AND MAINTENANCE
<b>19%</b>	GENERAL REPAIR AND MAINTENANCE
<b>14%</b>	AUTO BODY
<b>12%</b>	SMOG
<b>12%</b>	TRANSMISSION
<b>12%</b>	OTHER (new car/lemon law, brake/lamp certification, parts, etc.)
<b>4%</b>	USED CAR TRANSACTIONS
<b>2%</b>	VEHICLE WARRANTY

<sup>2</sup> A complaint trend is the area of automotive repair involved in the complaint.

---

## Restitution & Settlements<sup>3</sup>

<b>\$30,164</b>	COURT-ORDERED RESTITUTION
<b>\$2,696,878</b>	REFUND BY SHOP
<b>\$1,395,621</b>	REWORK TO VEHICLE AT NO CHARGE
<b>\$949,667</b>	ADJUSTMENT TO BILL
<b>\$5,042,136</b>	TOTAL

<sup>3</sup> Restitution is ordered as a result of a BAR investigation. Settlements, including refunds, rework, and adjustments, are a result of BAR mediation.

COMPLAINTS ARE FILED ONLINE AT [WWW.BAR.CA.GOV](http://WWW.BAR.CA.GOV) OR BY REQUESTING A COMPLAINT FORM BY CONTACTING (800) 952-5210.

DEPARTMENT OF CONSUMER AFFAIRS

**BAR**  
Bureau of Automotive Repair

[www.bar.ca.gov](http://www.bar.ca.gov)