

BUREAU OF AUTOMOTIVE REPAIR

COMPLAINT
STATISTICS
FY 2015 / 16

Consumer Complaints¹

19,499	RECEIVED
509	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18,948	REFERRED FOR INVESTIGATION
197	PENDING

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

Complaint Trends²

35%	ENGINE REPAIR AND ENGINE PERFORMANCE
17%	GENERAL REPAIR AND MAINTENANCE
12%	AUTO BODY
10%	SMOG
9%	TRANSMISSION
9%	OTHER (new car/lemon law, brake/lamp certification, parts, etc.)
3%	UNLICENSED ACTIVITY
3%	USED CAR TRANSACTIONS
2%	VEHICLE WARRANTY

² A complaint trend is the area of automotive repair involved in the complaint.

Restitution & Settlements³

\$60,109	COURT-ORDERED RESTITUTION
\$2,556,476	REFUND BY SHOP
\$1,362,751	REWORK TO VEHICLE AT NO CHARGE
\$1,093,820	ADJUSTMENT TO BILL
\$5,073,156	TOTAL

³ 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 OR BY REQUESTING A COMPLAINT FORM BY CONTACTING (800) 952-5210.

DEPARTMENT OF CONSUMER AFFAIRS

BAR
Bureau of Automotive Repair

www.bar.ca.gov