

# Repair Reporter

CALIFORNIA

DEPARTMENT OF CONSUMER AFFAIRS

BUREAU OF AUTOMOTIVE REPAIR



FALL/WINTER  
1998

## Automotive Leadership Conference Looks to the Future

**T**oday, more than ever, the constantly evolving technology of the automobile is forcing the industry that repairs those vehicles to take a hard look at itself. Each year, as two million automobiles are added to U.S. highways, the number of qualified repair technicians is dropping by as much as 5 percent annually—a shortfall of about 60,000 trained repair technicians nationwide.

**“Society needs to stop thinking of auto repair professionals as ‘grease monkeys’ in dirty overalls, and start thinking of them as computer analysts in lab coats.”**

“Consumers are only now beginning to feel the effects of the shortage of trained repair technicians,” said Bureau of Automotive Repair (BAR) Chief Marty Keller. “Unless all of us involved act to reverse this disturbing trend soon, owning and maintaining a car is going to become a much more expensive and inconvenient proposition.”

With this concern in mind, more than 140 leaders representing the auto repair

market—automotive manufacturers, parts and repair providers, along with educators, government regulators, consumer advocates, and insurance executives—gathered to discuss key challenges facing the auto repair industry, including the current shortage of qualified auto repair technicians. Spearheaded by BAR, the national conference, *Automotive Repair Leadership 2000: Strategies for Success*, provided the forum for industry leadership to forge action plans to address today’s problems and prepare the industry to meet tomorrow’s needs.

The summit was held—appropriately enough—just prior to this year’s Labor Day weekend in Anaheim, California, where participants grappled with three major challenges affecting the auto repair market:

*(Continued on page 3)*



## Governor Recognizes Automotive Career Recruitment Efforts

**G**overnor Pete Wilson proclaimed October 27, 1998 as “Automotive Career Education Day” in California. The Governor’s proclamation, which was issued October 16, mirrored the national celebration of Automotive Career Education Day, and followed the very successful *Automotive Repair Leadership 2000: Strategies for Success* conference in Anaheim, which was organized by BAR (for more details, see story above). Wilson joined 20 other governors throughout the nation in recognizing the event.

The Governor’s proclamation noted that the automotive industry is one of the largest professional industries, and that there is a critical shortfall of trained repair technicians nationwide. BAR has led the nationwide effort to begin recruiting more young women and men into the automotive repair industry. The Coordinating Committee for Automotive Repair (CCAR), a nonprofit automotive industry organization, also marked Automotive Career Education Day by sponsoring the Third Annual Satellite Career Fair, which was available free of

charge to schools with satellite downlink capabilities. This year’s Satellite Career Fair was downlinked to approximately 2,200 middle, secondary and postsecondary schools across the nation, with 100,000 students participating. A repeat of the program is scheduled during the month of December; consult CCAR’s web page at [www.ccargreenlink.org](http://www.ccargreenlink.org) for details.



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## Reader Survey

The Department of Consumer Affairs/Bureau of Automotive Repair would appreciate your comments on this publication. Please take a moment to circle your responses and add your comments below.

1. Do you generally find the information presented in the Repair Reporter useful?

5	4	3	2	1
Very Useful	Useful	Neutral	Somewhat Useful	Not Useful

2. Do you find the information easy to understand?

5	4	3	2	1
Very Easy	Easy	Neutral	Somewhat Easy	Difficult

3. Your Comments

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*Please cut out, fold, tape at edge, and mail to the address below*

Tracey Weatherby  
 DCA Communications and Education Division  
 400 R Street, Suite 3060  
 Sacramento, CA 95814

### Stay Tuned . . .

#### More Frequent Auto Repair News is Coming

Remember the old adage, "You can never be too rich or too thin?" Repair Reporter fans will soon be richer in automotive repair news, presented in a "thinner," more compact format. Plans are underway to produce the Repair Reporter on a quarterly basis beginning in March 1999, in order to keep auto repair dealers apprised of important BAR developments in a more timely manner.



## Leadership *(Continued from page 1)*

1. **Training and Education.** The average 1998 model car relies on more on-board computerization than the Apollo 13 mission—and training has not kept pace with the rate of technological advance. Only a few of the 5,000 automotive training programs nationwide use modern “computerized” equipment and/or employ faculty with up-to-date technical knowledge. Also, high schools are finding it more difficult to invest the time and resources needed to train potential technicians at the high level required by today’s technology.
2. **Recruitment.** The number of cars on U.S. roads is projected to increase from 130 million in 1996 to 144 million in 2003, while the number of repair professionals is dropping 5 percent each year. This trend, coupled with the challenges of repairing high-tech vehicles, could cause a crisis for car owners, making it harder to find competitively priced quality repairs.
3. **Image and Professionalism.** Automotive repair is still widely perceived as an undesirable career choice by high school graduates, parents, and career counselors. The repair industry is failing to attract new recruits or to improve the overall image of the industry. As stated by BAR Chief Keller, “Society needs to stop thinking of auto repair professionals as ‘grease monkeys’ in dirty overalls, and start thinking of them as computer analysts in lab coats.”

The *Automotive Repair Leadership 2000* forum is the first time since 1992 that leaders of this diverse, yet interdependent, market segment have been assembled to address problems in the industry. The intent was to start a dialogue among these representatives, and to begin the process of developing solutions. “I think people came with an open mind and a commitment to get something done,” said Carole Glade, executive director of the National Coalition for Consumer Education, and

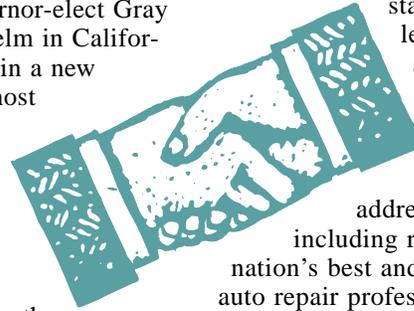
## Bridging the Gap

**W**ith the November 3rd elections now behind us, newly elected political leaders are preparing to take over their posts, and Governor-elect Gray Davis will take the helm in California. Davis will usher in a new administration, and most if not all of the state government’s policy-making positions will be filled by new Governor appointees.

During the past year, the Bureau of Automotive Repair has taken a leadership role in assessing the condition of the auto repair market, fostering dialogue among the

diverse industry stakeholders, and challenging industry leaders to craft solutions to problems facing the market on both the state and national level. BAR leaders and staff are committed to serving as the catalyst that spurs industry to address these issues, including recruiting the nation’s best and brightest into the auto repair profession and creating training and education programs that will prepare technicians for repairing today’s—and tomorrow’s—high-tech vehicles.

*(Continued on page 4)*



facilitator for the conference. “I think the diversity of the crowd contributed to the cross pollination of ideas.”

Several task forces were formed to undertake a ten-year process of creating more training and education, improving recruitment, and raising the industry’s professional image. By the end of the summit, participants successfully crafted preliminary action plans. While much of the work to be done will take several years to implement, these action plans serve as a framework that will prove not only beneficial to the industry of the present, but also vital to the auto repair market of the future. The conference participants committed to:

- Form an inclusive national task force, or market-wide alliance, to address immediate and future industry issues, as well as issue-specific teams to address funding crises, diversity, and professional development.
- Establish a central source of information—possibly on the Internet—about the automotive service profession, to assist with

and support the recruitment of young people into the field.

- Focus on recruiting underrepresented groups, such as minorities, older Americans seeking second careers, and women, who currently comprise only 2 percent of the automotive repair workforce.
- Raise the image of the industry through a multifaceted public and consumer education campaign, with consistent messages to help consumers understand the industry.
- Establish national industry-wide standards for training, customer service, ethical practices, and compensation.

Progress reports on the action items, as well as other information about the summit, will be made available online at [www.ccargreenlink.org](http://www.ccargreenlink.org). The conference was the catalyst for positive change in the industry. A future meeting is tentatively planned for early in the year 2000. It will be here that the task forces hope to see their 1998 conference plans for improving the industry come to fruition.

## Licensing Update

### Change of Ownership

**C**alifornia Code of Regulations, Section 3306(c)(1) defines change of ownership as "...any change in legal ownership of the license or the licensed business, including

- the addition or the deletion of a partner;
- the transfer of any ownership interest between members of a family (such as by sale, gift, or the death of the legal owner or one of the owners);
- change of the business entity by incorporation of the business;
- a change in the corporate status that requires a new corporate number as issued by the Secretary of State."

It is the licensee's responsibility to notify DCA's Licensing Division when a change of ownership occurs or when a change in the structure of the business occurs. The Licensing Division highly recommends that a new application be submitted with the appropriate fees at the **beginning** of the purchasing process and/or when the structure of the business changes, to allow for processing time. Waiting to indicate a change of ownership or a change in the structure of the business on the renewal notice will delay the issuance of your license.

If you have questions about whether changes in your business meet the "change of ownership" criteria, or if you have general questions about licensing, please contact the Licensing Division at (916) 322-4000.

### Smog Check Legislation Update

**T**wo major pieces of Smog Check-related legislation were passed by the Legislature during 1998, and both were vetoed by Governor Wilson. But many of the provisions of one of the vetoed bills will be implemented by BAR under its existing statutory authority.

Assembly Bill 2789 (Thompson) was originally aimed at improving consumer convenience, but was amended late in the process to redefine an "urbanized" area as having a population of 100,000 or more – a provision unacceptable to the Governor. However, in his veto message, the Governor directed BAR to make the Smog Check program more convenient for consumers.

Among the steps BAR will take:

- BAR agreed to increase the number of Gross Polluter Certification (GPC) stations to a minimum of 350. GPC stations are those operating under a special pilot authority which allows them to recertify a Gross Polluter without sending the consumer back to a Test-Only facility as the law otherwise provides. As of October 1, BAR had signed up more than 400 stations as GPC stations, with more applications under review.
- A pilot low-income repair assistance program was kicked off in Sacramento County during the first part of November, and is expected to be expanded statewide by April 24, 1999. BAR will also make regular reports to the Legislature regarding the program. Low-income motorists will be required to spend the first \$250 on repairs, with the state paying up to an additional \$450. The Economic Hardship Extension will also continue to be available to low-income motorists.
- BAR will continue working with DMV to help consumers who purchase uncertified vehicles in Enhanced Areas but register them in Basic or Change of Ownership Areas. BAR will work with DMV in its efforts to reprogram its computers to deal with any Smog Check-related problems.
- In response to lawmakers' desire to further increase consumer convenience, BAR has created a Customer Service unit. This unit will handle those consumer Smog Check problems that are currently handled on a case-by-case basis and should lead to quicker resolution of those problems.

Governor Wilson also vetoed Assembly Bill 183 (Richter) which would have created a Motor Vehicle Owners' Rights Advocate for the Bureau of Automotive Repair. The ombudsman that this legislation would have created would have been the principal proponent for consumers who had complaints about Smog Check. In vetoing the bill as unnecessary, the Governor said there were existing mechanisms for dealing with complaints. He also noted that the director of the Department of Consumer Affairs already has the authority to appoint an advocate if it is deemed necessary.



### Bridging *(Continued from page 3)*

These are ambitious goals. Meaningful solutions will take years to achieve. Given the impending changes in the political leadership of California, what will happen to the wheels that have been set in motion?

"We are working diligently to ensure that the constructive steps we have begun will continue, and we hope Governor Davis will only want to improve upon our efforts. Improving the marketplace means creating a safer environment for California consumers,

and that, after all, is both the Department and Bureau's primary mission," said BAR Chief Marty Keller.

BAR staff are also busy creating and assembling transition materials that will inform the new administration's leaders about mission-critical issues that will need to be addressed in 1999 and beyond. "BAR has taken the lead in bringing industry to the table to address these problems and challenges. Auto repair stakeholders don't want those efforts to lose momentum," Keller said.

## Smog Check Update

### NOx Testing Begins

California's Smog Check program entered its next-to-last phase on September 9, 1998 with the introduction of NOx testing in the state's Enhanced Areas, bringing with it new challenges and opportunities for technicians.

"The challenge will be for technicians to take a more disciplined approach to both diagnosing and repairing NOx-related failures," said BAR Chief Marty Keller. "But there are opportunities as well. Because of the NOx component of the test, the Smog Check program has moved from being a testing program to one that emphasizes repairs to clean up polluting vehicles."

NOx cutpoints will be ratcheted down gradually until the state meets its Federal Clean Air requirements.

Keller expects that, as the cutpoints for NOx are gradually lowered, shops will begin seeing more and more repair business. But he also has a word of caution.

"This success or failure of this program depends on technicians' ability to make *effective* repairs to polluting vehicles, and to do it right the first time. It also depends on technicians explaining to their consumers the benefits of having a vehicle whose emissions levels are in compliance."

The September 9 start-up of NOx testing followed three months of mandatory dynamometer use in the Enhanced Areas. That gave shops and technicians adequate time to get used to the new test, and allowed BAR and equipment manufacturers to ensure that the equipment was working properly. Cutpoints were lowered on November 11, because the first two months of NOx testing were successful.

Smog Check's final phase will be Remote Sensing Devices, or RSDs. Remote Sensing is still under development.

## Repair Effectiveness

### Smog Check Program's Focus Now on Effective Repairs

**A**lan Coppage still remembers a visit he made a couple of years ago to a Toyota dealership in Orange County.

Coppage, who works in the Sacramento Inspection and Maintenance (I/M) Headquarters, was on one of the first interventions for the newly created Consumer Repair Education Workforce, or CREW, during the pilot program in Santa Ana. He was accompanying a consumer whose 1987 Toyota pickup truck had not only failed its certification test at the Referee Center, but had not been correctly repaired at the Toyota dealer prior to the Referee test.

"I have experience with this model of Toyota pickup," said Coppage. "I knew almost immediately what was wrong. The air injection system wasn't working. It has a distinctive sound when it's working right, and that sound was missing."

The technician doing the test was stumped until Coppage guided him toward the solution. Although Coppage arrived at his quick diagnosis because of his specialized experience, the problem was something that a disciplined and structured diagnosis should have caught.

"He was a skilled technician who was fully capable of doing it right and making an accurate diagnosis the first time," said Coppage. "But instead of going step-by-step to find out what the problem was, he had used a shotgun approach. Replace one part, retest the vehicle, look at something else, then retest the vehicle, and so on and so forth. That just won't do anymore."

Why? Because NOx testing began September 9, moving Smog Check from a testing program to a program emphasizing effective repairs of polluting vehicles.

And with this new phase of Smog Check, much more depends on the repair industry.

"Technicians will largely determine the success or failure of this program," said BAR Chief Marty Keller. "Smog Check simply will not remain a public-private partnership unless technicians are able to accurately diagnose emissions-related failures the first time, and repair them right the first time."

Shops and technicians have had three months to familiarize themselves with the

new dynamometer equipment being used in California's Enhanced Areas. Dynamometer tests were made mandatory in June, and BAR and equipment manufacturers worked hard during those three months to iron out the last remaining bugs in the equipment and software.

Besides giving them a chance to learn the ins and outs of the new equipment, the three-month period between the beginning of mandatory dynamometer tests and the beginning of NOx failures gave technicians a chance to begin using that more disciplined approach.

"What that means," said Coppage, "is that technicians will have to begin looking at the whole vehicle, not just individual components, when they try to find out why it failed a Smog Check. And that, in turn, means they'll have to have a diagnostic strategy and not take a shotgun approach."

Coppage offers this advice to technicians and shop owners:

- Take the time to find out what's wrong with the vehicle **BEFORE** replacing parts. Don't try to replace individual parts to "see if that works."
- Re-think the all-too-common adage that "if it takes more than 15 minutes to diagnose a problem, you're guessing." Today's vehicles are more complex. A disciplined diagnosis is not only necessary; it can save you money by keeping you from having to do "make-good" work.
- *Remember, if you don't do it right the first time, you usually wind up doing it the second time for free.*

NOx cutpoints were initially set only low enough to catch the worst polluting vehicles. Somewhat stricter cutpoints took effect November 11.

"As we continue lowering the cutpoints, there will be greater diagnostic and repair challenges for technicians," said BAR Chief Keller. "But because the Smog Check program has moved from being a testing program to a repair program, there will also be excellent opportunities to generate new business for those shops who do effective diagnoses and repairs—including those currently licensed for auto repairs only who may be interested in becoming licensed to do Smog Check-related repairs."

## Enforcement Roundup

# BAR Accuses Econo Lube N' Tune Company Stores of Fraud, Oversell

*Seeks the Shutdown of 18 Shops Statewide*

**T**here is no excuse for repair shops who increase their profit margin at the expense of the public trust—by taking advantage of consumers and using scare tactics to oversell,” Department of Consumer Affairs Acting Director Ron Joseph said at a July 13, 1998 press conference in Sacramento. Joseph spoke at one of three BAR press conferences held that day in Los Angeles, Sacramento, and San Diego to announce BAR’s accusation against the 18 corporate owned Econo Lube N’ Tune stores scattered throughout California.

The accusation, served July 13 on Econo Lube N’ Tune president Robert R. Overdeest, charged the corporate stores with fraud, making false and misleading statements, and pressuring customers to purchase unnecessary parts and service. The Bureau is seeking the revocation of probation and the permanent invalidation of registrations—in essence, the permanent shutdown—of all 18 of the chain’s company-owned shops. “This case serves notice to unscrupulous auto repair dealers in California: if you are using scare tactics or fraud to coerce your customers to purchase unnecessary repairs, BAR will take aggressive action against you,” said BAR Chief Marty Keller.

In January 1996, BAR took action against the company for false and misleading statements and fraudulently selling unnecessary parts and services to consumers—a practice known as “overselling.” As a result of that case, all of the corporate facilities’ registrations were placed on three years’ probation. Under the stipulated agreement in the case, the company was specifically prohibited from selling unnecessary parts and services.

In March 1997, consumer complaints prompted BAR to launch a subsequent investigation of one of the company-owned stores in Fresno. Undercover runs confirmed allegations that shop

employees made false and misleading statements designed to sell unnecessary parts and services, and that the company used misleading advertising to entice consumers into more costly—and unnecessary—repair purchases. In April, BAR filed an accusation against the Fresno shop, seeking revocation of probation and revocation of the shop’s registration.

To monitor the company’s compliance after the accusation was served, BAR launched a statewide investigation on an additional nine company-owned Econo Lube N’ Tune shops throughout California. The statewide investigation confirmed continued violations, including fraud, oversell, false and misleading statements, unfair business practices, and false and misleading advertising. BAR conducted a total of 33 undercover operations in its investigation, and confirmed 33 instances of overcharging for unnecessary parts and services. The average overcharge was \$263; one shop charged more than \$1,200 for unnecessary repairs.

Steve Giorgi, Chief of DCA’s Enforcement Division, said, “In one instance, we were told (that the car needed)—and we were sold—brake calipers, rear brake shoes, rear brake hardware, rear brake drums, fuel filter, air filter, radiator flush, timing belt, fuel injection service, PCV valve, and spark plugs.” The documented undercover car only needed the front disc brake pads replaced.

Giorgi concluded, “This pattern of activity can best be described in three

words: dishonesty, greed and fraud. Practices like these give honest shop owners and technicians a black eye.”

There are a total of 128 Econo Lube N’ Tune facilities operating in California. Of that total, 18 are owned and operated by the corporation. This action is being taken against the 18 company stores only, and does not affect the 110 independently owned Econo Lube N’ Tune franchises located throughout the state. Three of the affected corporate stores are located in Fresno; two are in San Diego, and one each is located in Clovis, Hesperia, Fontana, San Leandro, Chico, Sacramento, Redding, Lawndale, El Cajon, La Mesa, Barstow, Santa Rosa, and Imperial Beach.

“We had worked out a settlement...and we expected them to abide by that. They haven’t done that,” said BAR Program Manager Allen Wood. “So we’re taking a very stern approach to this. We would expect that these licenses will be revoked.”

At press time, the case was still pending a hearing before an administrative law judge.



*(From left to right) Enforcement Chief Steve Giorgi, DCA Acting Director Ron Joseph and BAR Program Manager Allen Wood at the Sacramento press conference where BAR announced its accusation against Econo Lube N’ Tune corporate stores. (Photograph courtesy of BAR video.)*

## BAR, Santa Clara DA Sting Nets Seven Autobody Shop Owners/Managers and Two Insurance Company Employees

**S**even autobody shop operators and two insurance company employees were taken into custody on September 9, 1998, by the Santa Clara County District Attorney's office on charges of felony insurance fraud. The arrests were prompted by a BAR investigation.

The charges were filed after BAR undercover investigations confirmed that the shops were billing insurance companies and charging consumers for repairs that were not performed and parts that were not installed. The two insurance company employees were adjusters working for the California State Automobile Association (CSAA), and were accused of receiving kickbacks of approximately \$1,000 per week to refer cars to one of the subject facilities.

"These arrests should send a message to unscrupulous autobody shop owners who think that insurance fraud is a victimless crime. Both BAR and California's district attorneys aggressively pursue fraud, and we will continue to maintain our vigilance," said Steve Giorgi, Chief of DCA's Enforcement Division.

BAR's investigation was prompted by consumer complaints and tips from insurance companies. As part of its investigation, BAR reinspected twelve consumer vehicles, and found that the consumers or their insurance companies were charged a total of \$26,969.39 for parts and repair services. BAR also conducted eleven undercover runs during its investigations of the six shops. Consumers, insurance companies, and the Bureau paid a combined total of \$66,964.75 for parts and repair services during the investigations. Of that amount, more than \$29,000 (or 44%) of the total repair costs were for repairs that were not performed and parts that were not installed.

Part of the accusation hinged on the reinspection of consumer vehicles as a

result of complaints filed with DCA/BAR. In one case, BAR reinspected a consumer's vehicle that had been repaired by Valley Auto Customizers in Campbell. CSAA had paid for replacement of the right quarter panel and rear bumper. However, when BAR investigators inspected the repairs, they discovered that the shop had repaired the damaged parts rather than replacing them as specified in the appraisal. The investigation confirmed that the Campbell shop had either repaired damaged parts or installed used parts on nine other consumer vehicles, despite being paid to install new or replacement parts.

When BAR investigators visited the shop with a documented undercover vehicle, the shop received payment for a new left rear door shell and new rear bumper face bar, but the damaged parts were repaired, not replaced. The total amount of documented fraudulent repairs was \$8,669.88 and represented 35% of the repairs.

In BAR's September 1997 undercover investigation of Beautiful Sports Cars in Mountain View, the investigator drove a documented vehicle to the shop and requested that the vehicle be repaired as appraised by an insurance company. The shop repaired the vehicle and took payment, but failed to replace the right rear outer door panel, right rear door side molding, right quarter panel assembly, and right quarter panel side molding. Instead of replacing the parts as the appraisal required, the damaged parts were repaired. The total amount of fraudulent repairs was \$5,455.26 and represented 79% of the repairs.

BAR confirmed similar fraudulent practices at four other Santa Clara county shops — Dong Thanh Auto Body of San Jose, C & M Auto Body of San Jose, Champion Auto Body and Repair of Santa Clara, and Seng Hong Auto Body of San Jose — leading to the arrest of the shop owners.

These arrests represent the second phase of a joint BAR/DA autobody insurance fraud crackdown in Santa Clara County. In September 1997, the Bureau and the District Attorney's office, with the assistance of various insurance companies, joined forces to prosecute the owner of Hoan Thanh Auto Body Shop in San Jose for insurance fraud. The shop was shut down as the result of that case. In the present case, BAR has already gotten Valley Auto Customizers shut down, and, in addition to the criminal proceedings, BAR will proceed with administrative and civil actions aimed at shutting down all five of the other shops.

### *Locations of the Autobody Facilities Investigated by BAR:*

Beautiful Sports Cars  
2415 Old Middlefield Way  
Mountain View, CA  
ARD# AE194457

C & M Auto Body  
452 West San Carlos Street  
San Jose, CA  
ARD# AG173468

Champion Auto Body and Repair  
1486 Jefferson Street  
Santa Clara, CA  
ARD# AL106140

Dong Thanh Auto Body  
1854 South 7th Street #C  
San Jose, CA  
ARD# AE188860

Seng Hong Auto Body  
423 West San Carlos Street  
San Jose, CA  
ARD# AF154201

Valley Auto Customizers  
861 Camden Avenue #6  
Campbell, CA  
ARD# AM143811

## Disciplinary Actions

**A**s provided in Section 9882.4 of the *Business and Professions Code*, BAR is required to provide a list of disciplinary actions concluded by BAR (or other agencies) against automotive repair dealers.

**Administrative action.** An administrative action is conducted by the State Attorney General, on behalf of BAR, against a license or registration.

**Stipulated settlement.** A stipulated settlement is an agreement between parties to an administrative or civil action.

**Smog Check citations** may be issued by BAR against licensed Smog Check stations or technicians. These citations are published monthly in BAR's *Smog Check Advisory*.

### Bay Area

#### Claremont Continental Ltd.

Jon Edward Vainu, President  
Berkeley

*Order:* ARD registration revoked.  
(11/24/97)

#### ADM Auto Repair

Romeo E. Aspiras, Owner  
Daly City

*Order:* ARD registration invalidated.  
(2/4/98)

#### Pacific Engine Exchange, Inc.

Jerry M. Chapdelaine, President  
Hayward

*Order:* ARD registration revoked.  
(12/19/97)

#### Lees Auto Body & Repair

Hai Van Tran, Owner  
Oakland

*Order:* ARD registration revoked.  
(5/11/98)

#### GT Auto & Transmissions

Louis Austin, Owner  
Richmond

*Order:* ARD registration permanently invalidated.  
(2/4/98)

#### San Bruno Automatic Transmission Center

Jimmy Munayer, Owner  
San Bruno

*Order:* the application of Jimmy Munayer, also known as Hazem Michael Mounayer, for an Automotive Repair Dealer registration to do business as San Bruno Automatic Transmission Center was denied.  
(12/18/97)

#### AAMCO Transmission; Nighbakhsh-Tali Int., Inc.

Fariborz Nighbakhsh-Tali, President  
San Jose

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following conditions: five-day suspension; post sign; pay BAR \$8,000; obey laws and regulations; report to BAR quarterly.  
(12/1/97)

#### Best Deal Car Sales & Repair

Kaur Charan, Owner and  
Jagdev Singh Badhesa, Adjuster  
San Jose

*Order:* Lamp and Brake Station license revoked; Lamp and Brake Adjuster licenses revoked; registration revoked; revocation stayed; placed on three years' probation on the following conditions: obey laws and regulations; report quarterly to BAR; report financial interest in any automotive repair facility.  
(12/15/97)

#### Century Body Shop, Inc.

Nicomedes Brillantes, President  
San Jose

*Order:* ARD registration revoked.  
(5/11/98)

#### Hoan Thanh Auto Body

Le Kim Thanh, Owner  
San Jose

*Order:* ARD registration revoked.  
(4/3/98)

#### C the Doctor Transmission

Clayton L. Keates, Owner  
San Leandro

*Order:* ARD registration permanently invalidated; invalidation stayed; placed on

three years' probation on the following conditions: five-day suspension; post sign indicating dates of and reason for suspension; comply with all statutes and regulations; report to BAR on schedule established by Bureau; report any financial interest in any other auto repair related business; pay BAR \$6,000 costs.  
(2/4/98)

#### MB Transmissions

Miguel O. Magana, Owner  
Santa Clara

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following conditions: four-day suspension; post sign; obey laws and regulations; retain parts for 60 days for inspection and/or testing by the Bureau; report quarterly to BAR; report financial interest in any automotive repair facility; pay BAR \$2,000.  
(11/24/97)

#### Peninsula Synergistics dba AAMCO Transmissions

Thomas Crocker, President  
Seaside

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: four-day suspension; pay BAR \$15,000; comply with all statutes and regulations; post sign; report to BAR quarterly.  
(2/4/98)

#### California Automotive

Juan Sarabia Garcia and Diane Garcia,  
Diane Orozco, Partners  
Vallejo

*Order:* ARD registration invalidated.  
(2/4/98)

## Central Valley

### Bob's Truck Repair

Robert Bernard Ross, Owner  
Dunnigan

*Order:* ARD registration permanently invalidated. (5/11/98)

### Central Cycle

G reg M. Sylvester, Owner  
Fresno

*Order:* ARD registration revoked; pay BAR \$3,203.16. (2/16/98)

### Payless Transmission Service

Rick Brown, Owner  
Fresno

*Order:* ARD registration revoked; pay BAR \$2,000. (11/24/97)

### Big M Machine Shop Works

Harold F. Moore, Owner  
Sacramento

*Order:* ARD registration revoked. (5/11/98)

### South County Auto Body & Paint

Mario Gutierrez and Julia Gutierrez,  
Partners  
Selma

*Order:* ARD registration permanently invalidated; pay BAR \$1,500. (4/15/98)

### DNT Auto Body & Paint

Deng Khamsiharath, Owner  
Stockton

*Order:* ARD registration revoked. (2/4/98)

### Rocha Specialties

Jimmy George Rocha, Owner  
Visalia

*Order:* ARD registration revoked; revocation stayed; placed on two years' probation on the following terms and conditions: five-day suspension; post sign, pay BAR \$5,500; obey laws and regulations; permit inspections by BAR personnel of premises and any and all vehicles; comply with personal appearance and telephonic conference requirements established by BAR. (1/6/98)

## Northern California

### Demarchi's Automotive

Anthony Demarchi, Owner  
Arbuckle

*Order:* All automotive dealer repair registrations and registration rights granted to respondent canceled; pay BAR \$9,290.75. (12/20/97)

### Chico Collision Center

Mark Eric Page, Owner  
Chico

*Order:* ARD registration revoked; revocation stayed; placed on five years' probation on the following terms and conditions: 30-day suspension; pay BAR \$17,200; pay \$4,000 restitution to insurance companies and consumers; comply with all statutes and regulations; post sign indicating dates of and reason for suspension; report any financial interest in any other auto repair business; provide unrestricted access to BAR to inspect vehicles undergoing repairs; report to BAR on prescribed schedule. (6/5/98)

### Auto Glass Unlimited

Michael H. Casey, Owner  
Yuba City

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: 30-day suspension; comply with all statutes, regulations, and rules; post sign indicating dates of and reason for suspension; post copy of decision after reconsideration; report to BAR on schedule set by Bureau; report financial interest in any other auto repair business; reimburse BAR \$9,357 for investigative costs. (9/29/97)

## South Coast

### Purrfect Auto Service # 70

Bashir Matin, Owner  
Canoga Park

*Order:* ARD registration permanently invalidated. (5/11/98)

### AAMCO Transmission

Janice R. Buvel, Owner  
Chula Vista

*Order:* ARD registration revoked; revocation stayed; placed on probation for three years on the following conditions: three-day suspension; post sign; obey laws and regulations; pay BAR \$10,000. (1/3/98)

### Bowlin's Auto Service, Inc.

Manochehr Arianpour, President  
Chula Vista

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following conditions: seven-day suspension; post sign; obey laws and regulations; report quarterly to BAR; pay BAR \$7,500. (11/24/97)

### T & K Smog Check and Auto Repair

Thaier Oro Kamo, Owner  
Chula Vista

*Order:* Official Lamp and Brake Station licenses revoked; Lamp and Brake Adjuster licenses revoked; registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: comply with all statutes and regulations; report to BAR on schedule set by Bureau; report financial interest in any other auto repair related business; submit proposed printed documents for review by BAR. (1/4/98)

### Thrifty Transmission

Chan Man Hong, Owner  
Chula Vista

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following conditions: five-day suspension; post sign; pay BAR \$10,000; obey laws and regulations; report quarterly to BAR; report any financial interest in any other auto repair business; provide BAR representatives unrestricted access to inspect all vehicles (including parts) undergoing repairs up to and including the point of completion. (11/24/97)

## Disciplinary Actions *(continued)*

### Bill's Transmission Service

James Canaris, Owner  
El Cajon

*Order:* ARD license revoked; revocation stayed; placed on three years' probation with following terms and conditions: four-day suspension; post sign indicating dates of and reason for suspension; reimburse BAR \$4,000; comply with all statutes and regulations; report to BAR on prescribed schedule; report any financial interest in another auto repair business; provide unrestricted access to BAR to inspect vehicles undergoing repair. (4/25/98)

### Thrifty Transmission

Raj Kumar, Owner  
El Cajon

*Order:* ARD registration revoked, as of 90th day from effective date of decision; respondent may not seek renewal of the registration at any future time. (4/15/98)

### Price's Auto Inspection & Repair

Rolando Antonio Mazariegos, Owner  
El Monte

*Order:* ARD registration, Smog Check Station license, and Advanced Emission Specialist license revoked and stayed; placed on three years' probation; Official Lamp and Brake Station licenses, Lamp Adjuster and Brake Adjuster licenses revoked; probation granted on the following conditions: obey all laws; report financial interests in any auto repair facility to BAR; report to BAR quarterly; periods of residency or practice outside of state shall not apply to reductions of probationary period. (5/11/98)

### Specialty Transmission by

#### Sparky's

Kent Barry Bales, Jr., Owner  
Encinitas

*Order:* ARD registration permanently invalidated. (6/4/98)

### Panther Auto Center

Hamid Reza Akhbari and Amir Nateghi,  
Partners

Garden Grove

*Order:* ARD registration permanently invalidated. (6/4/98)

### Statewest Import dba

#### SI Auto Glass

Lam Thanh Nguyen, Owner

Garden Grove

*Order:* ARD registration revoked and permanently invalidated. (2/1/98)

### Amin's Enterprise, Inc. dba

#### Econo Lube N' Tune #38

Diamond H. Shamji, President

Glendora

*Order:* ARD registration revoked. (1/30/98)

### Lake Forest Collision Center

#### (formerly N&P Body and Paint)

Norberto Osvaldo Ingala, Owner

Lake Forest

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: four-day suspension; comply with all statutes and regulations; post sign; provide unrestricted access to BAR to inspect all services; reimburse BAR \$2,500 for costs; provide restitution to customer in amount of \$5,000. (1/4/98)

### A-1 Automotive Service

Terrie A. Shekell, Owner

Lakeside

*Order:* ARD registration revoked; pay BAR \$10,000 for costs. (2/4/98)

### ABM Transmission Service

Armando Medina, Owner

La Puente

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: three-day suspension; post sign indicating dates of and reason for suspension; pay BAR \$2,500; report to

BAR on prescribed schedule; report any financial interest in any auto repair business; comply with all statutes and regulations. (6/5/98)

### Armor Body & Paint, Inc.

Michelle A. Jones, President

Los Angeles

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: five-day suspension; post sign indicating days of and reason for suspension; comply with all statutes and regulations governing automotive estimates and repairs; report to BAR on prescribed schedule; pay BAR \$6,000; report any financial interest in any other auto repair business. (6/5/98)

### Pulido Auto Body

Agustin Pulido, Owner

Los Angeles

*Order:* ARD registration revoked. (4/15/98)

### Richard's Auto Service

Kyung H. Han, Owner

Los Angeles

*Order:* ARD registration revoked. (11/24/97)

### Steele & Kennedy Unocal Service

Charles L. Kennedy, Owner and

Saul D. Mancina, Employee

Los Angeles

*Order:* Lamp Adjuster and Brake Adjuster licenses issued to Charles L. Kennedy revoked; Lamp Adjuster license and Brake Adjuster license issued to Saul D. Mancina revoked; Official Lamp Station and Official Brake Station licenses revoked. ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: comply with all statutes and regulations; report to BAR on a schedule set by the Bureau; report any financial interest in any other business relating to auto repair; pay BAR \$5,000 in costs. (1/12/98)

**Western Auto Body & Tire**

Chang Sik Lee aka Chang Sik Yi, Owner  
Los Angeles

*Order:* ARD registration revoked and permanently invalidated; pay BAR \$7,500. (12/16/97)

**Mid Valley Auto Inc. dba****Wayne's Automotive**

Mark E. Anderson, President  
Mission Hills

*Order:* ARD registration permanently invalidated. (5/11/98)

**Han's Tire Auto Center**

Soon Sik Han, Owner  
Montebello

*Order:* ARD registration revoked; revocation stayed; placed on three years' probation on the following conditions: ten-day suspension; post sign; obey laws and regulations; report to BAR quarterly; provide BAR representatives access to inspect all vehicles, including parts, undergoing repair up to and including the point of completion; pay BAR \$1,000 above and beyond cost recovery paid in connection with the criminal case; pay costs of translator/interpreter obtained at respondent's request for the hearing. (4/3/98)

**Sun's Auto & Transmission**

Seon Joo Kim, Owner  
Montebello

*Order:* ARD registration revoked. (2/2/98)

**Lankershim Tire & Automotive Center**

Sarkis Simone, Owner  
North Hollywood

*Order:* Brake Adjuster license, Lamp Adjuster license, Official Lamp Station license, and Official Brake Station license

revoked; revocations stayed; placed on three years' probation on the following conditions: obey all laws; Brake and Lamp Station licenses suspended 30 days; post sign; report to BAR quarterly; report financial interest in any auto repair facility; pay BAR \$2,500. (2/17/98)

**The Transmission House Inc.**

Han Young Kim, President  
North Hollywood

*Order:* ARD registration and Smog Check Station license revoked; revocations stayed; placed on five years' probation on the following terms: obey laws and regulations; report quarterly to BAR; pay BAR \$2,500. (1/6/98)

**Econo Lube N' Tune**

Mohammed Alim Marvasti, Owner  
Norwalk

*Order:* ARD registration and Smog Check Station license revoked; revocations stayed; placed on three years' probation on the following terms and conditions: three-day suspension of registration and license suspended; post sign indicating dates of and reason for suspension; comply with all statutes and regulations governing auto repair; report to BAR on set schedule; report any financial interest in any other auto repair business; pay BAR \$5,000 in costs. (4/24/98)

**Aiwa Auto Repair Inc.**

Thanh Kim Thi Tong, President,  
Dao Vinh Trieu, Employee  
San Diego

*Order:* Official Lamp and Brake Station licenses revoked; ARD registration revoked; revocation stayed; placed on three years' probation on the following terms and conditions: comply with all statutes and regulations; report to BAR on schedule set by Bureau; report any financial interest in any auto repair

business; submit any proposed printed invoices, work orders, or estimates for review by BAR; Dao Vinh Trieu's Lamp and Brake Adjuster licenses revoked. (4/3/98)

**Car's Auto Painting & Bodywork Center**

Michael Belleville, Owner  
San Diego

*Order:* ARD registration permanently invalidated. (2/16/98)

**Military Auto Body Services**

Alexander Albert Toth III, Owner  
San Diego

*Order:* ARD revoked. (4/25/98)

**Warren Auto Detail**

Al Warren, Owner  
Van Nuys

*Order:* ARD registration revoked; owner shall pay \$1,843 in costs to BAR. (4/15/98)

**South Desert****California Avenue Shell**

Delbert Dean Livengood, Owner  
Bakersfield

*Order:* ARD registration permanently invalidated; invalidation stayed; placed on three years' probation on the following conditions: two-day suspension; post sign; obey laws and regulations; pay BAR \$2,000; report quarterly to BAR; report any financial interest in any auto repair facility. (2/17/98)

**Castro's Auto Repair Service**

John E. Castro and Donna J. Castro,  
Partners  
Bakersfield

*Order:* Auto repair dealer registration invalidated. (2/16/98)



*California Department of Consumer Affairs  
Bureau of Automotive Repair  
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