

# Enforcement Statistics

## Fiscal Year 2022-2023 Q3

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April 27, 2023



Bureau of Automotive Repair

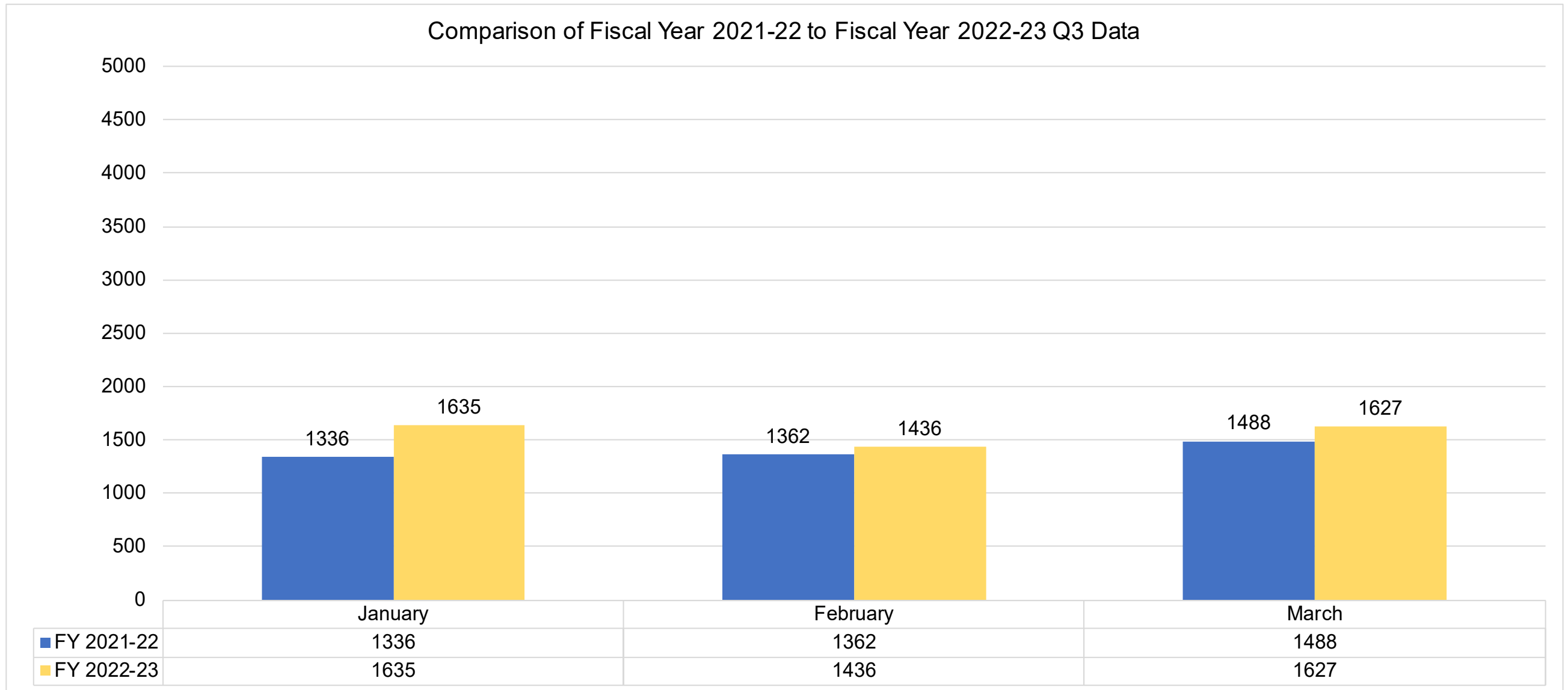
# Enforcement Performance Measures

The California Department of Consumer Affairs (DCA) collects, analyzes, and reports various types of enforcement statistics to track the department's efficacy at managing the consumer complaint process. The [Enforcement Performance Measures](#) categories are:

- PM1 - Total number of complaints received during the reporting period including BAR investigations
- PM2 - Average number of days from receipt of a complaint to assignment to an investigator (BAR goal is 10 days)
- PM3 - Average number of days to investigate and close a case not resulting in formal discipline (goal is 60 days)
- PM4 - Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
- PM7 - Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
- PM8 - Average number of days from a confirmed probation violation to taking the appropriate action (goal is 10 days)

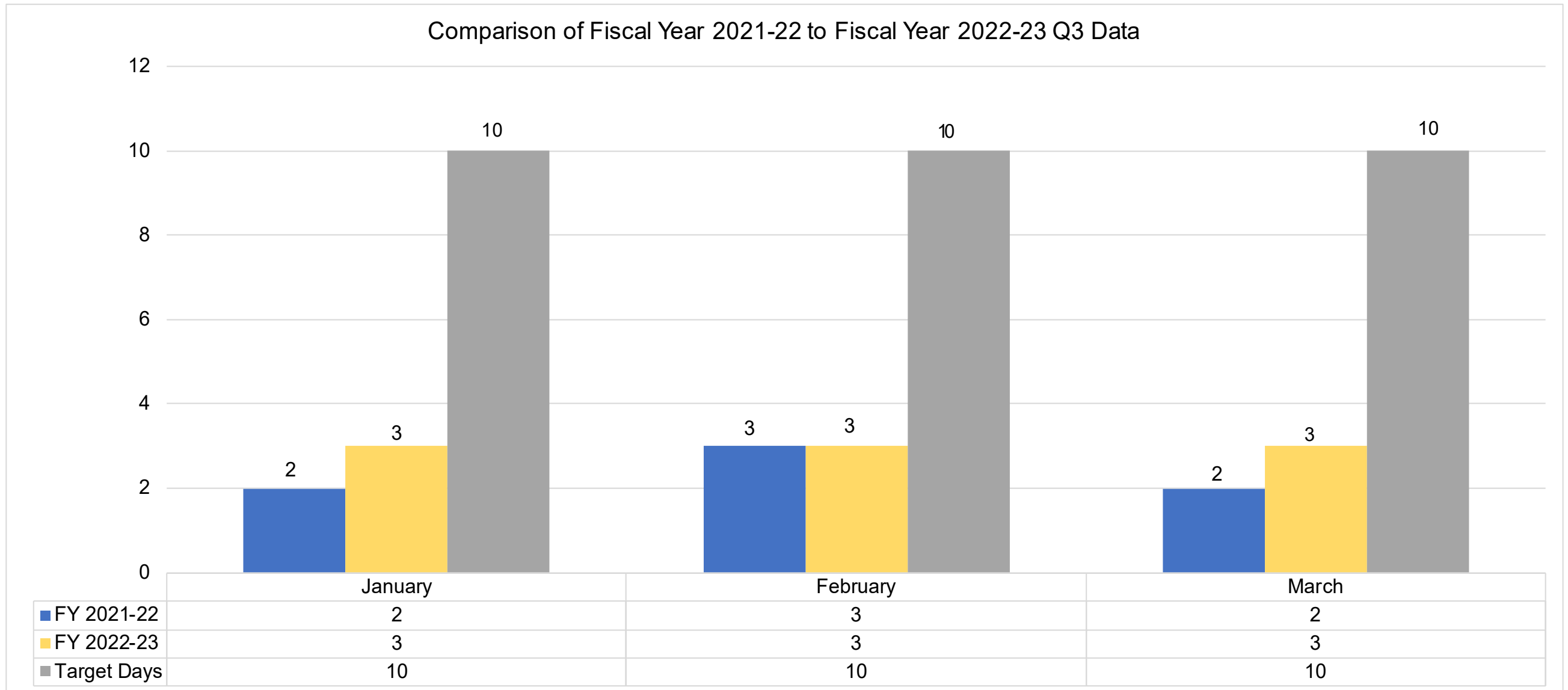
# Performance Measure 1 - Complaint Volume

Total number of complaints received during the reporting period including BAR investigations



# Performance Measure 2 - Complaint Assignment

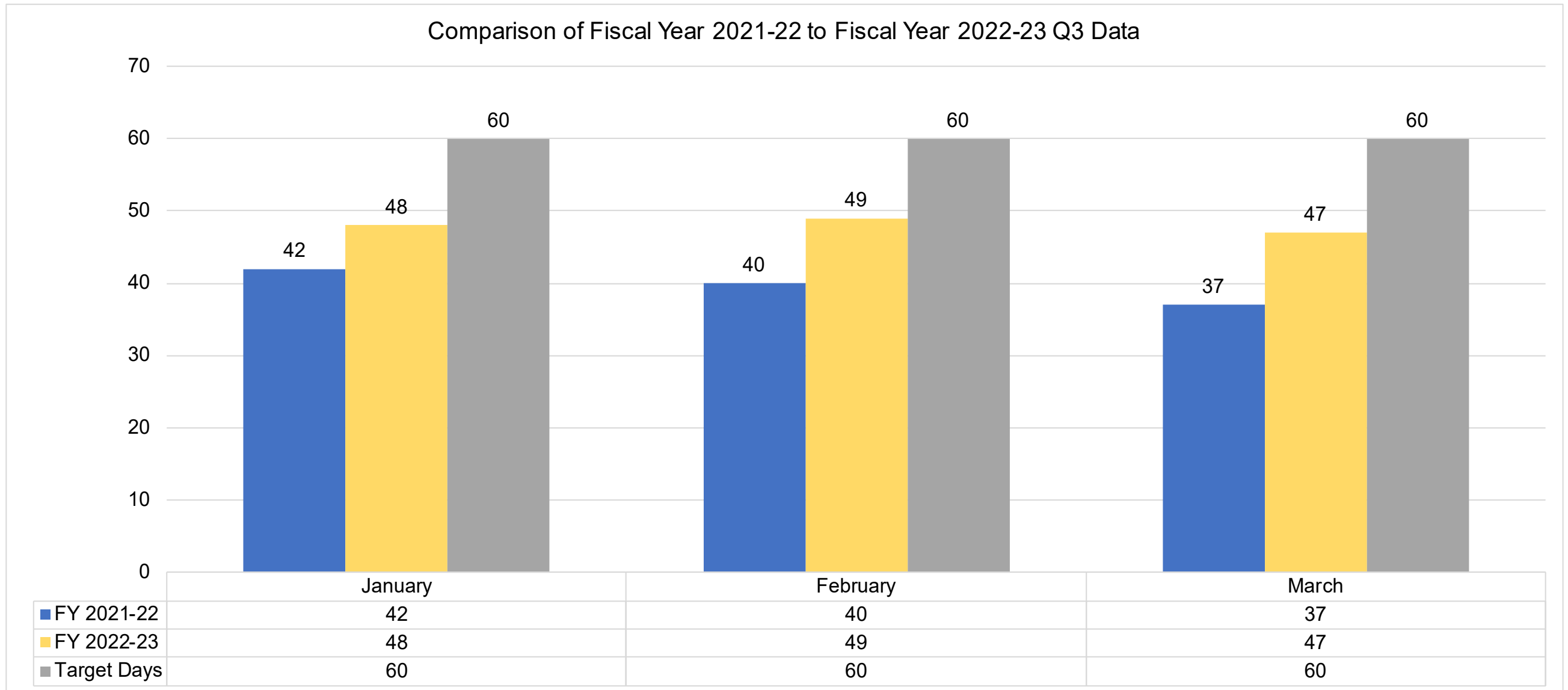
Average number of days from receipt of a complaint to assignment to an investigator\*



\*BAR goal is 10 days

# Performance Measure 3 - Complaint Cycle Time

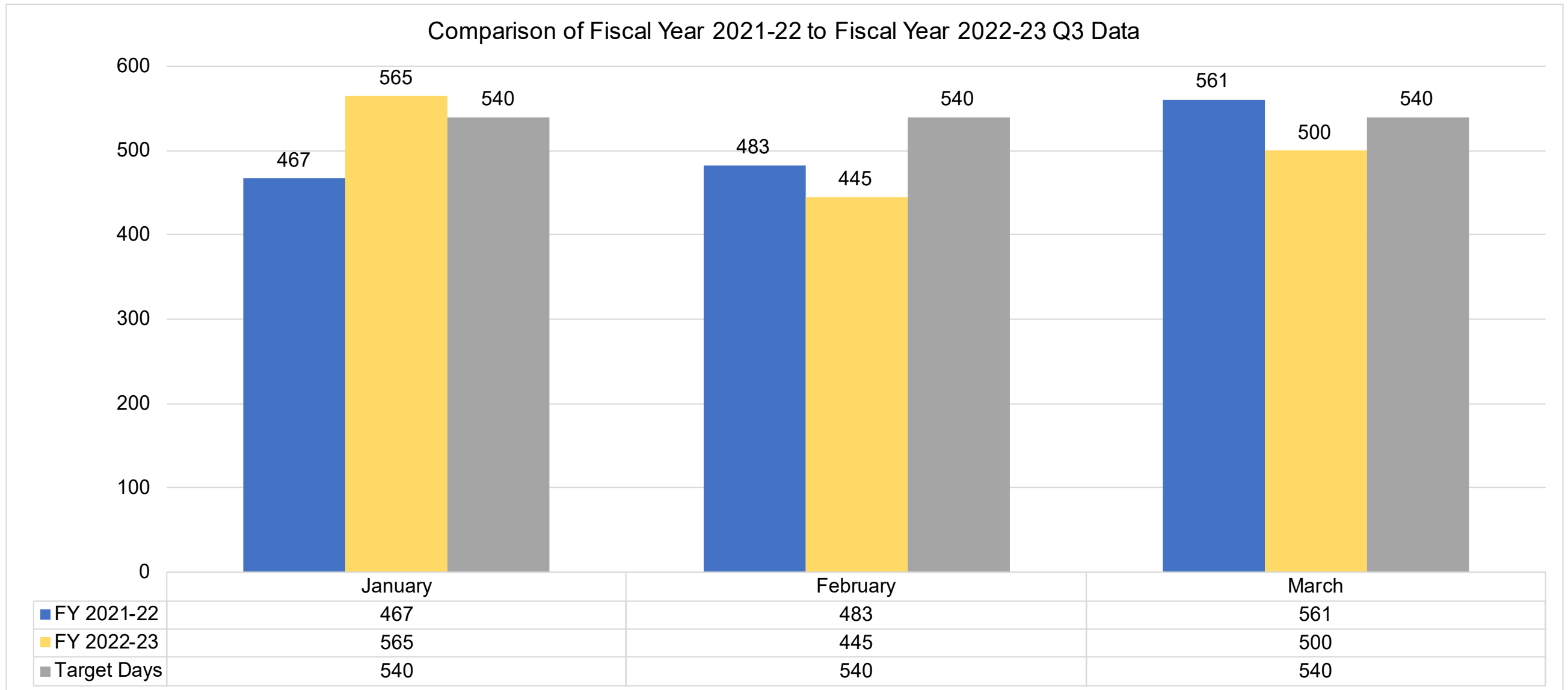
Average number of days to investigate and close a case not resulting in formal discipline\*



\*BAR goal is 60 days

# Performance Measure 4 - Formal Discipline Time

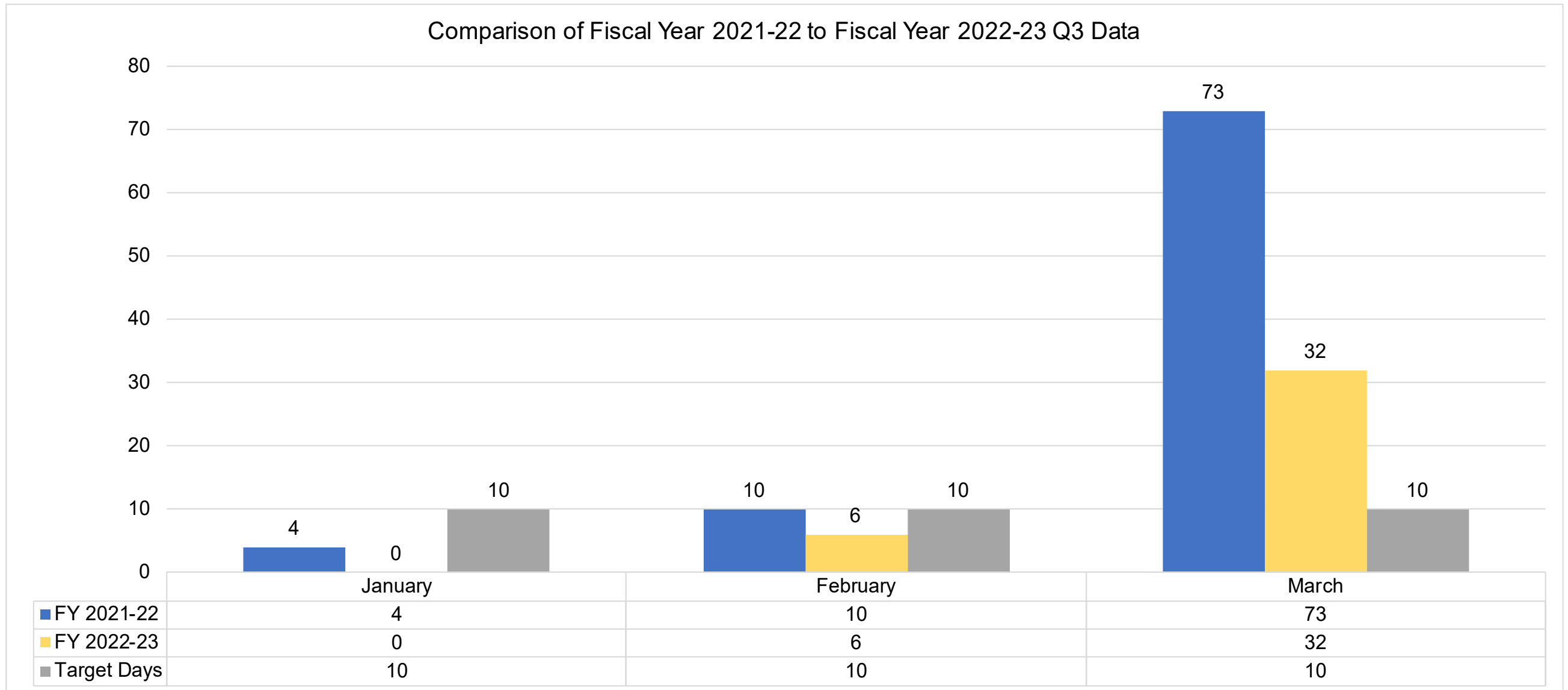
Average number of days from the opening of a formal investigation to the decision effective date\*



\*BAR goal is 540 days

# Performance Measure 7 - Probation First Contact

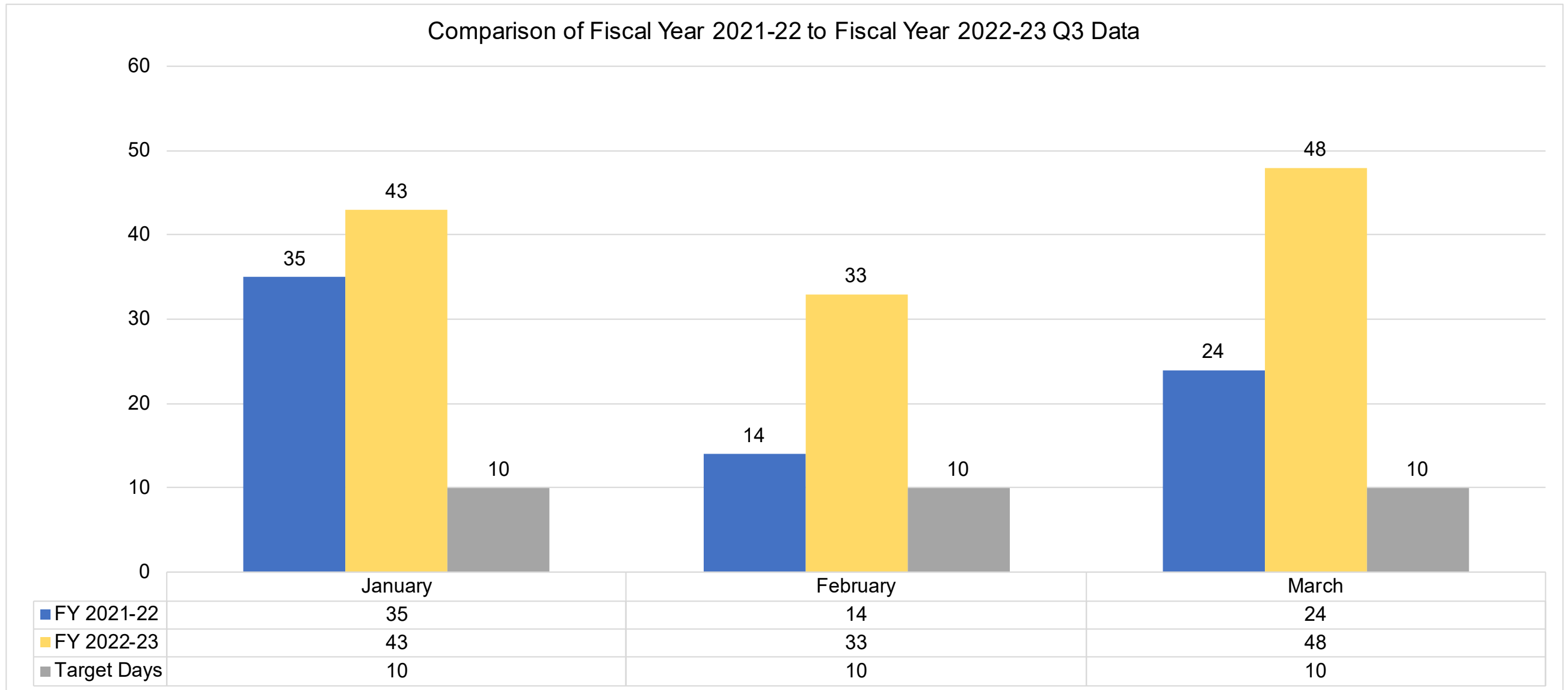
Average number of days from probation monitor assignment to first contact with probationer\*



\*BAR goal is 10 days

# Performance Measure 8 - Probation Violation Response

Average number of days from a confirmed probation violation to taking the appropriate action\*



\*BAR goal is 10 days



# Complaint Categories And Allegations

- As part of every complaint investigation, the complaint category and up to three (3) consumer allegations are captured and recorded in order to monitor any trends or patterns of behavior by registrants and/or licensees with BAR.
- The complaint category is based on the specific area of repair in which the consumer was originally seeking services and these specific areas are then grouped into one (1) of ten (10) general categories.
- The complaint allegations are categorized by the consumer's experienced issues during the repair transaction and the specific area in which the issues relate to the laws and/or regulations within BAR's jurisdiction.
- The top five (5) allegations for each complaint category are displayed on some subsequent slides.
  - Please note that given the unique nature of each complaint there can and almost always will be more than five (5) types of allegations per complaint category and for that same reason can change from year to year, hence separate charts for fiscal year to fiscal year comparisons.

# Complaint Category Totals

Auto Body	Number of Complaints
Auto Body	1945
Auto Glass	98
<b>Total</b>	<b>2043</b>

Engine Repair and Engine Performance	Number of Complaints
Computer Controls	155
Cooling System	263
Engine Diagnosis	640
Electrical	612
Engine Overhaul / Replacement	445
Engine Repair	1515
Flushing	13
Fuel System	117
Machine Shop	8
Tune-Up	29
<b>Total</b>	<b>3797</b>

General Repair and Maintenance	Number of Complaints
Air Conditioning / Heat	214
Brakes	309
Drive Train	165
Exhaust	123
General Repair	38
Lube / Oil Change	513
Suspension / Steering	368
Tires / Wheels	297
<b>Total</b>	<b>2027</b>

Smog	Number of Complaints
Clean Gassing	0
Clean Piping	1
Clean Tanking	0
Clean Plugging	1
Delinquent Citation	0
Exhaust System (Smog)	96
Emission Test Procedure	19
Emissions Warranty	14
Functional Test Procedure	0
Gorss Polluter	0
NOX Failures	1
Referee	1
Repair Only (Smog)	5
Sublet (Smog)	5
Smog Cost Limit	13
Station	14
Smog Repair	157
Illegal Smog / Car Sale	88
Smog Test Procedures	243
Test Only	8
Technician	4
Visual Smog Check Procedure	14
Zero Emission Vehicle	3
<b>Total</b>	<b>687</b>

Towing and Storage	Number of Complaints
Lien Sales / Storage Charges	25
Storage Fees	51
Towing	87
<b>Total</b>	<b>163</b>

Transmission	Number of Complaints
Automatic Transmission	728
Manual Transmission / Clutch	89
<b>Total</b>	<b>817</b>

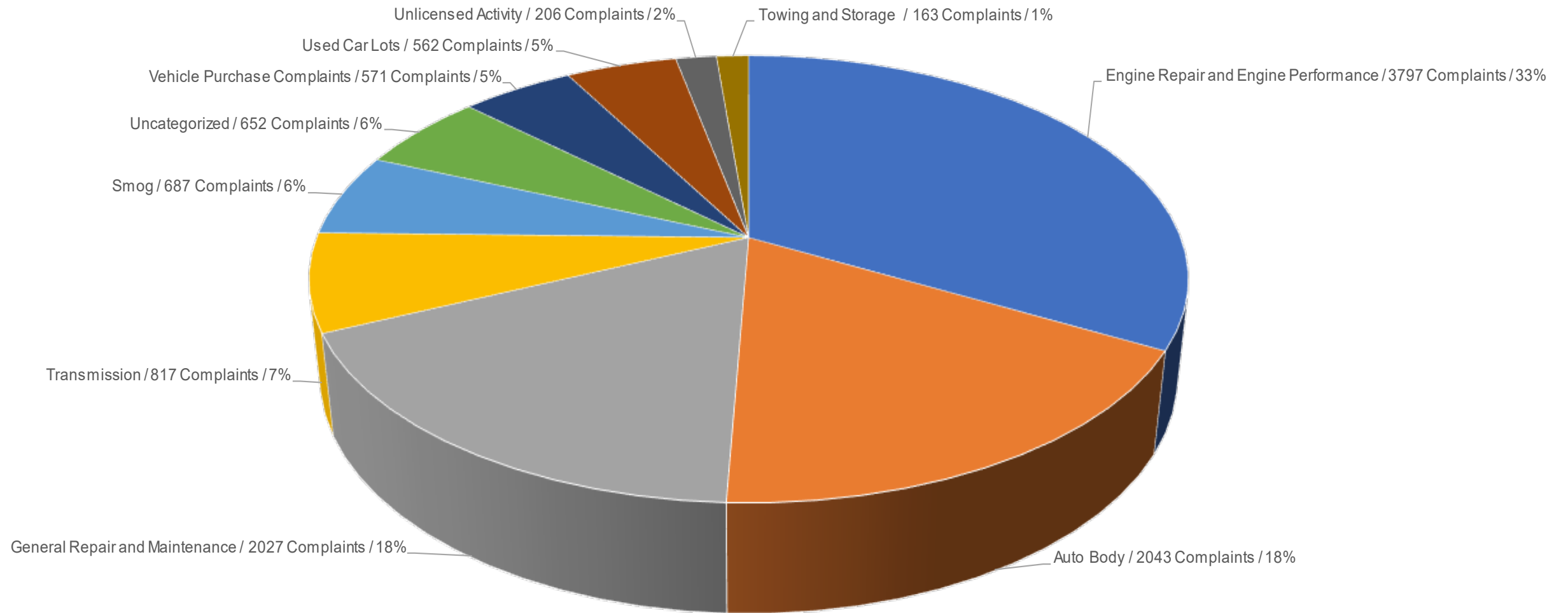
Uncategorized	Number of Complaints
Brake Certification	117
Boat Repair	5
Ignition Inerlock Device	12
Lamp Certification	4
Motorcycle Repair	75
Other	295
Part Sale	114
Upholstery	30
<b>Total</b>	<b>652</b>

Unlicensed Activity	Number of Complaints
Unlicensed Activity	206
<b>Total</b>	<b>206</b>

Used Car Lots	Number of Complaints
Used Car Lots	562
<b>Total</b>	<b>562</b>

Vehicle Purchase Complaints	Number of Complaints
New Car / Lemon Law	80
Vehicle Warranty	283
Repair Warranty	208
<b>Total</b>	<b>571</b>

# Complaint Category Summary

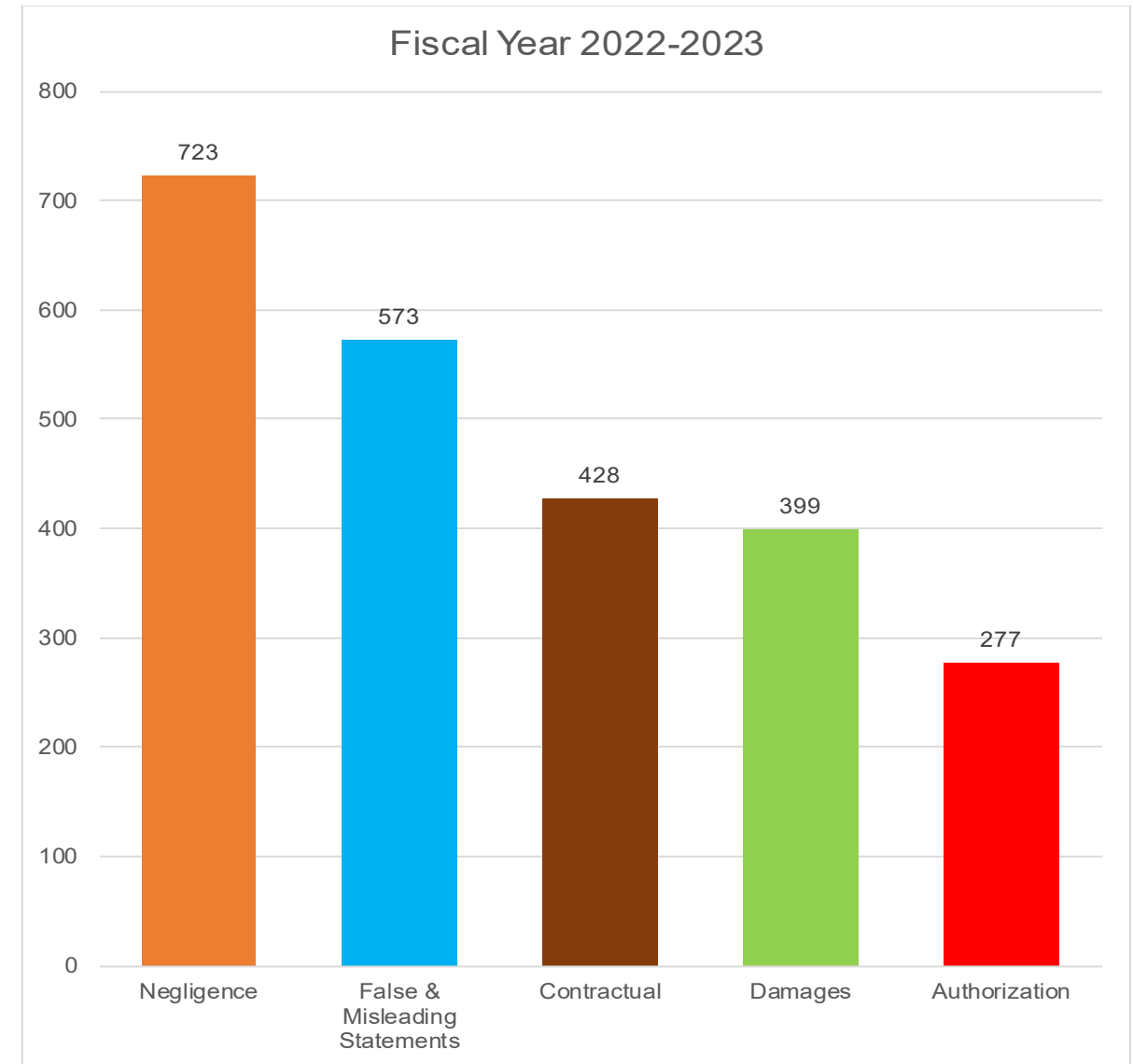
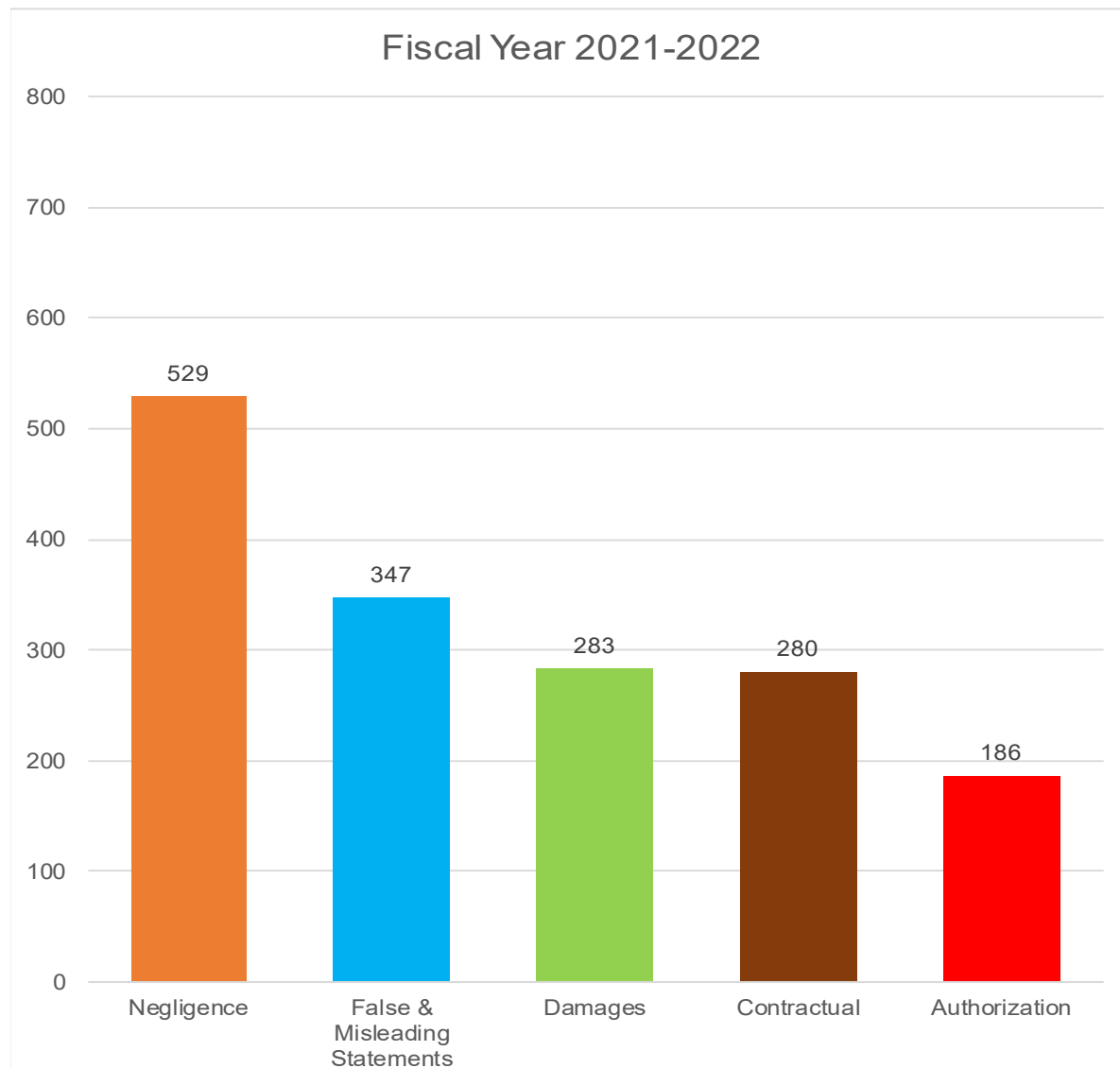


- Engine Repair and Engine Performance / 3797 Complaints / 33%
- Auto Body / 2043 Complaints / 18%
- General Repair and Maintenance / 2027 Complaints / 18%
- Transmission / 817 Complaints / 7%
- Smog / 687 Complaints / 6%
- Uncategorized / 652 Complaints / 6%
- Vehicle Purchase Complaints / 571 Complaints / 5%
- Used Car Lots / 562 Complaints / 5%
- Unlicensed Activity / 206 Complaints / 2%
- Towing and Storage / 163 Complaints / 1%

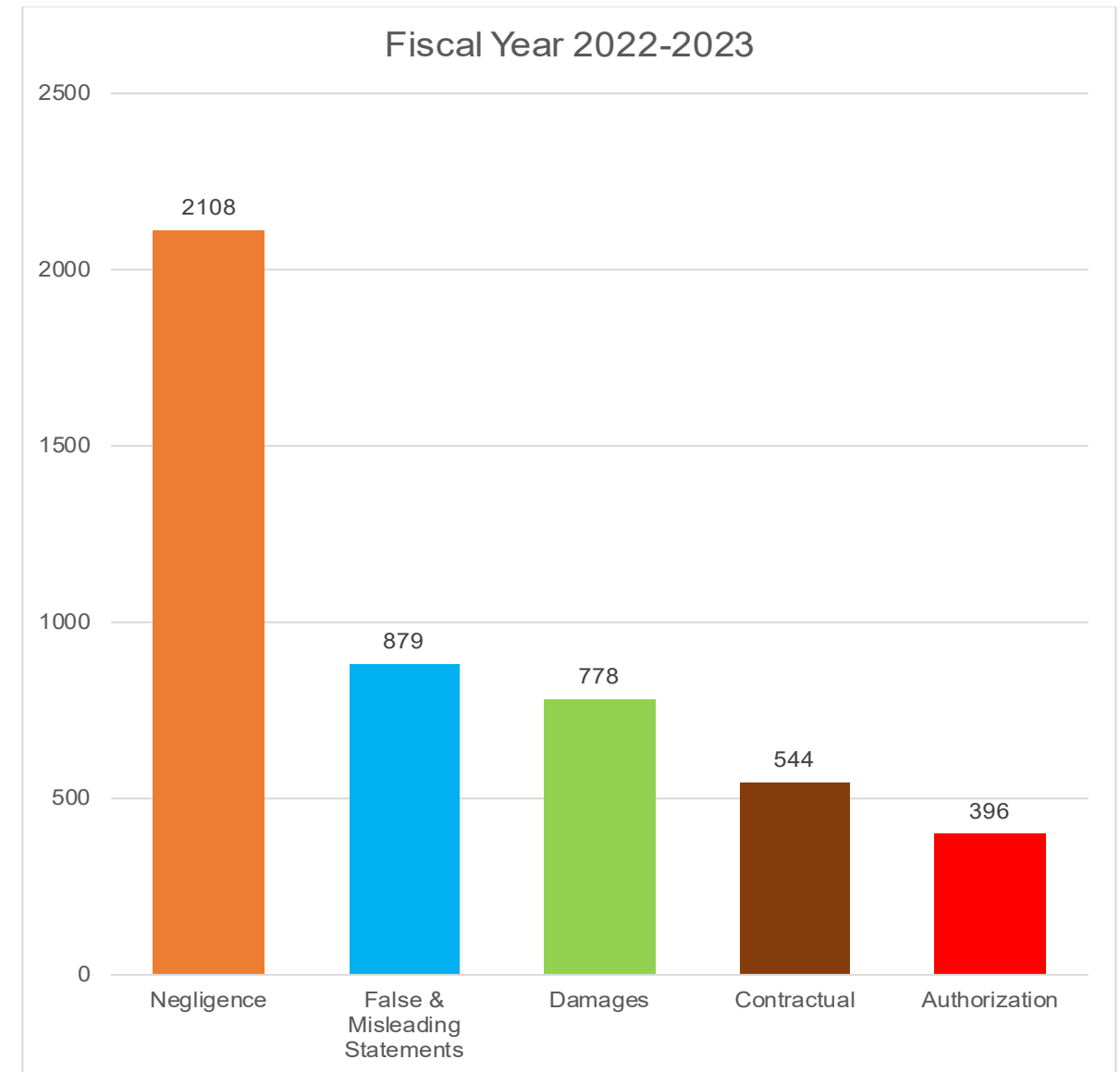
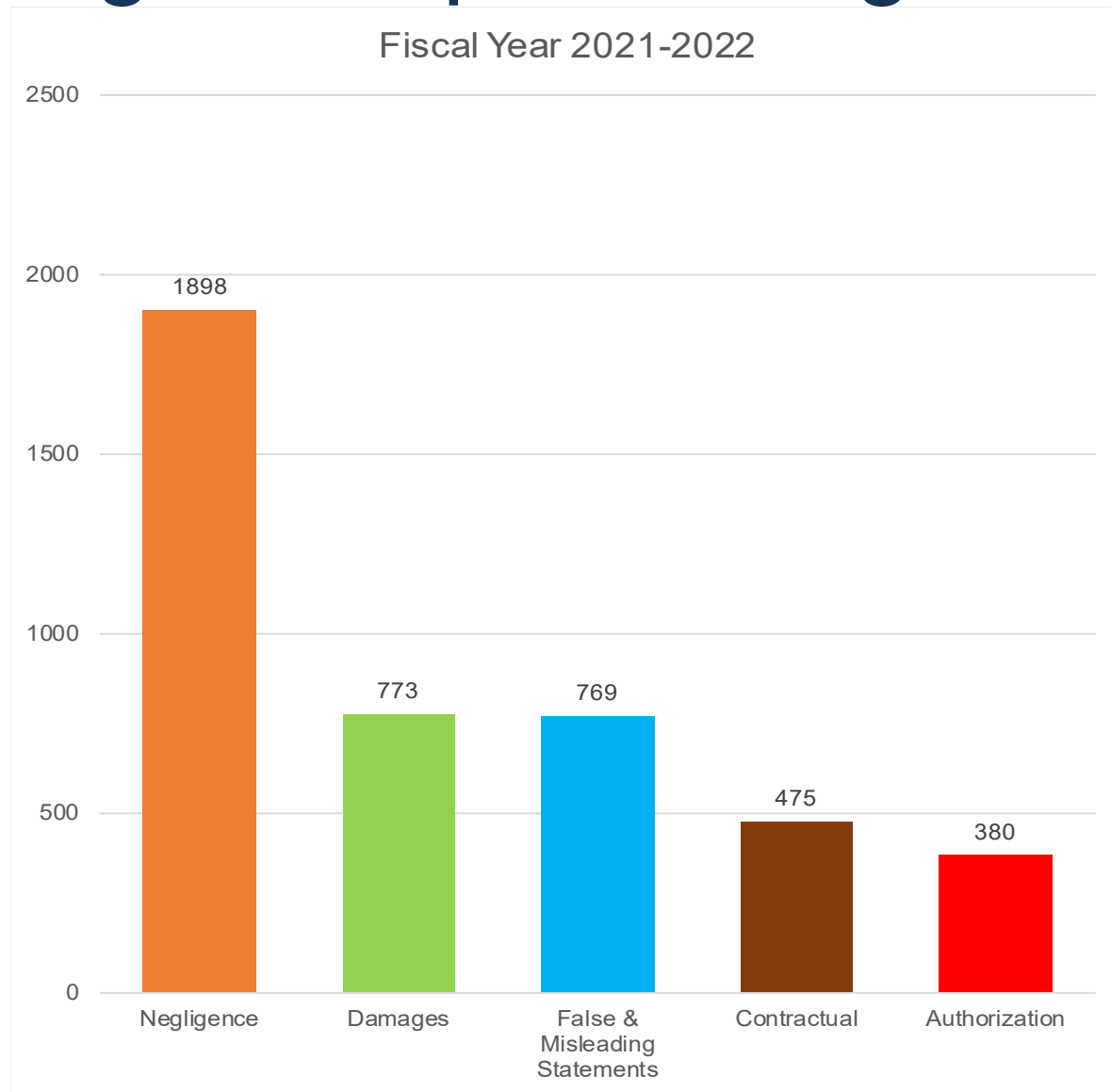
# Complaint Allegations

- False Advertising
- Authorization
- Bait and Switch
- Incompetence/Negligence
- Contractual
- Clean Piping
- Clean Plugging
- Damages
- Delinquent Citation
- Engine Failure
- Smog Equipment Maintenance/Calibration
- Estimates
- Failure to Honor a Warranty
- False & Misleading Statements
- Fraud
- Gross Negligence
- General Repair
- Health & Safety
- Improper Smog Inspection
- Invoice
- Illegal Lien Sale
- Other Allegations
- New Car/Lemon Law
- Non-Qualified Test/Repair
- Oversell
- Actual or Potential Harm
- Product Quality
- Repair Waiver
- Sexual Abuse
- Illegal Sublet
- Illegal Storage Fees
- Test/Repair Station Req
- Theft/Personal Property
- Unlicensed
- Unprofessional Conduct
- Unlicensed Station/Technician
- Warranty – New/Used Vehicles
- Warranty - Repairs

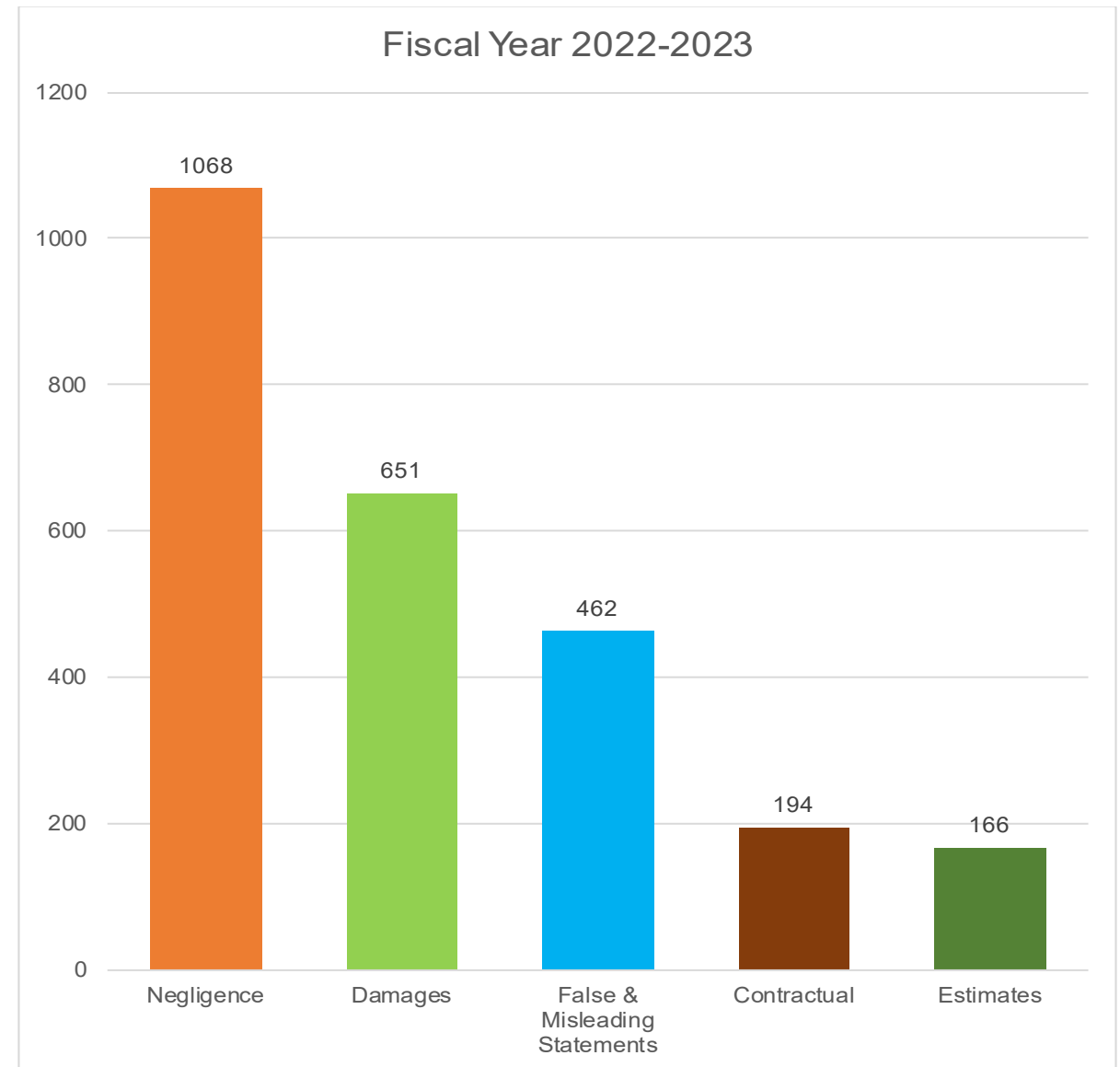
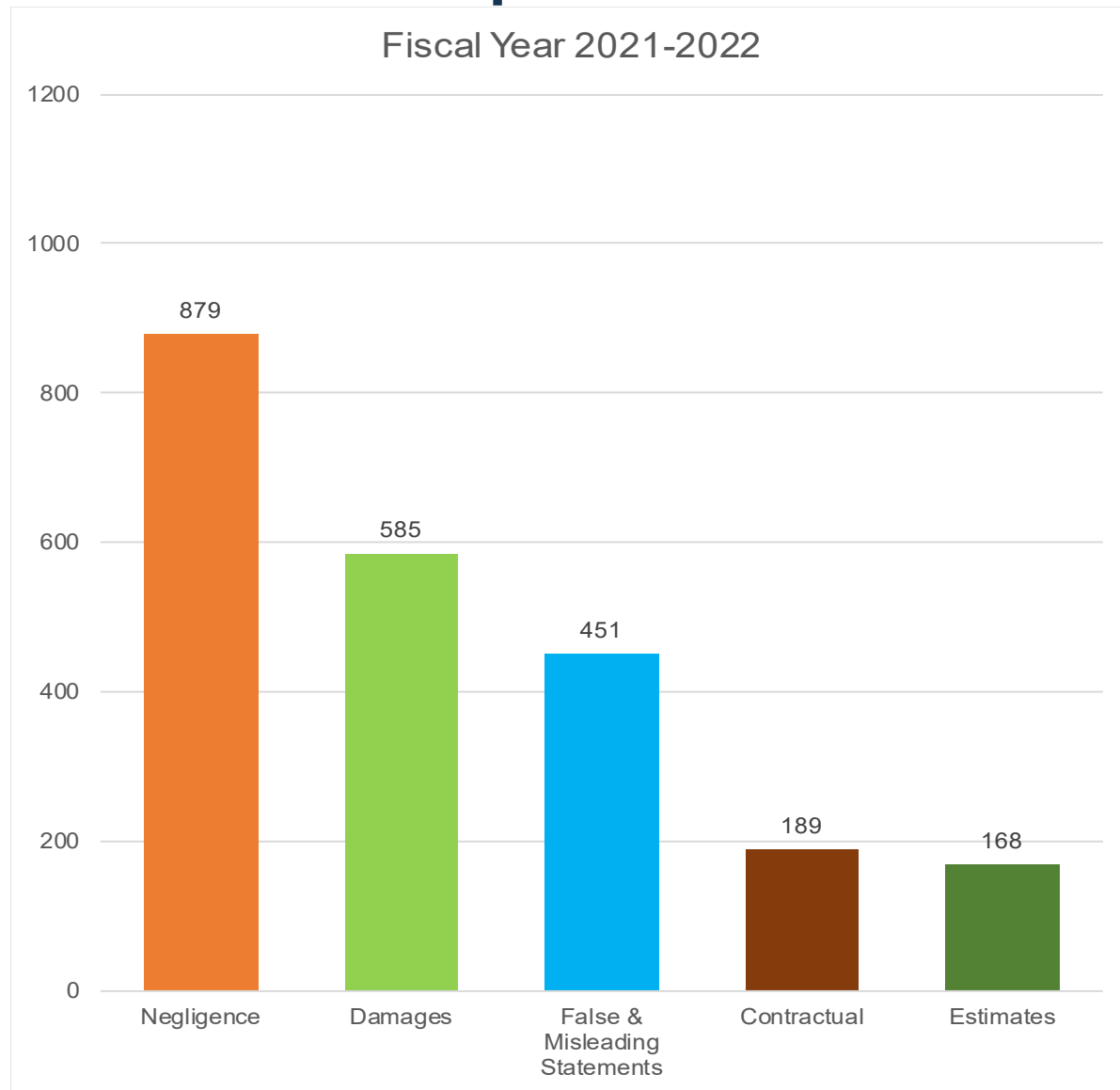
# Top Five Complaint Allegations Auto Body



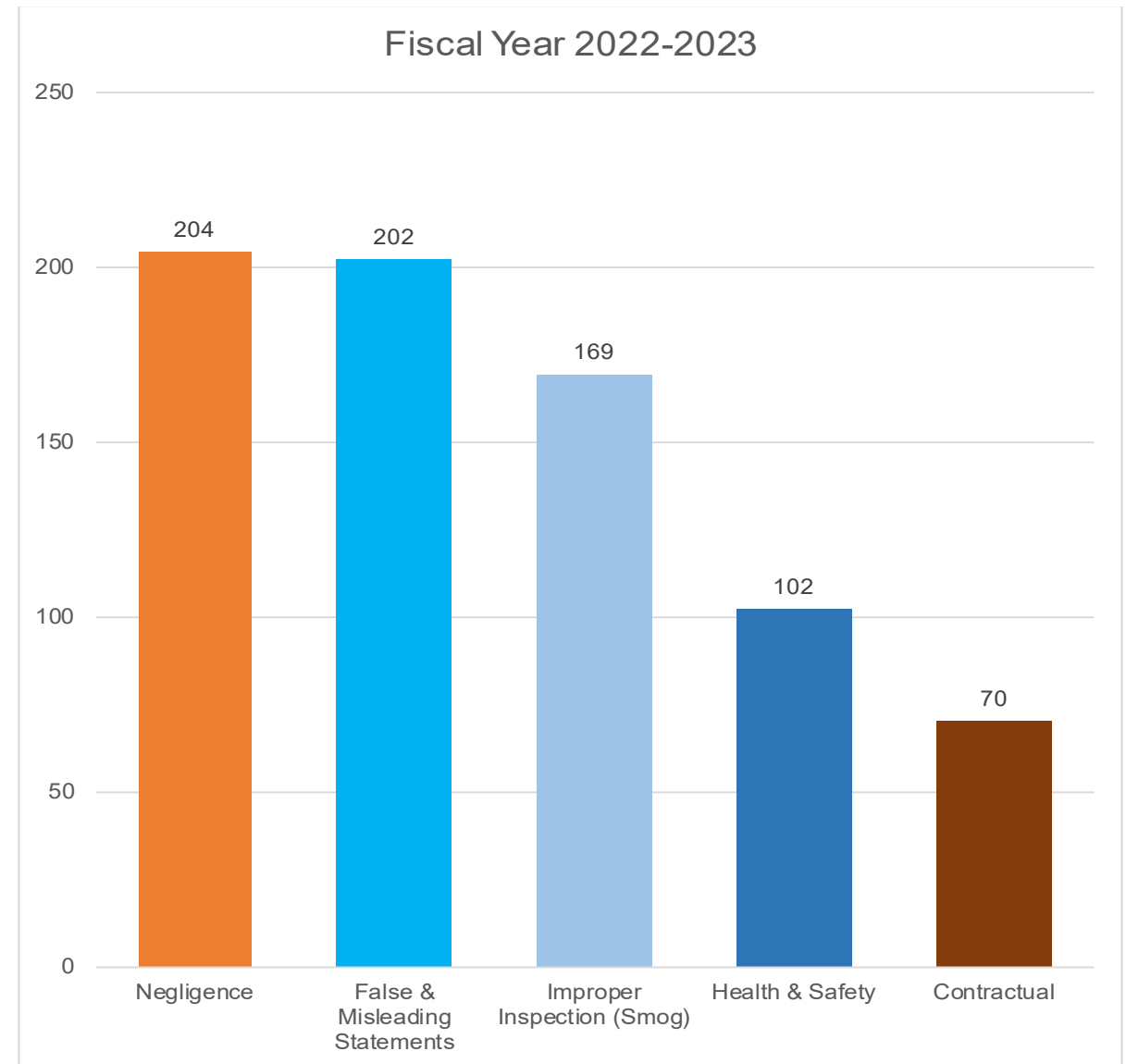
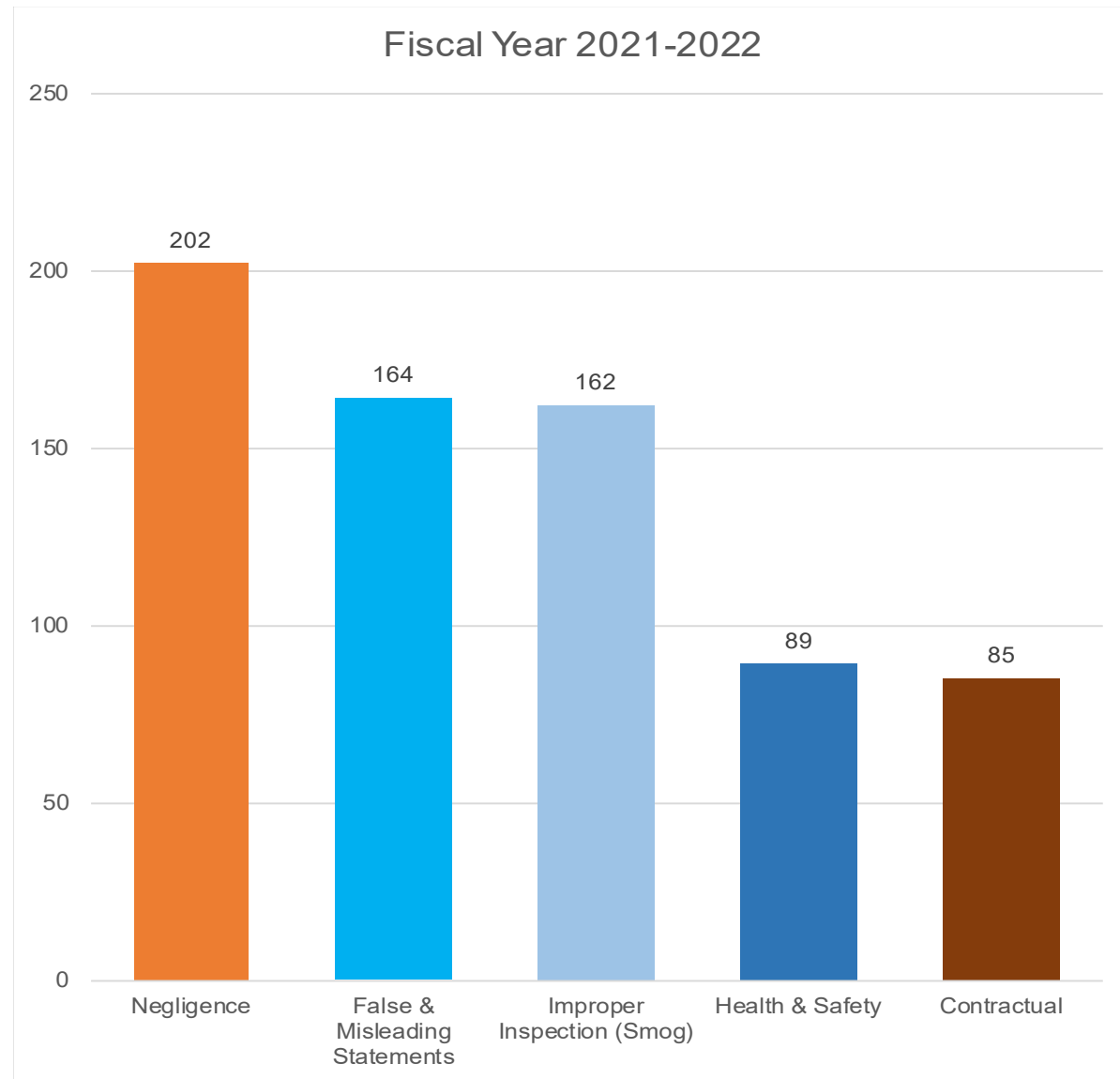
# Top Five Complaint Allegations Engine Repair & Engine Performance



# Top Five Complaint Allegations General Repair & Maintenance

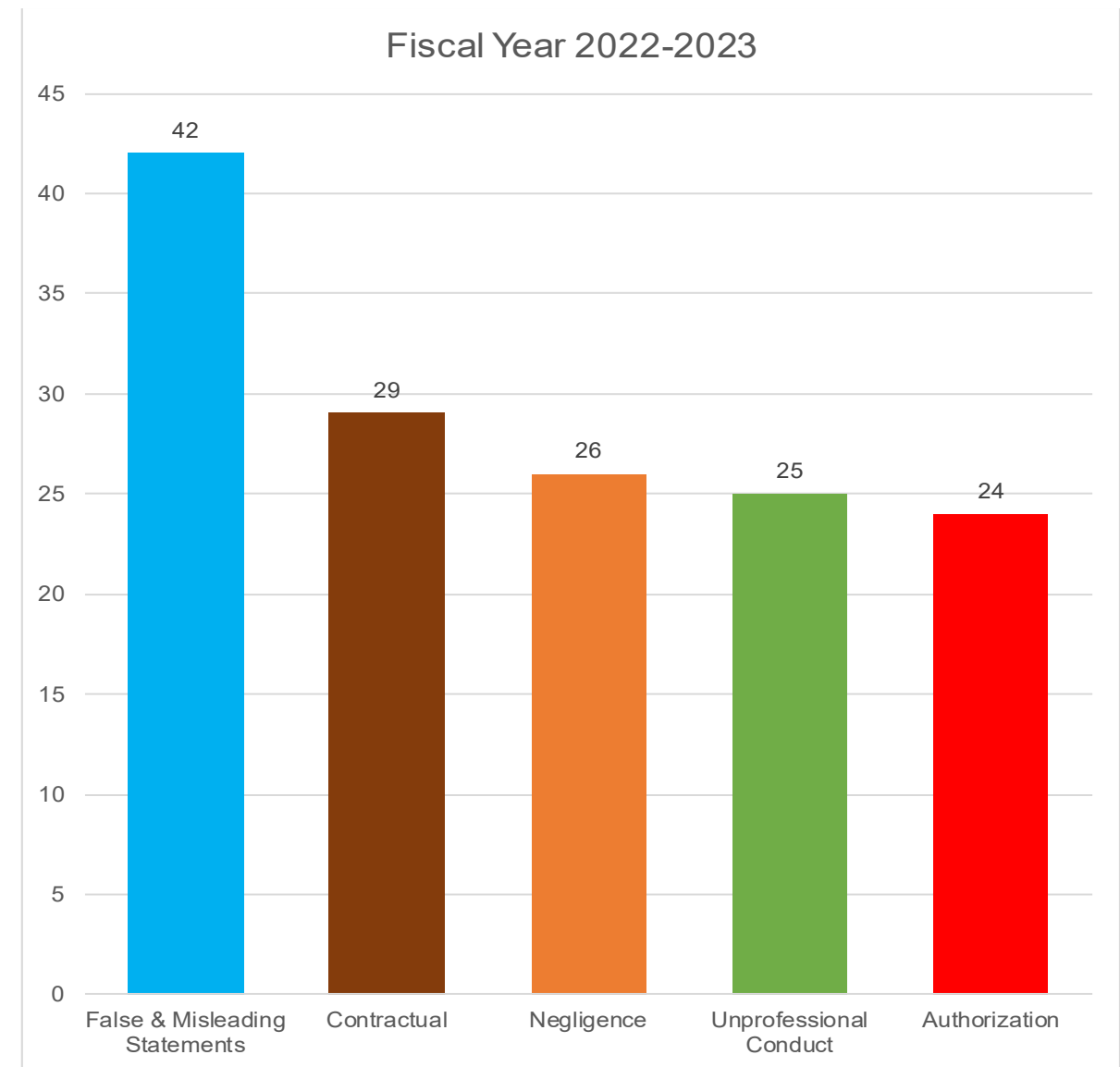
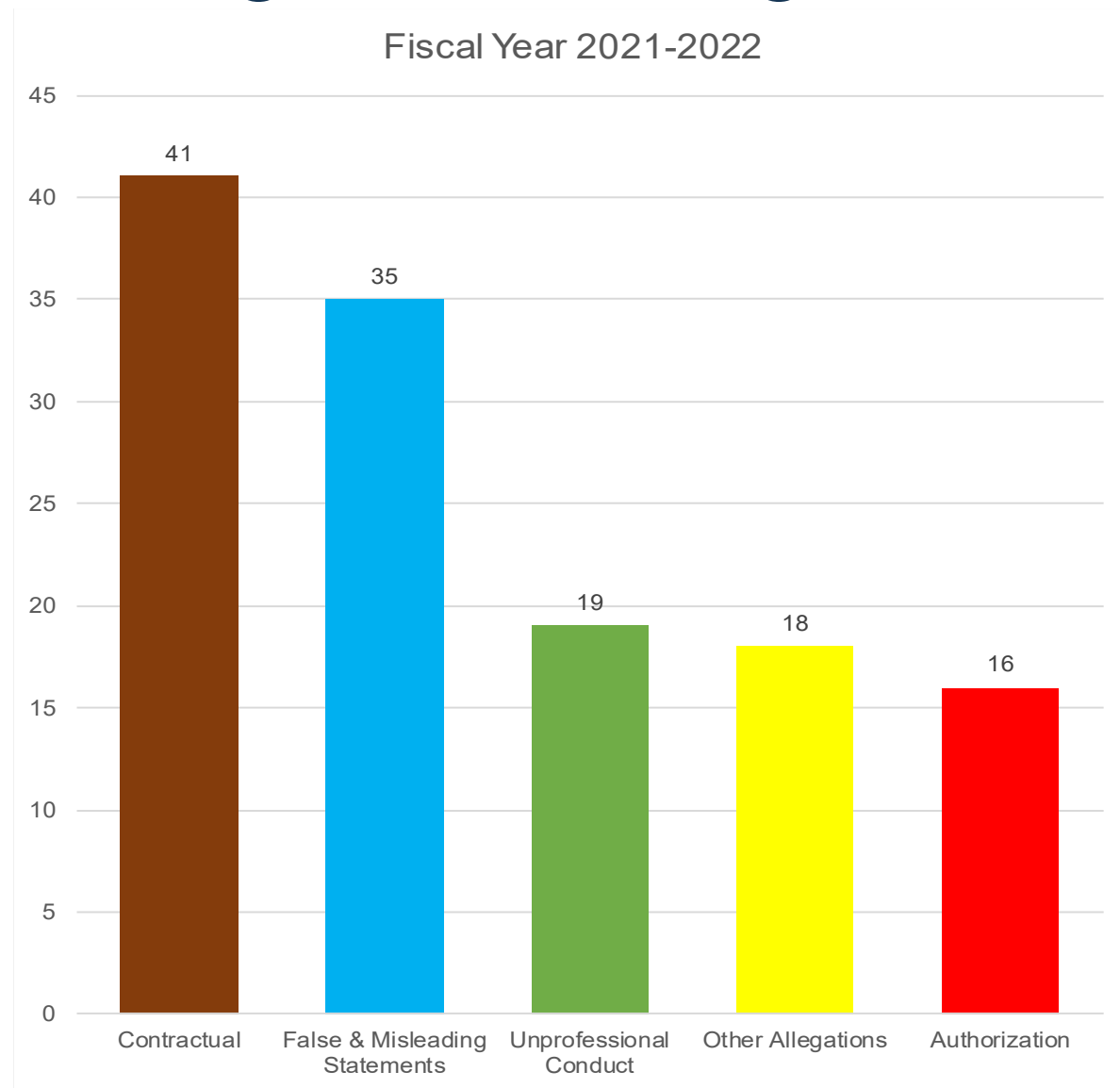


# Top Five Complaint Allegations Smog

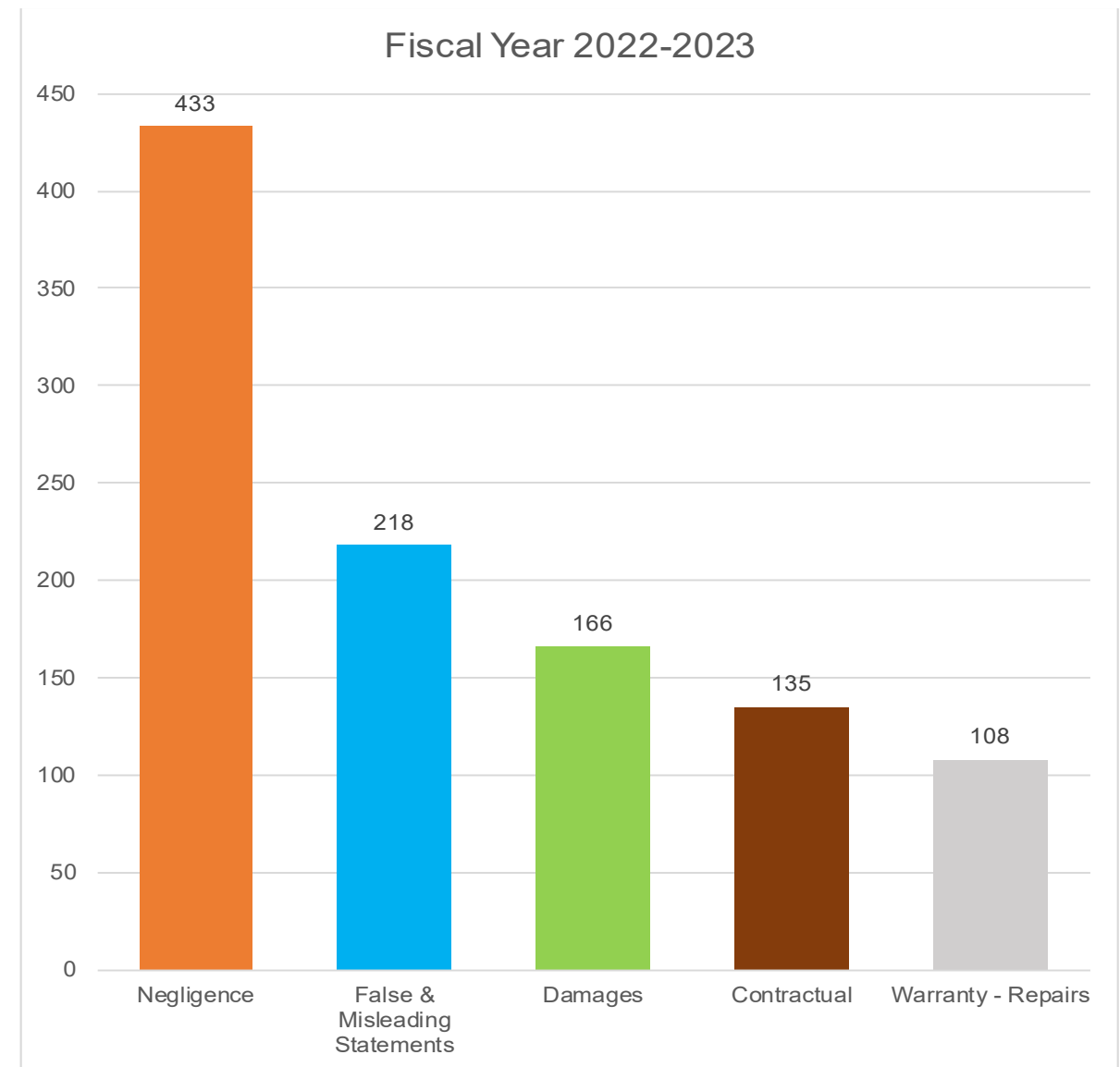
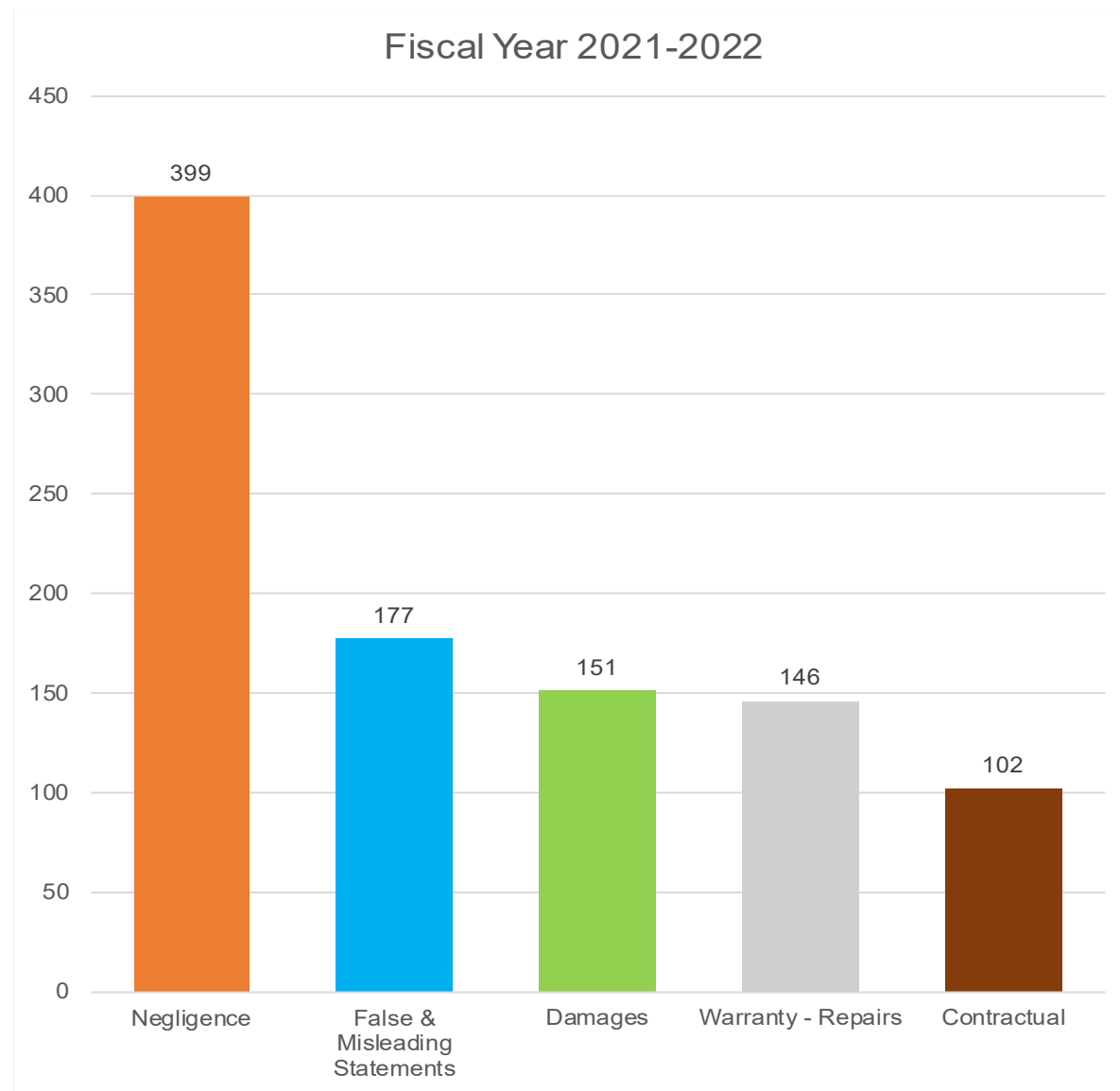




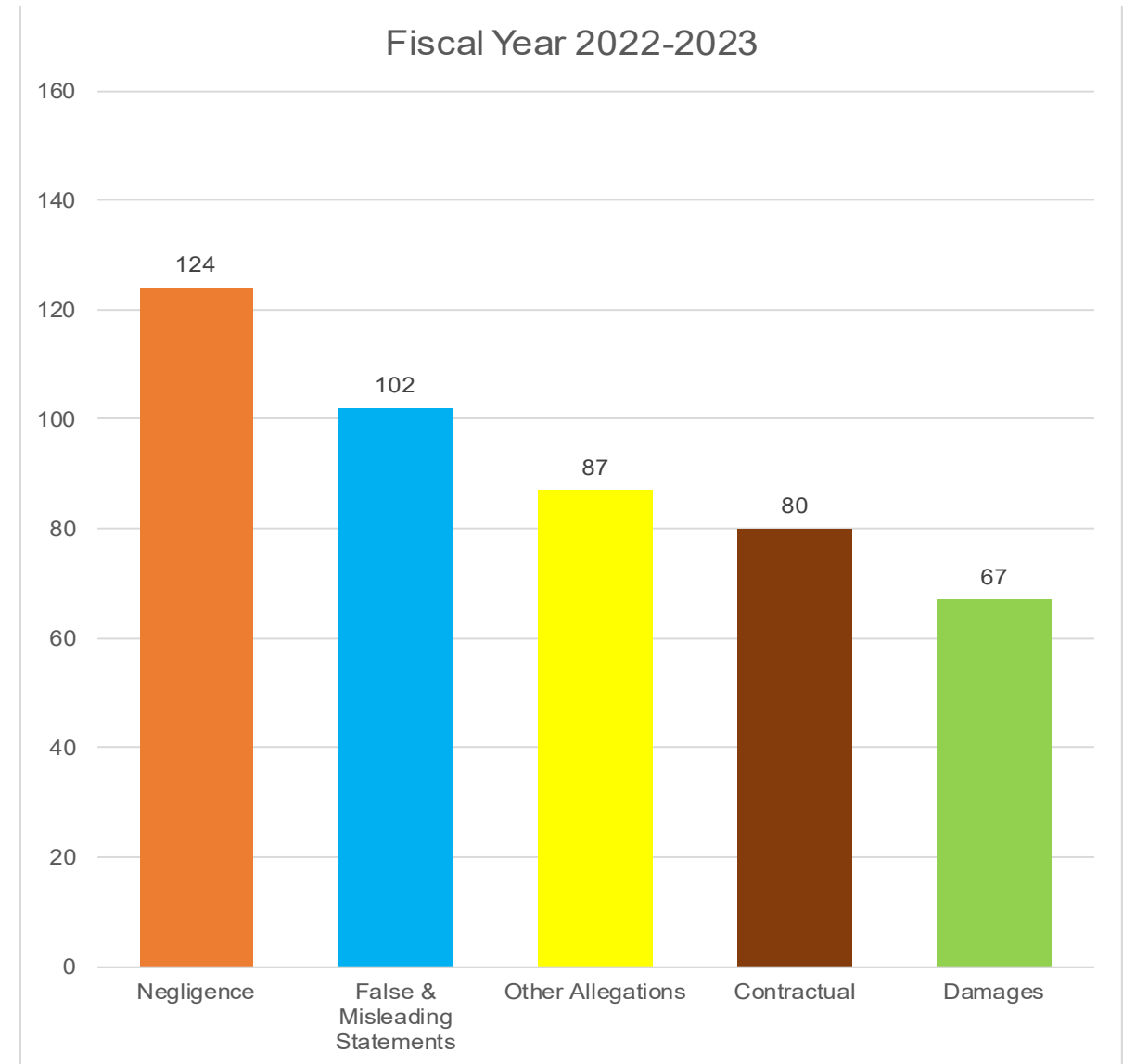
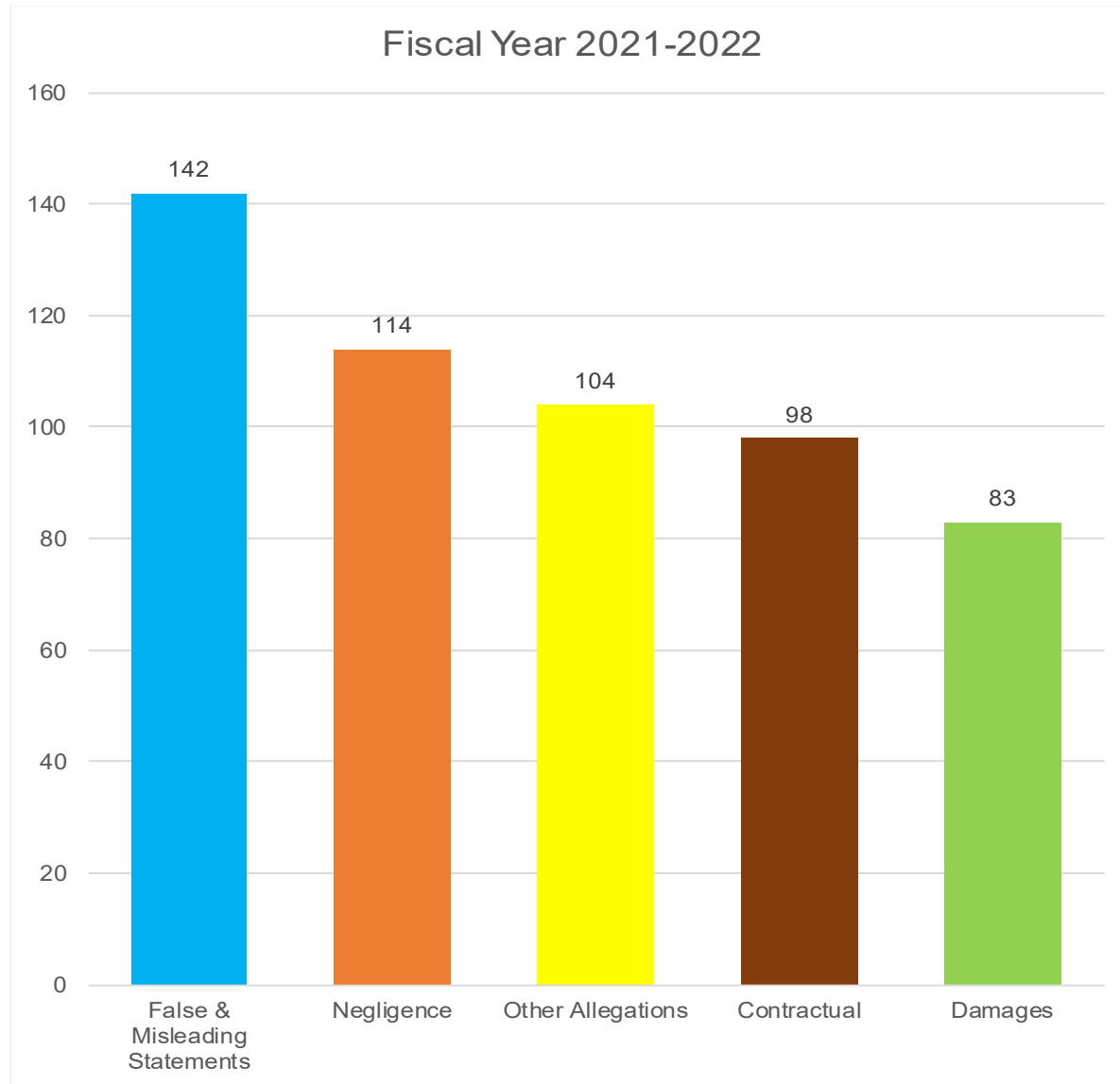
# Top Five Complaint Allegations Towing and Storage



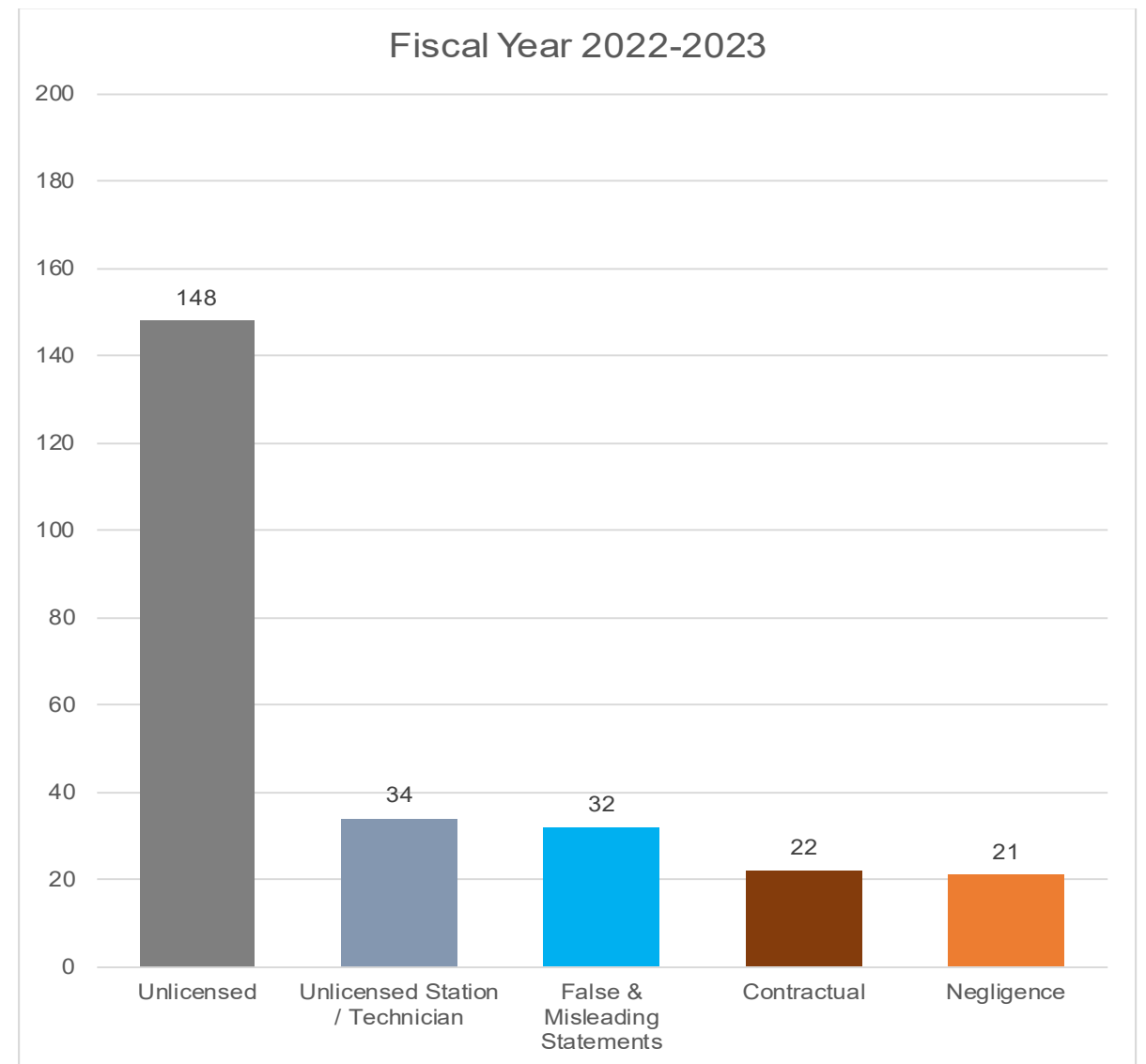
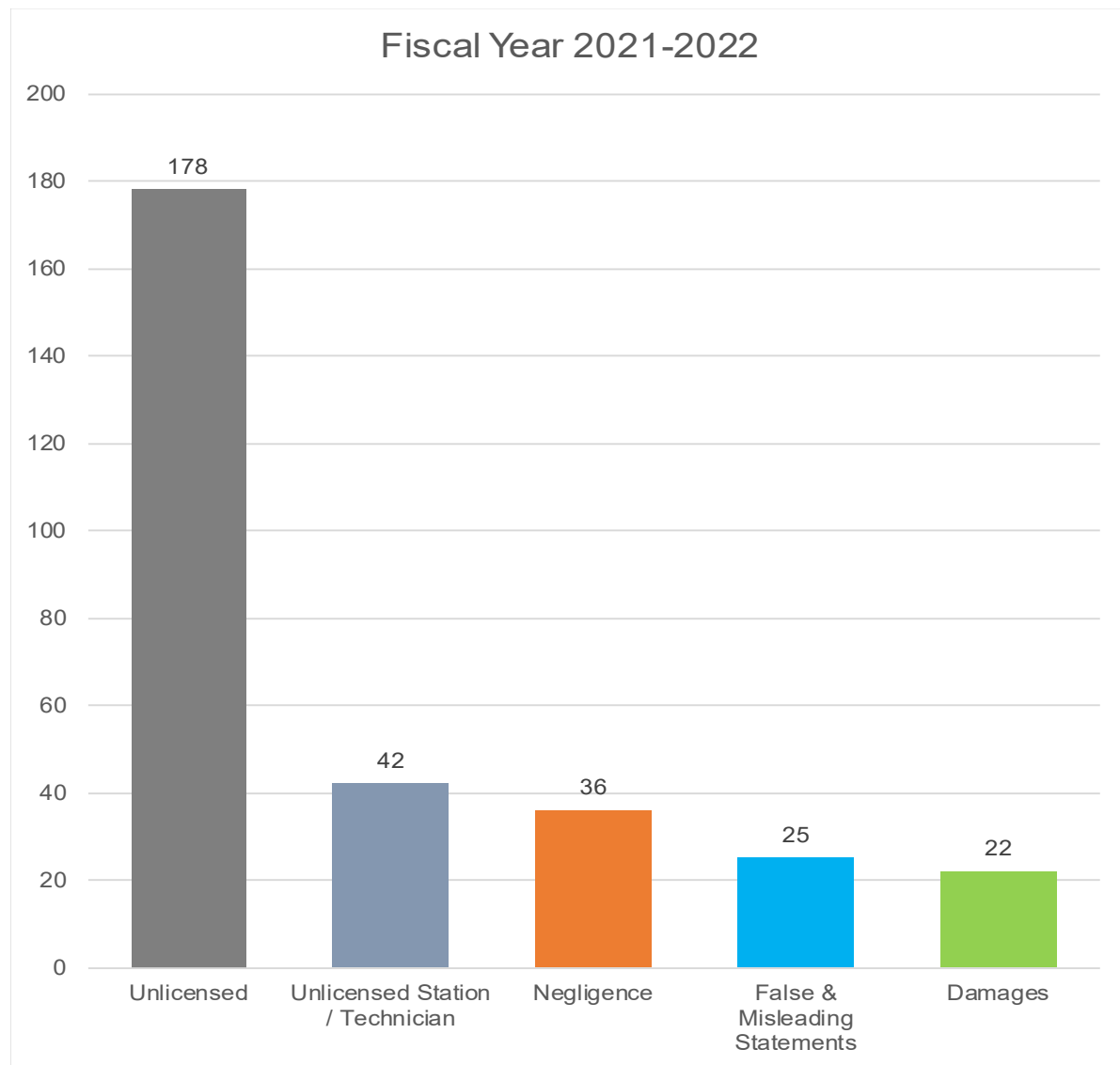
# Top Five Complaint Allegations Transmission



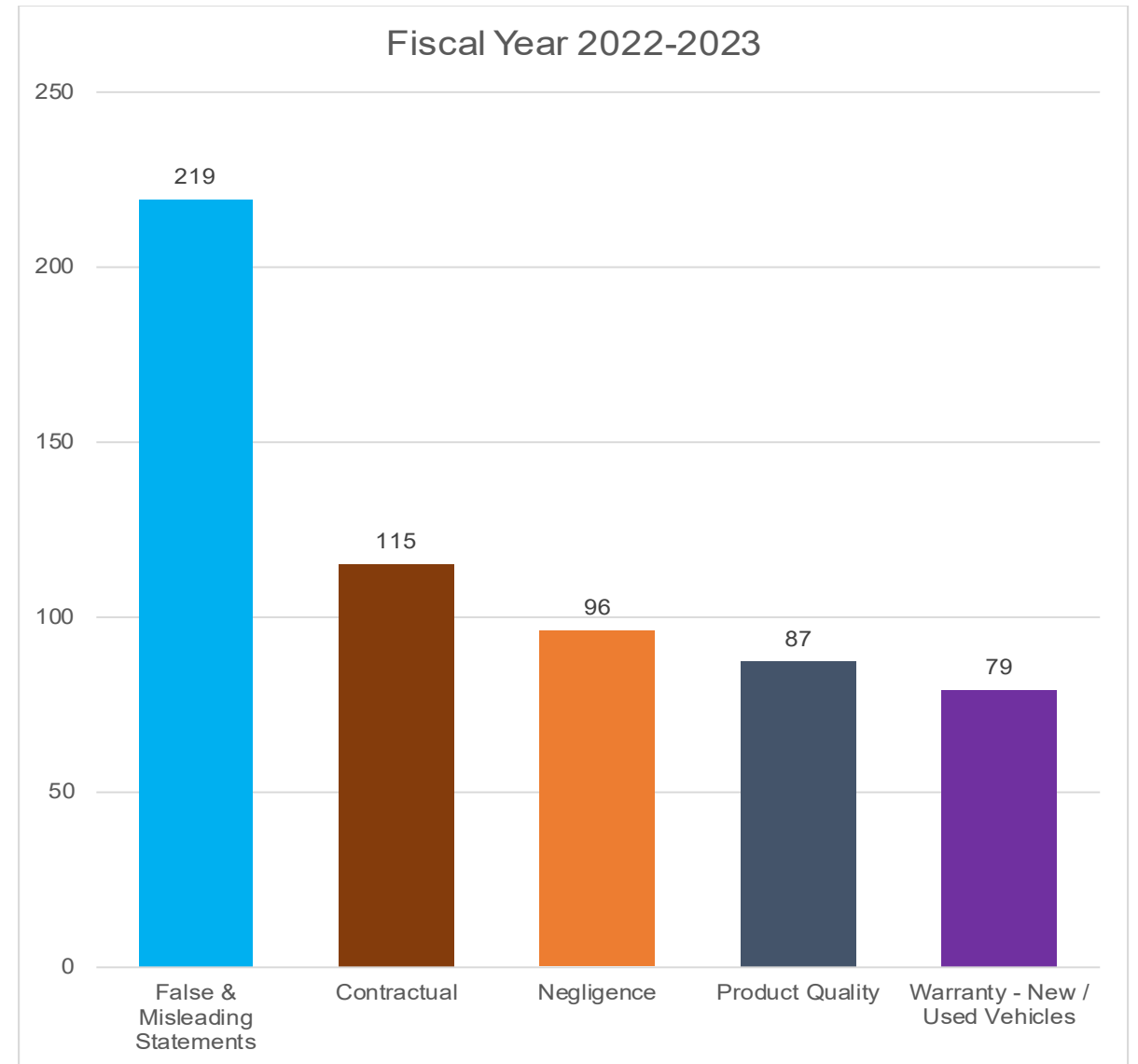
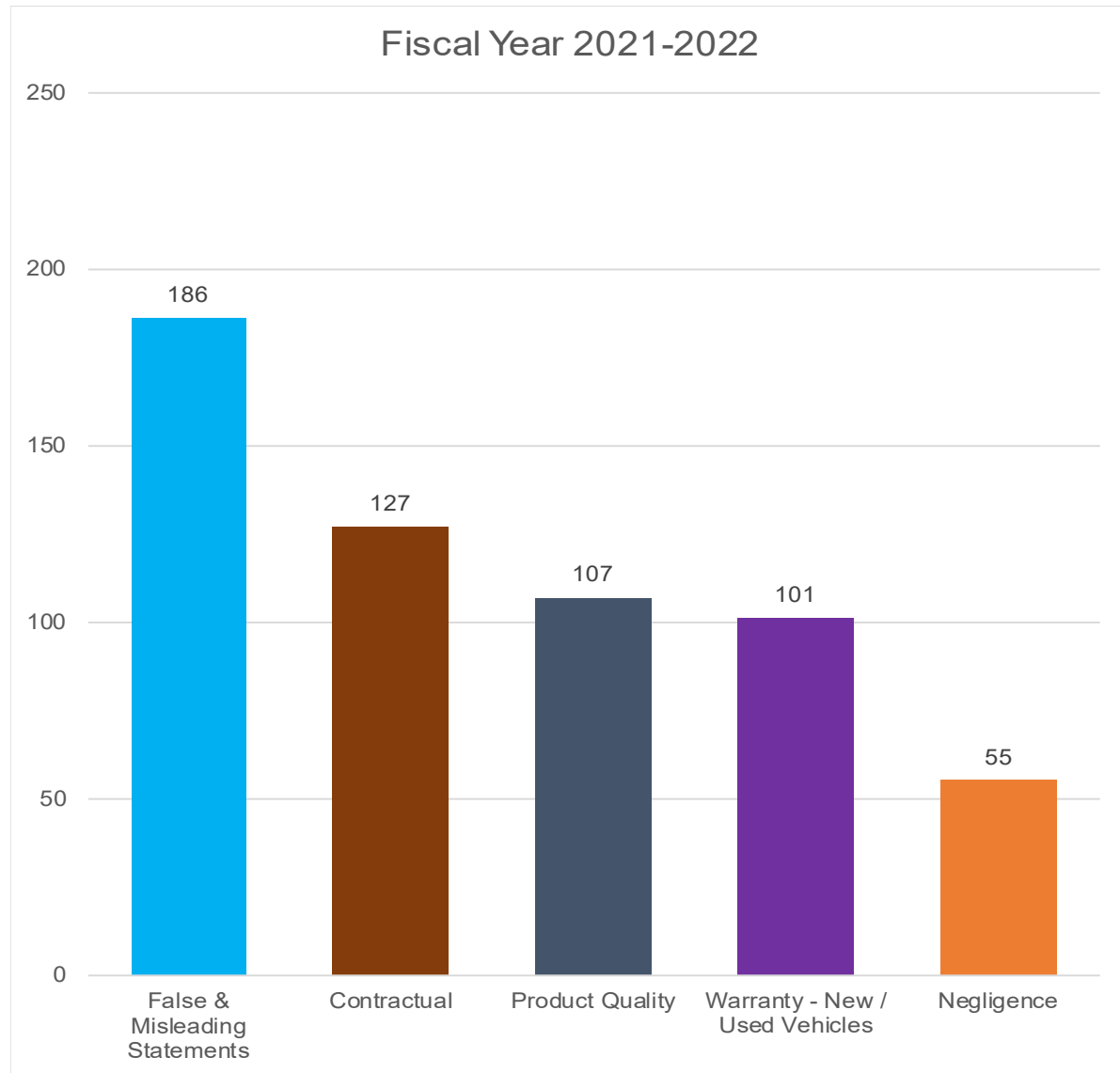
# Top Five Complaint Allegations Uncategorized



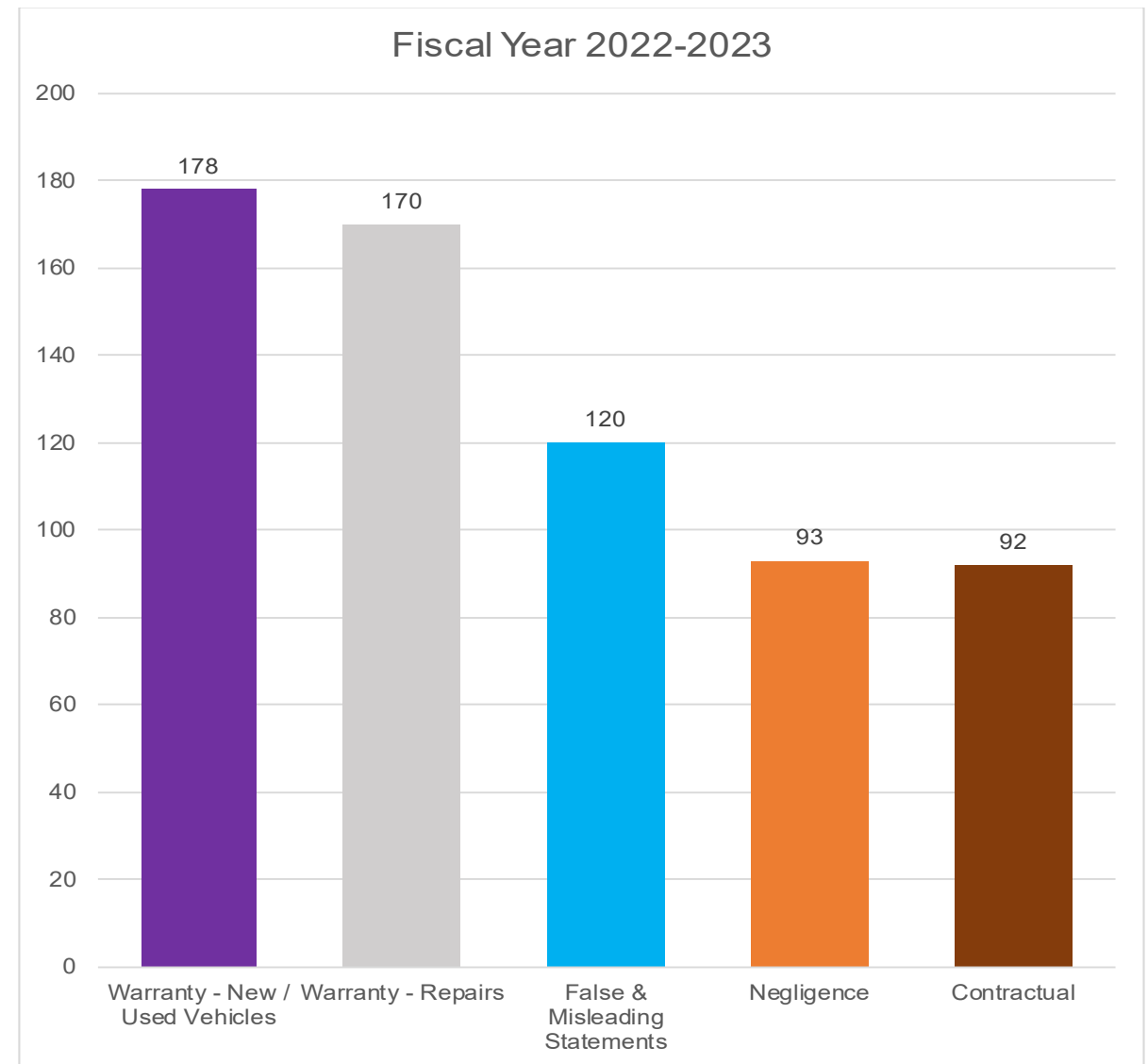
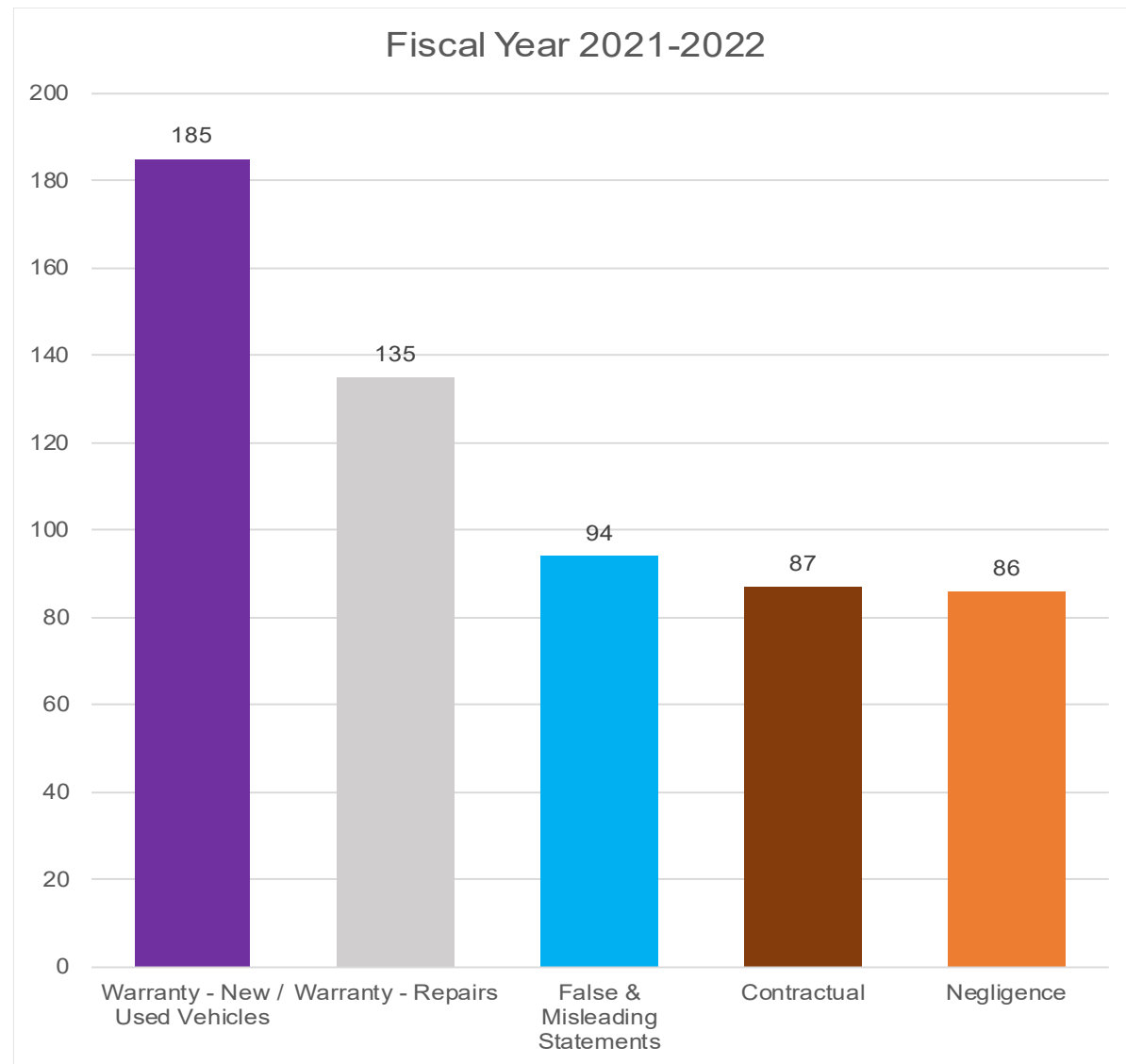
# Top Five Complaint Allegations Unlicensed Activity



# Top Five Complaint Allegations Used Car Transactions



# Top Five Complaint Allegations Vehicle Warranty



# Auto Body Inspection Program Statistics

<b>Inspections and Complaints</b>	<b>Fiscal Year 2021-2022</b>	<b>Fiscal Year 2022-2023</b>
Total Inspections Requested	14	233
Total Inspections Conducted	28	91
Total Complaints Filed After Inspection	11	34

The Bureau of Automotive Repair's (BAR) Auto Body Inspection Program offers no-cost inspections of collision-related repairs to help ensure the safety of California Motorists and their vehicles. As part of the inspection a BAR representative will examine the vehicle, address any questions or concerns that the consumer may have, and if the repair invoice is available will verify that all repairs listed on the invoice were performed correctly. If any issues are identified during the inspection, the representative will advise the consumer as well as ask if they would like to file a complaint to be investigated further by BAR.

# Contact Information

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