

# Enforcement Statistics

## Fiscal Year 2023-2024 Q2

---

Patrick Lutfi  
Enforcement Operations Branch  
January 25, 2024



Bureau of Automotive Repair

# Disclaimer

The information presented in this handout is provided for informational purposes only. The Bureau of Automotive Repair makes every effort to gather accurate and reliable data. However, due to the dynamic nature of the reporting process, the data is subject to change and may vary depending on the specific time the report was generated. Therefore, it should be noted differences may exist between this reported data and other sources. Users are advised to exercise discernment when analyzing this report.

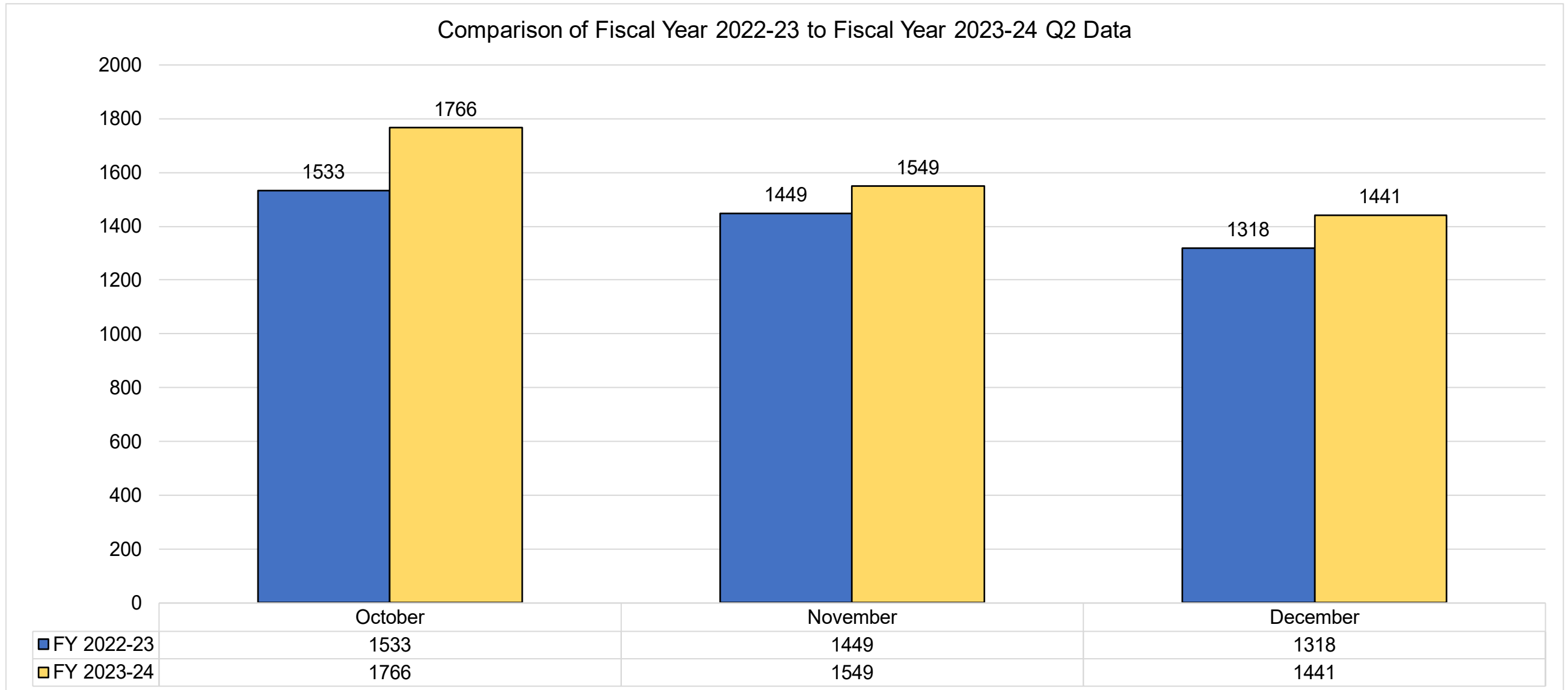
# Enforcement Performance Measures

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)

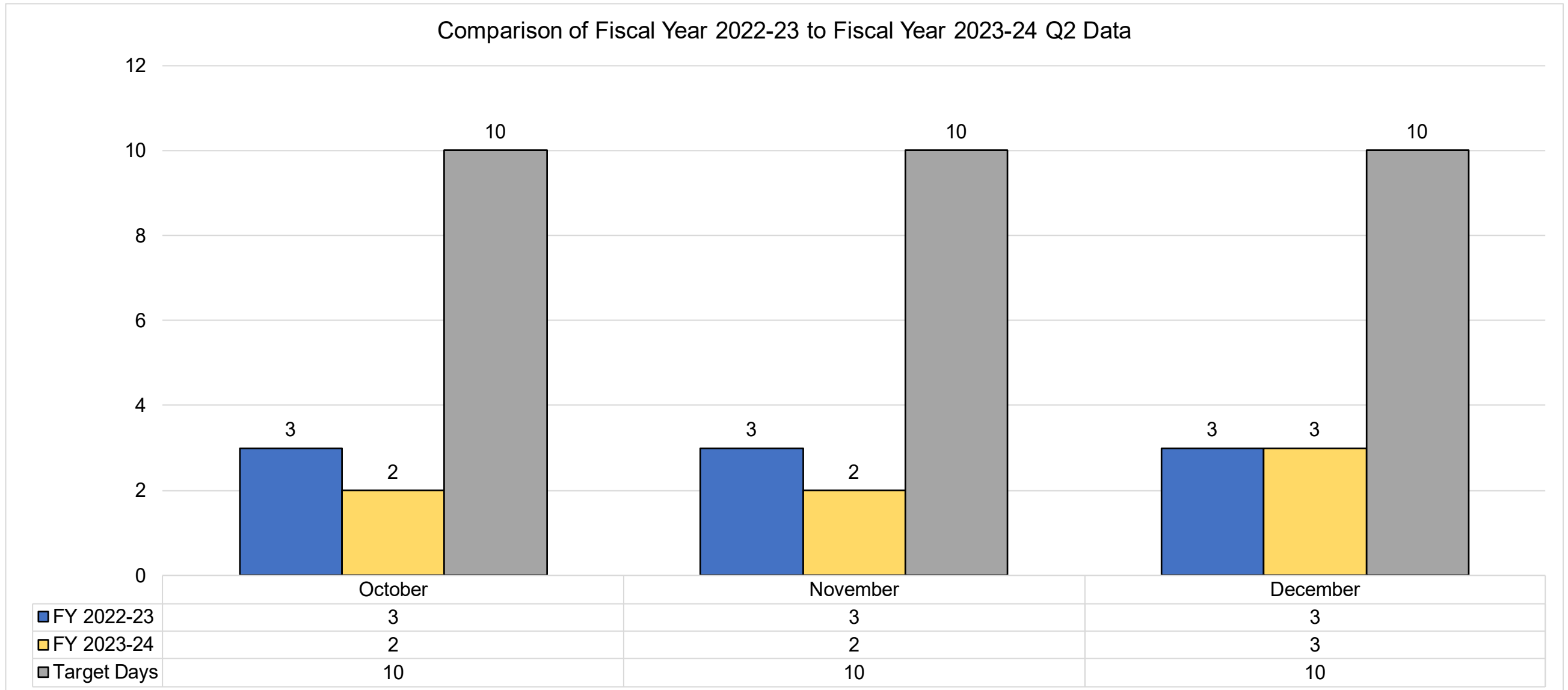
# Performance Measure 1 - Complaint Volume

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



# Performance Measure 2 - Complaint Assignment

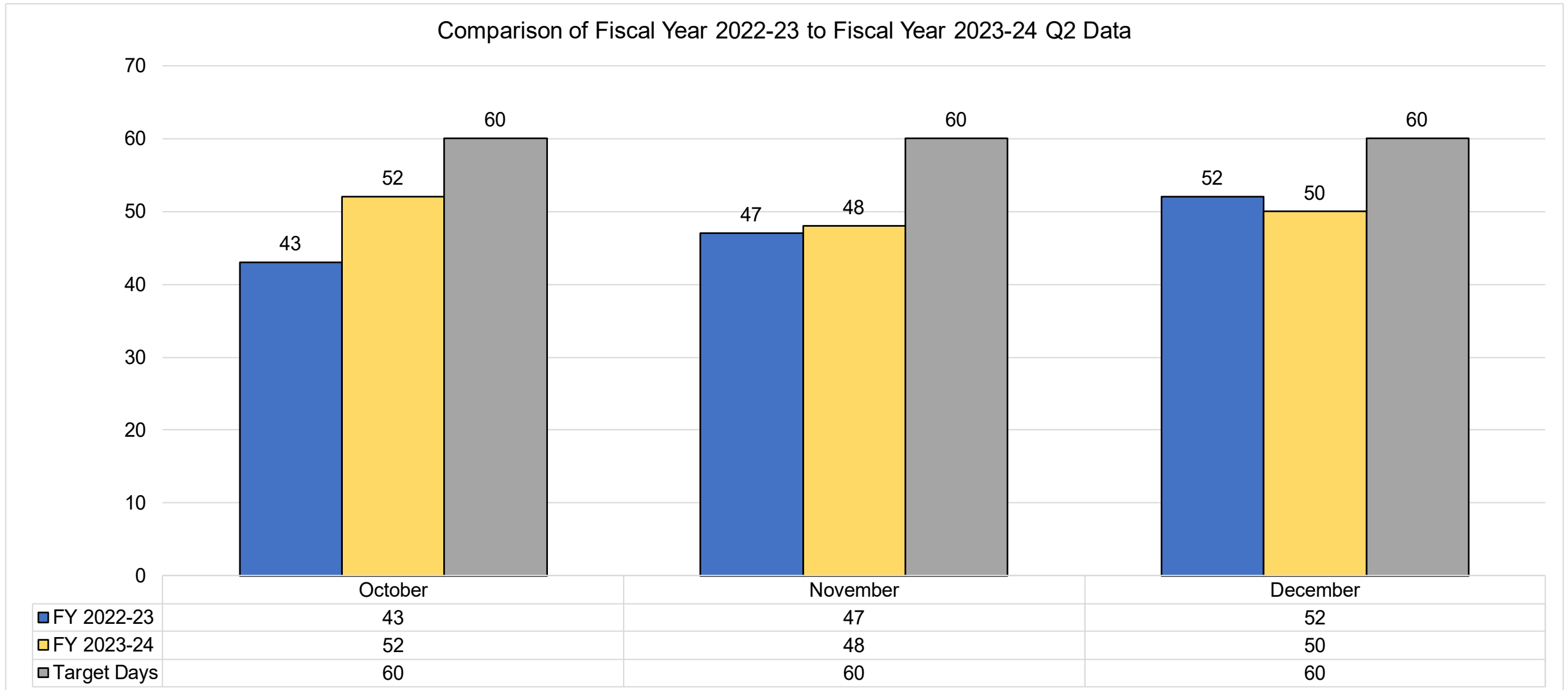
Average number of days from receipt of a complaint to assignment to an investigator\*



\*BAR goal is 10 days

# Performance Measure 3 - Complaint Cycle Time

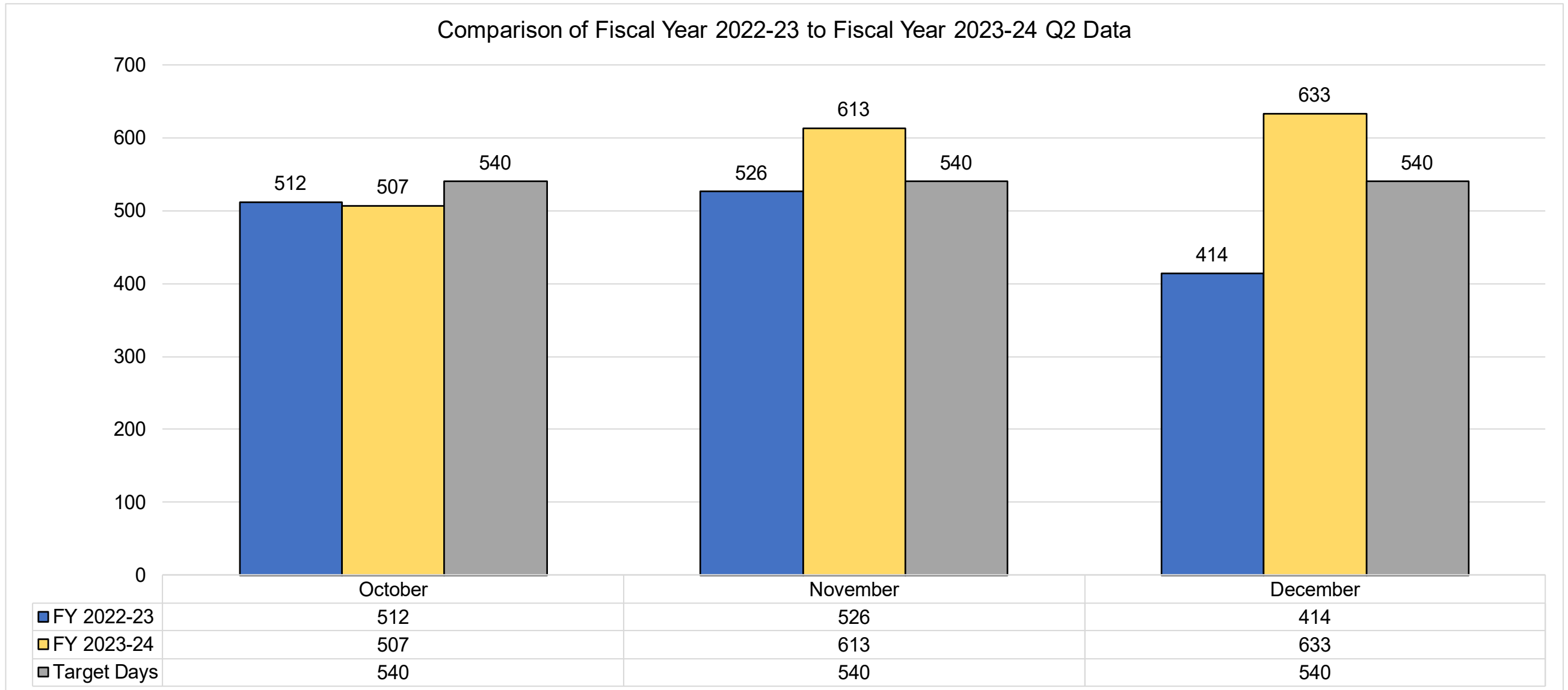
Average number of days to investigate and close a case not resulting in formal discipline\*



\*BAR goal is 60 days

# Performance Measure 4 - Formal Discipline Time

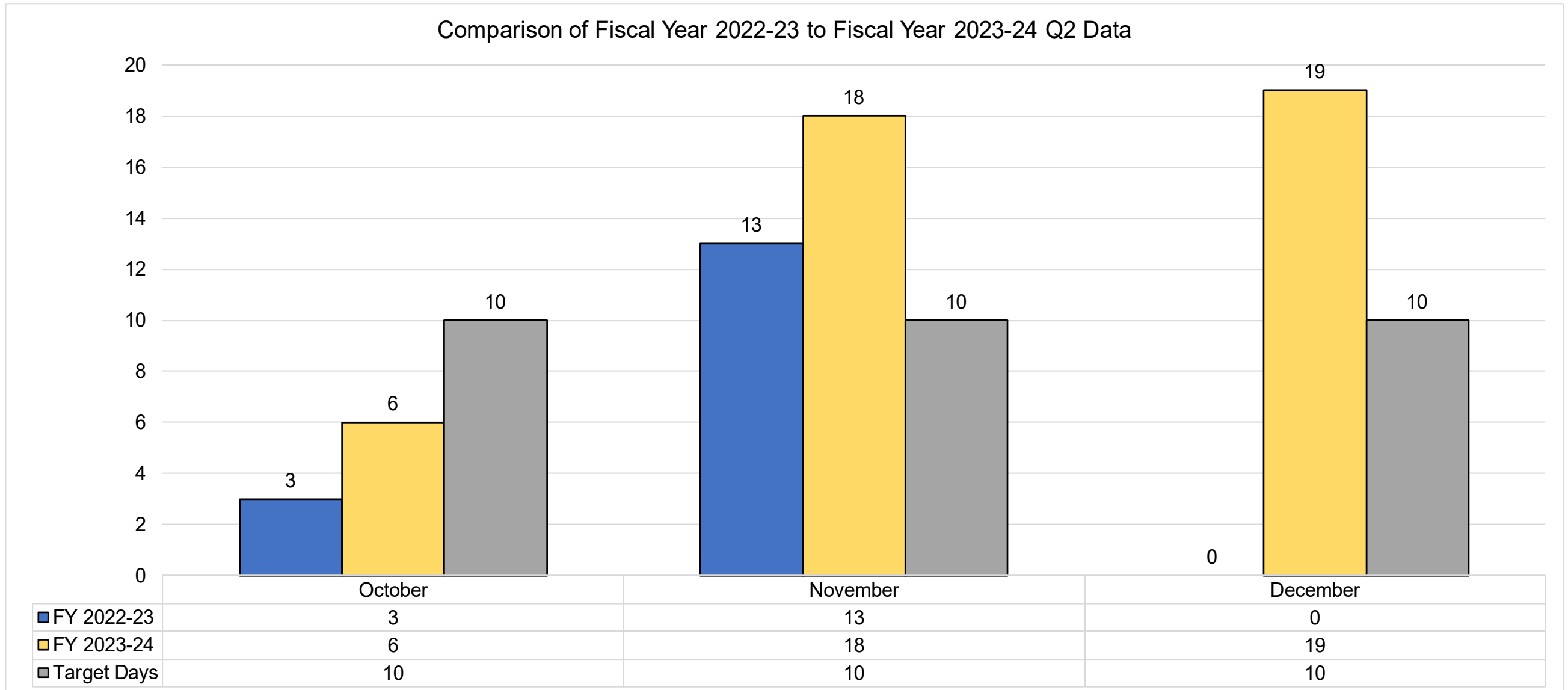
Average number of days from the opening of a formal investigation to the decision effective date\*



\*BAR goal is 540 days

# Performance Measure 7 - Probation First Contact

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

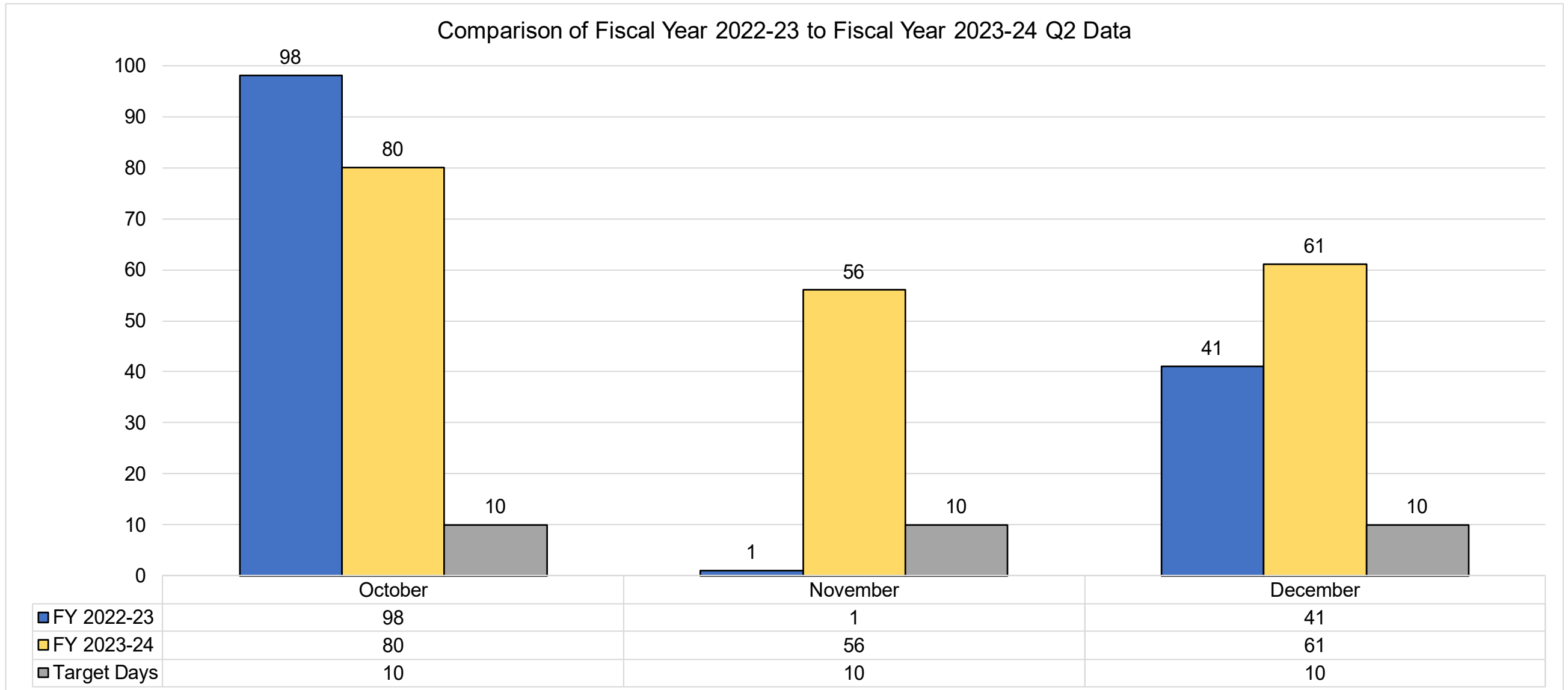


\*BAR goal is 10 days



# 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 Category 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	708
Auto Glass	46
<b>Total</b>	<b>754</b>

Engine Repair and Engine Performance	Number of Complaints
Computer Controls	58
Cooling System	125
Engine Diagnosis	264
Electrical	232
Engine Overhaul / Replacement	183
Engine Repair	608
Flushing	5
Fuel System	54
Machine Shop	6
Tune-Up	14
<b>Total</b>	<b>1549</b>

General Repair and Maintenance	Number of Complaints
Air Conditioning / Heat	85
Brakes	119
Drive Train	61
Exhaust	40
General Repair	16
Lube / Oil Change	194
Suspension / Steering	158
Tires / Wheels	158
<b>Total</b>	<b>831</b>

Smog	Number of Complaints
Clean Gassing	0
Clean Piping	0
Clean Tanking	0
Clean Plugging	0
Delinquent Citation	0
Exhaust System (Smog)	35
Emission Test Procedure	6
Emissions Warranty	6
Functional Test Procedure	0
Gorss Polluter	0
NOX Failures	0
Referee	0
Repair Only (Smog)	3
Sublet (Smog)	1
Smog Cost Limit	3
Station	2
Smog Repair	57
Illegal Smog / Car Sale	29
Smog Test Procedures	99
Test Only	3
Technician	1
Visual Smog Check Procedure	7
Zero Emission Vehicle	1
<b>Total</b>	<b>253</b>

Towing and Storage	Number of Complaints
Lien Sales / Storage Charges	16
Storage Fees	39
Towing	41
<b>Total</b>	<b>96</b>

Transmission	Number of Complaints
Automatic Transmission	303
Manual Transmission / Clutch	23
<b>Total</b>	<b>326</b>

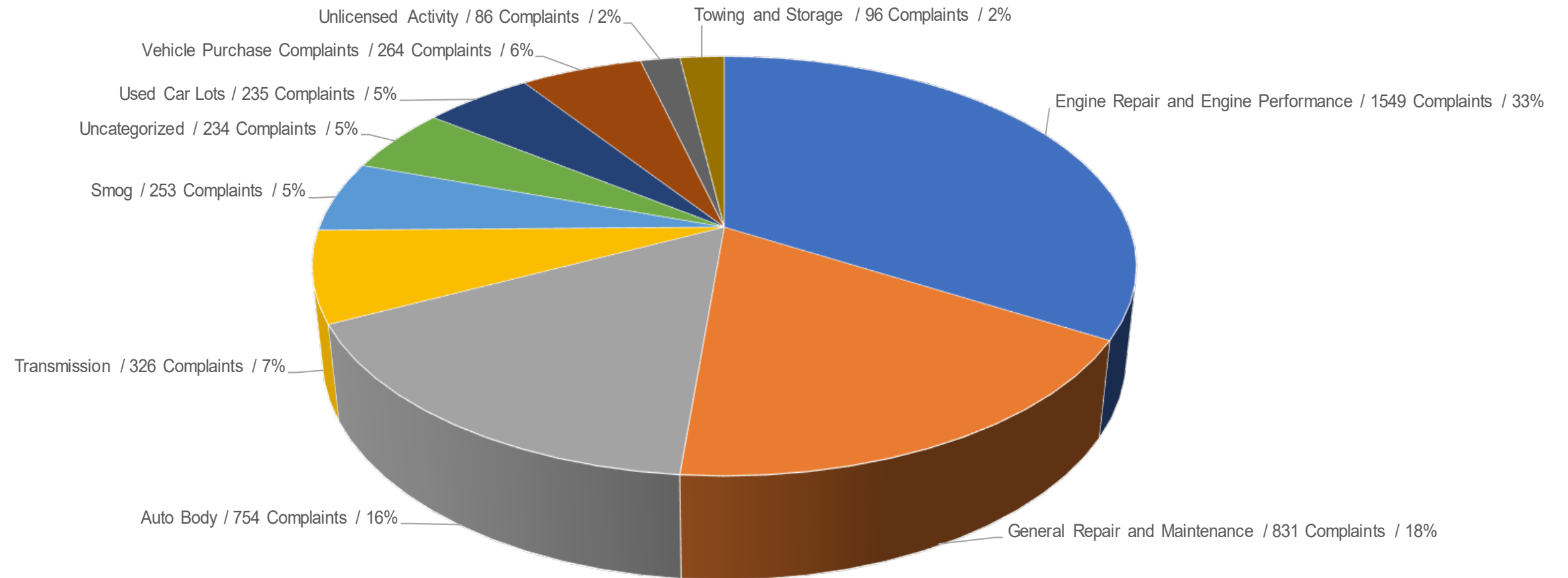
Uncategorized	Number of Complaints
Brake Certification	54
Boat Repair	3
Ignition Inerlock Device	5
Lamp Certification	0
Motorcycle Repair	22
Other	102
Part Sale	32
Upholstery	16
<b>Total</b>	<b>234</b>

Unlicensed Activity	Number of Complaints
Unlicensed Activity	86
<b>Total</b>	<b>86</b>

Used Car Lots	Number of Complaints
Used Car Lots	235
<b>Total</b>	<b>235</b>







































Vehicle Purchase Complaints	Number of Complaints
New Car / Lemon Law	43
Vehicle Warranty	123
Repair Warranty	98
<b>Total</b>	<b>264</b>

# Complaint Category Summary

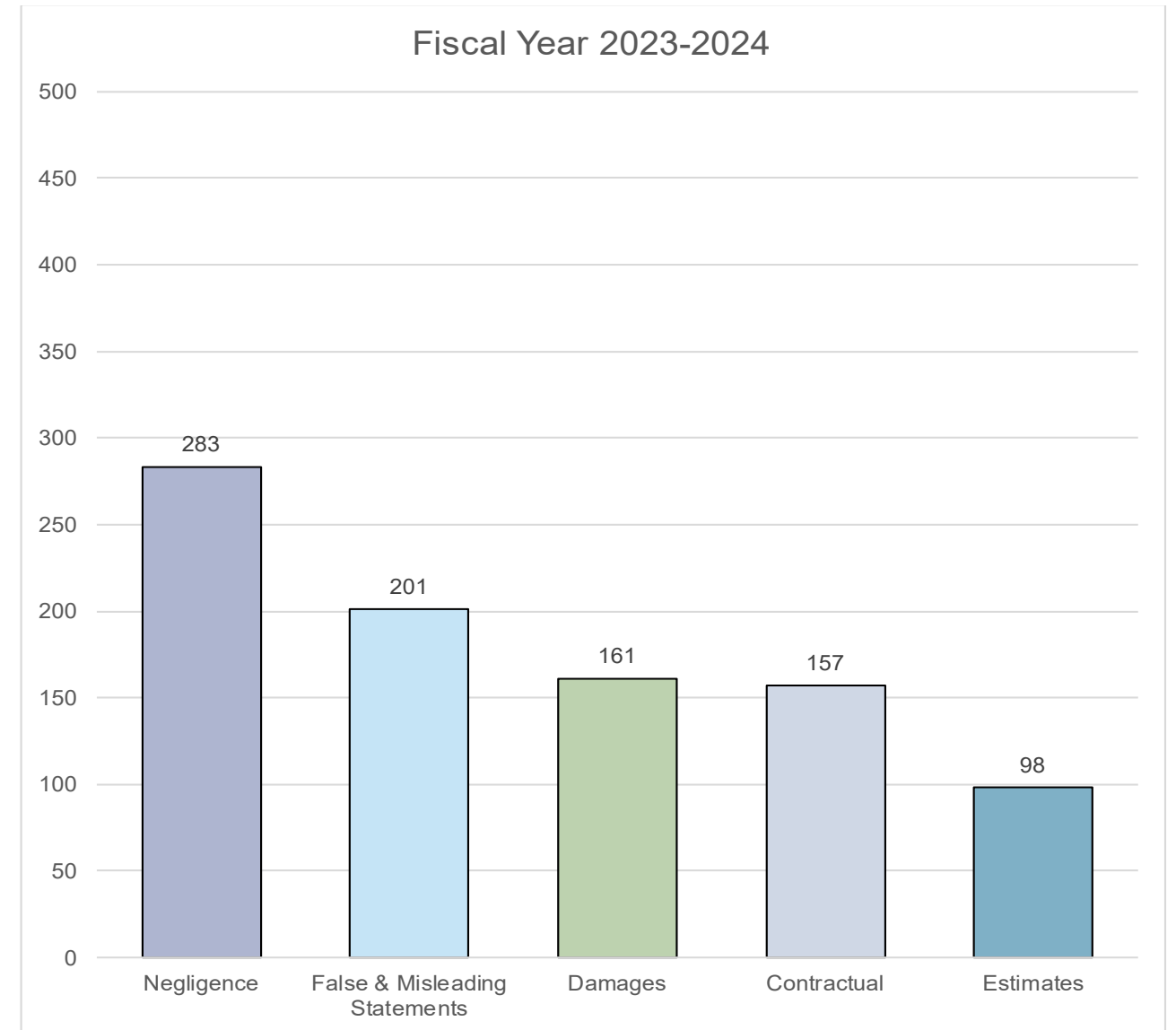
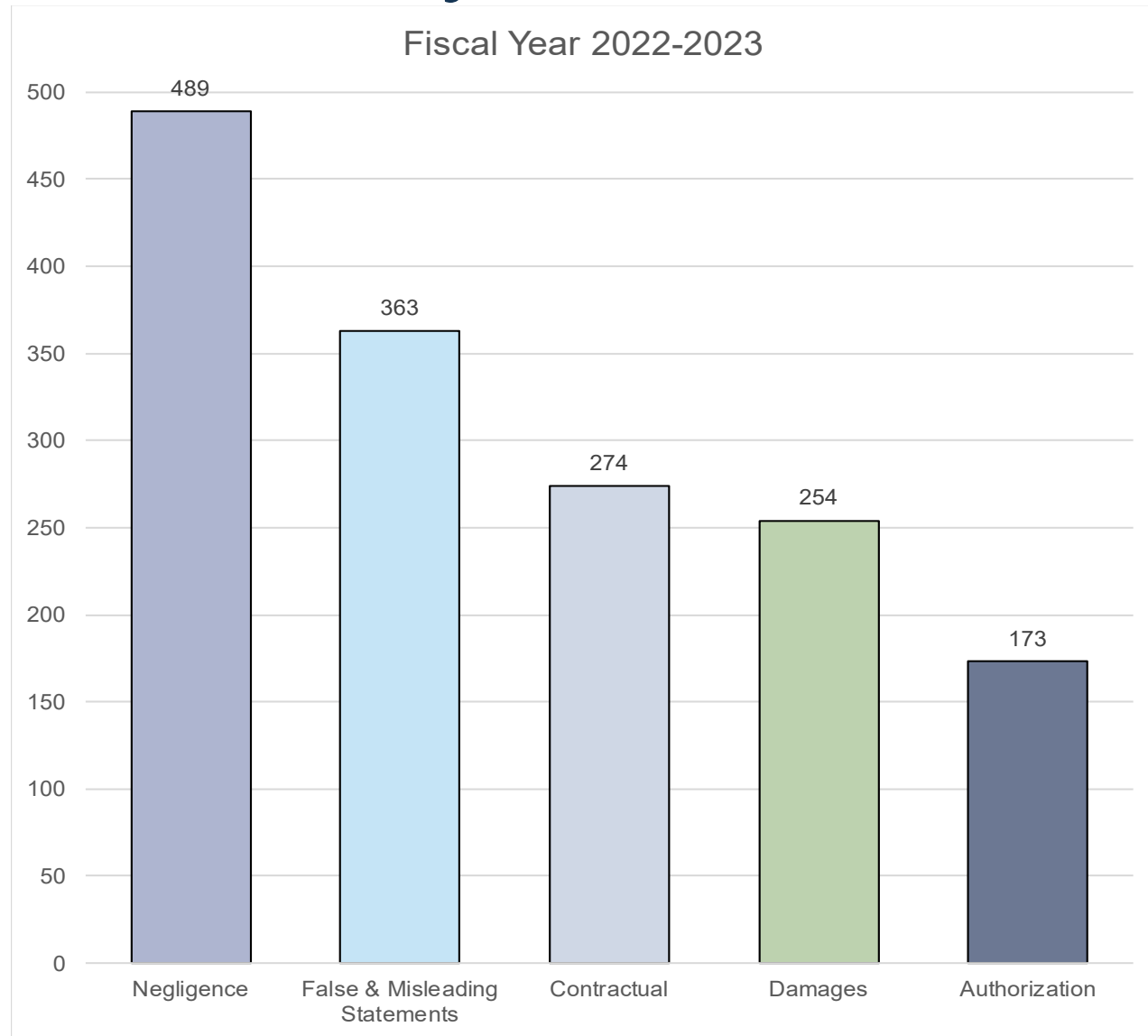


- Engine Repair and Engine Performance / 1549 Complaints / 33%
- Auto Body / 754 Complaints / 16%
- Smog / 253 Complaints / 5%
- Used Car Lots / 235 Complaints / 5%
- Unlicensed Activity / 86 Complaints / 2%
- General Repair and Maintenance / 831 Complaints / 18%
- Transmission / 326 Complaints / 7%
- Uncategorized / 234 Complaints / 5%
- Vehicle Purchase Complaints / 264 Complaints / 6%
- Towing and Storage / 96 Complaints / 2%

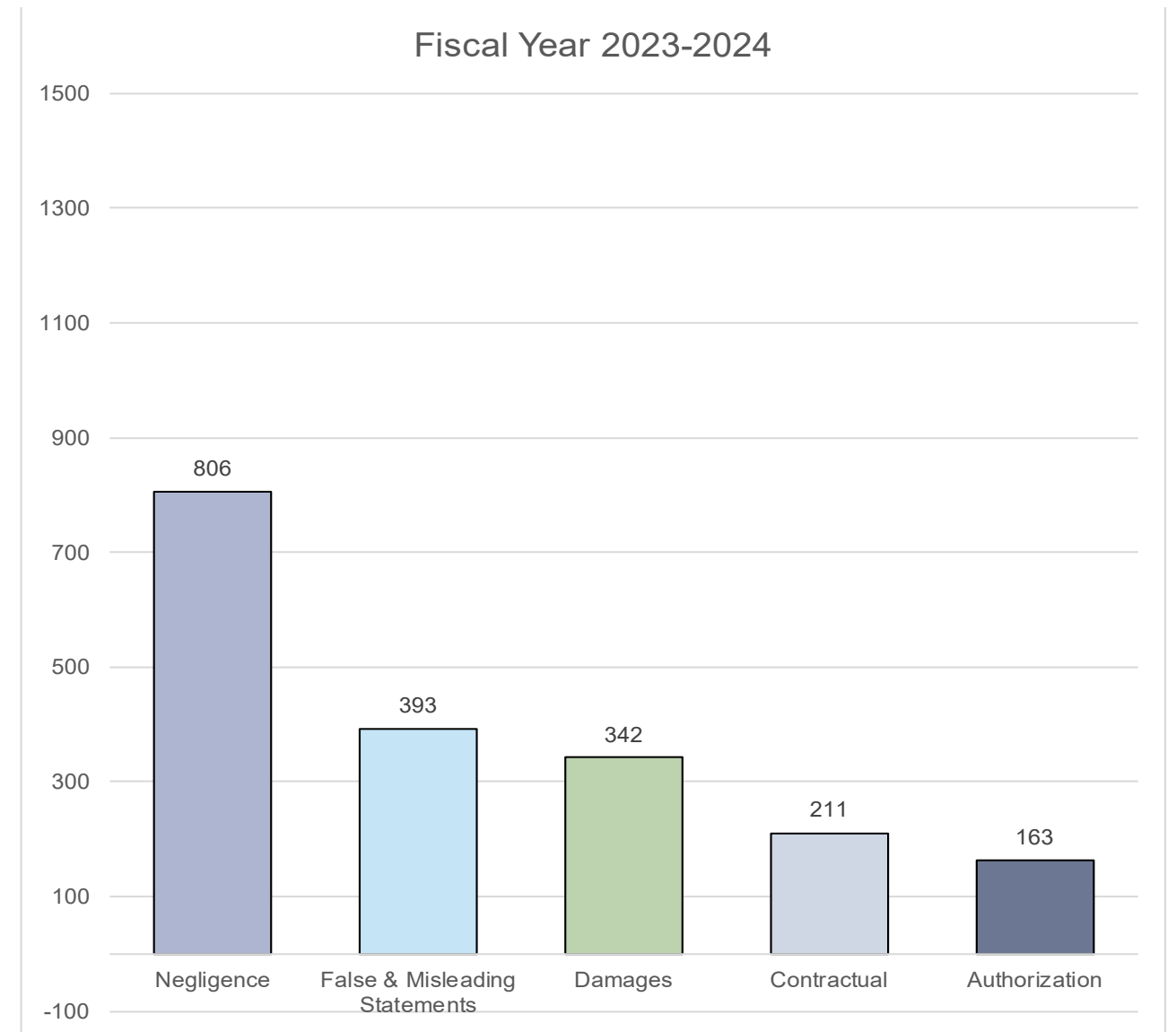
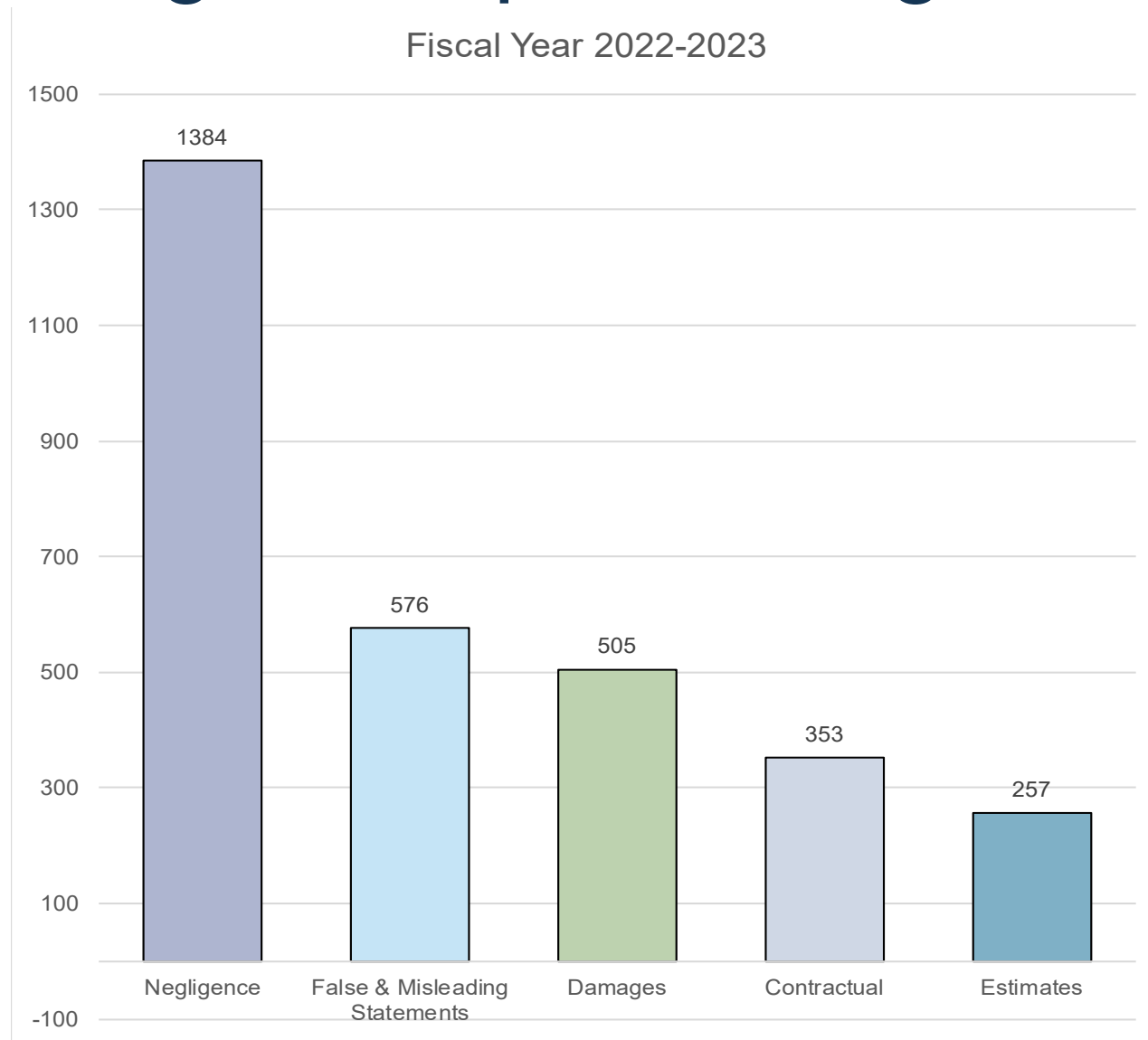
# Complaint Allegations

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

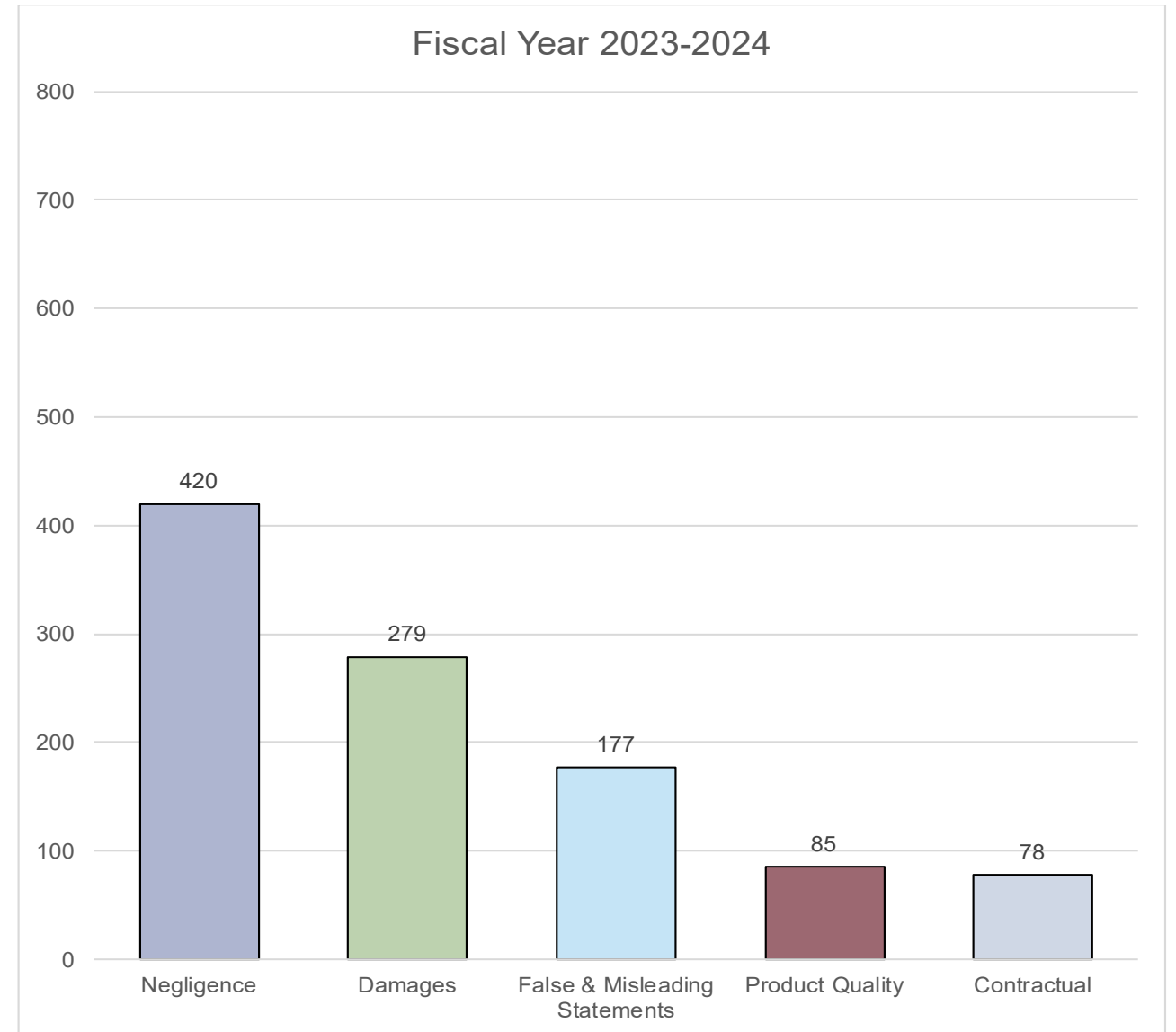
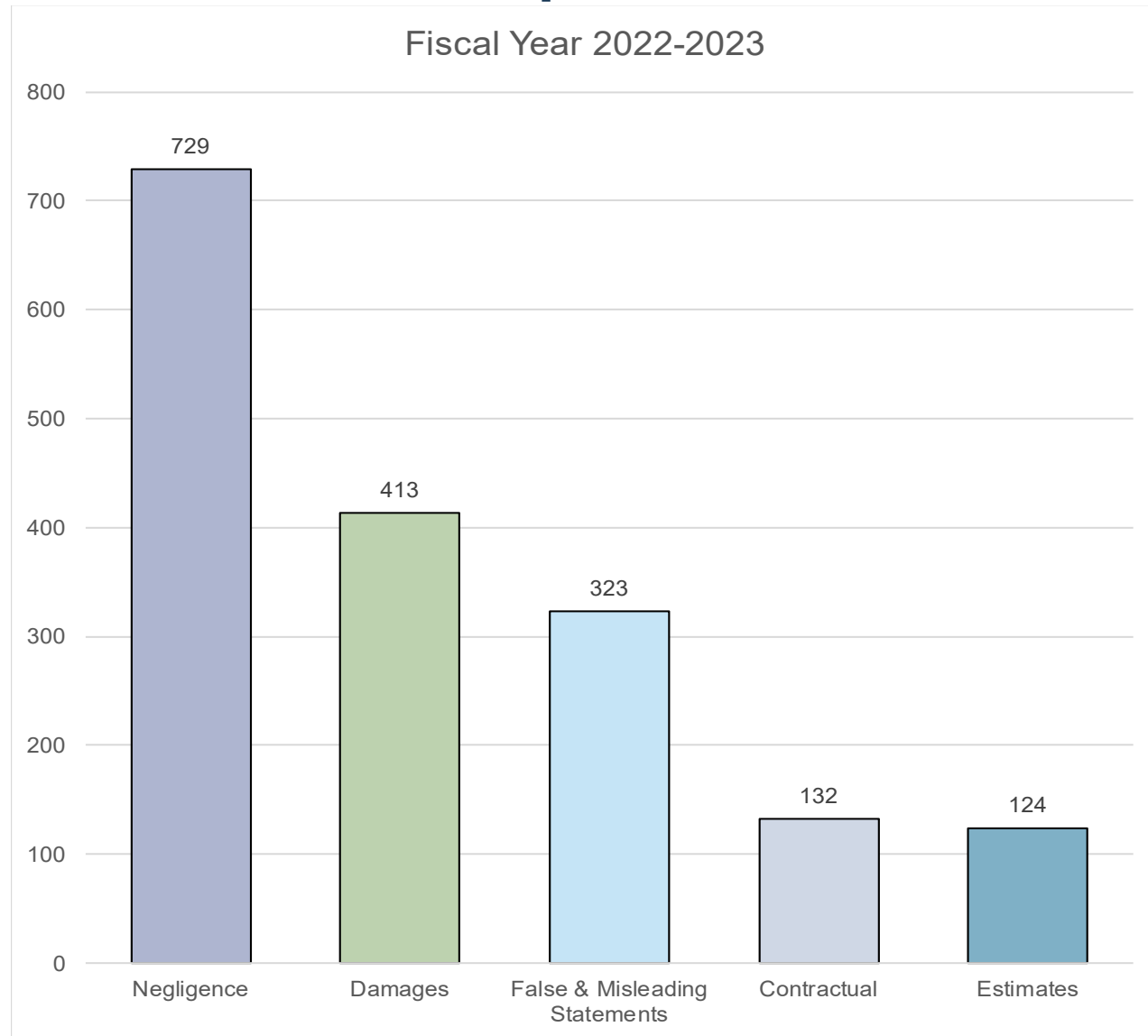
# Top Five Complaint Allegations Auto Body



# Top Five Complaint Allegations Engine Repair & Engine Performance

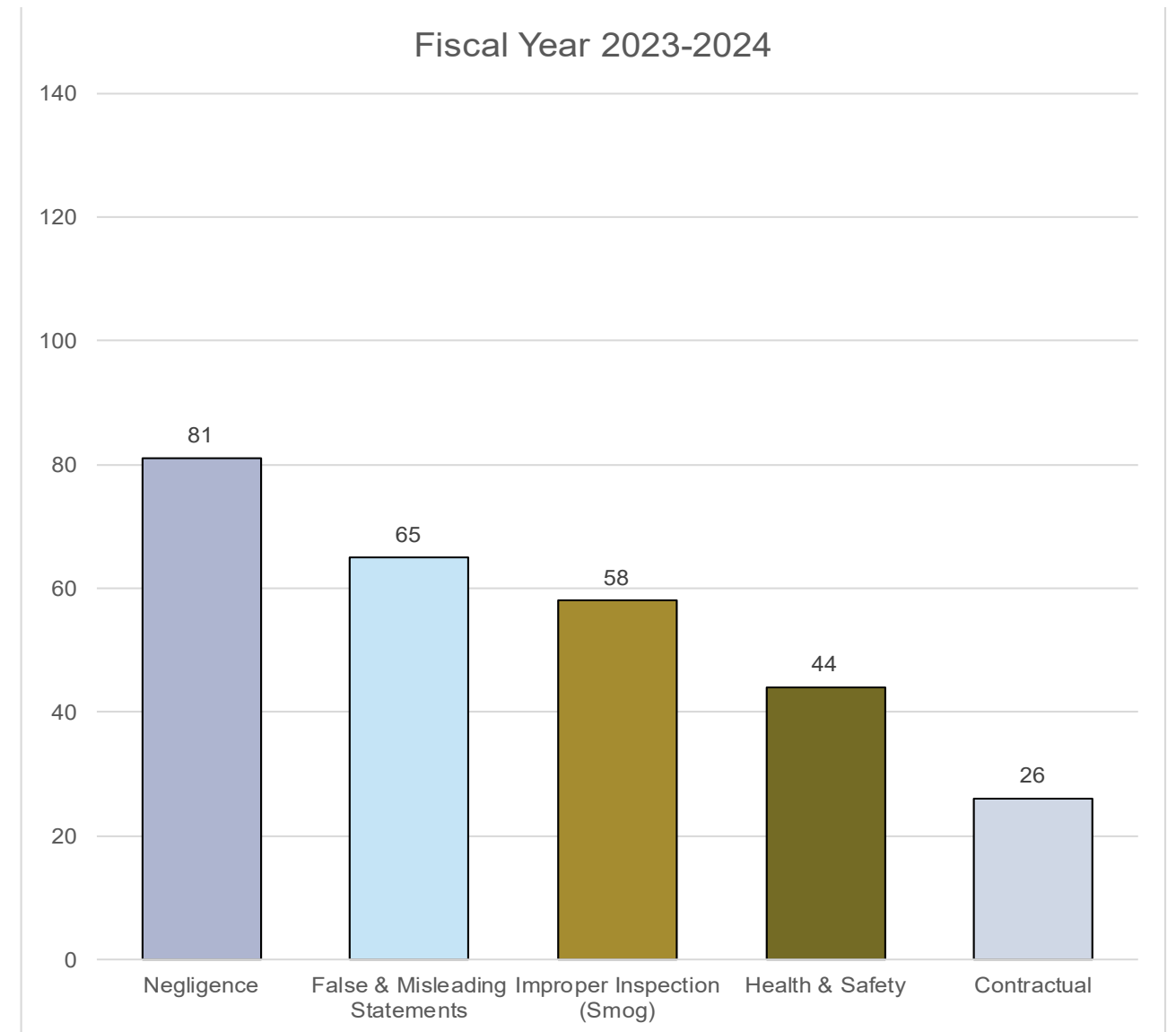
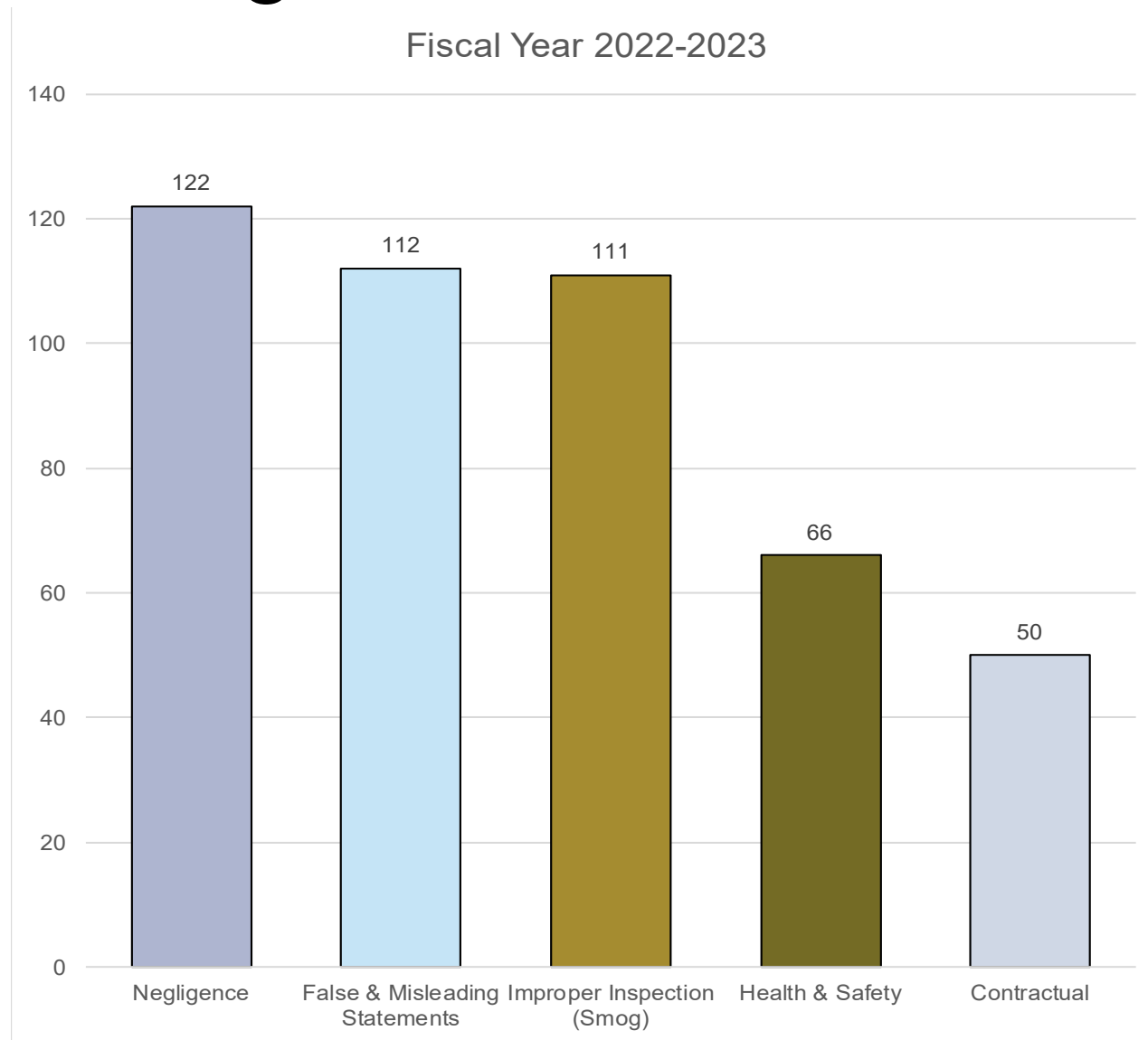


# Top Five Complaint Allegations General Repair & Maintenance

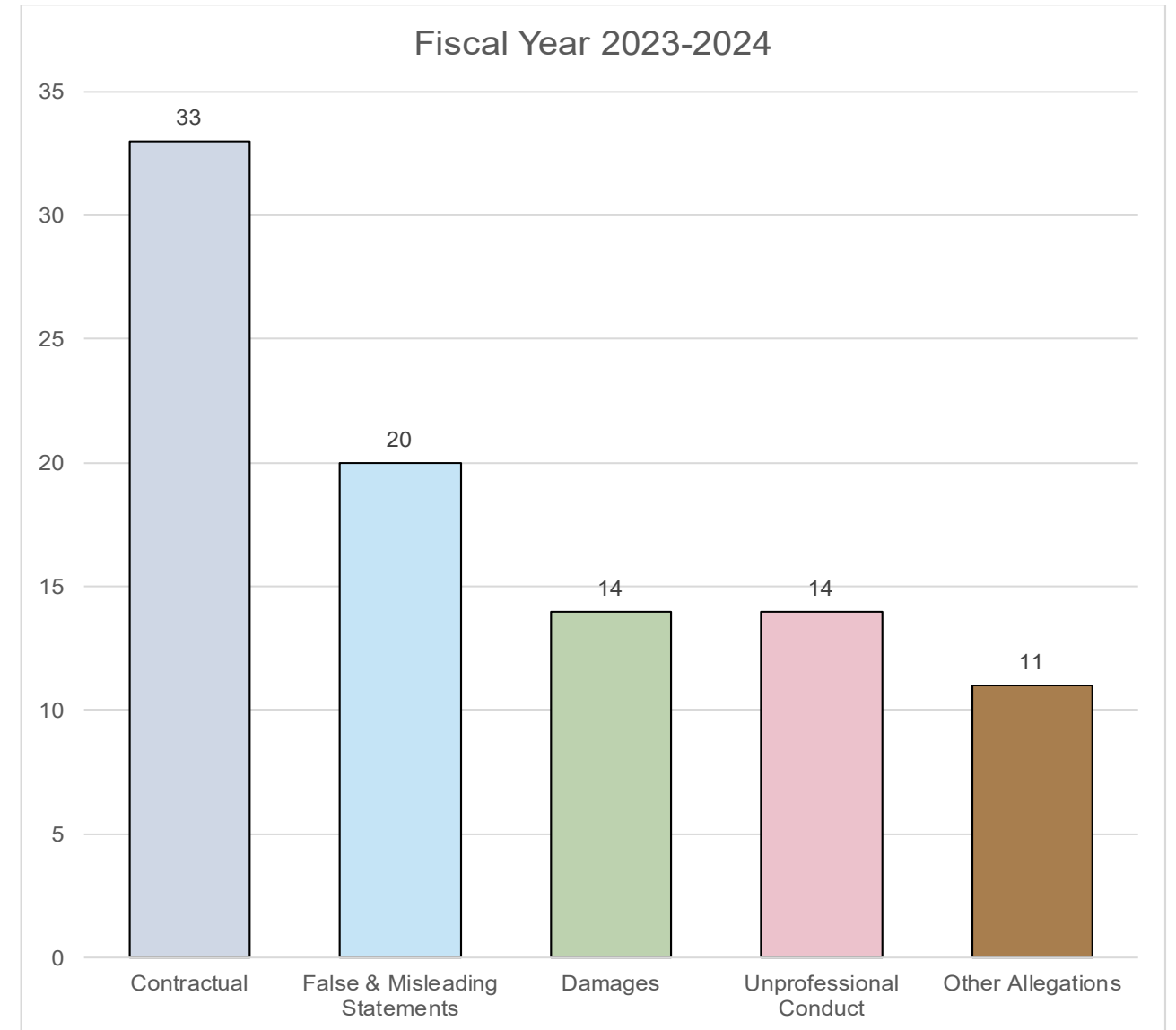
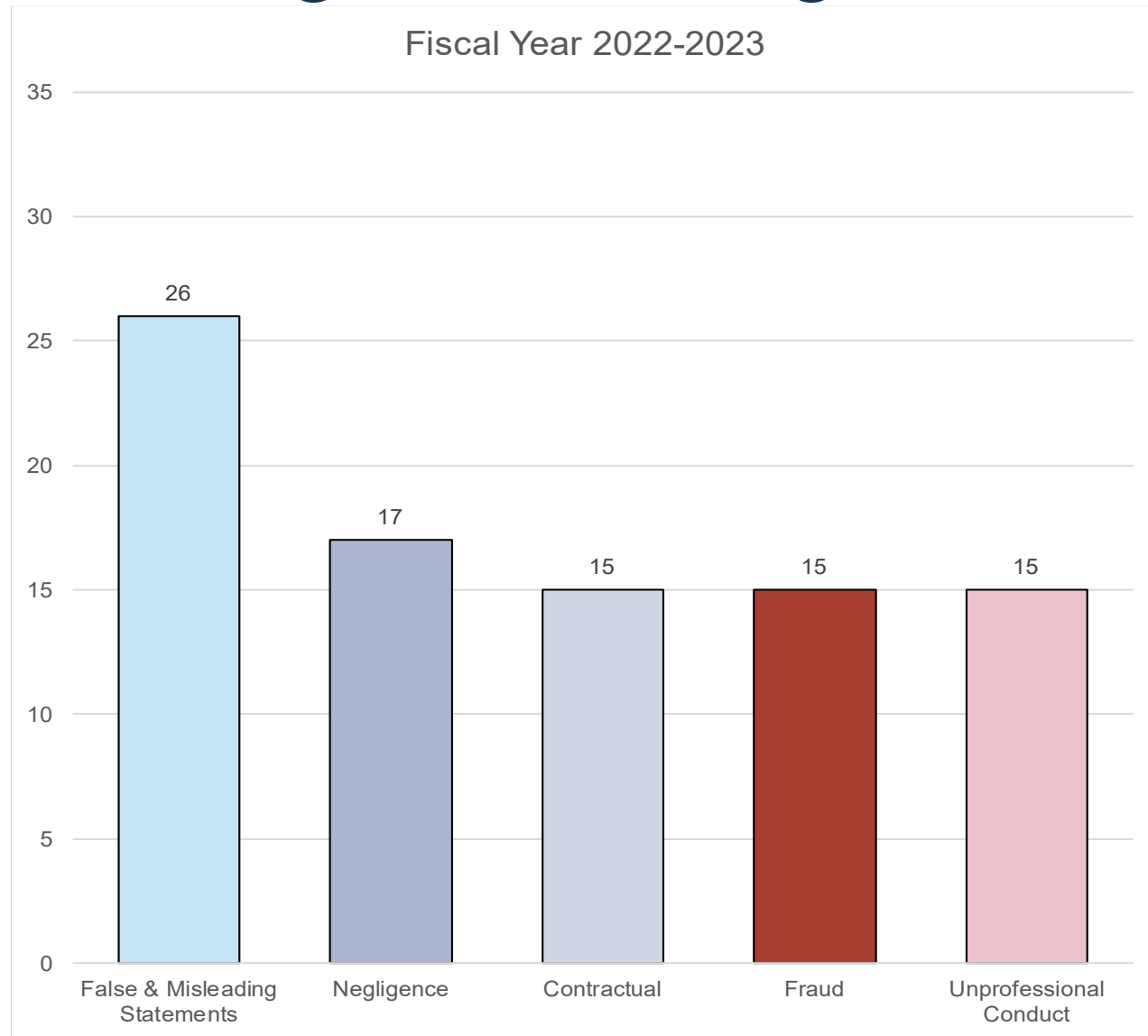




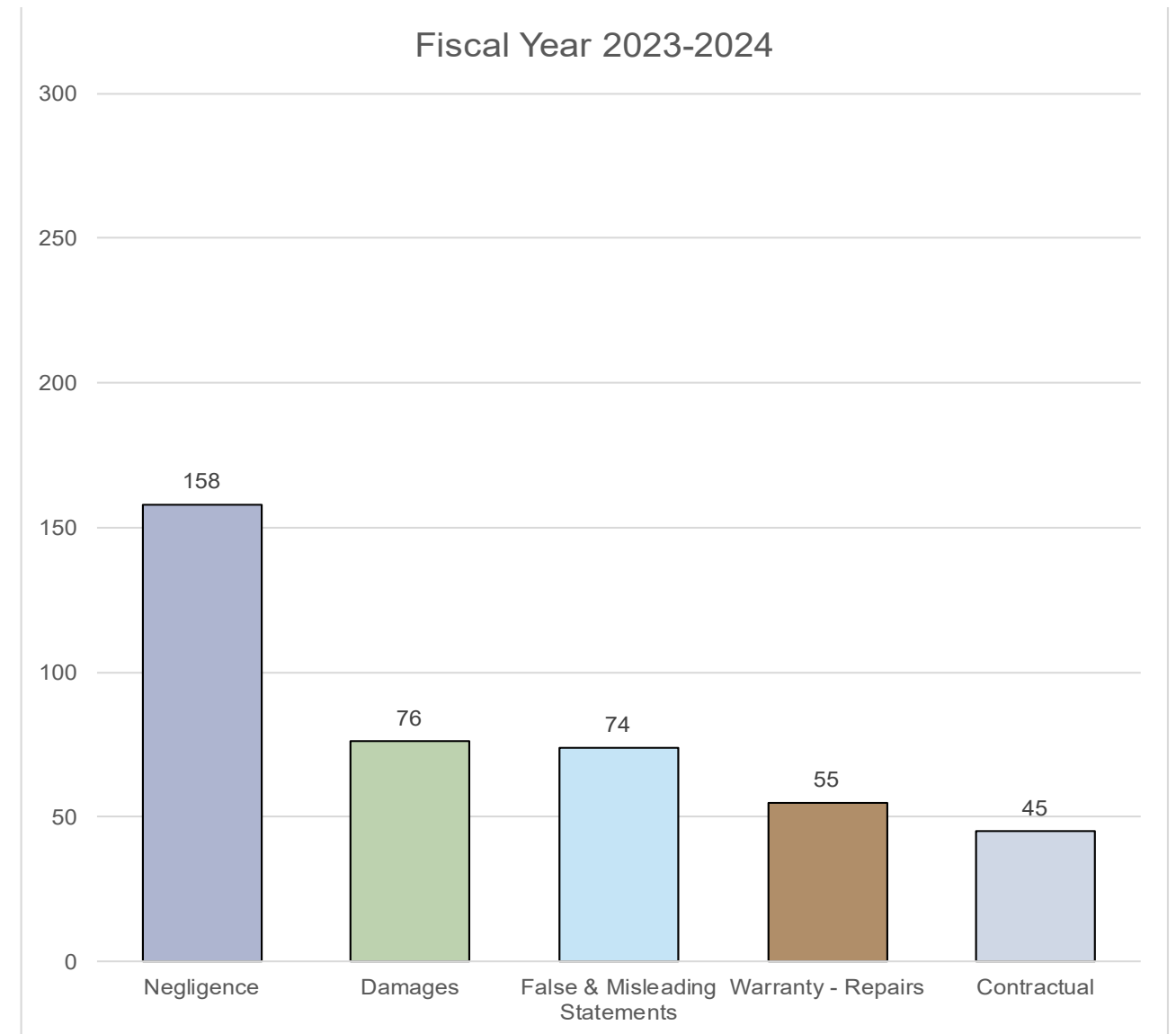
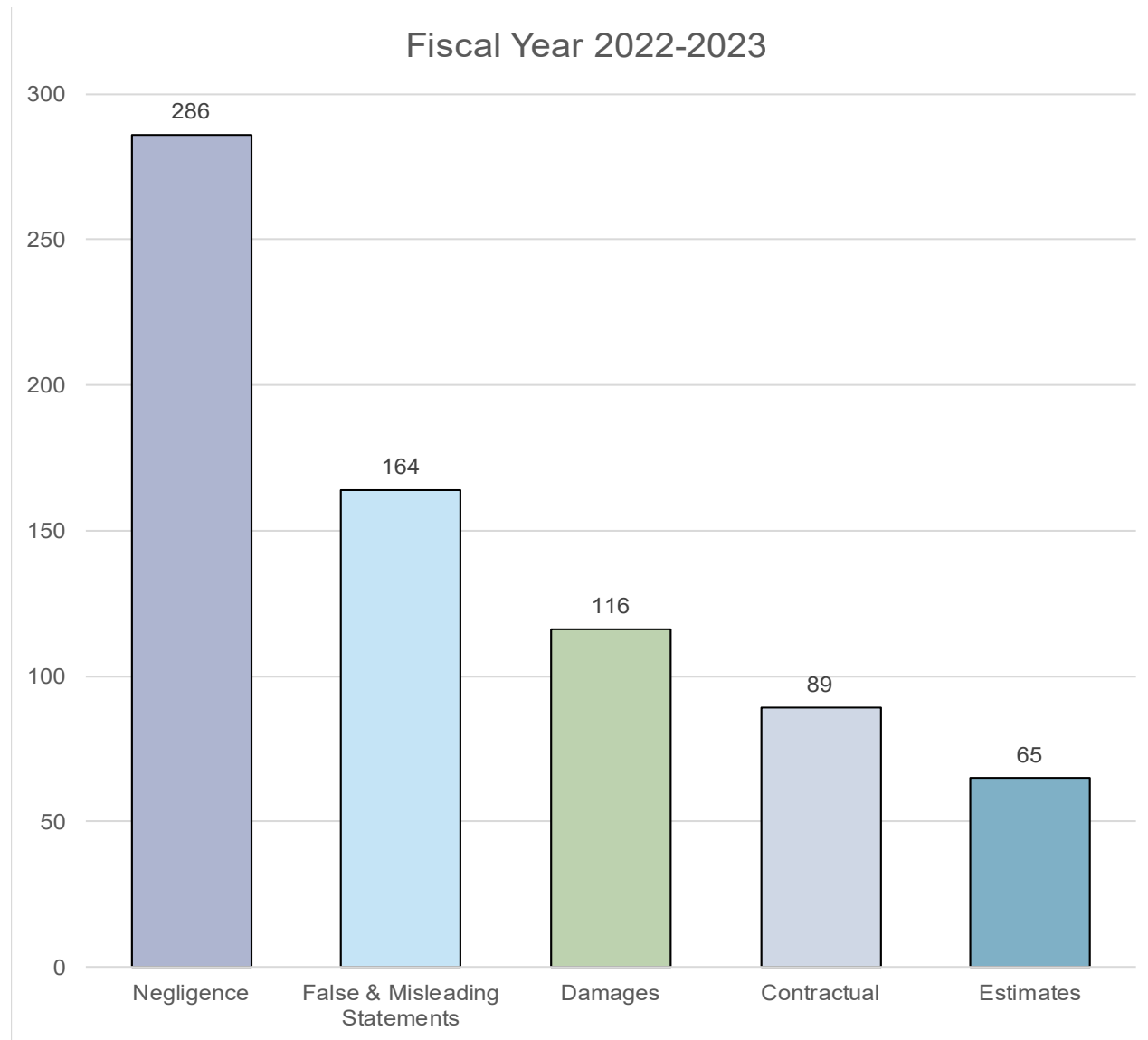
# Top Five Complaint Allegations Smog



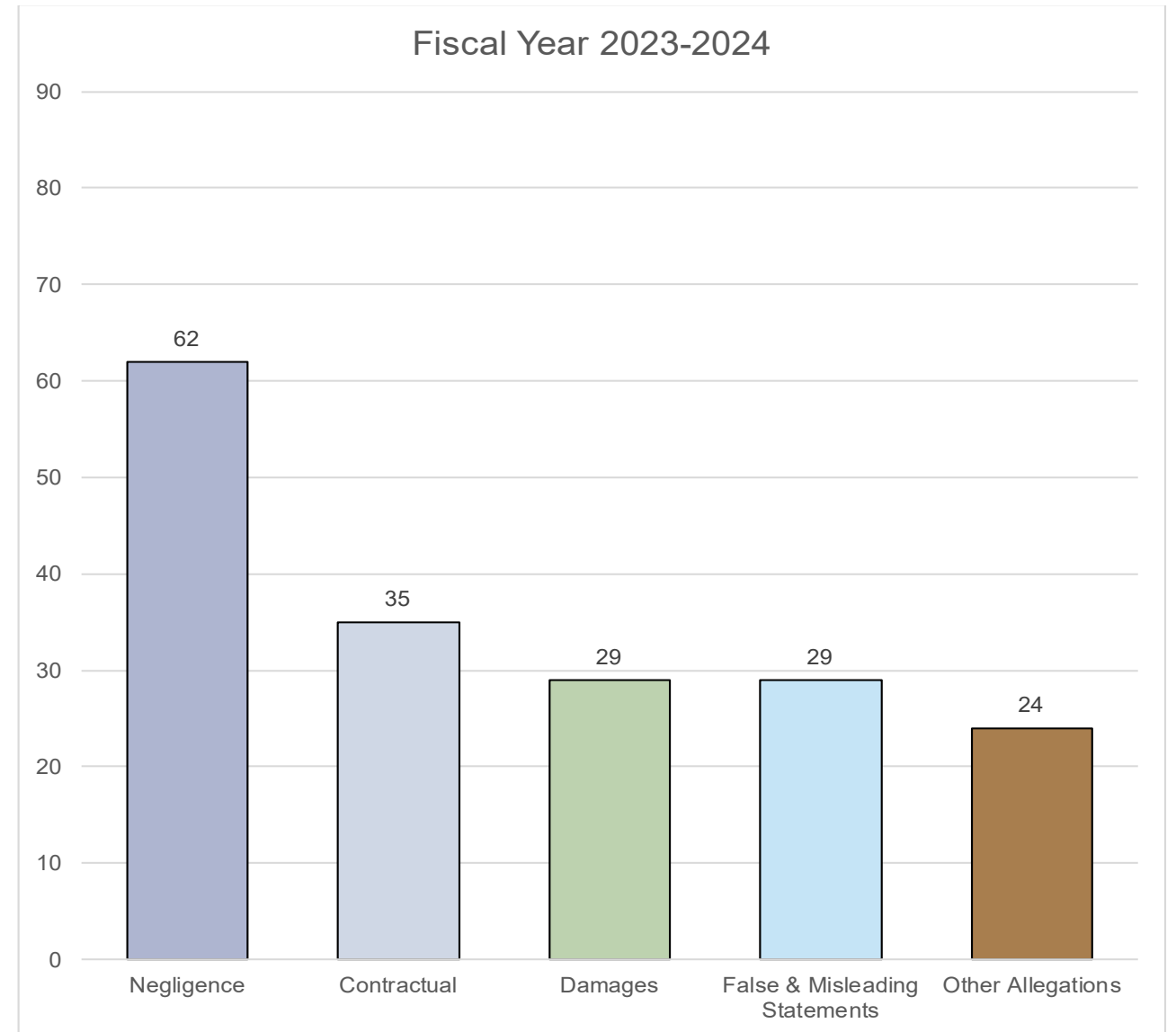
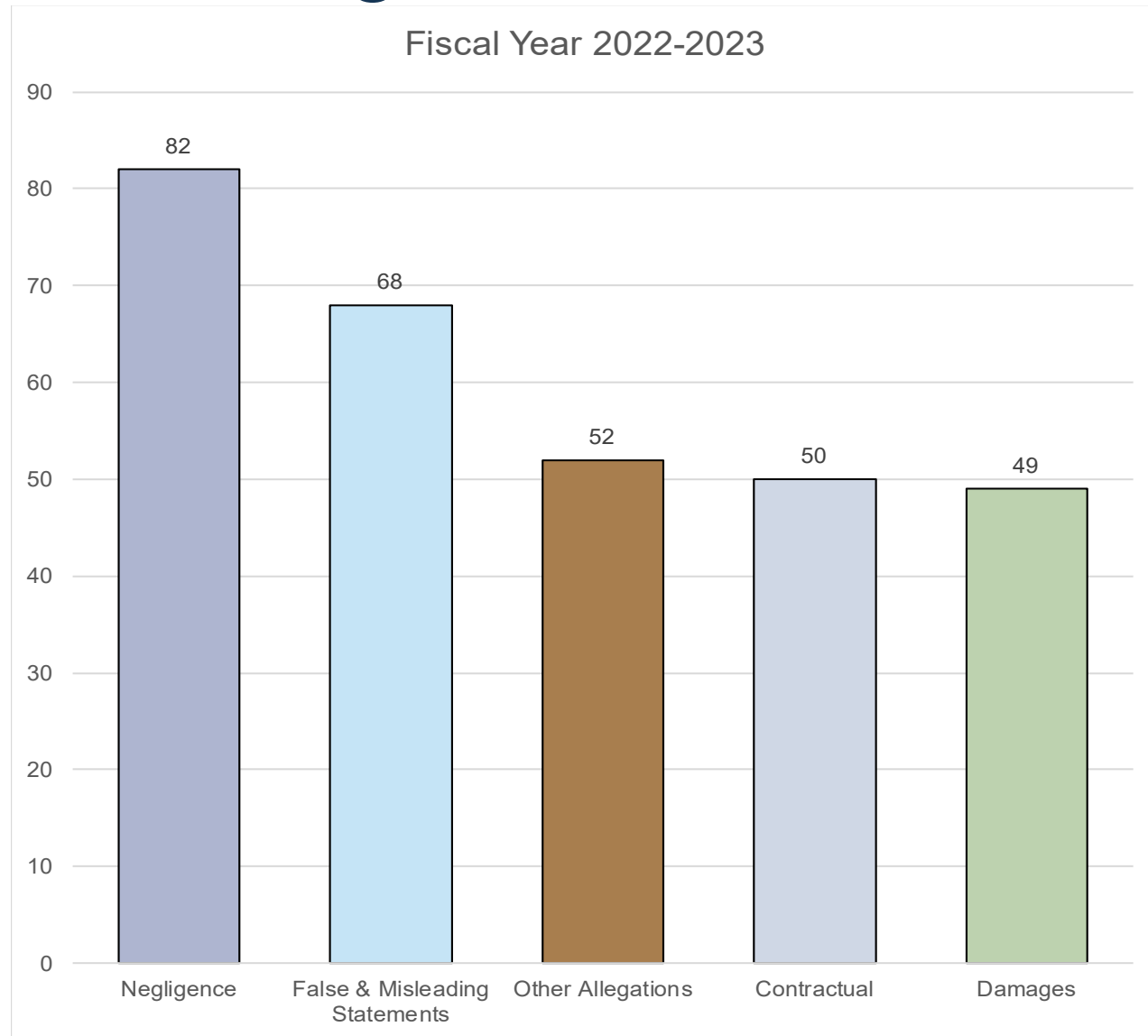
# Top Five Complaint Allegations Towing and Storage



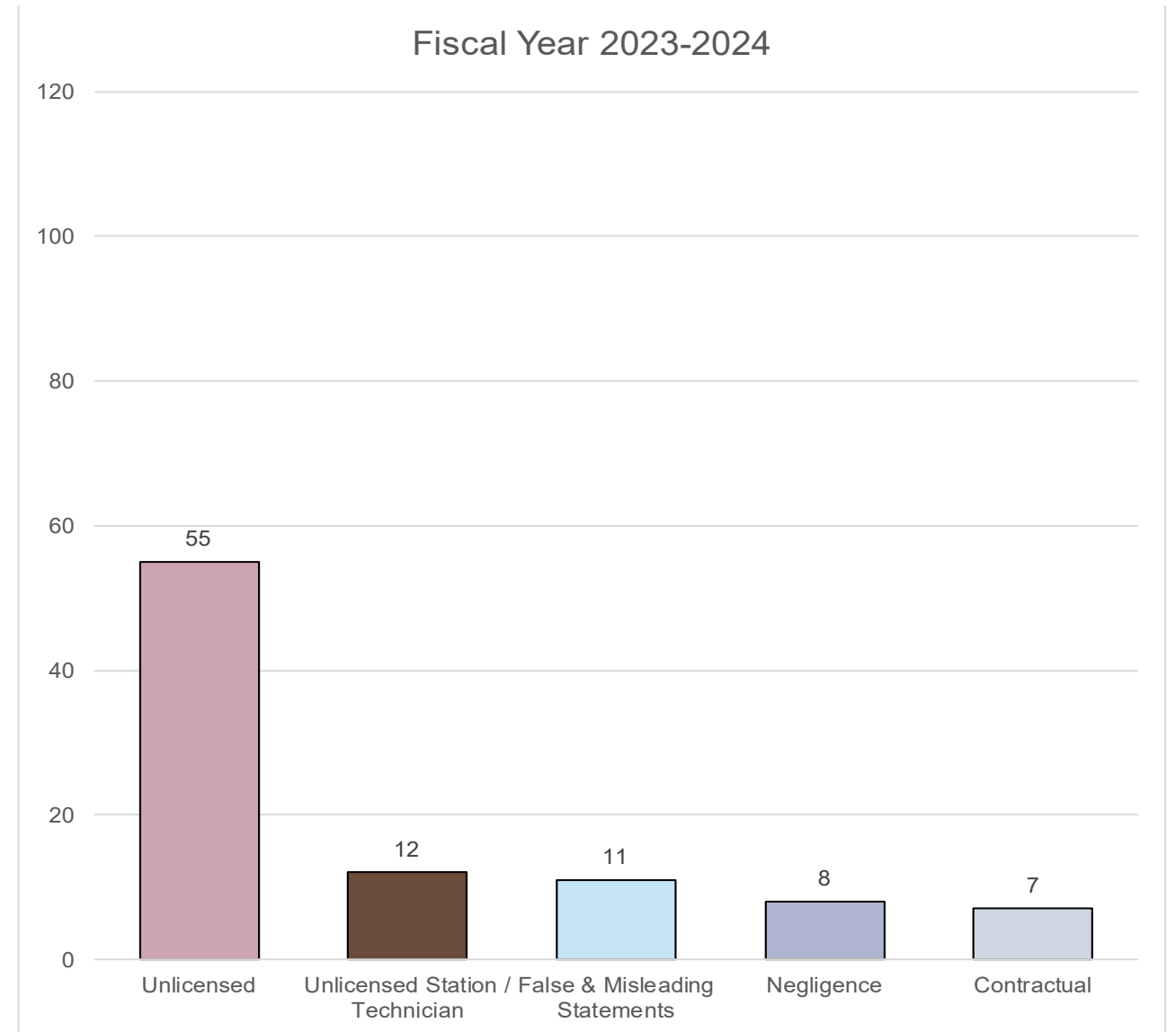
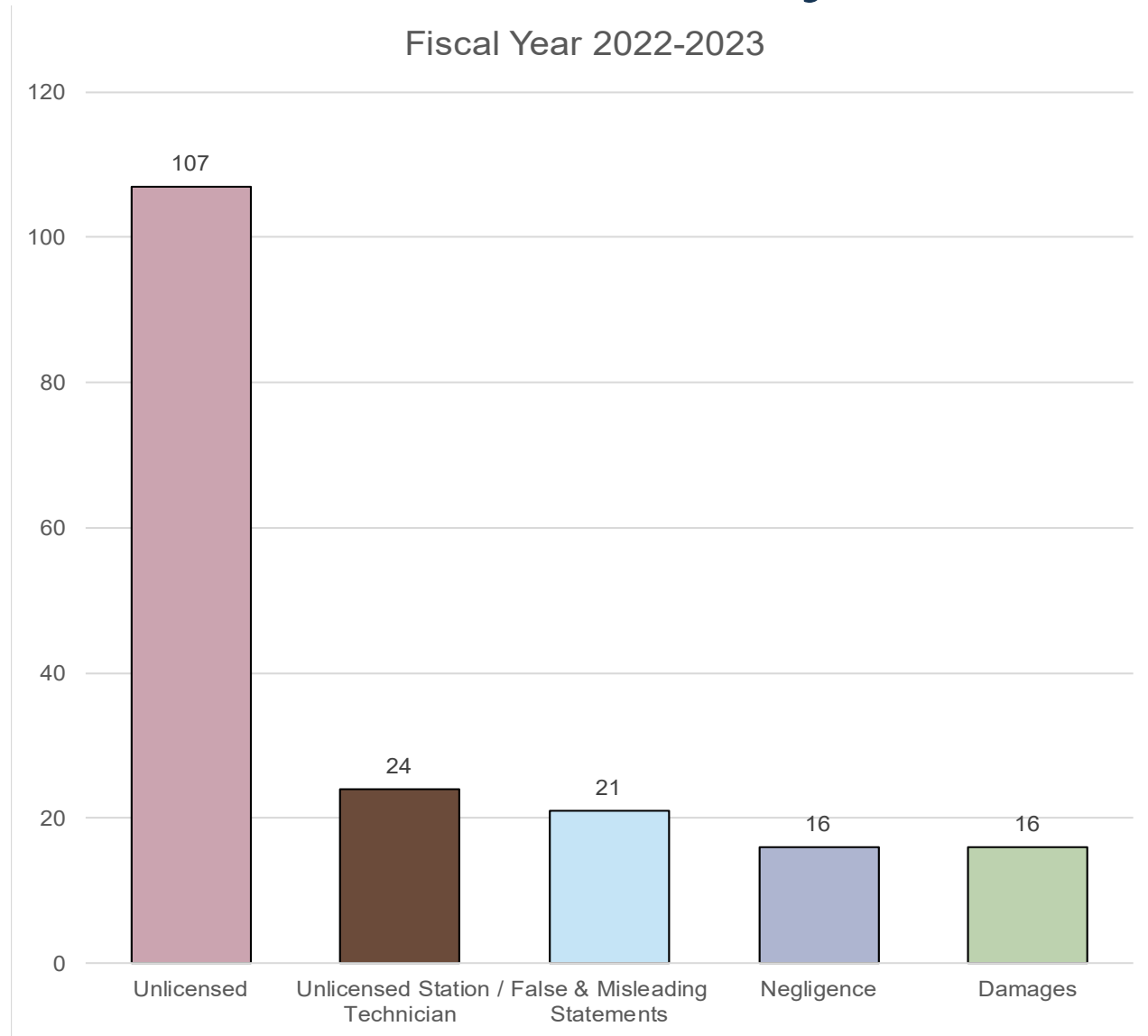
# Top Five Complaint Allegations Transmission



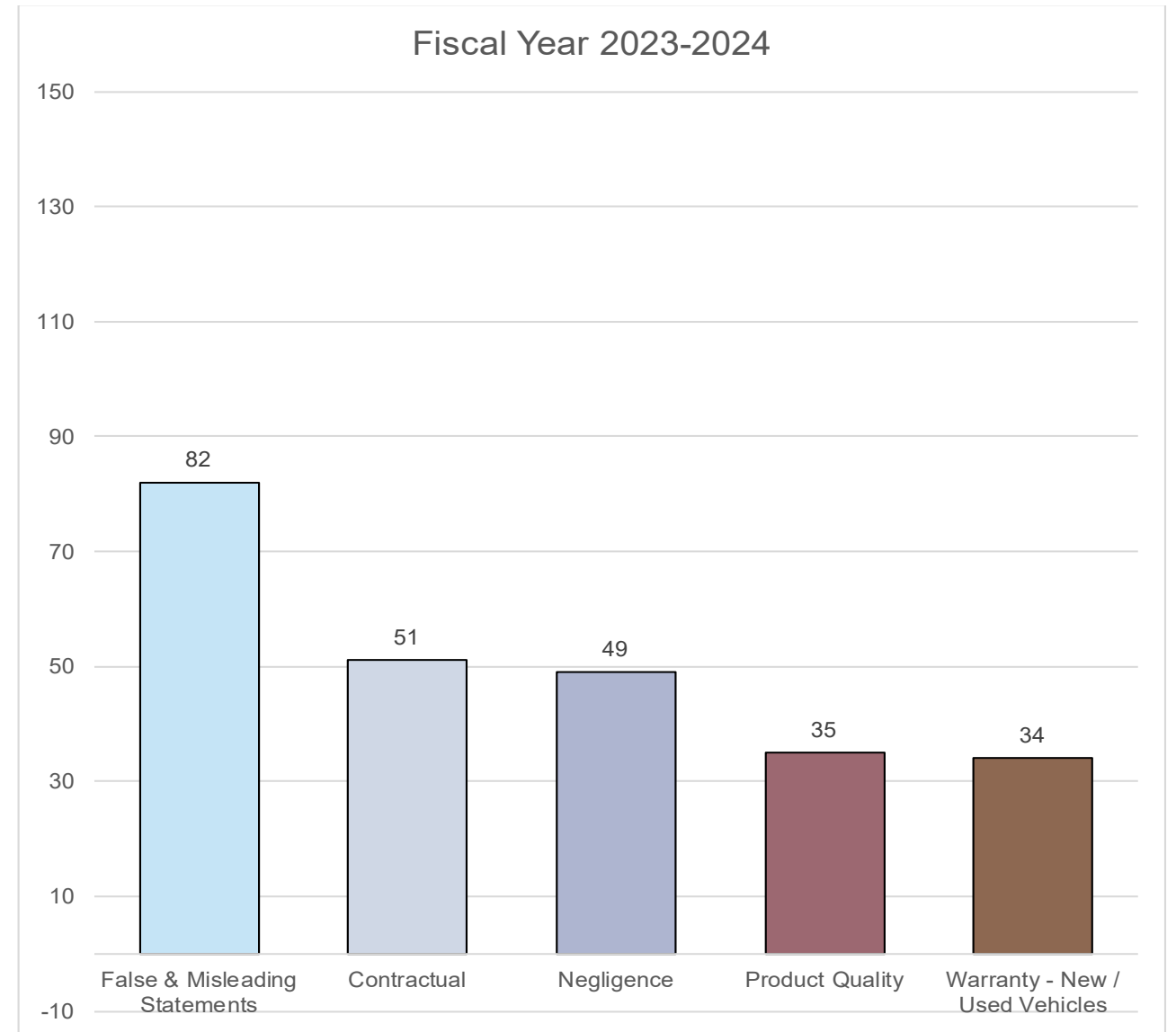
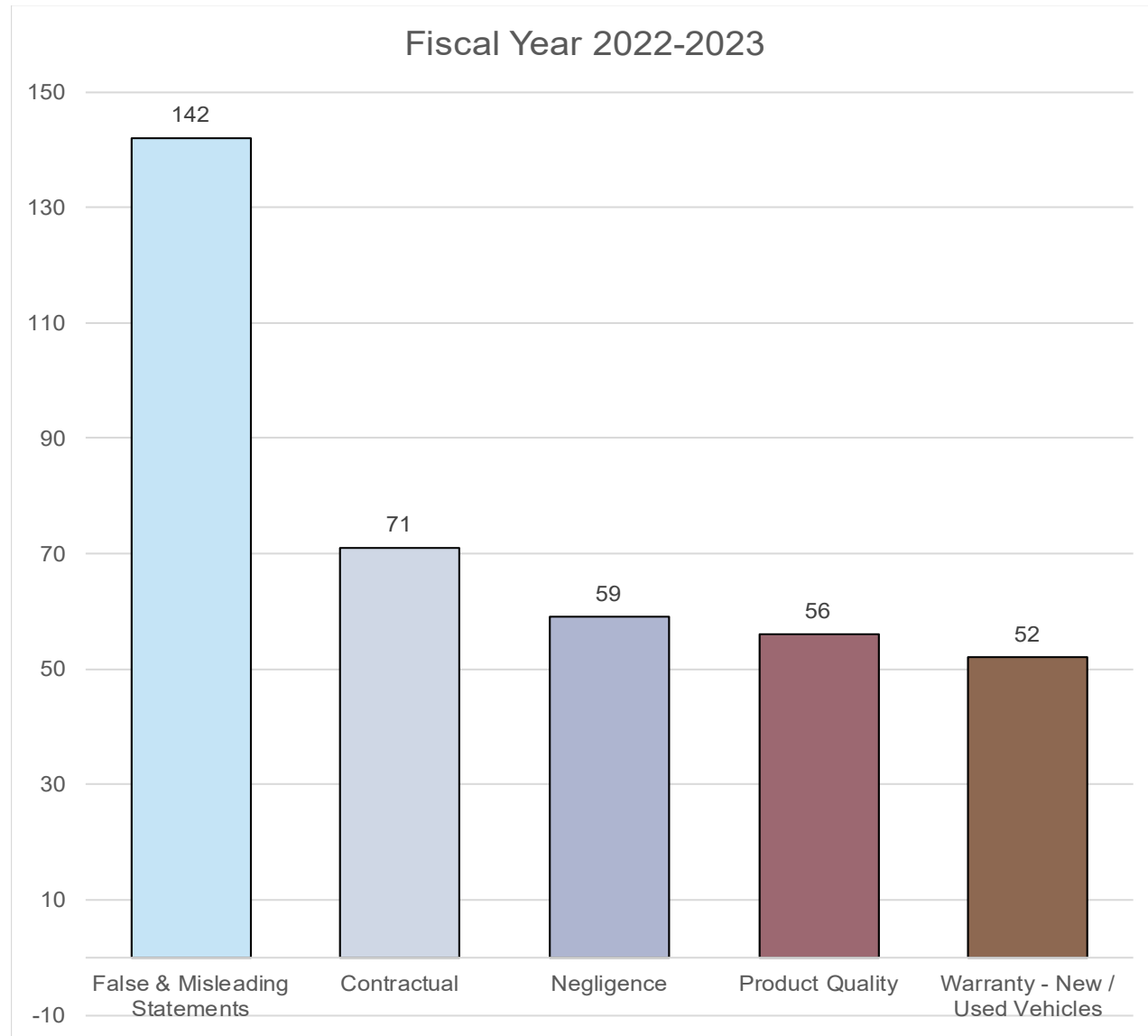
# Top Five Complaint Allegations Uncategorized



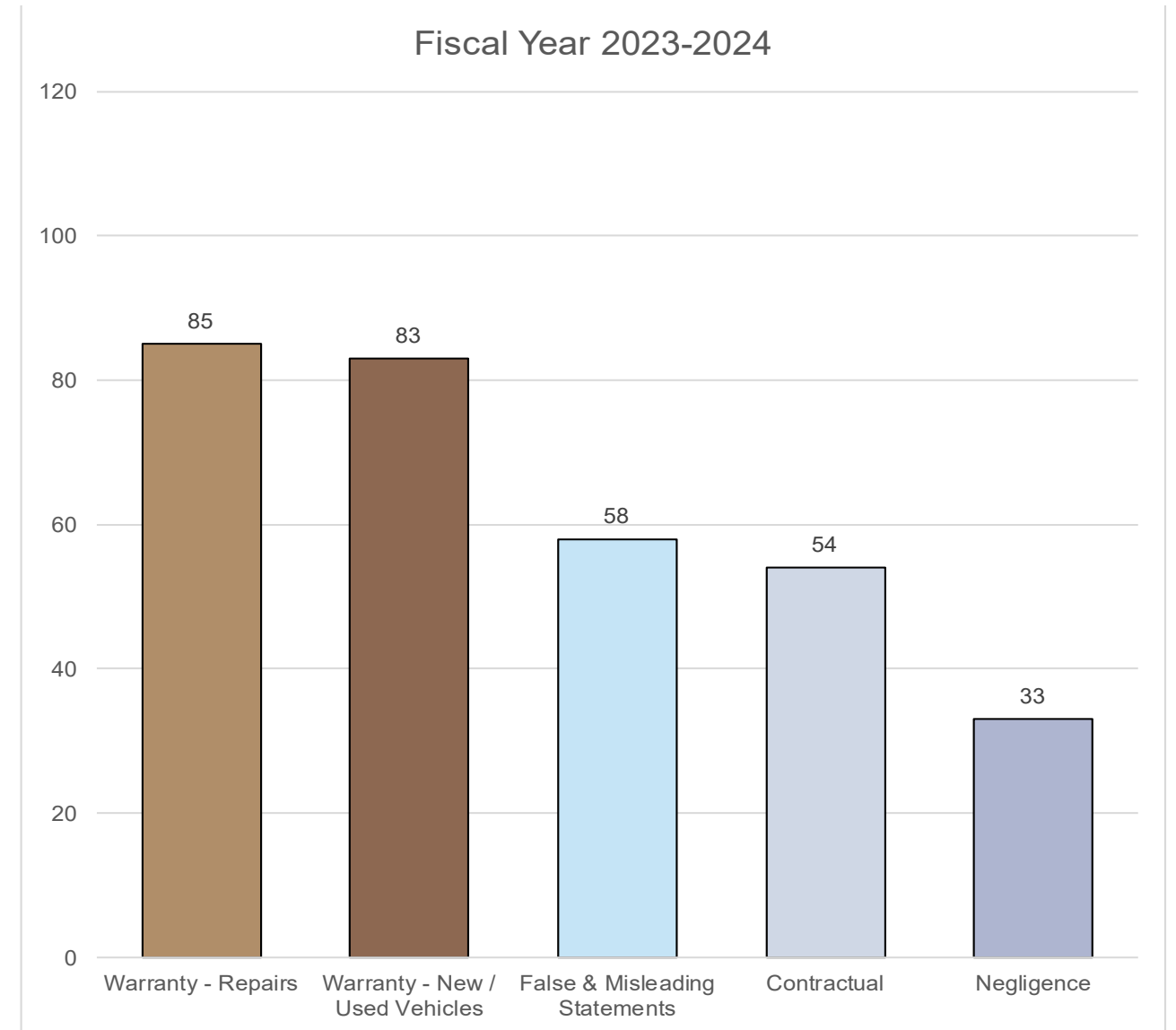
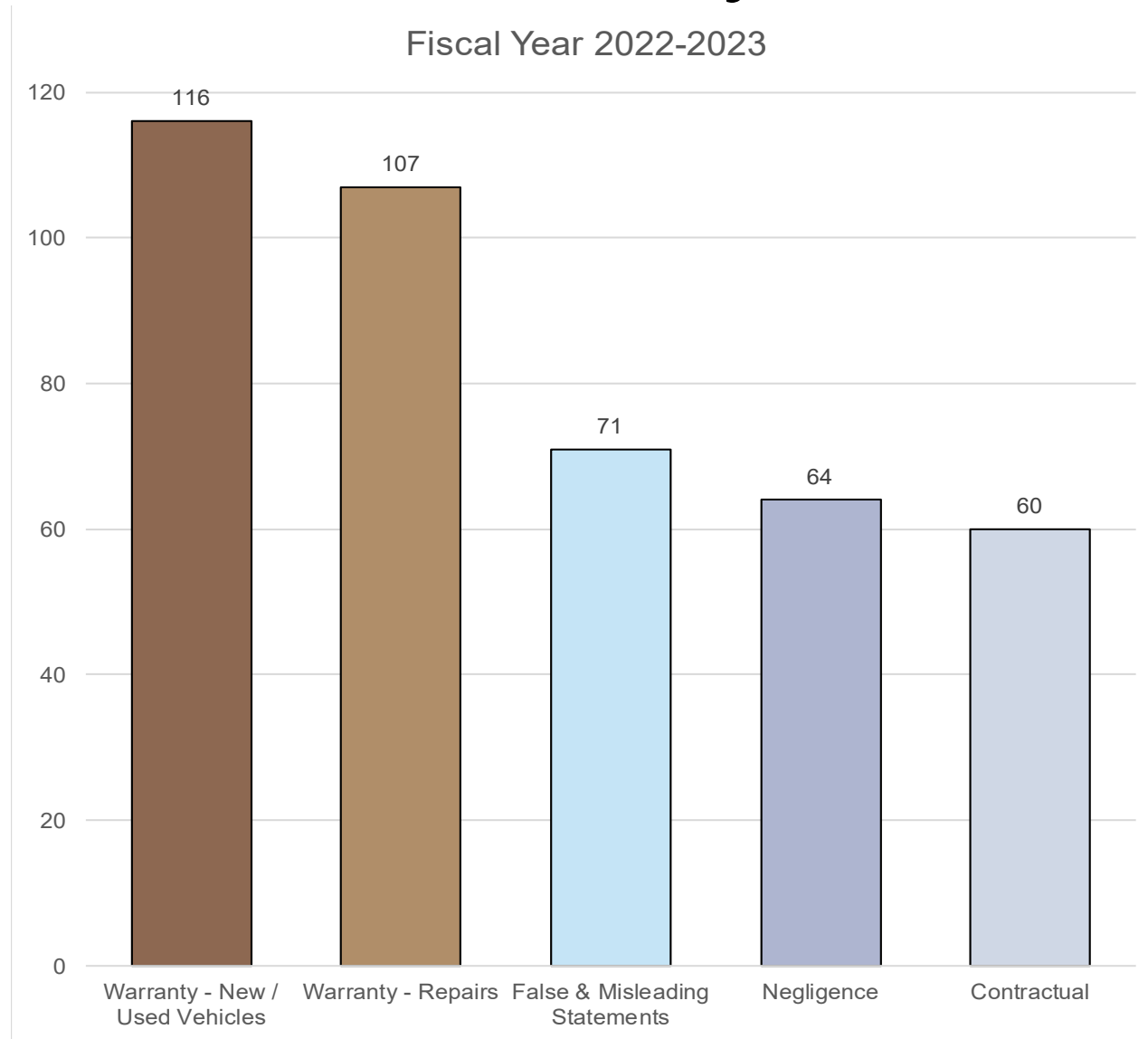
# Top Five Complaint Allegations Unlicensed Activity



# 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 2022-2023</b>	<b>Fiscal Year 2023-2024</b>
Total Inspections Requested	149	94
Total Inspections Conducted	61	28
Total Complaints Filed After Inspection	23	8

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

Patrick Lutfi

[patrick.lutfi@dca.ca.gov](mailto:patrick.lutfi@dca.ca.gov)

(916) 403-8060

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



Bureau of Automotive Repair