



DEPARTMENT OF CONSUMER AFFAIRS
BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.
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NEWS RELEASE

FOR IMMEDIATE RELEASE
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Auto Repair Dealer Licenses Revoked for Fraud

Bakersfield body shops ordered to pay close to \$125,000 in investigative costs and legal fees

SACRAMENTO – The California Bureau of Automotive Repair has revoked the licenses of DM Collins Inc., dba DC's RV Center of Bakersfield, for fraud and making untrue or misleading statements.

The Order of Revocation, which becomes effective September 13, 2016, was the end result of a consumer complaint investigation that was initiated when the bureau received a referral from an insurance company. During its investigation, the bureau found that DC's RV Center charged for new parts not supplied during repairs.

Following the initial investigation, the bureau inspected eight additional recreational vehicles and found that collision repairs were not performed as invoiced or repairs were not performed to industry standards on seven of the vehicles. The vehicles were repaired by DC's RV Center locations at 2916 Gibson Street and 3775 Buck Owens Boulevard in Bakersfield. The total alleged fraud uncovered from the investigations was over \$23,000.

“Defrauding consumers is absolutely unacceptable and the bureau will not tolerate it,” said Bureau Chief Patrick Dorais.

“Collision repairs that are poorly done or not done at all put motorists at risk of physical harm, since collision repairs often involve work that directly affects the safety of vehicles. This type of activity undermines a fair and equitable marketplace for automotive repair dealers who adhere to best practices in the collision repair industry,” he said.

In addition to the revocation of both licenses, the orders require DM Collins, Inc. to pay \$44,782.88 and Donald Wayne Collins, the owner of DC's RV Center to pay \$35,013.90 to the bureau for investigation costs and legal fees.

Moreover, the bureau referred the matter to the Kern County District Attorney's Office, which initiated a civil enforcement action. According to court records, the Kern County Superior Court ordered DM Collins, Inc., Donald Wayne Collins and Mia Kathleen Collins to pay \$45,000 in restitution to the victims identified in the bureau's investigation.

Consumers who have had collision repairs on their vehicles can take advantage of the bureau's Auto Body Inspection Program. The program provides consumers with no-cost vehicle inspections to verify whether all collision repairs listed on the repair invoice were performed and done correctly.

"The Auto Body Inspection Program is a great resource for drivers who have recently been in a collision and have had repairs done," said Dorais.

"To the untrained eye, it can be hard to tell if a repair was done correctly and whether or not the vehicle's safety has been compromised. Bureau technicians can give motorists peace of mind or, when they find shoddy work, intervene on their behalf," he said.

For more information about the bureau's Auto Body Inspection Program, please visit http://www.bar.ca.gov/Consumer/Auto_Body_Inspection_Program.html.

ABOUT THE BUREAU OF AUTOMOTIVE REPAIR: *The California Bureau of Automotive Repair's primary mission is to protect and serve California consumers by ensuring a fair and competitive automotive repair marketplace and administering a model motor vehicle emissions reduction program. Consumers can file automotive repair complaints by contacting the bureau at (800) 952-5210. Consumers may also file a complaint online at www.bar.ca.gov.*

ABOUT THE DEPARTMENT OF CONSUMER AFFAIRS: *The Department of Consumer Affairs promotes and protects the interests of California consumers while ensuring a competent and fair marketplace. The department helps consumers learn how to protect themselves from unscrupulous and unqualified individuals. The department also protects licensees from unfair competition by unlicensed practitioners. Consumers can file complaints against licensees by contacting the department at (800) 952-5210. Consumers can also file a complaint online at www.dca.ca.gov.*

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