

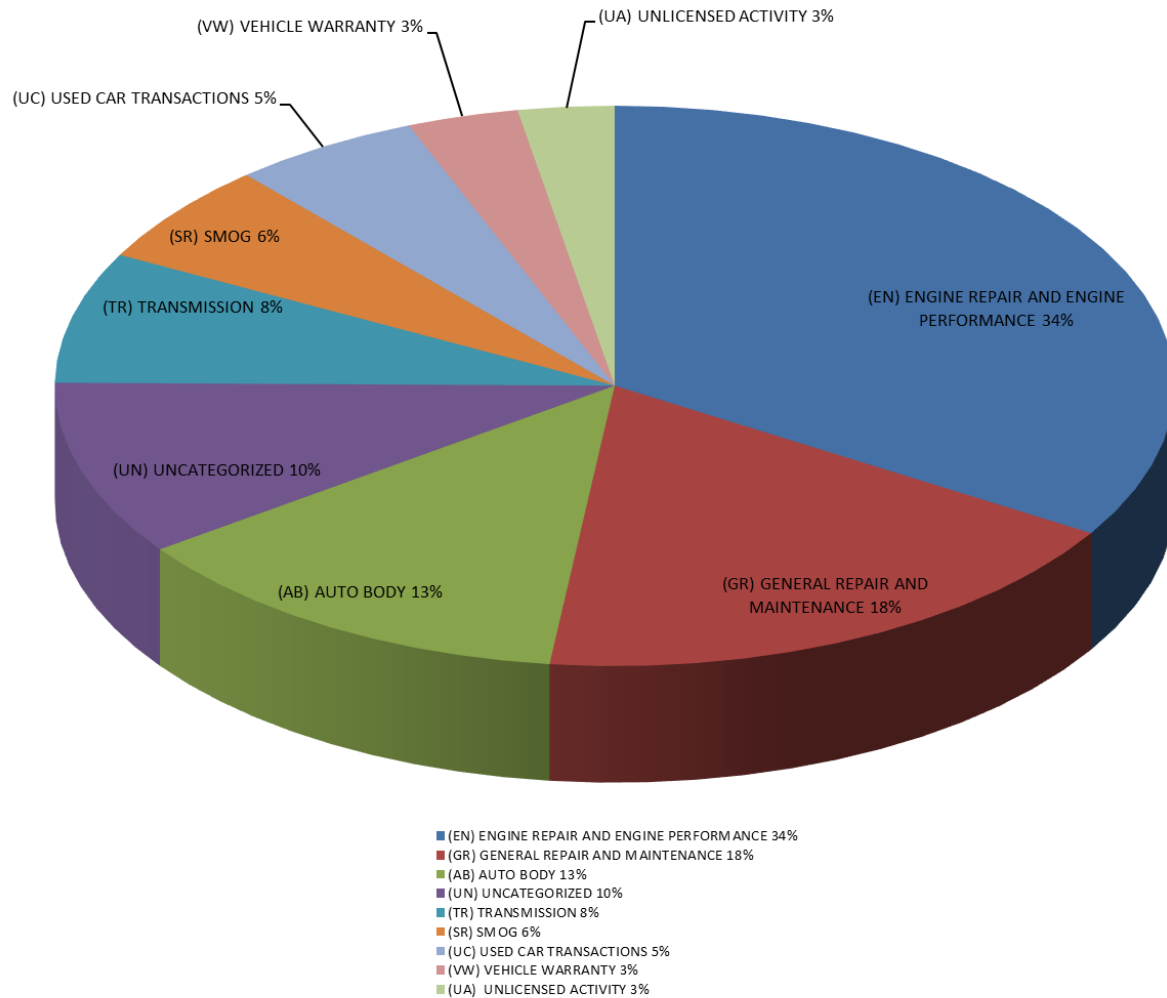
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# ENFORCEMENT STATISTICS UPDATE Q3, FY 2020-21



ENFORCEMENT OPERATIONS BRANCH  
BAR ADVISORY GROUP MEETING  
APRIL 22, 2021

# FISCAL YEAR COMPLAINT TRENDS 2020-21 YTD



# COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	135
CO	COOLING SYSTEM	218
ED	ENGINE DIAGNOSIS	435
EL	ELECTRICAL	443
EN	ENGINE OVERHAUL/REPLACEMENT	451
ER	ENGINE REPAIR	1191
FL	FLUSHING	7
FS	FUEL SYSTEM	103
MS	MACHINE SHOP	9
TU	TUNE UP	34

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	5
BO	BOAT REPAIR	0
LC	LAMP CERTIFICATION	5
LS	LIEN SALE/STORAGE CHARGES	34
MC	MOTORCYCLE REPAIR	59
OT	OTHER	471
PS	PART SALE	80
SF	STORAGE FEES	42
TO	TOWING	39
UP	UPHOLSTERY	24
WR	REPAIR WARRANTY	141
ZV	ZERO EMISSION VEHICLE	3

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	169
BR	BRAKES	257
DT	DRIVE TRAIN	135
EX	EXHAUST	76
GR	GENERAL REPAIR	8
LU	LUBE/OIL CHANGE	355
SU	SUSPENSION/STEERING	335
TW	TIRES/WHEELS	279

UA	UNLICENSED ACTIVITY	249
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	1132
GL	AUTO GLASS	51

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	606
MT	MANUAL TRANS/CLUTCH	71

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	2
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	49
ET	EMISSION TEST PROCEDURE	11
EW	EMISSIONS WARRANTY	13
FT	FUNCTIONAL TEST PROCEDURE	1
GP	GROSS POLLUTER	0
NX	NOX FAILURES	2
RF	REFEREE	1
RO	REPAIR ONLY (SMOG)	1
SB	SUBLET (SMOG)	3
SC	SMOG COST LIMIT	6
SN	STATION	14
SR	SMOG REPAIR	107
SS	ILLEGAL SMOG/CAR SALE	62
ST	SMOG TEST PROCEDURES	229
TE	TEST ONLY	7
TN	TECHNICIAN	5
VT	VISUAL SMOG TEST PROCEDURE	8

VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	487
VW	VEHICLE WARRANTY	252
NC	NEW CAR/LEMON LAW	36

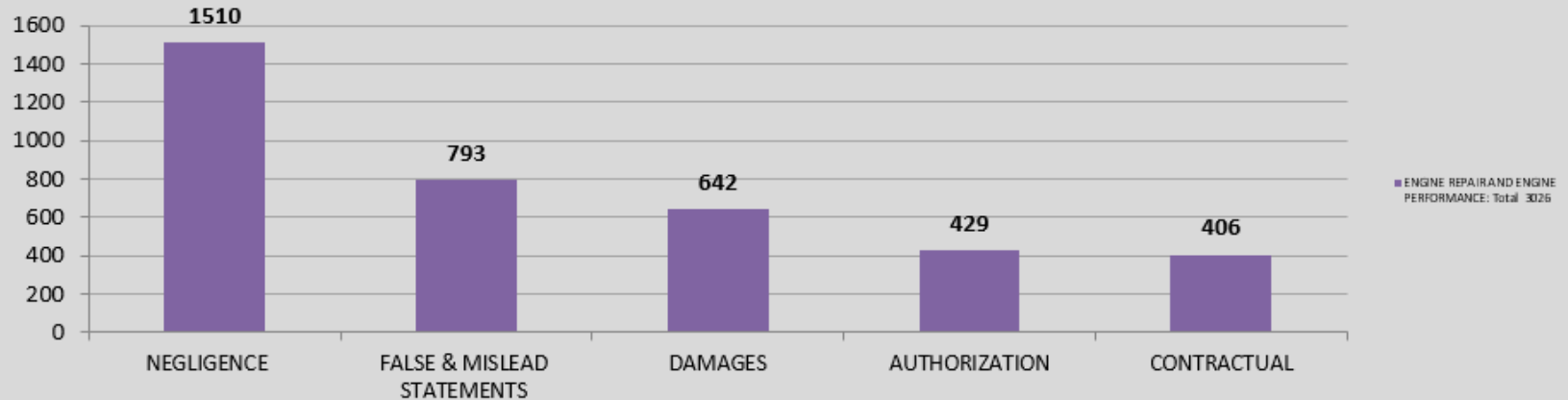
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# COMPLAINT ALLEGATIONS

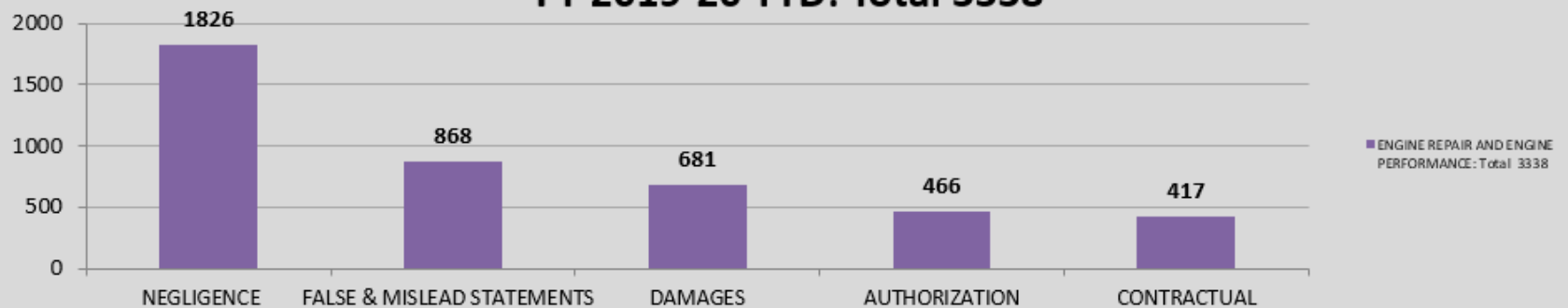
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC DELINQUENT CITATION	RW REPAIR WAIVER
EF ENGINE FAILURE	SA SEXUAL ABUSE
EM EQUIP MAINT/CALIBRATION (SMOG)	SB ILLEGAL SUBLET
ES ESTIMATES	SF ILLEGAL STORAGE FEES
FH FAILURE TO HONOR WARRANTY/SVC	SR TEST/REPAIR STATION REQ.
FM FALSE & MISLEAD STATEMENTS	TH THEFT/PERSONAL PROPERTY
FR FRAUD	UL UNLICENSED
GN GROSS NEGLIGENCE	UP UNPROFESSIONAL CONDUCT
GR GENERAL REPAIR	UT UNLICENSED STATION/TECHNICIAN
HS HEALTH & SAFETY	VW WARRANTY - NEW/USED VEHICLES
II IMPROPER INSPECTION (SMOG)	WR WARRANTY - REPAIRS

# COMPLAINT ALLEGATIONS – ENGINE REPAIR & ENGINE PERFORMANCE

**FY 2020-21 YTD: Total 3026\***

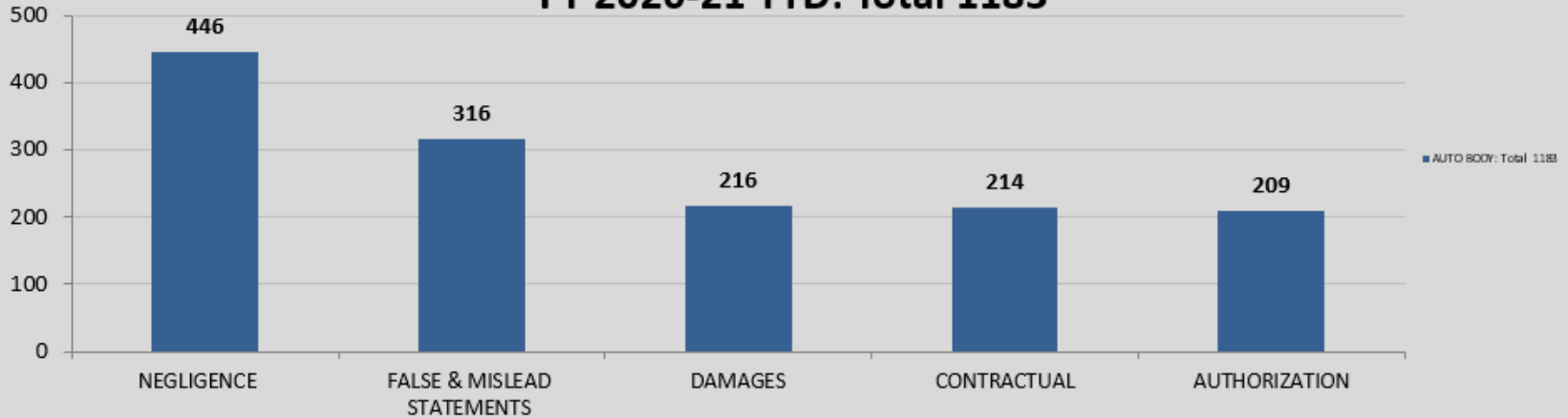


**FY 2019-20 YTD: Total 3338\***

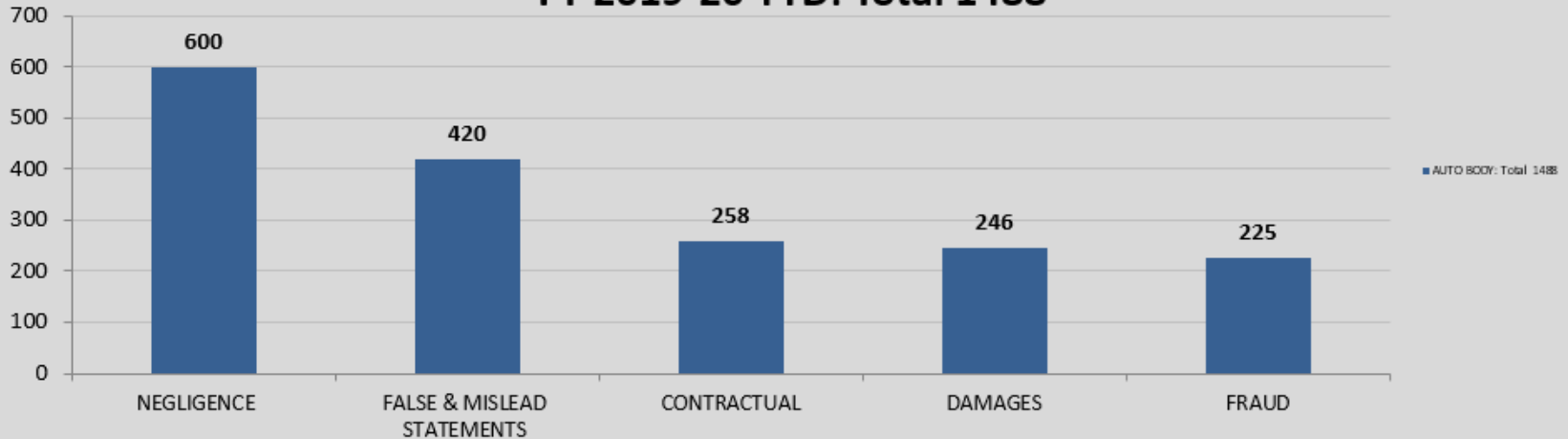


# COMPLAINT ALLEGATIONS – AUTO BODY

**FY 2020-21 YTD: Total 1183\***

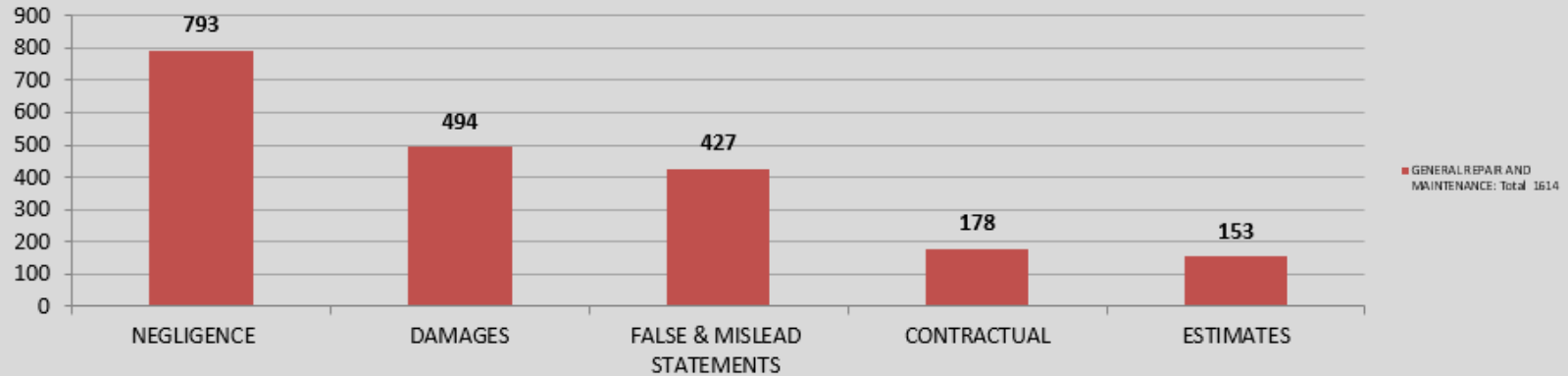


**FY 2019-20 YTD: Total 1488\***

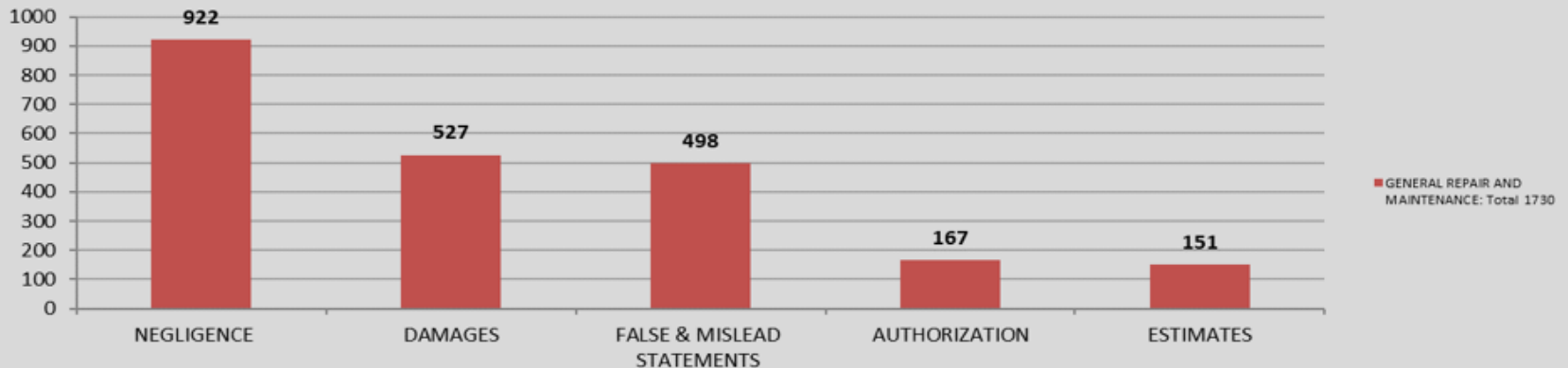


# COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

**FY 2020-21 YTD: Total 1614\***

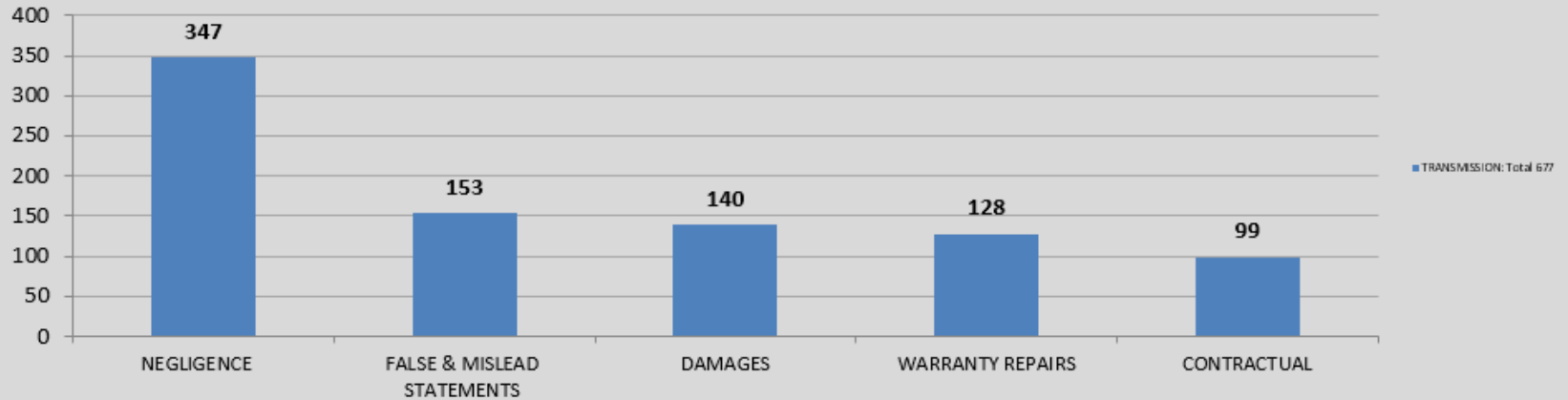


**FY 2019-20 YTD: Total 1730\***

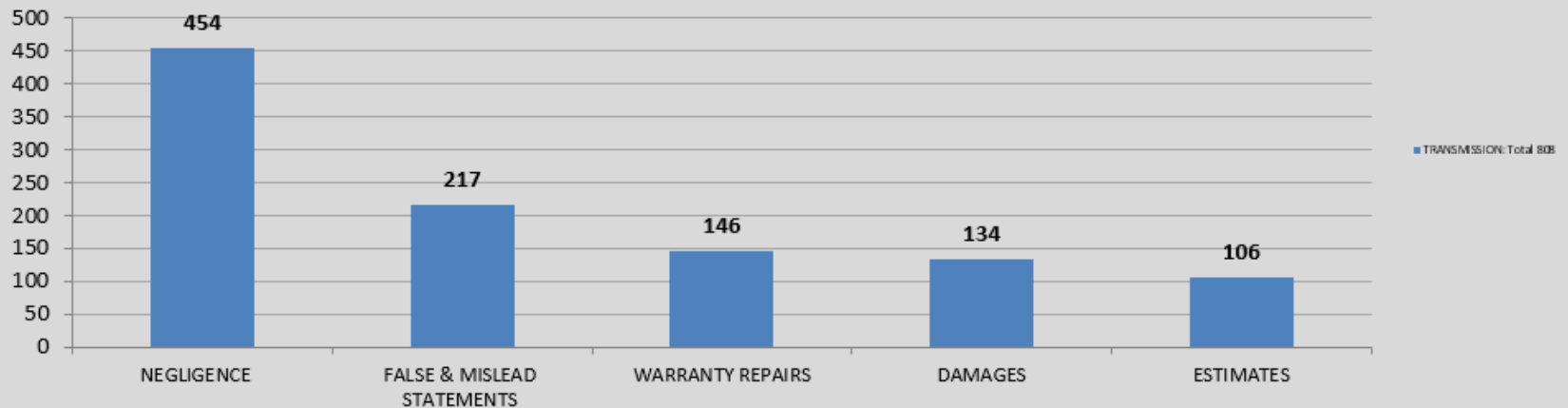


# COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2020-21 YTD: Total 677\*

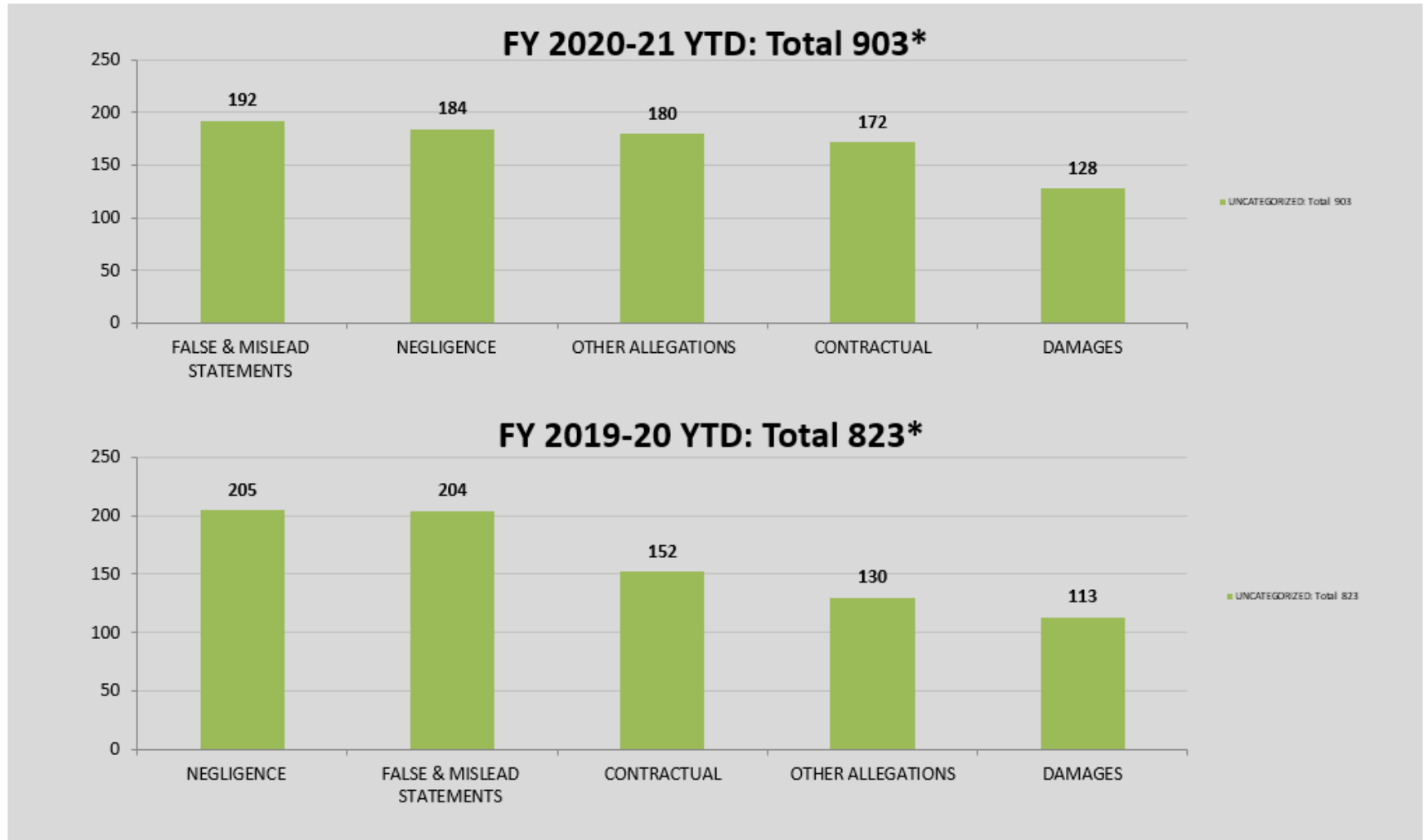


FY 2019-20 YTD: Total 808\*





# COMPLAINT ALLEGATIONS – UNCATEGORIZED

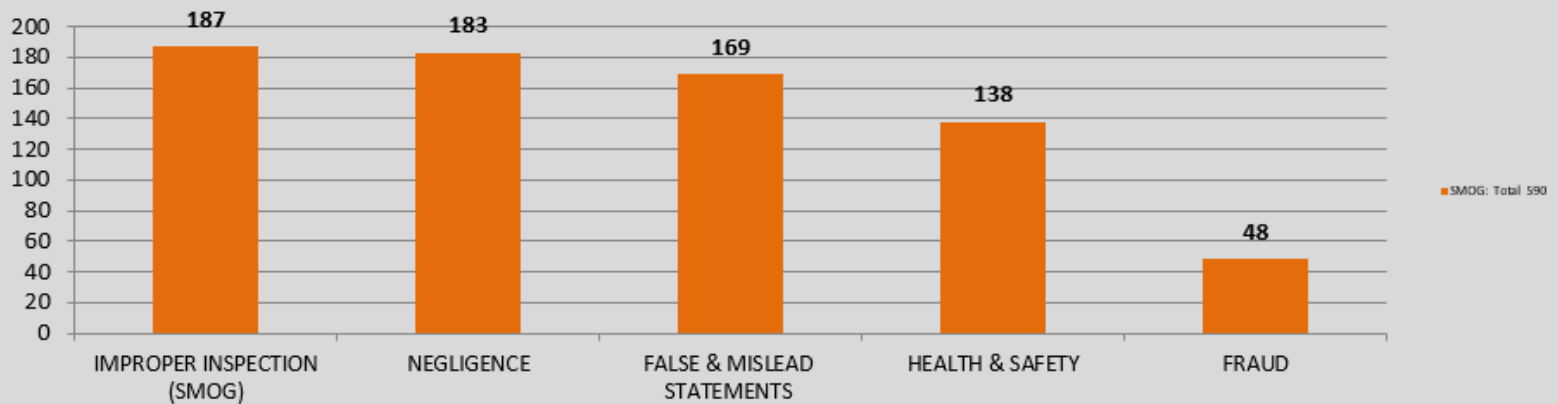


# COMPLAINT TRENDS - SMOG

**FY 2020-21 YTD: Total 521\***

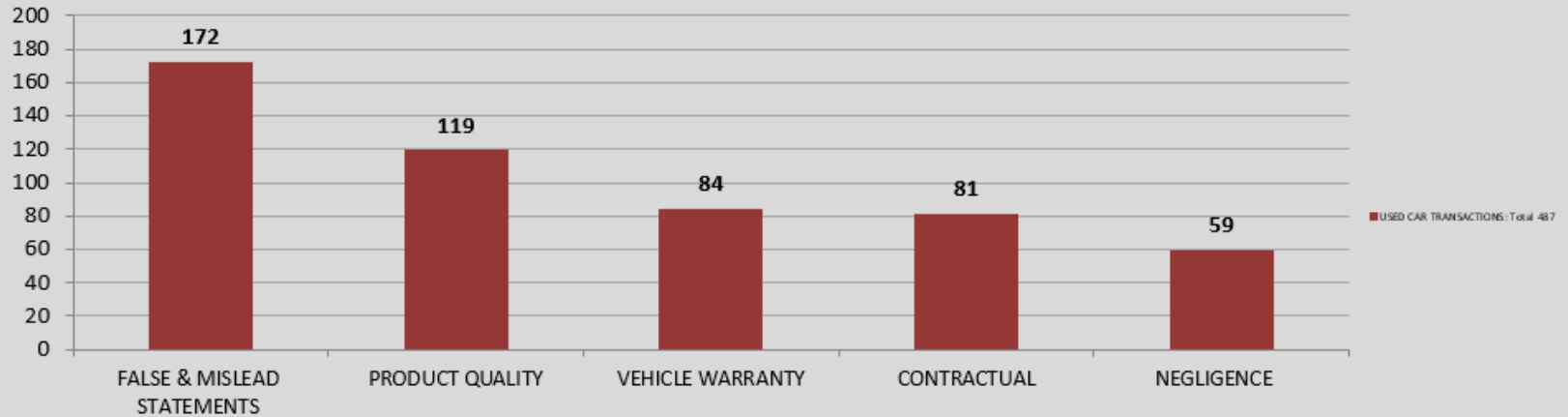


**FY 2019-20 YTD: Total 590\***

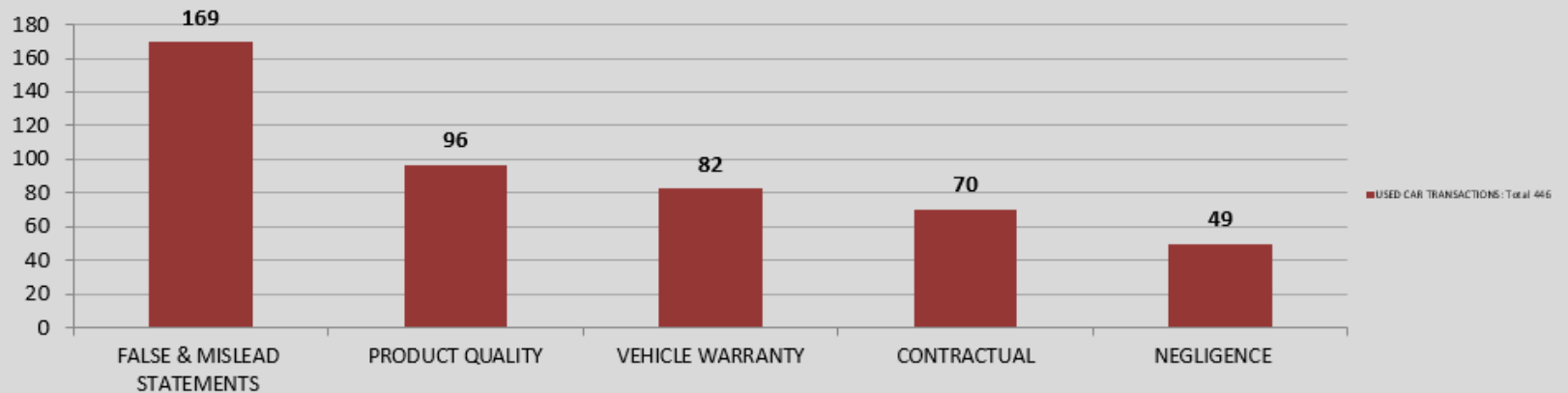


# COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

**FY 2020-21 YTD: Total 487\***

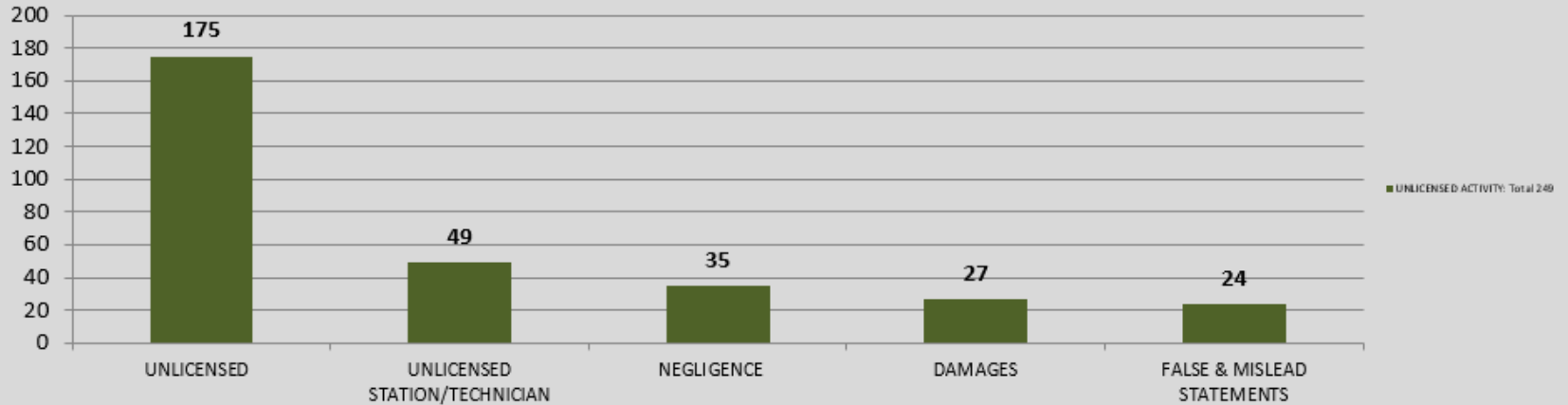


**FY 2019-20 YTD: Total 446\***

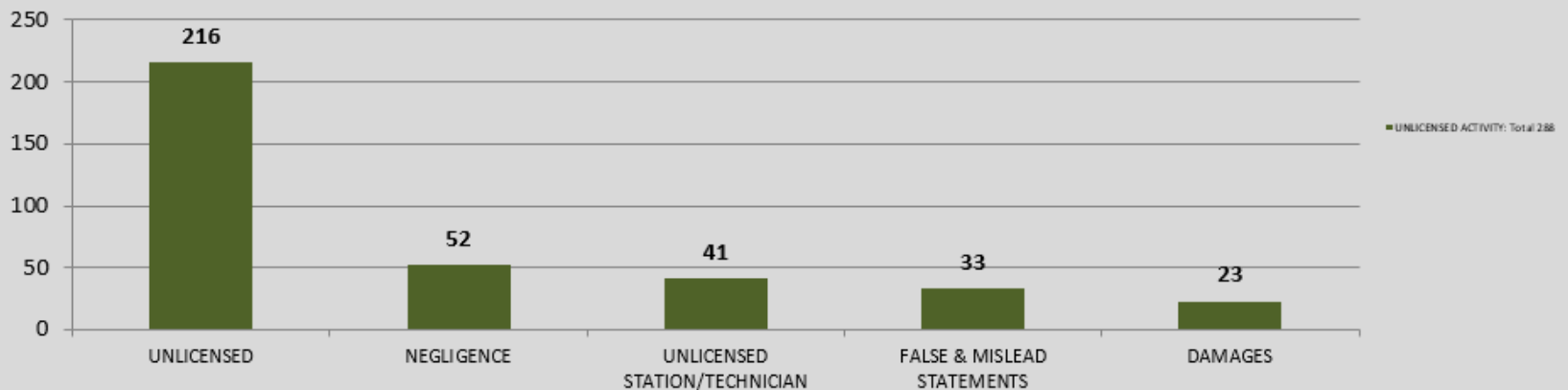


# COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

**FY 2020-21 YTD: Total 249\***

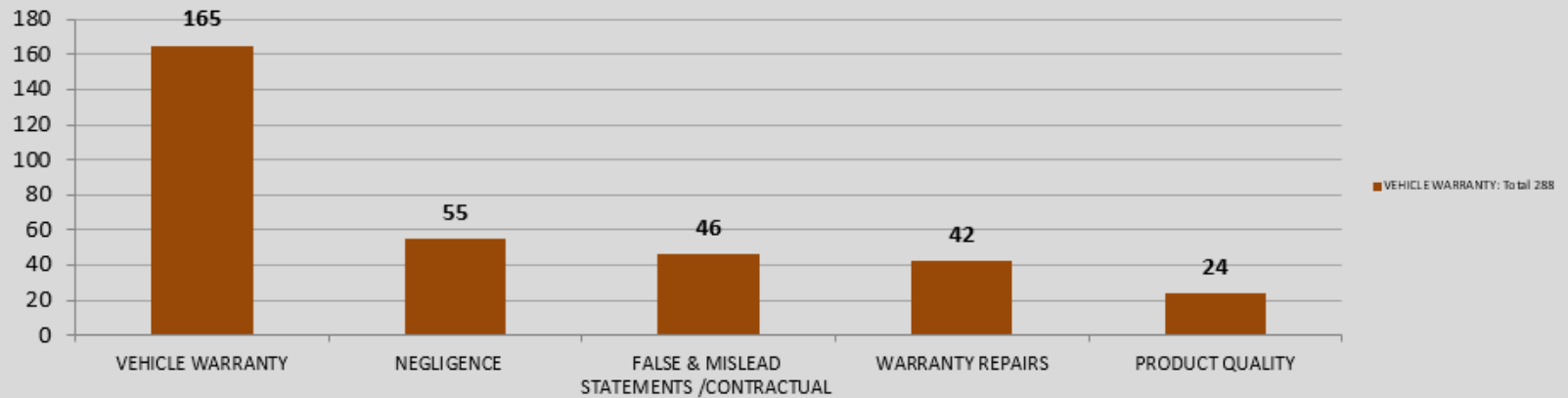


**FY 2019-20 YTD: Total 288\***

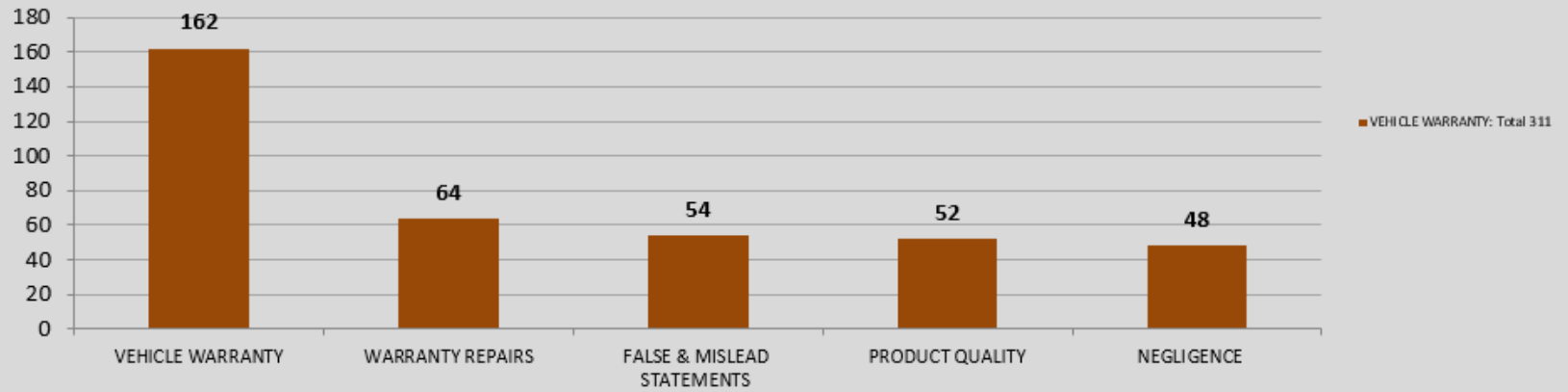


# COMPLAINT TRENDS – VEHICLE WARRANTY

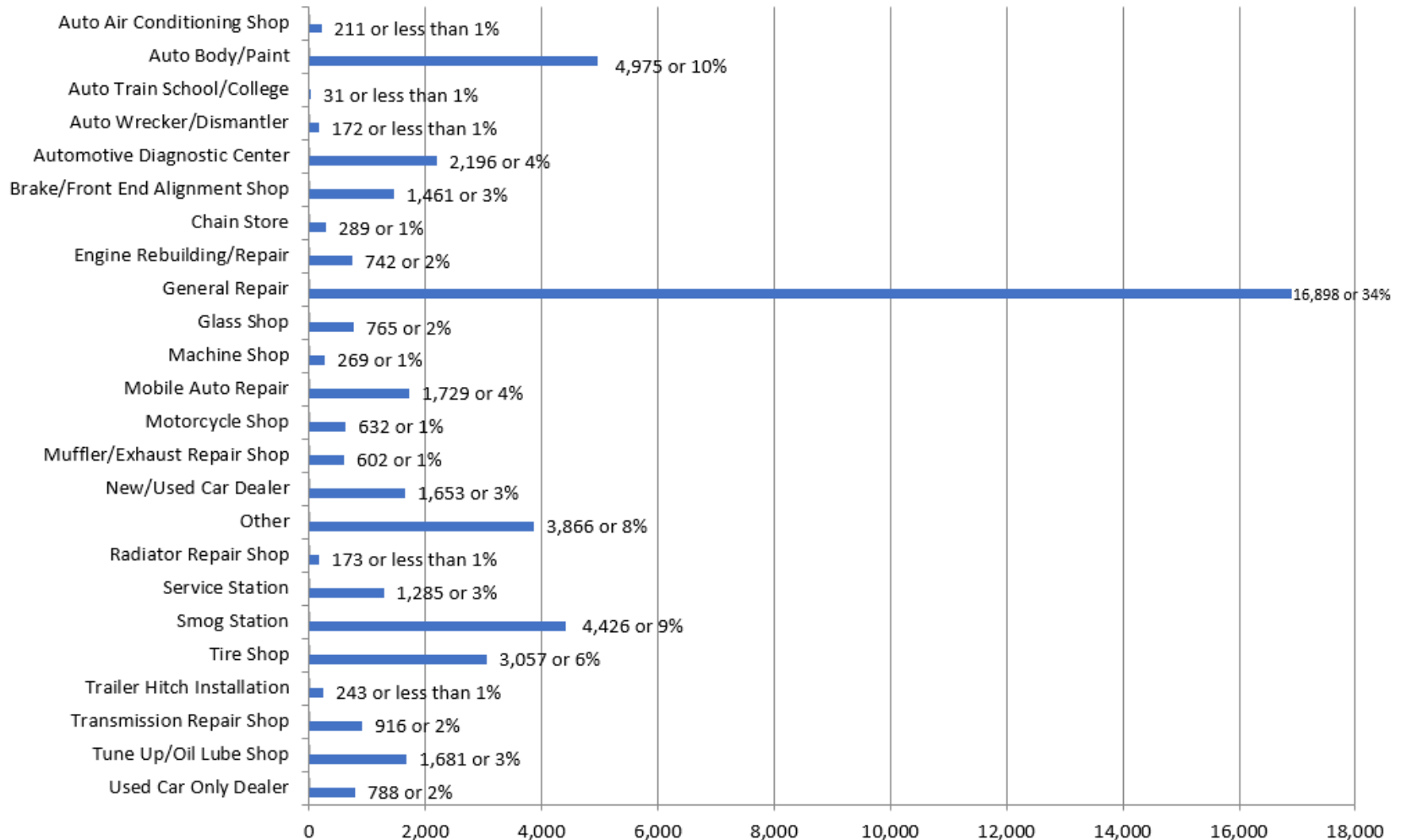
**FY 2020-21 YTD: Total 288\***



**FY 2019-20 YTD: Total 311\***



# PRIMARY BUSINESS TYPE AS OF DECEMBER 2020



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# AUTO BODY INSPECTION PROGRAM STATISTICS

## FY 2020-21 YTD

**Total Inspections Requested**

**86**

**Total Inspections Conducted**

**55**

**Total Complaints Filed**

**24**

## FY 2019-20 YTD

**Total Inspections Requested**

**181**

**Total Inspections Conducted**

**90**

**Total Complaints Filed**

**42**

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# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

10949 N. Mather Boulevard

Rancho Cordova, CA 95670

Phone: 916-403-8060

Email: [bill.thomas@dca.ca.gov](mailto:bill.thomas@dca.ca.gov)