

Department of Consumer Affairs
Bureau of Automotive Repair

Auto Body Inspection Program

Bill Thomas, Enforcement Operations Branch

BAR Advisory Group Meeting

October 20, 2016

Program Overview

- Offers consumers who had received collision repairs a no-cost inspection of the repairs
 - BAR Representative will verify if repairs were performed as invoiced, and
 - If repairs were performed per industry standards
- Consumer must have been registered owner at time of repairs
- Webpage:
http://www.bar.ca.gov/Consumer/Auto_Body_Inspection_Program.html

Participation

- Consumers wishing to participate can:
 - Call Toll-Free Number: (866) 799-3811
 - Complete On-line Inspection Request form
 - Currently under development
 - Expected to be available within the next few weeks
- BAR is currently accepting salvage vehicles into the program

What Consumers Can Expect

- BAR Representative will contact consumer to set up appointment
 - Appointment will be scheduled at a time and place convenient to the consumer
- Consumer should have invoice, but BAR will attempt to obtain copy if needed
- BAR Representative will inspect vehicle per final invoice

If Problems are Identified

- Consumer may file complaint for further BAR investigation
- Consumer may choose to resolve through their insurance company
- Consumer may choose to take no action

Statistics

FY 2015 - 16	
Total Inspections Requested	199
Total Inspections Conducted	150
Total Complaints Filed	68
FY 2016 -17	
Total Inspections Requested	74
Total Inspections Conducted	63
Total Complaints Filed	29

Questions and Comments

Submit additional questions and/or comments to:

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