
ENFORCEMENT STATISTICS UPDATE

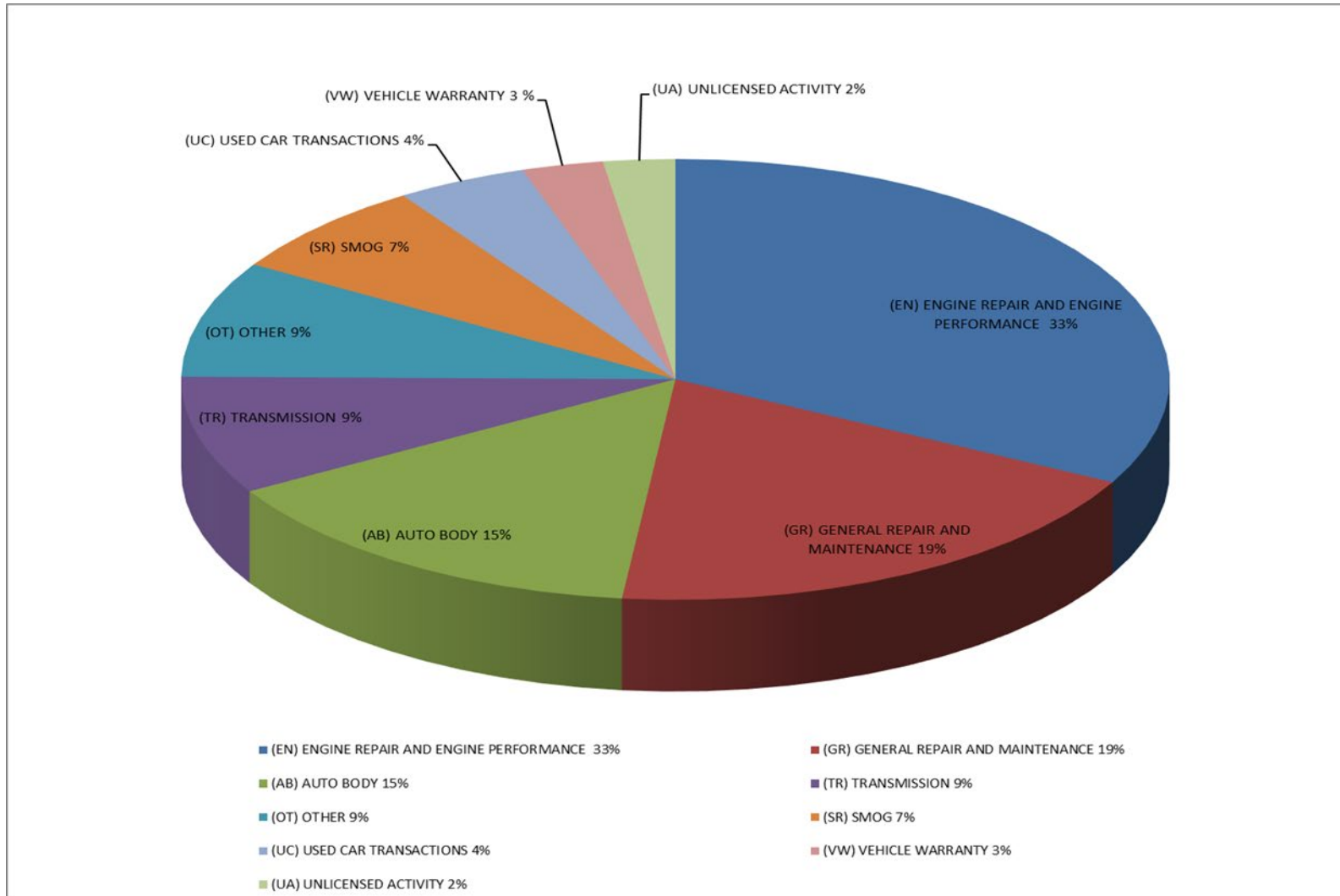
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS
ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
APRIL 19, 2018

FY COMPLAINT TRENDS 2017-18 YTD



TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS
CC	COMPUTER CONTROLS	173
CO	COOLING SYSTEM	268
ED	ENGINE DIAGNOSIS	547
EL	ELECTRICAL	494
EN	ENGINE OVERHAUL/REPLACEMENT	438
ER	ENGINE REPAIR	1271
FL	FLUSHING	16
FS	FUEL SYSTEM	147
MS	MACHINE SHOP	9
TU	TUNE UP	34

OTHER		COMPLAINTS
BC	BRAKE CERTIFICATION	6
BO	BOAT REPAIR	2
LC	LAMP CERTIFICATION	2
LS	LIEN SALE/STORAGE CHARGES	22
MC	MOTORCYCLE REPAIR	58
NC	NEW CAR/LEMON LAW	51
OT	OTHER	411
PS	PART SALE	83
SF	STORAGE FEES	27
TO	TOWING	42
UP	UPHOLSTERY	24
WR	REPAIR WARRANTY	158

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS
AC	AIR CONDITIONING/HEAT	184
BR	BRAKES	338
DT	DRIVE TRAIN	159
EX	EXHAUST	48
GR	GENERAL REPAIR	89
LU	LUBE/OIL CHANGE	458
SU	SUSPENSION/STEERING	402
TW	TIRE S/WHEELS	42

AUTO BODY		COMPLAINTS
AB	AUTO BODY	1478
GL	AUTO GLASS	56

TRANSMISSION		COMPLAINTS
AT	AUTO TRANS	803
MT	MANUAL TRANS/CLUTCH	96

SMOG		COMPLAINTS
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	3
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	78
ET	EMISSION TEST PROCEDURE	14
EW	EMISSIONS WARRANTY	14
FT	FUNCTIONAL TEST PROCEDURE	1
GP	GROSS POLLUTER	1
NX	NOX FAILURES	1
RF	REFEREE	0
RO	REPAIR ONLY (SMOG)	14
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	5
SN	STATION	8
SR	SMOG REPAIR	178
SS	ILLEGAL SMOG/CAR SALE	86
ST	SMOG TEST PROCEDURES	291
TE	TEST ONLY	10
TN	TECHNICIAN	1
VT	VISUAL SMOG TEST PROCEDURE	17

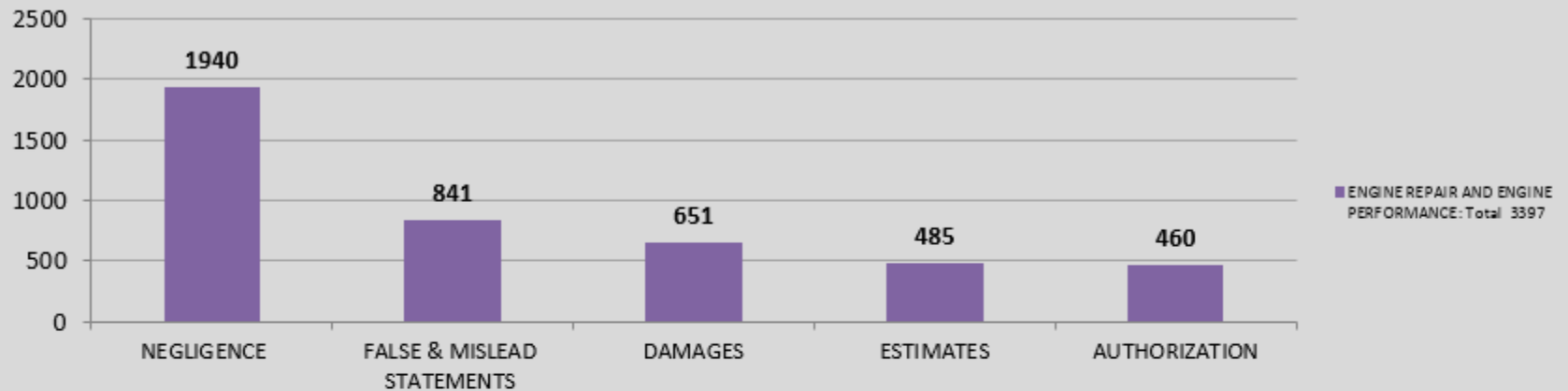
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS
UC	USED CAR LOTS	445
VW	VEHICLE WARRANTY	276
UA	UNLICENSED ACTIVITY	244

ALLEGATIONS

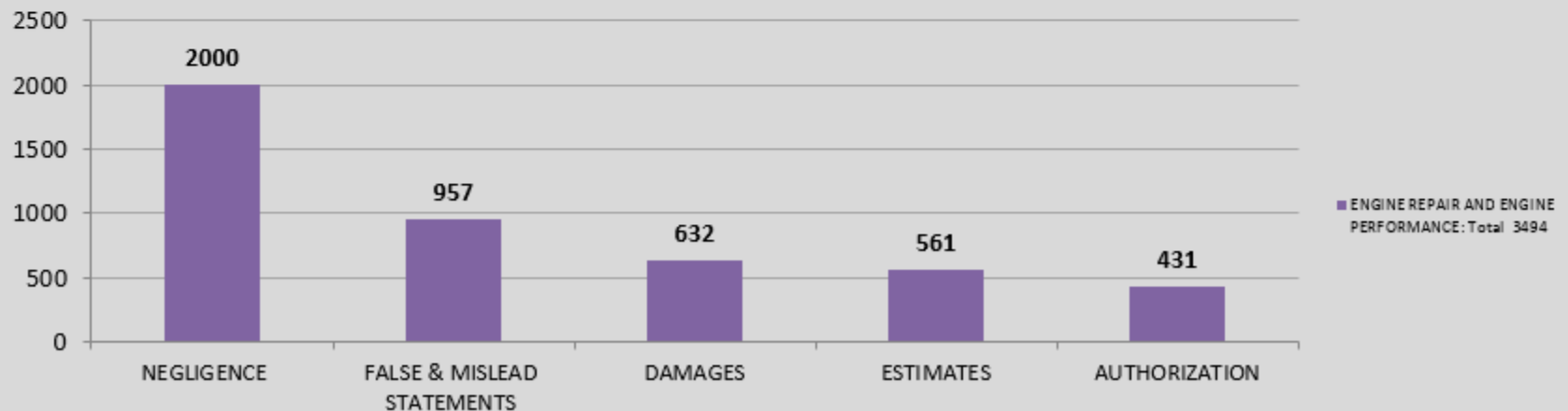
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2017-18 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 3397*

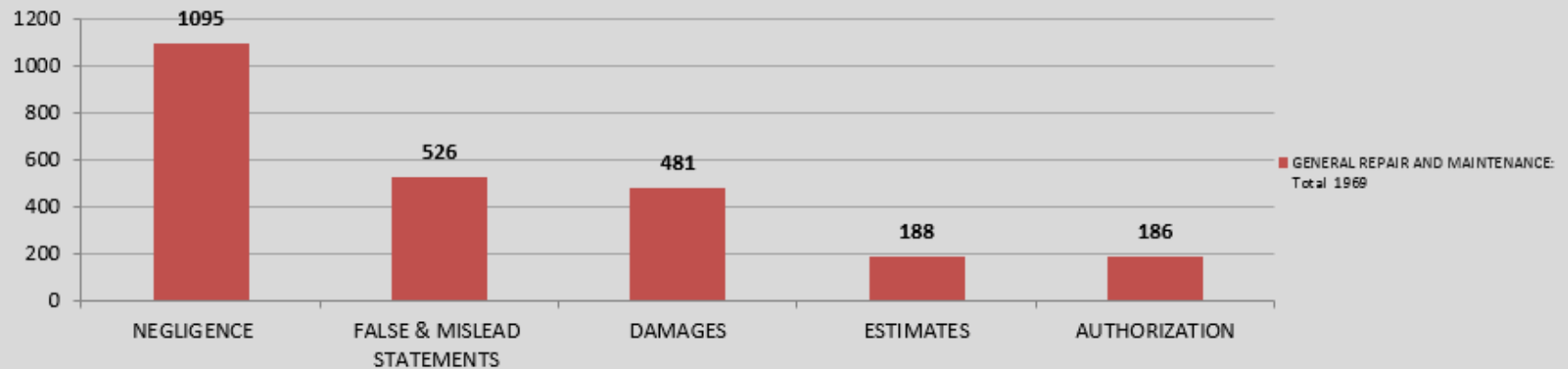


FY 2016-17 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 3494*

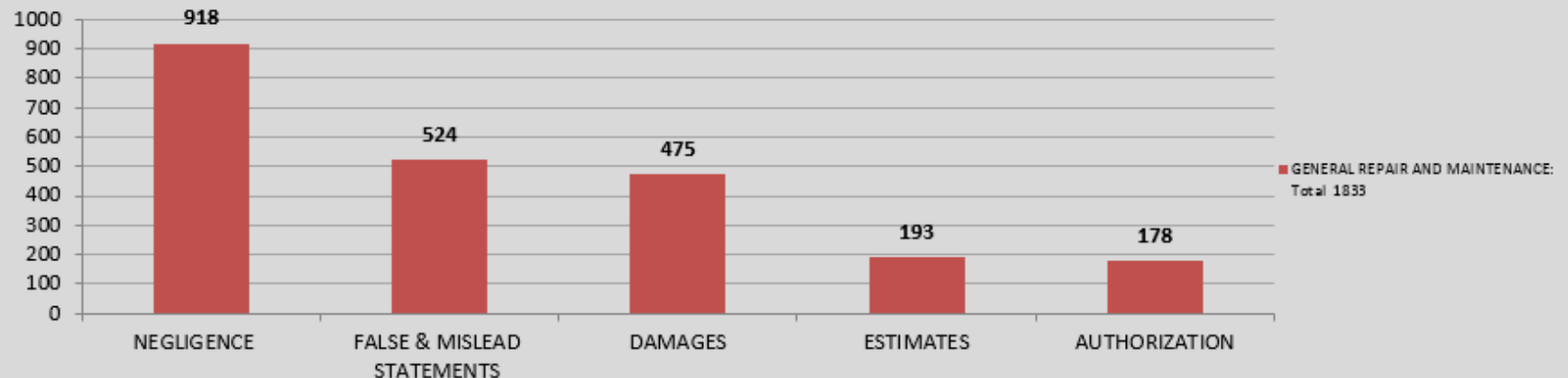


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

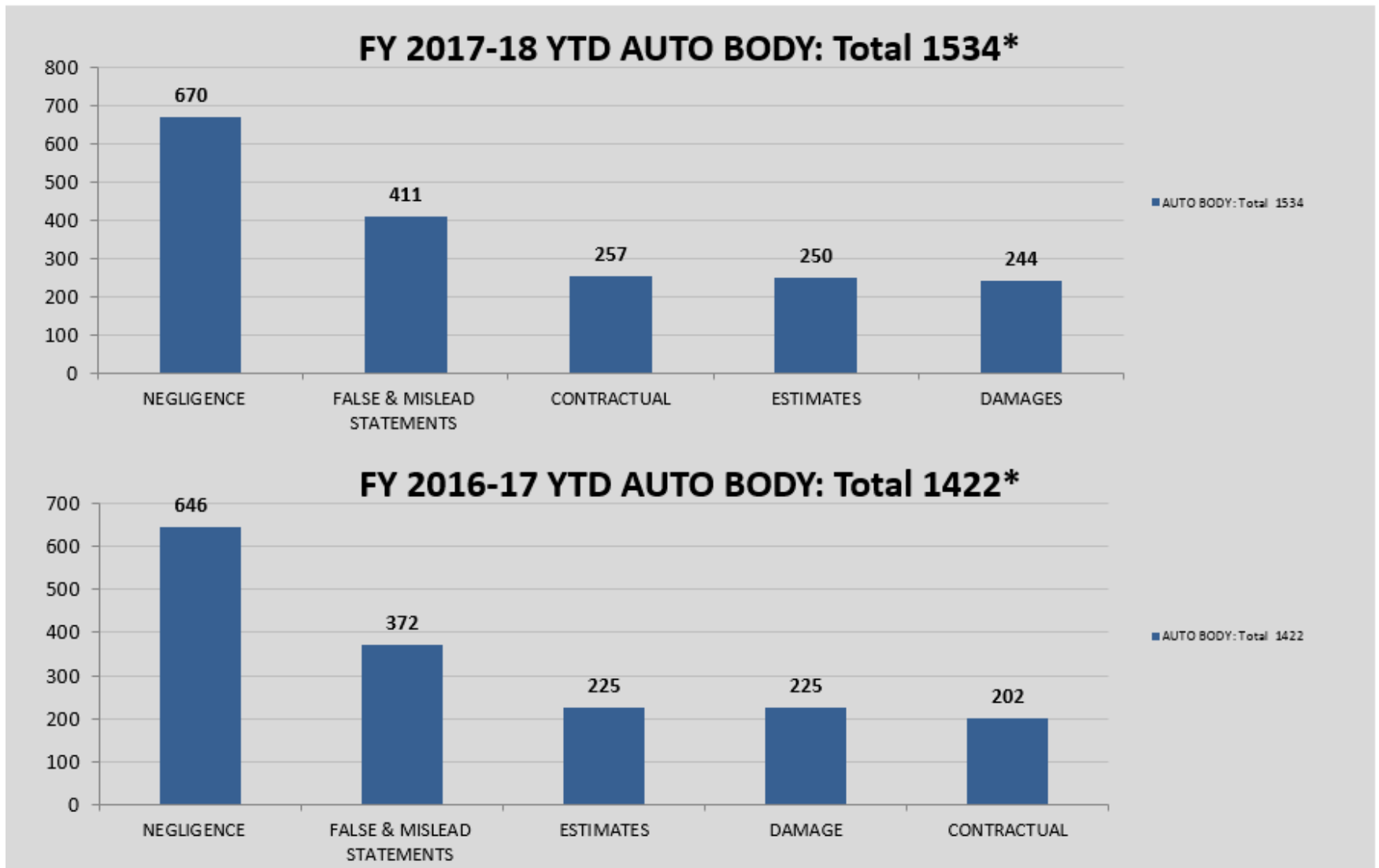
FY 2017-18 YTD GENERAL REPAIR & MAINTENANCE: Total 1969*



FY 2016-17 YTD GENERAL REPAIR & MAINTENANCE: Total 1833*

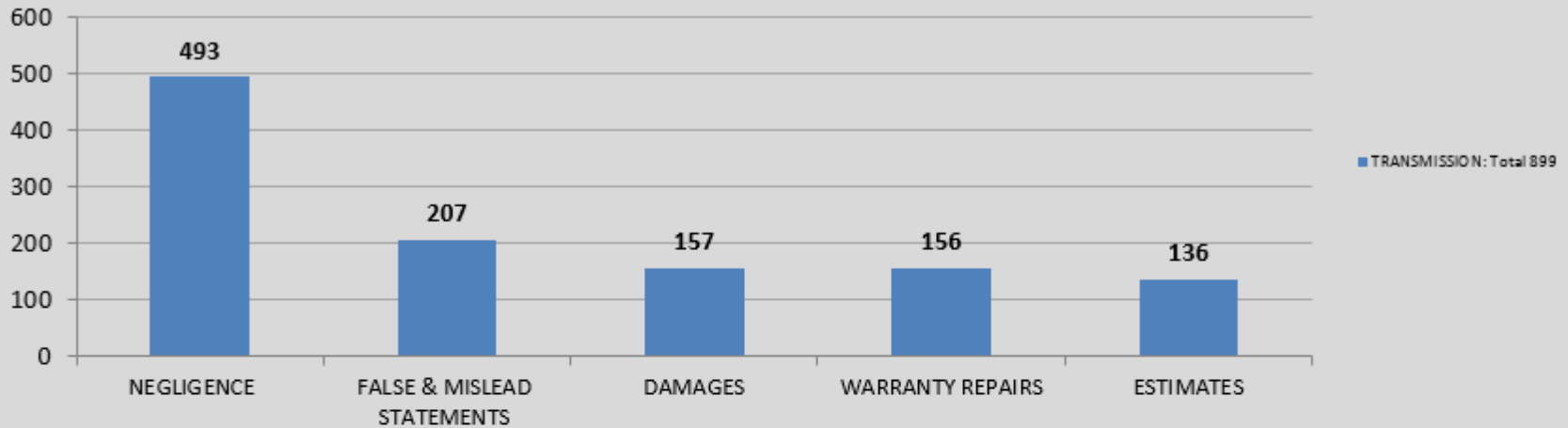


COMPLAINT ALLEGATIONS – AUTO BODY

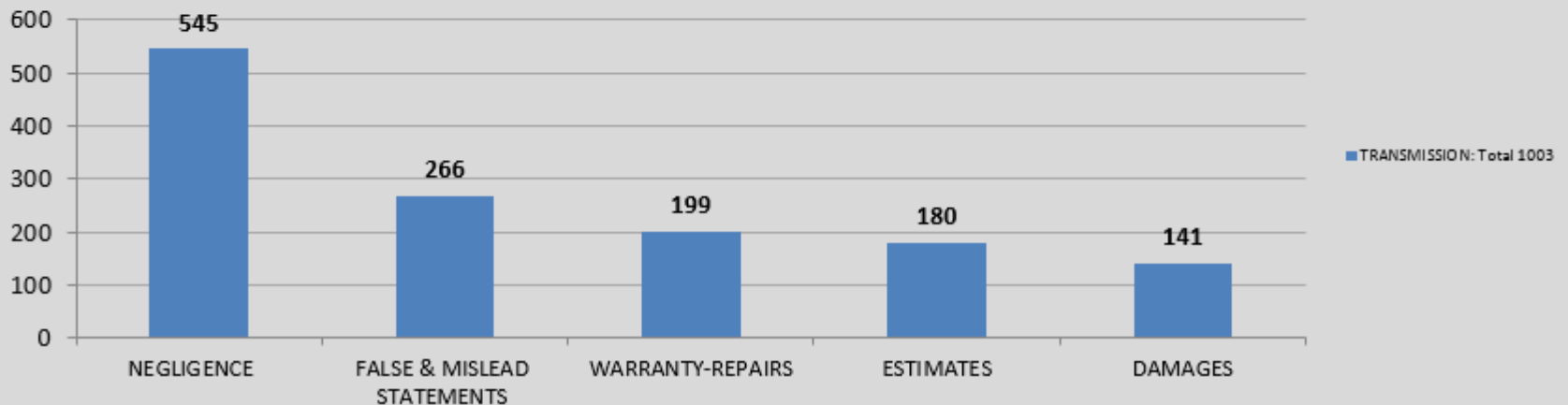


COMPLAINT ALLEGATIONS - TRANSMISSION

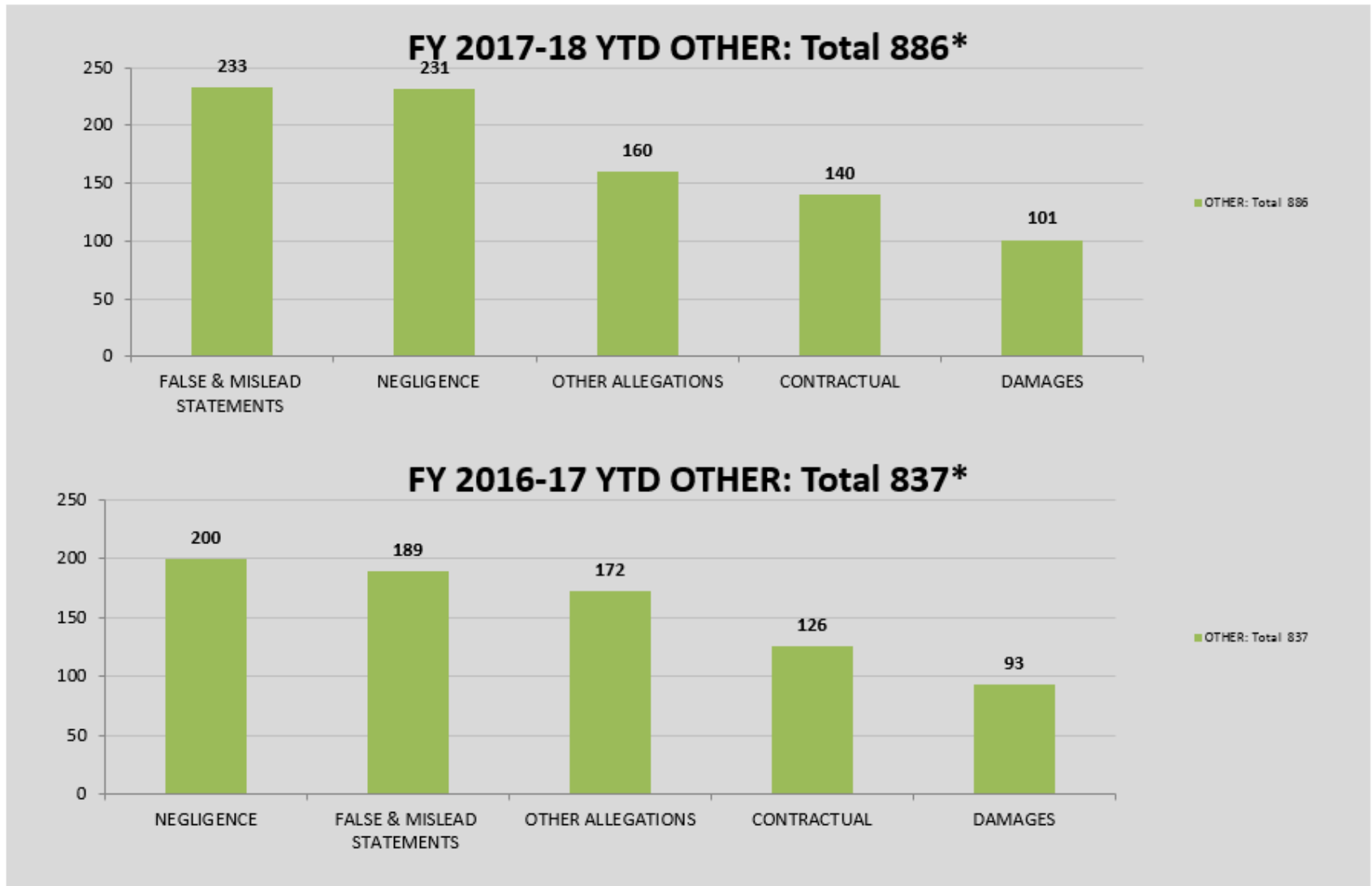
FY 2017-18 YTD TRANSMISSION: Total 899*



FY 2016-17 YTD TRANSMISSION: Total 1003*

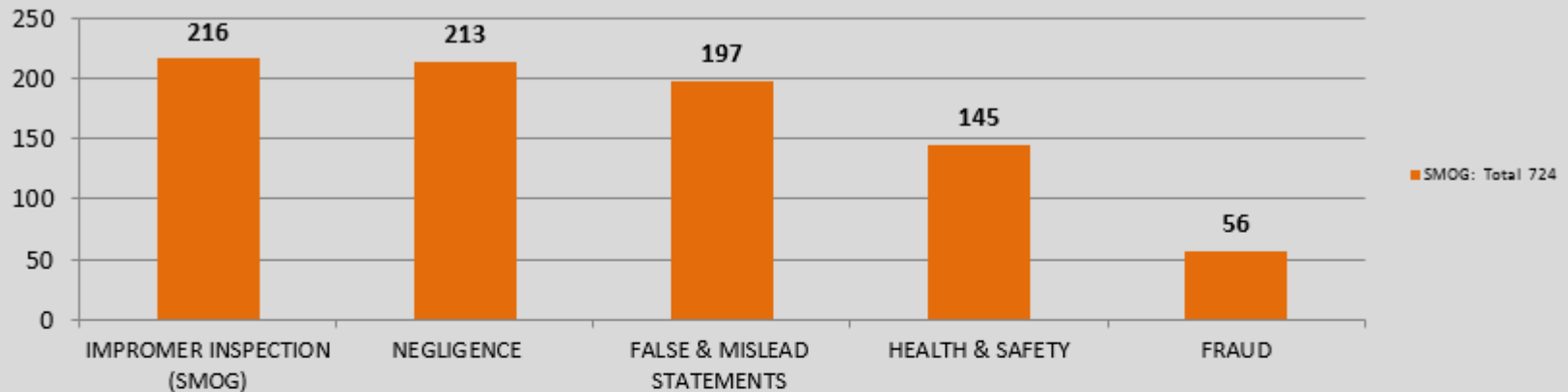


COMPLAINT ALLEGATIONS - OTHER

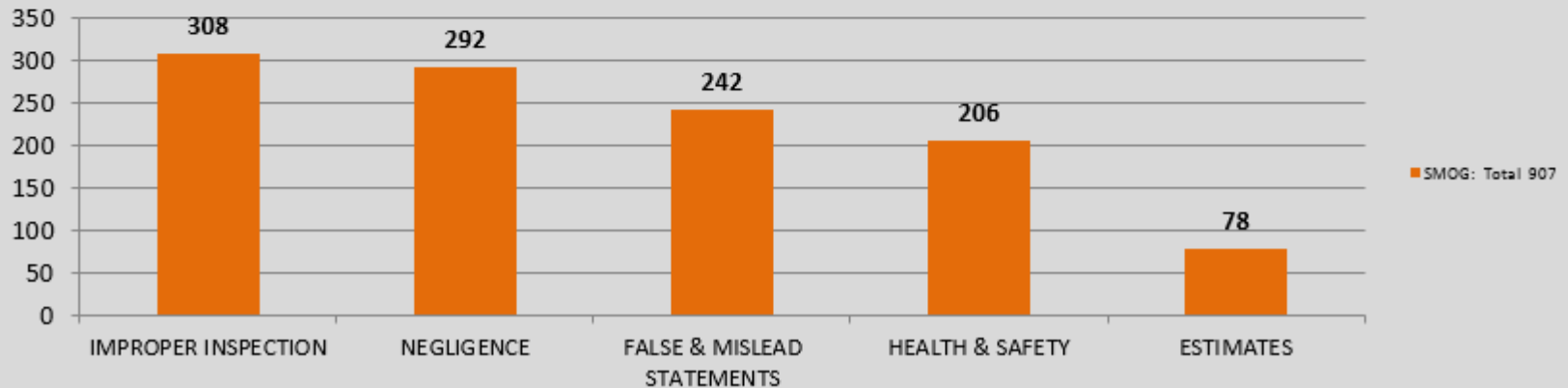


COMPLAINT ALLEGATIONS - SMOG

FY 2017-18 YTD SMOG: Total 724*

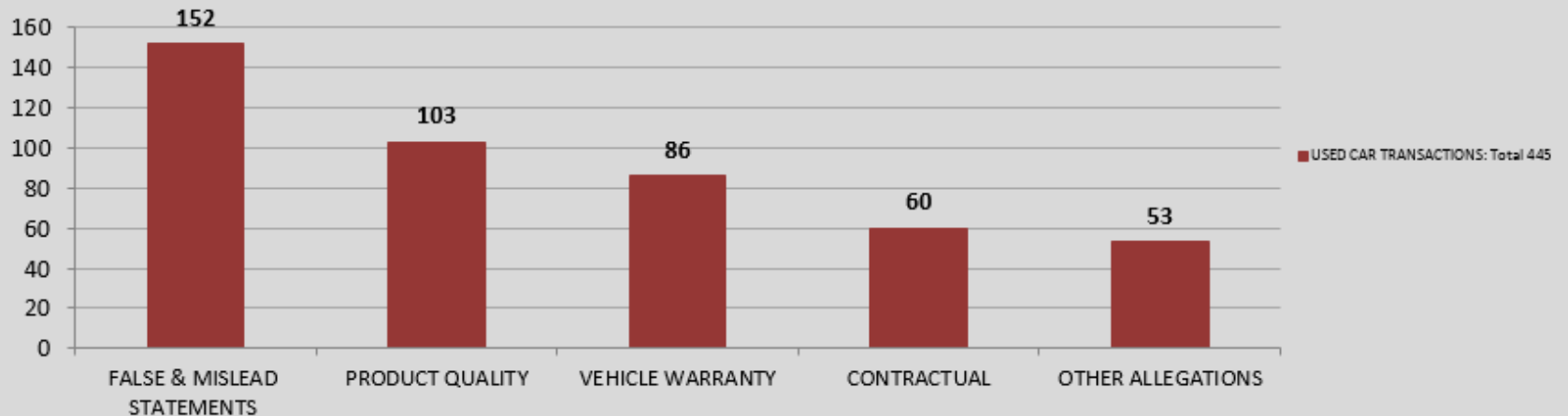


FY 2016-17 YTD SMOG: Total 907*

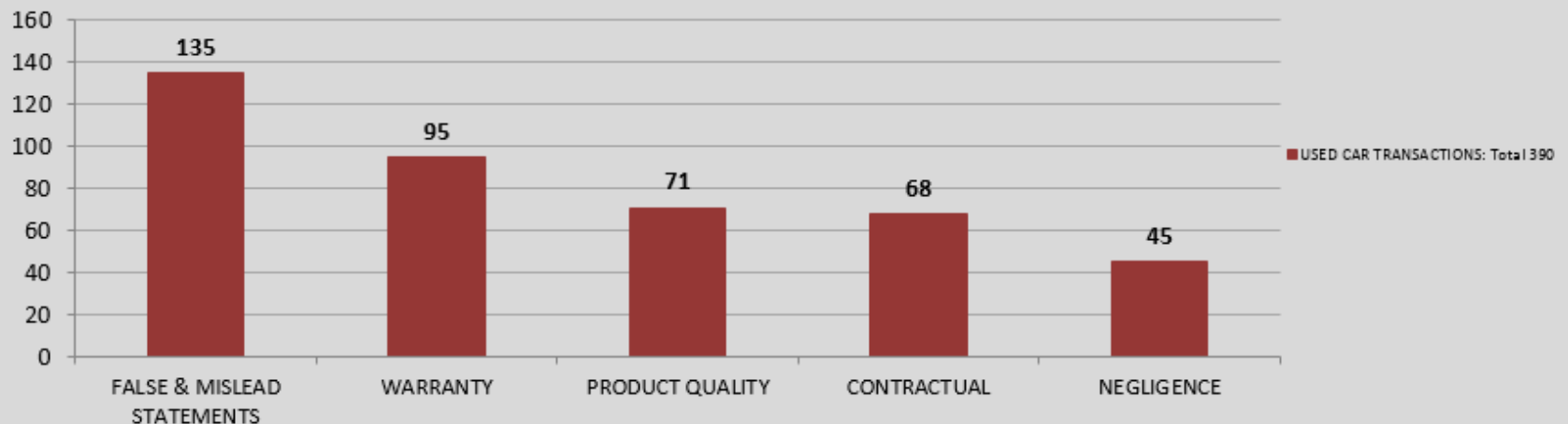


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2017-18 YTD USED CAR TRANSACTIONS: Total 445*

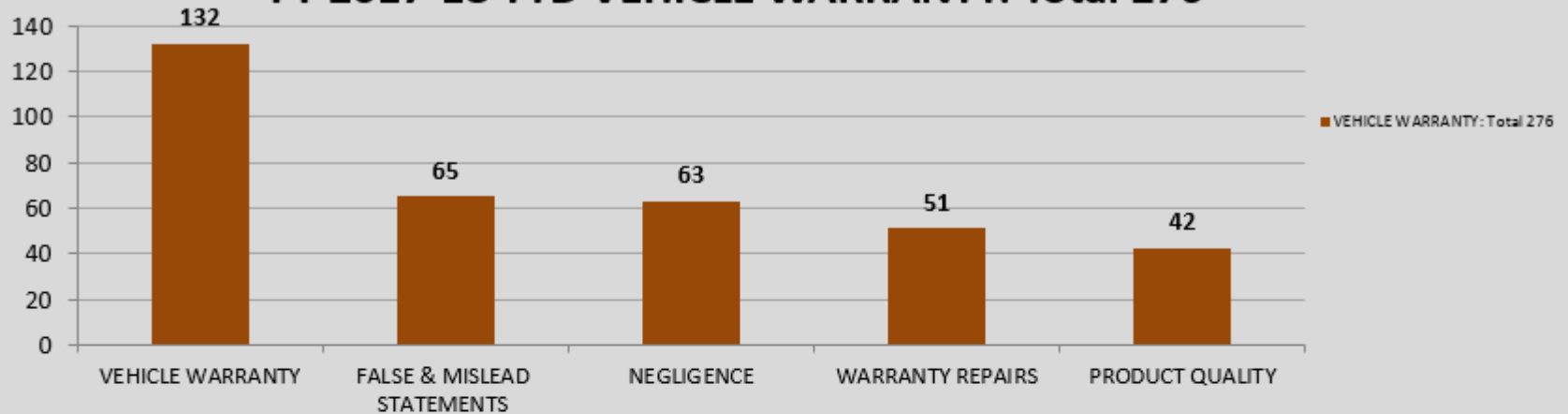


FY 2016-17 USED CAR TRANSACTIONS: Total 390*

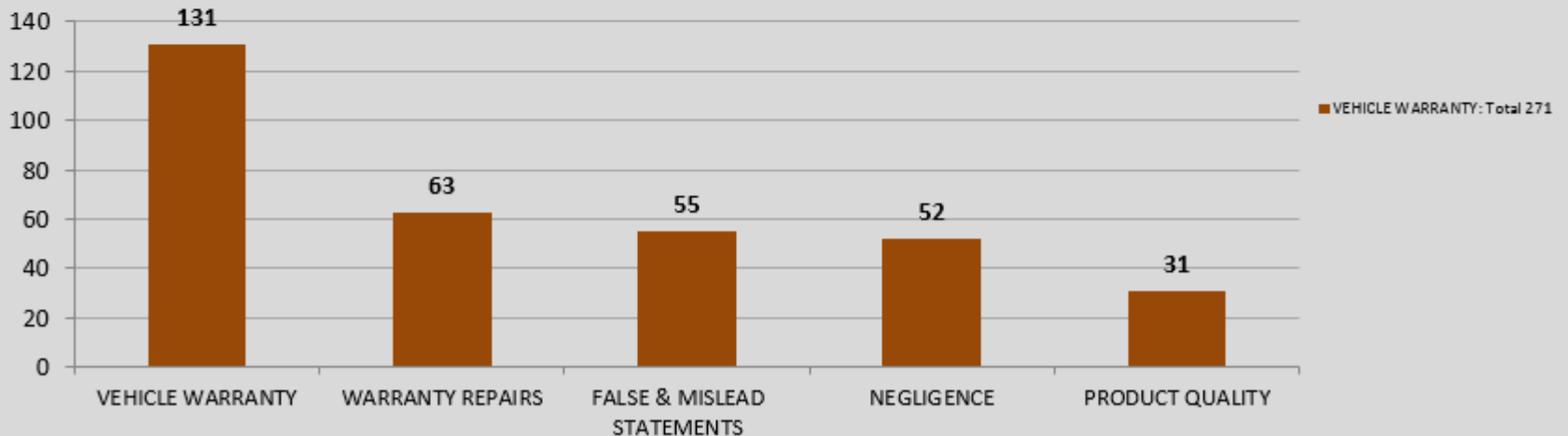


COMPLAINT ALLEGATIONS – VEHICLE WARRANTY

FY 2017-18 YTD VEHICLE WARRANTY: Total 276*

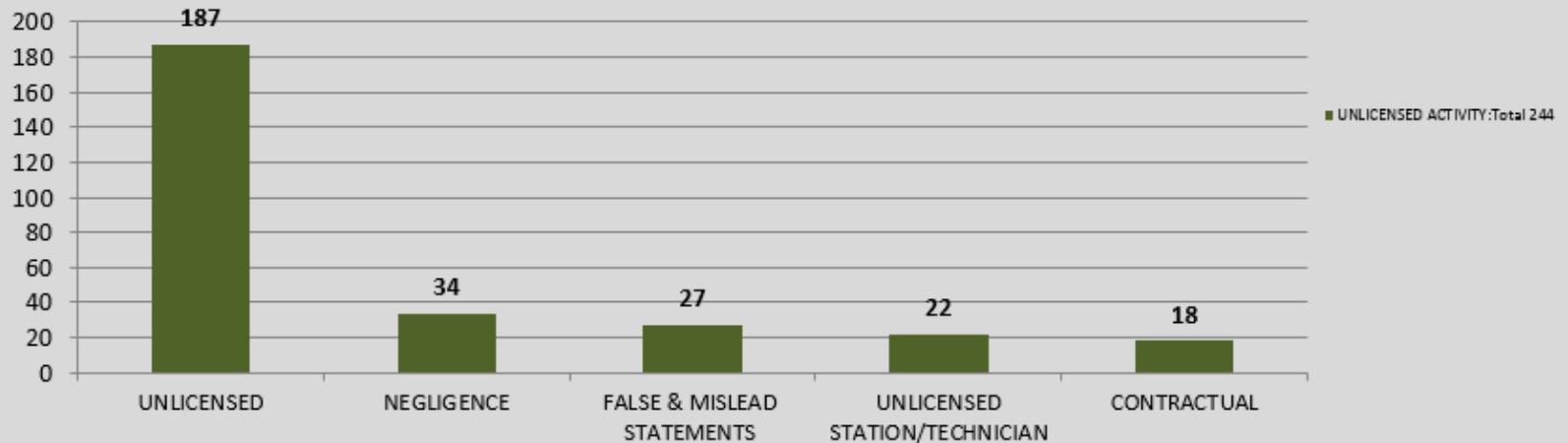


FY 2016-17 YTD VEHICLE WARRANTY: Total 271*

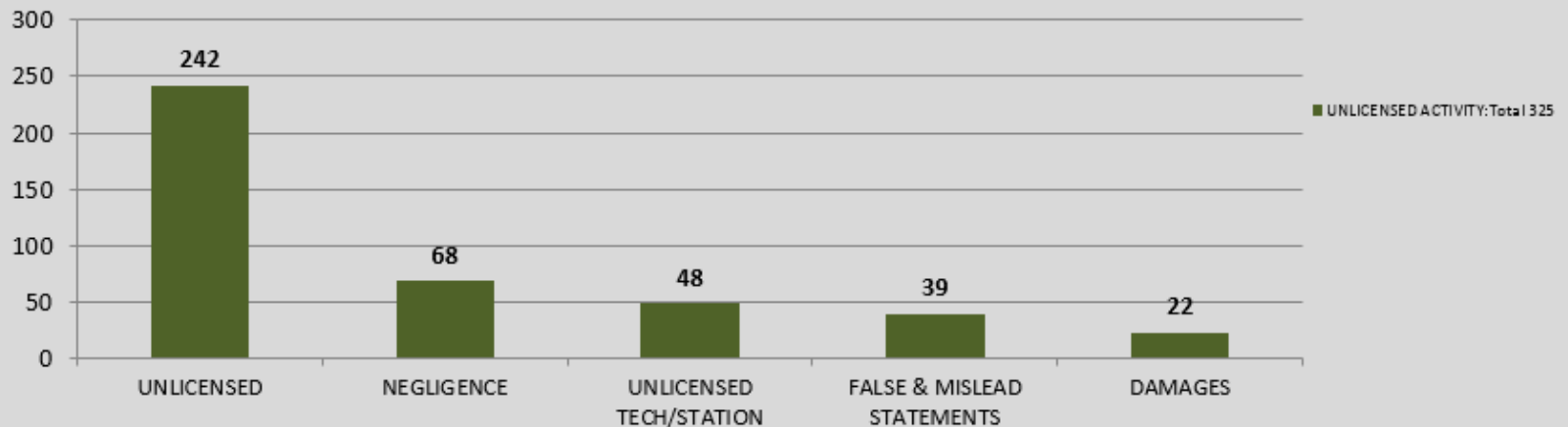


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

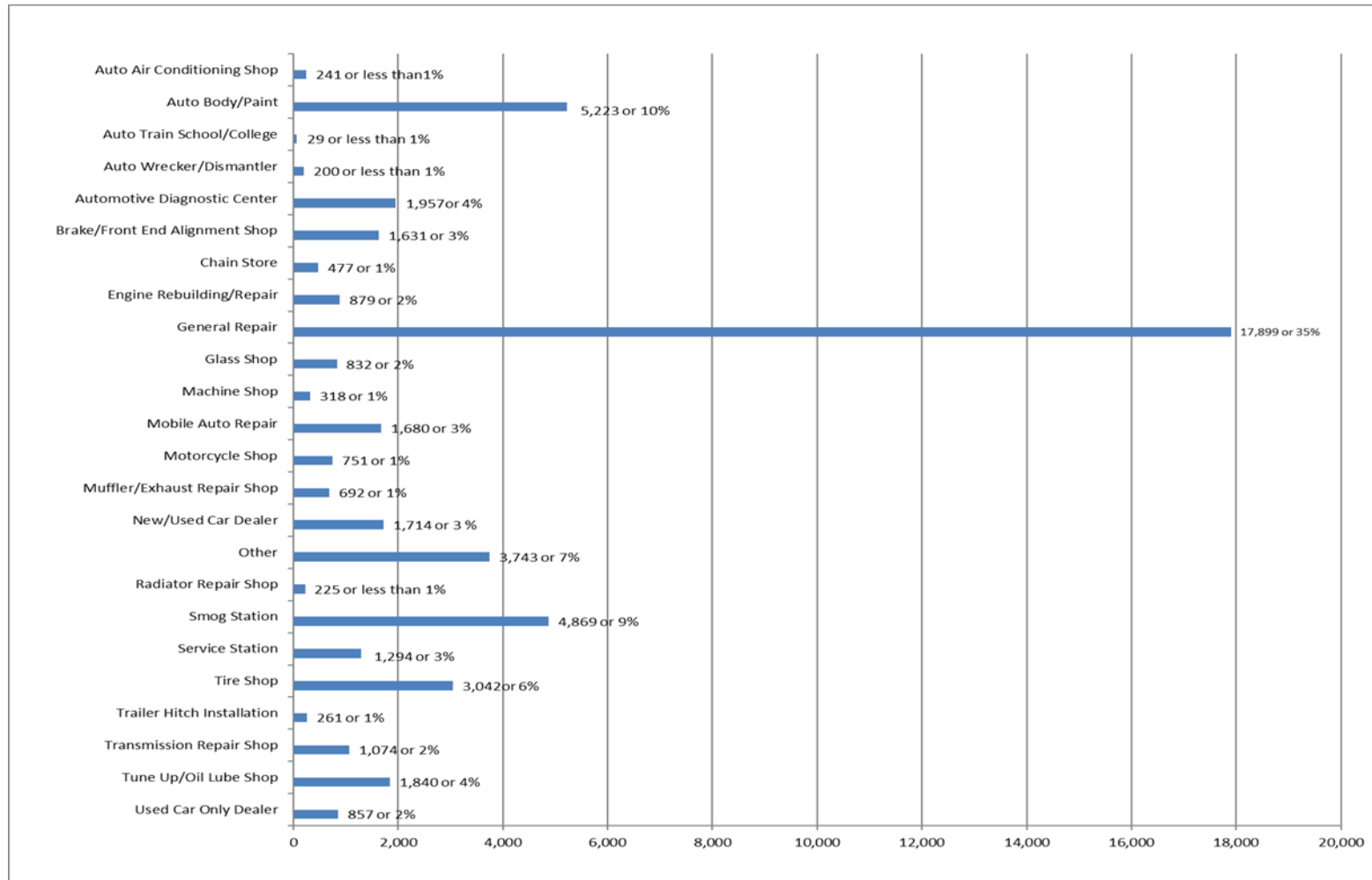
FY 2017-18 YTD UNLICENSED ACTIVITY: Total 244*



FY 2016-17 YTD UNLICENSED ACTIVITY: Total 325*



PRIMARY BUSINESS TYPE AS OF MARCH 2018



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2017-18 YTD	
Total Inspections Requested	213
Total Inspections Conducted	131
Total Complaints Filed	64
FY 2016-17 YTD	
Total Inspections Requested	190
Total Inspections Conducted	142
Total Complaints Filed	87

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