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# ENFORCEMENT STATISTICS UPDATE

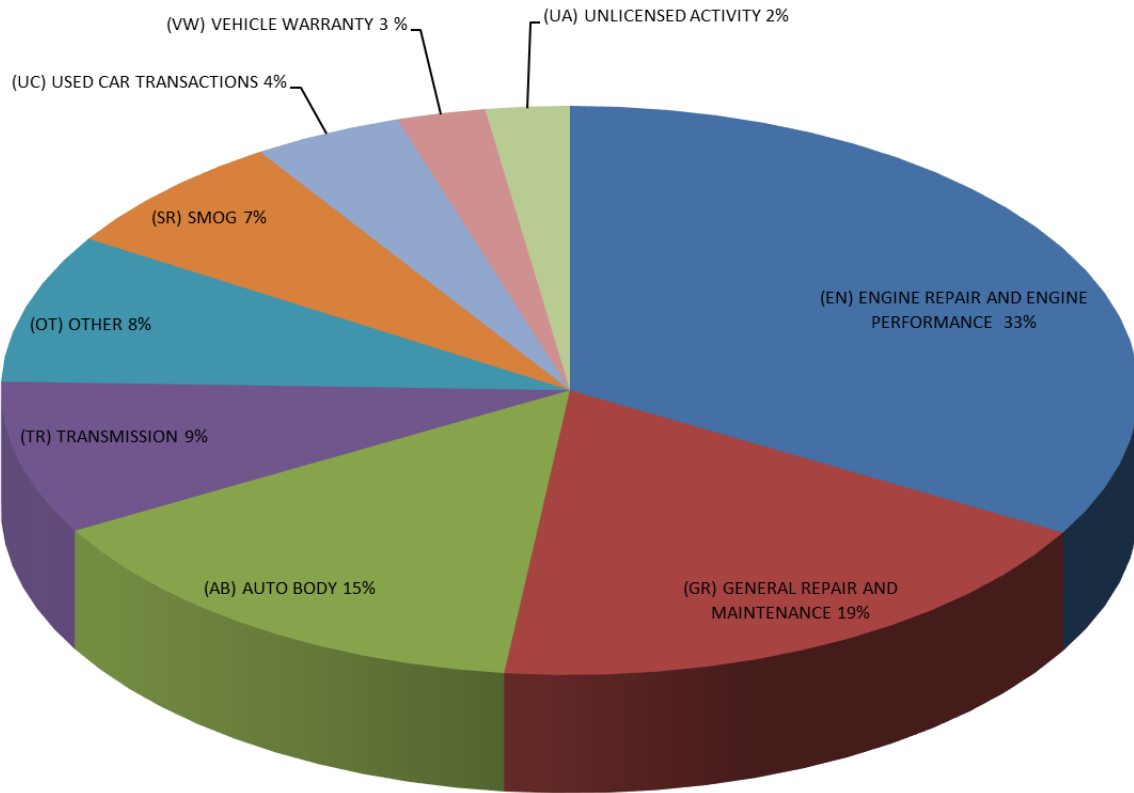
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS  
ENFORCEMENT OPERATIONS BRANCH  
BAR ADVISORY GROUP MEETING  
JULY 12, 2018

# FY COMPLAINT TRENDS 2017-18



- (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 33%
- (GR) GENERAL REPAIR AND MAINTENANCE 19%
- (AB) AUTO BODY 15%
- (TR) TRANSMISSION 9%
- (OT) OTHER 8%
- (SR) SMOG 7%
- (UC) USED CAR TRANSACTIONS 4%
- (VW) VEHICLE WARRANTY 3%
- (UA) UNLICENSED ACTIVITY 2%

# TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS
CC	COMPUTER CONTROLS	228
CO	COOLING SYSTEM	367
ED	ENGINE DIAGNOSIS	721
EL	ELECTRICAL	630
EN	ENGINE OVERHAUL/REPLACEMENT	600
ER	ENGINE REPAIR	1717
FL	FLUSHING	21
FS	FUEL SYSTEM	189
MS	MACHINE SHOP	13
TU	TUNE UP	48

OTHER		COMPLAINTS
BC	BRAKE CERTIFICATION	7
BO	BOAT REPAIR	3
LC	LAMP CERTIFICATION	4
LS	LIEN SALE/STORAGE CHARGES	33
MC	MOTORCYCLE REPAIR	80
NC	NEW CAR/LEMON LAW	65
OT	OTHER	544
PS	PART SALE	102
SF	STORAGE FEES	36
TO	TOWING	53
UP	UPHOLSTERY	32
VR	REPAIR WARRANTY	190

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS
AC	AIR CONDITIONING/HEAT	217
BR	BRAKES	431
DT	DRIVE TRAIN	212
EX	EXHAUST	71
GR	GENERAL REPAIR	102
LU	LUBE/OIL CHANGE	601
SU	SUSPENSION/STEERING	512
TW	TIRE S/WHEELS	370

AUTO BODY		COMPLAINTS
AB	AUTO BODY	1952
GL	AUTO GLASS	80

TRANSMISSION		COMPLAINTS
AT	AUTO TRANS	1064
MT	MANUAL TRANS/CLUTCH	119

SMOG		COMPLAINTS
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	3
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	96
ET	EMISSION TEST PROCEDURE	19
EW	EMISSIONS WARRANTY	19
FT	FUNCTIONAL TEST PROCEDURE	2
GP	GROSS POLLUTER	1
NX	NOX FAILURES	1
RF	REFEREE	0
RO	REPAIR ONLY (SMOG)	14
SB	SUBLET (SMOG)	3
SC	SMOG COST LIMIT	7
SN	STATION	8
SR	SMOG REPAIR	229
SS	ILLEGAL SMOG/CAR SALE	107
ST	SMOG TEST PROCEDURES	388
TE	TEST ONLY	13
TN	TECHNICIAN	3
VT	VISUAL SMOG TEST PROCEDURE	24

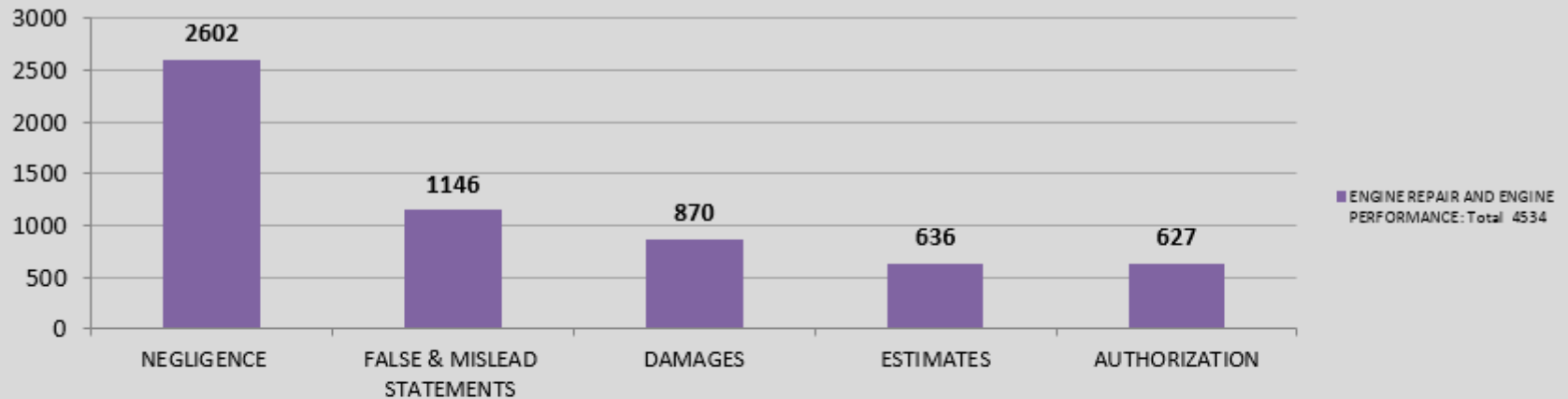
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS
UC	USED CAR LOTS	580
VW	VEHICLE WARRANTY	343
UA	UNLICENSED ACTIVITY	325

# ALLEGATIONS

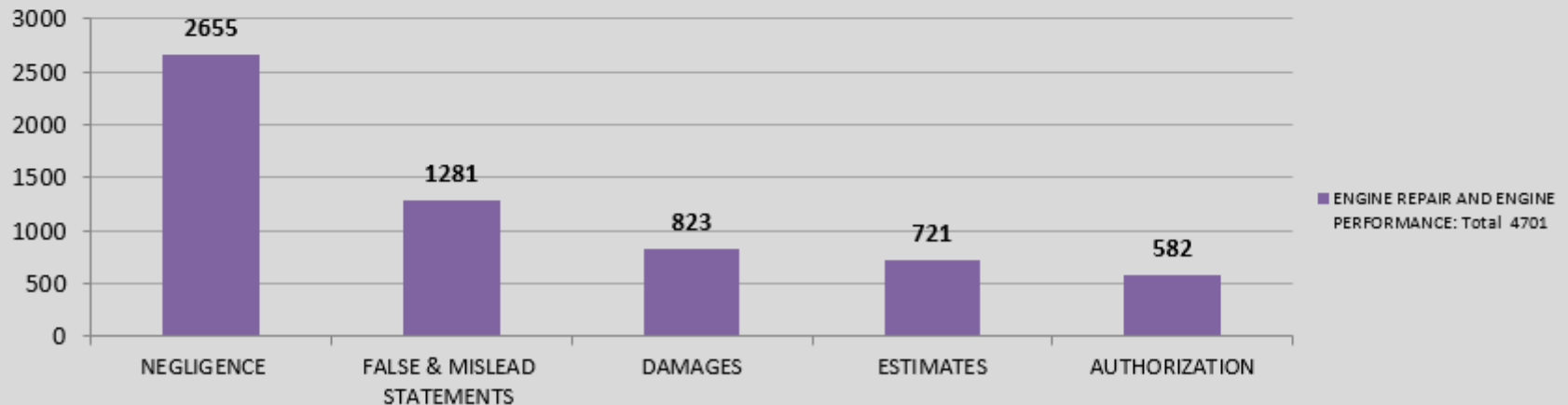
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 ENGINE REPAIR & ENGINE PERFORMANCE: Total 4534\***

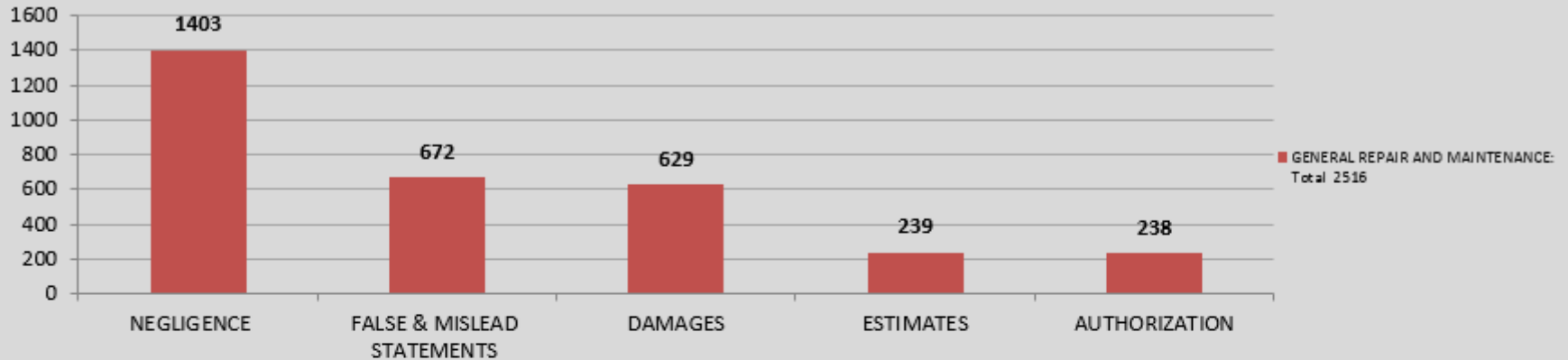


**FY 2016-17 ENGINE REPAIR & ENGINE PERFORMANCE: Total 4701\***

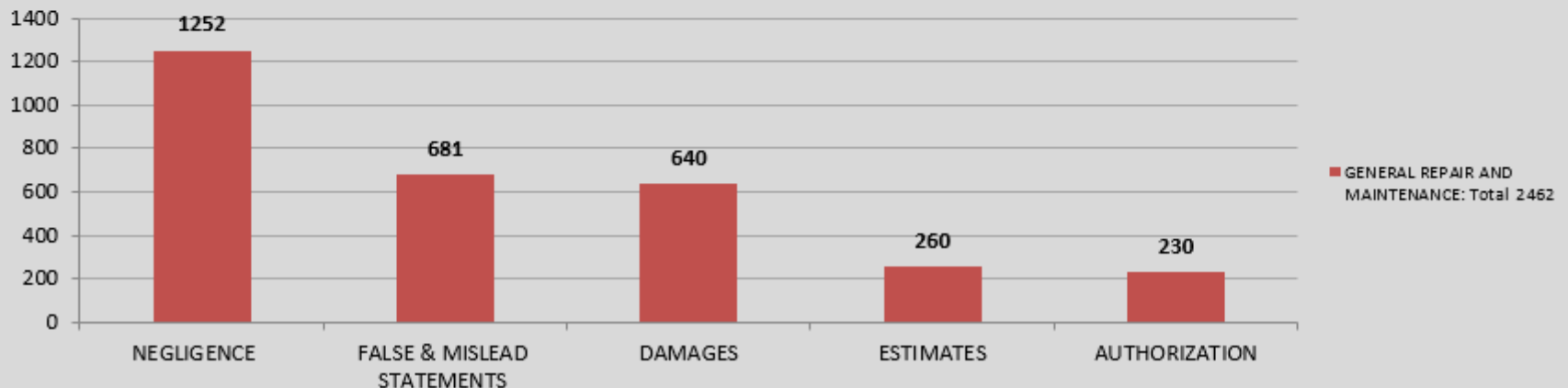


# COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

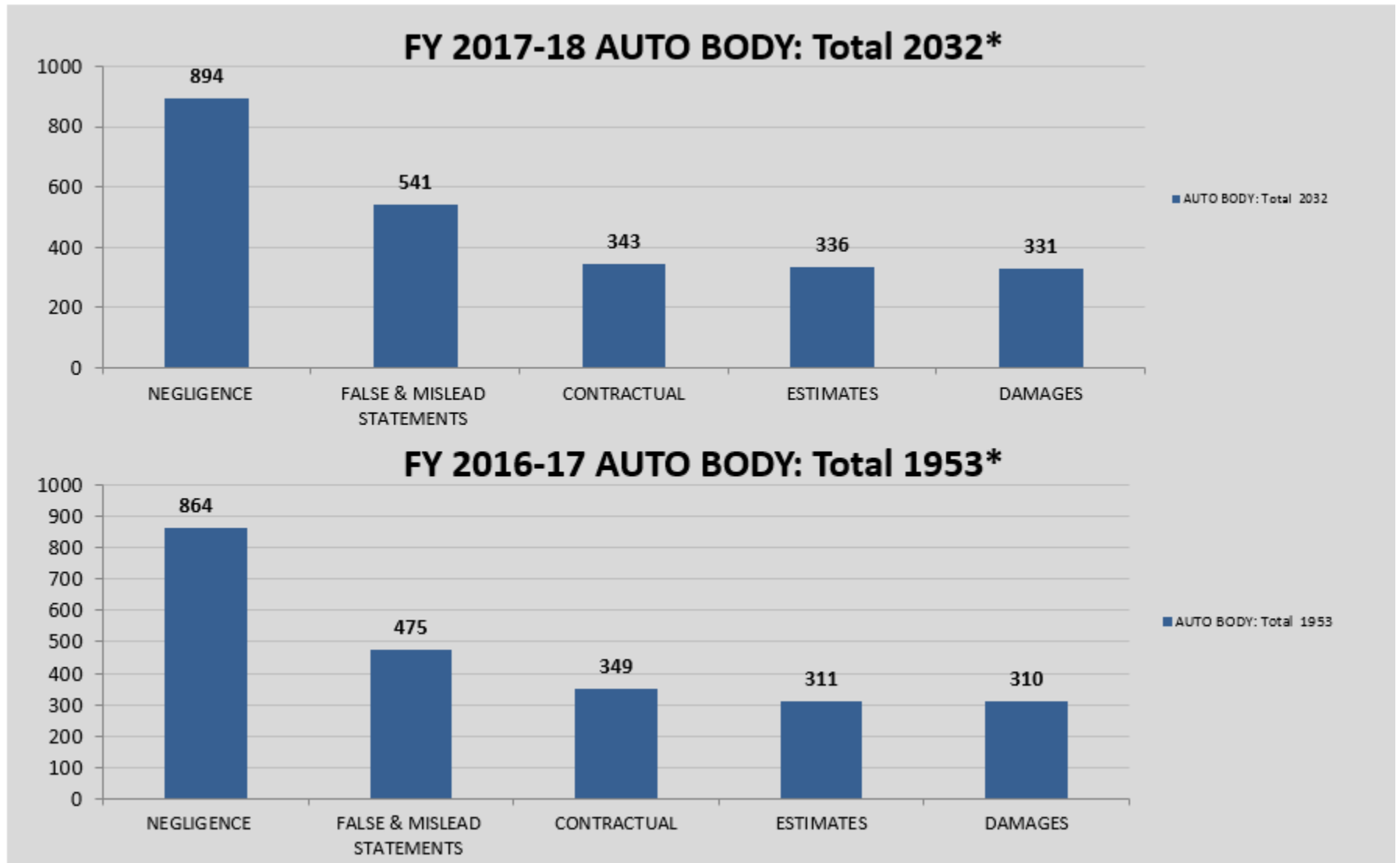
**FY 2017-18 GENERAL REPAIR & MAINTENANCE: Total 2516\***



**FY 2016-17 GENERAL REPAIR & MAINTENANCE: Total 2462\***

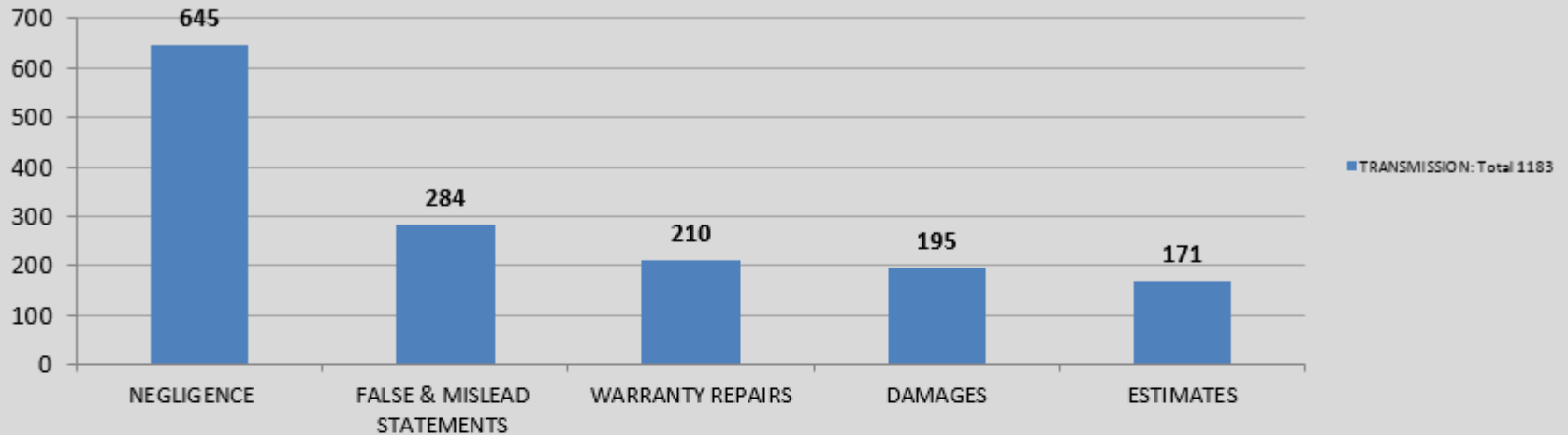


# COMPLAINT ALLEGATIONS – AUTO BODY

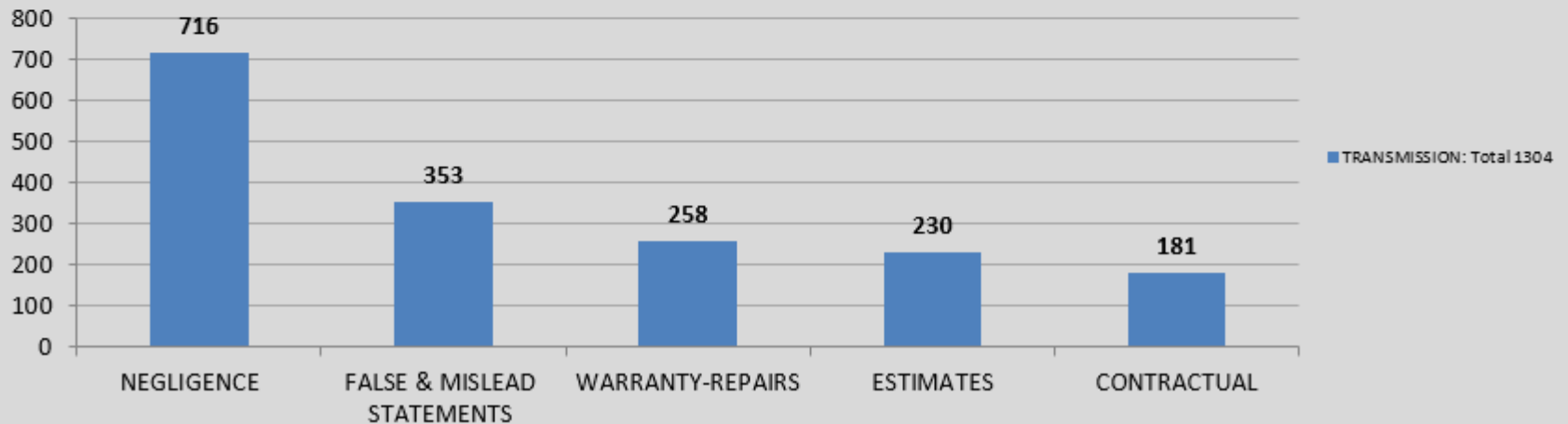


# COMPLAINT ALLEGATIONS - TRANSMISSION

**FY 2017-18 TRANSMISSION: Total 1183\***



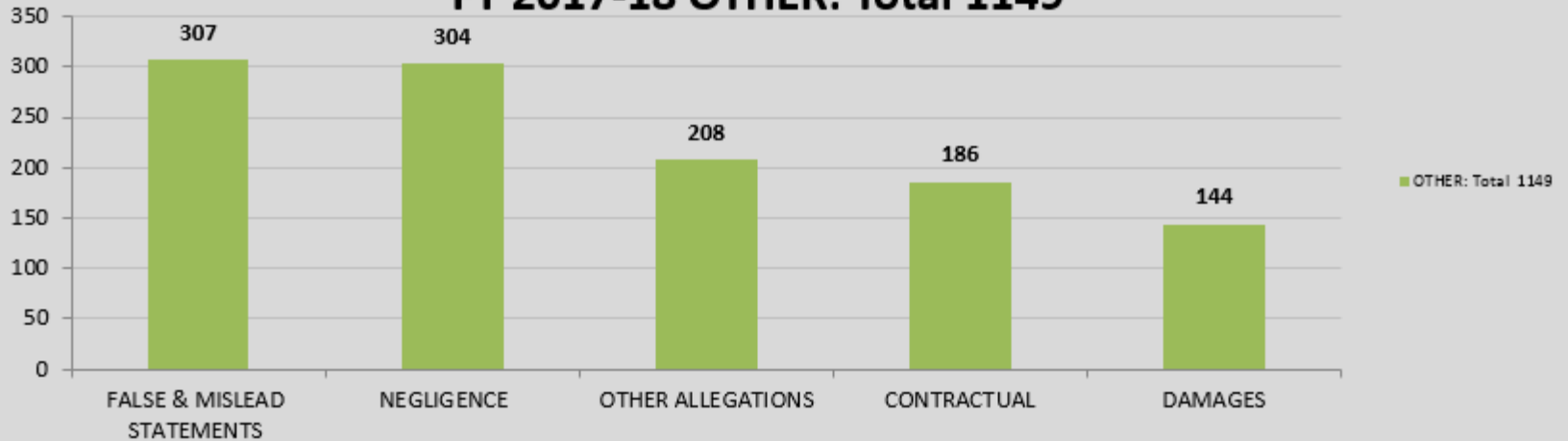
**FY 2016-17 TRANSMISSION: Total 1304\***



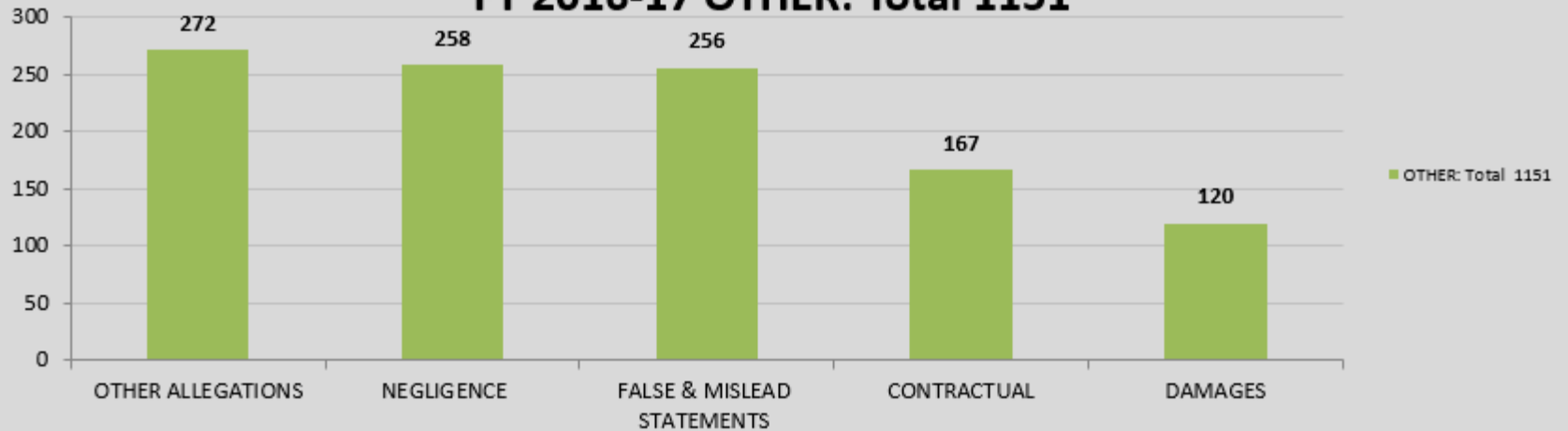


# COMPLAINT ALLEGATIONS - OTHER

**FY 2017-18 OTHER: Total 1149\***

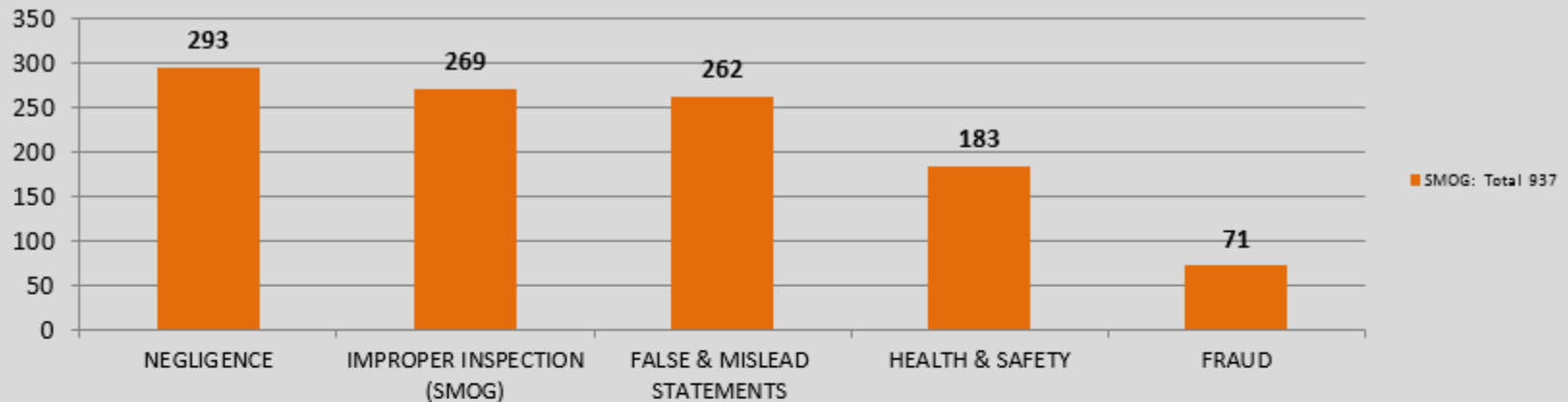


**FY 2016-17 OTHER: Total 1151\***

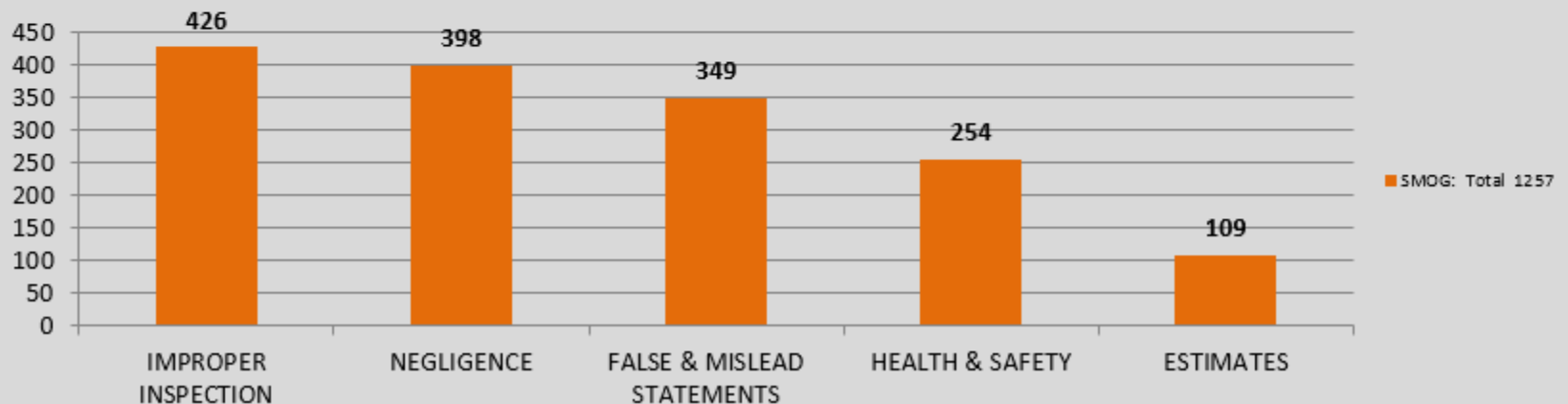


# COMPLAINT ALLEGATIONS - SMOG

**FY 2017-18 SMOG: Total 937\***

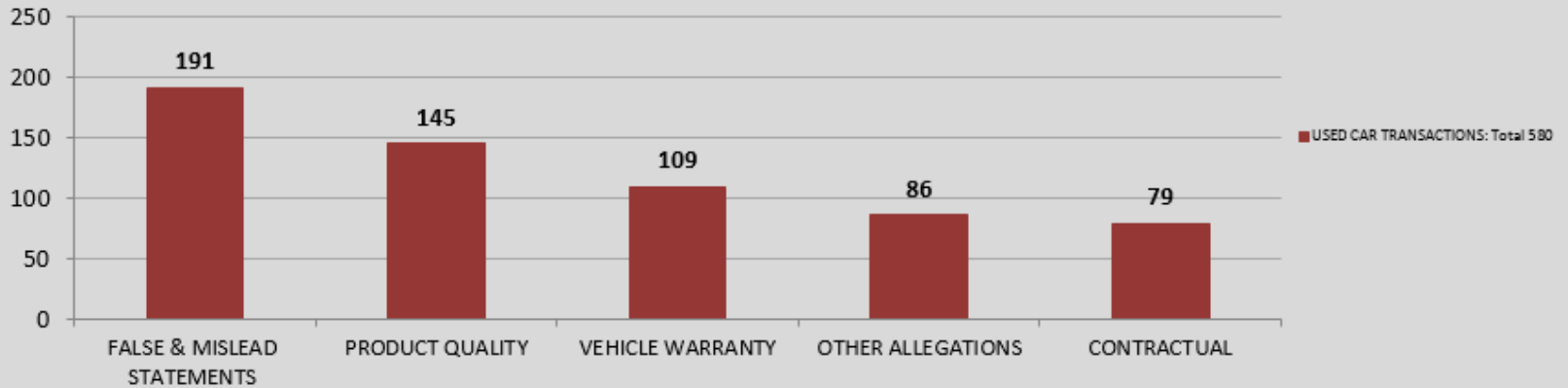


**FY 2016-17 SMOG: Total 1257\***

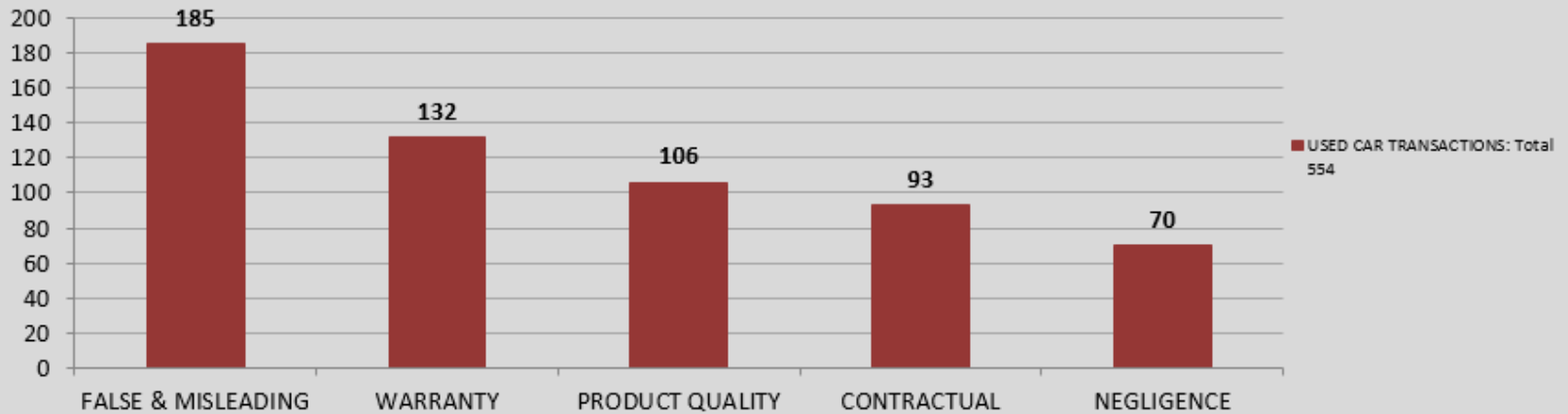


# COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

**FY 2017-18 USED CAR TRANSACTIONS: Total 580\***

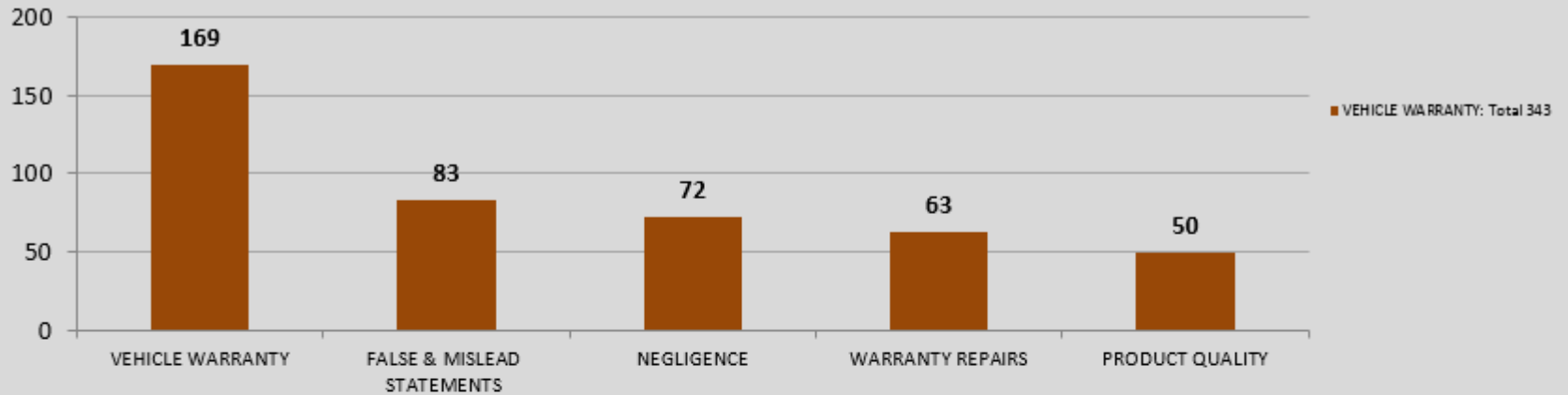


**FY 2016-17 USED CAR TRANSACTIONS: Total 554\***

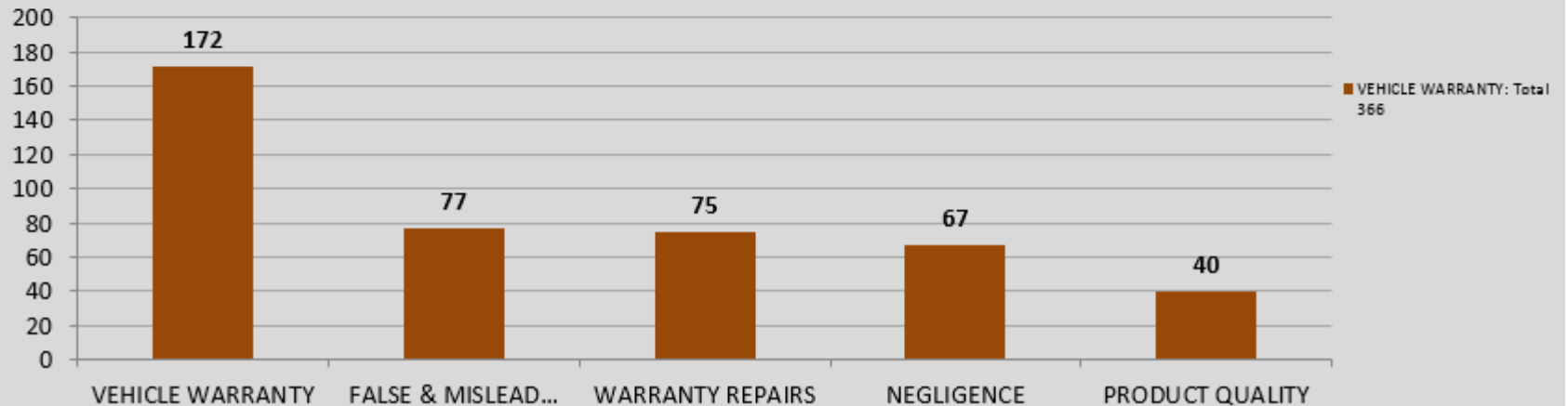


# COMPLAINT ALLEGATIONS – VEHICLE WARRANTY

**FY 2017-18 VEHICLE WARRANTY: Total 343\***

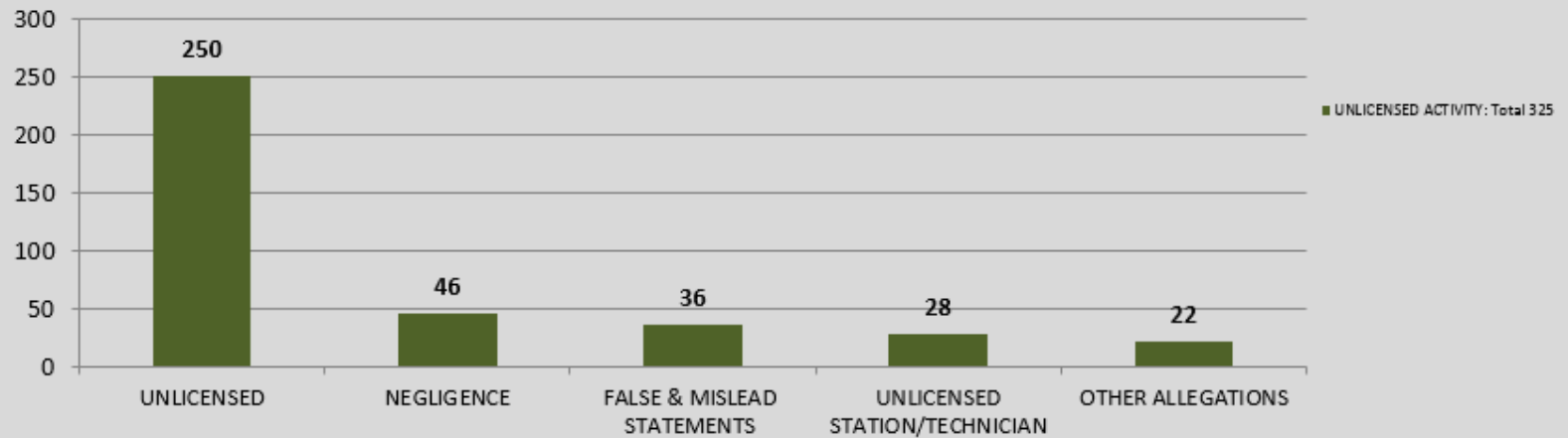


**FY 2016-17 VEHICLE WARRANTY: Total 366\***

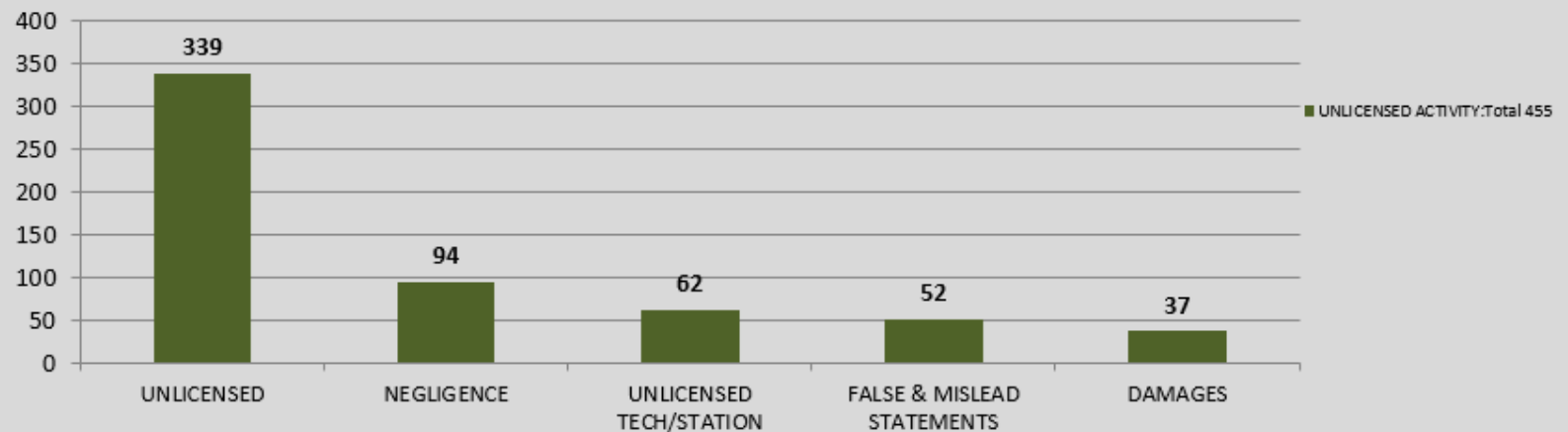


# COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

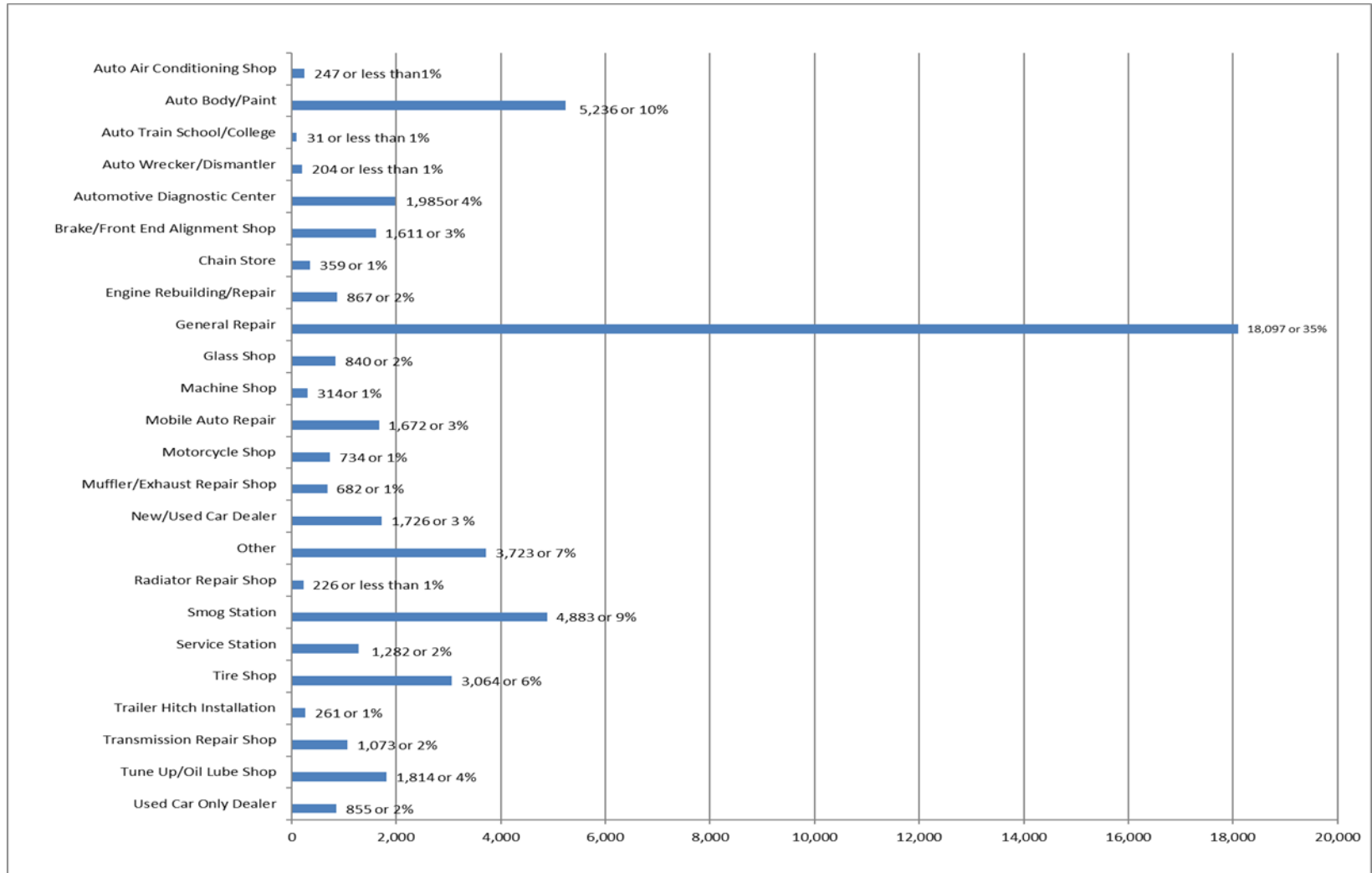
**FY 2017-18 UNLICENSED ACTIVITY: Total 325\***



**FY 2016-17 UNLICENSED ACTIVITY: Total 455\***



# PRIMARY BUSINESS TYPE AS OF JUNE 2018



# AUTO BODY INSPECTION PROGRAM STATISTICS

<b>FY 2017-18</b>	
<b>Total Inspections Requested</b>	<b>280</b>
<b>Total Inspections Conducted</b>	<b>188</b>
<b>Total Complaints Filed</b>	<b>89</b>
<b>FY 2016-17</b>	
<b>Total Inspections Requested</b>	<b>272</b>
<b>Total Inspections Conducted</b>	<b>208</b>
<b>Total Complaints Filed</b>	<b>119</b>

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# QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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Bureau of Automotive Repair

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Rancho Cordova, CA 95670

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