
ENFORCEMENT STATISTICS UPDATE

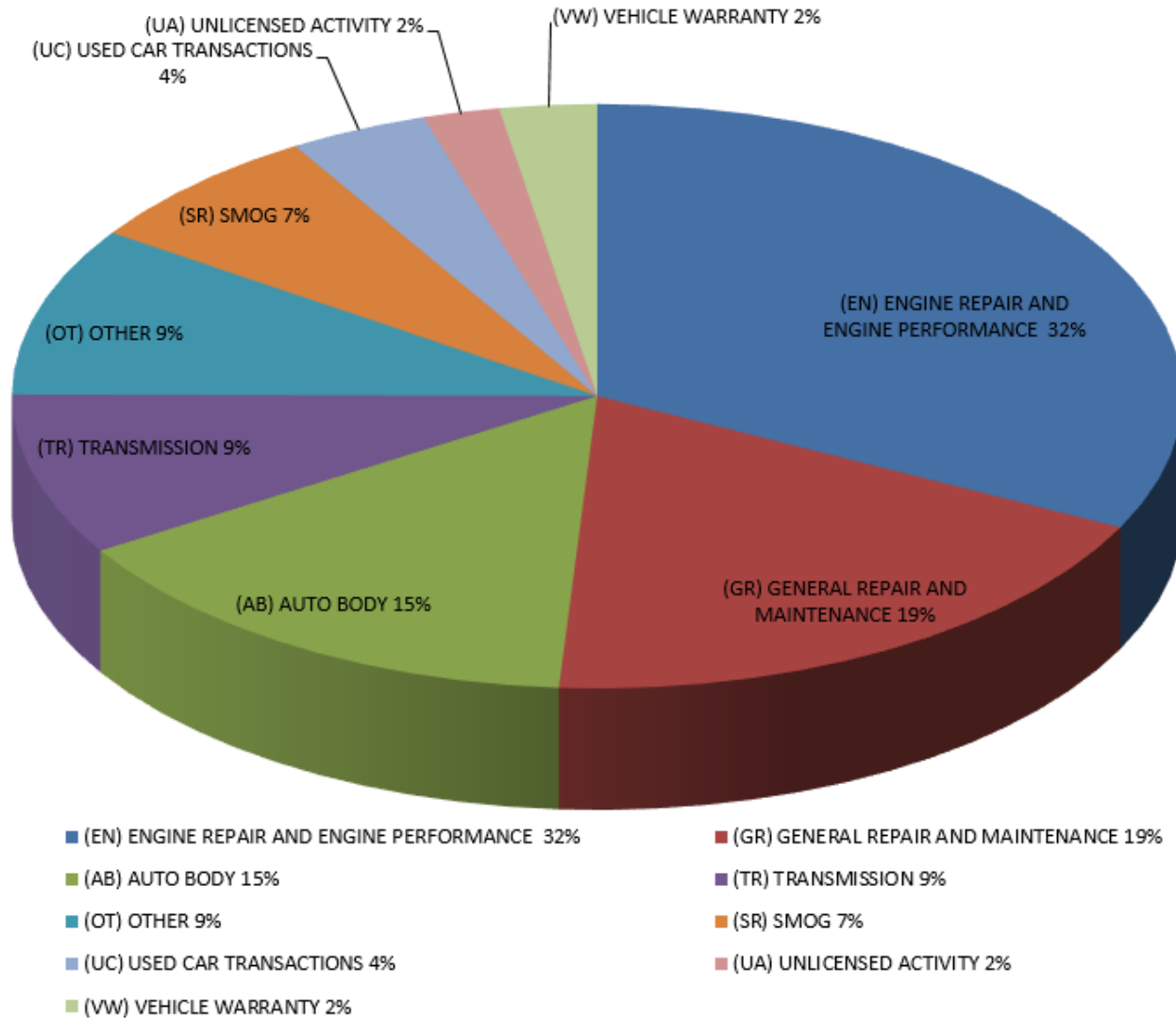
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS
ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
OCTOBER 18, 2018

SLIDE TITLE



TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	60
CO	COOLING SYSTEM	91
ED	ENGINE DIAGNOSIS	169
EL	ELECTRICAL	160
EN	ENGINE OVERHAUL/REPLACEMENT	162
ER	ENGINE REPAIR	428
FL	FLUSHING	5
FS	FUEL SYSTEM	40
MS	MACHINE SHOP	0
TU	TUNE UP	18

OTHER		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	0
BO	BOAT REPAIR	5
LC	LAMP CERTIFICATION	3
LS	LIEN SALE/STORAGE CHARGES	16
MC	MOTORCYCLE REPAIR	23
OT	OTHER	162
PS	PART SALE	30
SF	STORAGE FEES	16
TO	TOWING	20
UP	UPHOLSTERY	12
WR	REPAIR WARRANTY	40

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	77
BR	BRAKES	105
DT	DRIVE TRAIN	57
EX	EXHAUST	19
GR	GENERAL REPAIR	13
LU	LUBE/OIL CHANGE	138
SU	SUSPENSION/STEERING	149
TW	TIRES/WHEELS	93

UA	UNLICENSED ACTIVITY	74
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	500
GL	AUTO GLASS	27

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	277
MT	MANUAL TRANS/CLUTCH	36

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	2
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	24
ET	EMISSION TEST PROCEDURE	4
EW	EMISSIONS WARRANTY	5
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
IX	NOX FAILURES	0
RF	REFEREE	1
RO	REPAIR ONLY (SMOG)	2
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	4
SN	STATION	13
SR	SMOG REPAIR	37
SS	ILLEGAL SMOG/CAR SALE	28
ST	SMOG TEST PROCEDURES	109
TE	TEST ONLY	7
TN	TECHNICIAN	0
VT	VISUAL SMOG TEST PROCEDURE	4

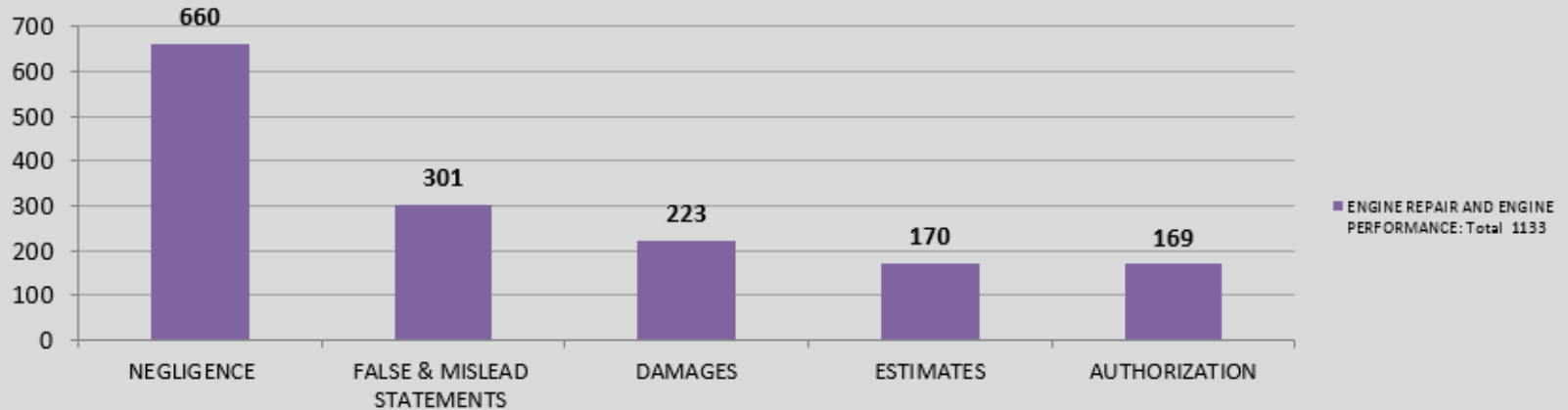
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	134
VW	VEHICLE WARRANTY	74
NC	NEW CAR/LEMON LAW	20

ALLEGATIONS

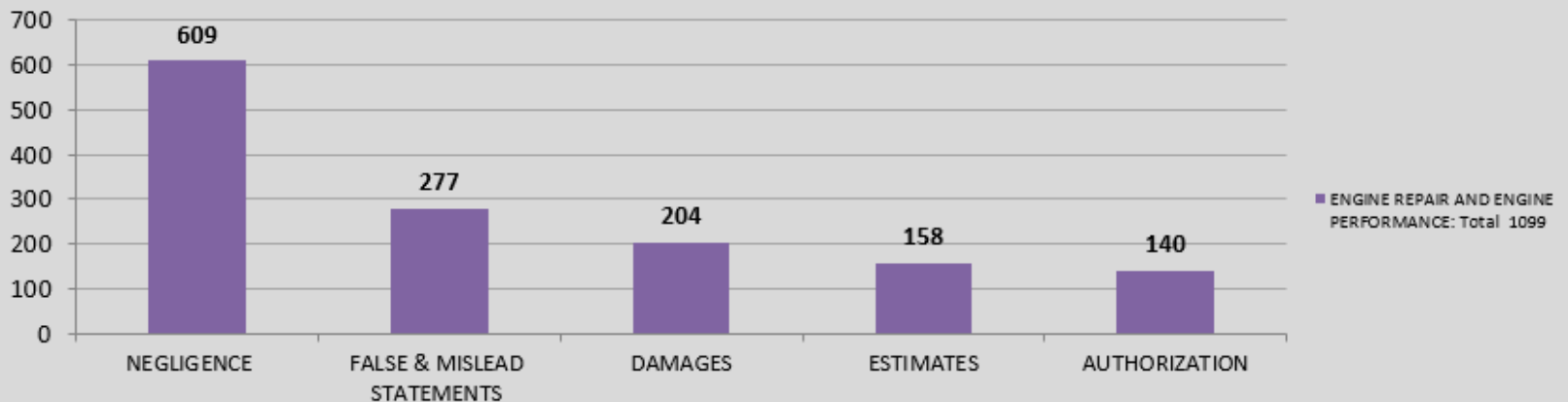
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2018-19 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 1133*

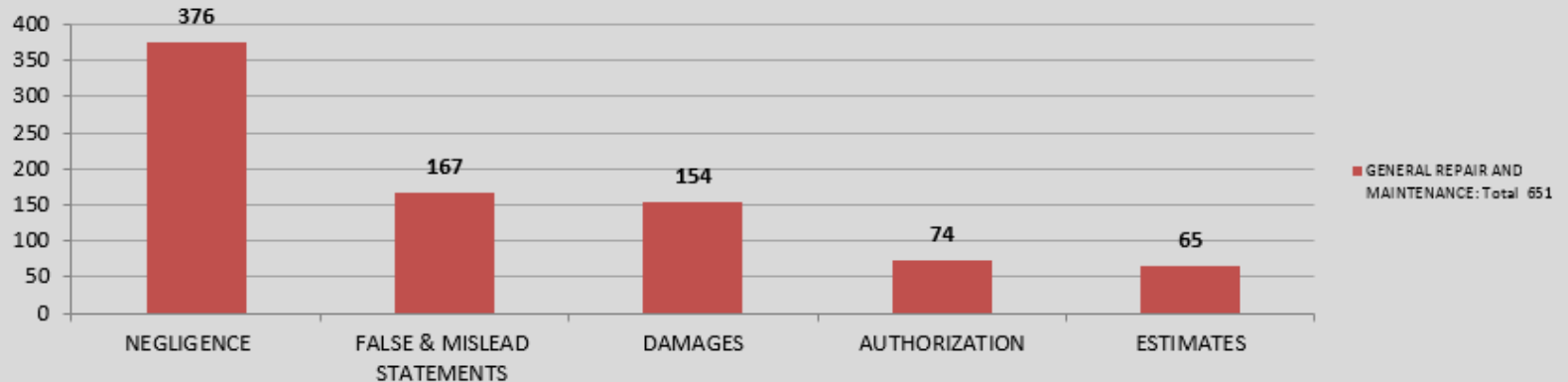


FY 2017-18 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 1099*

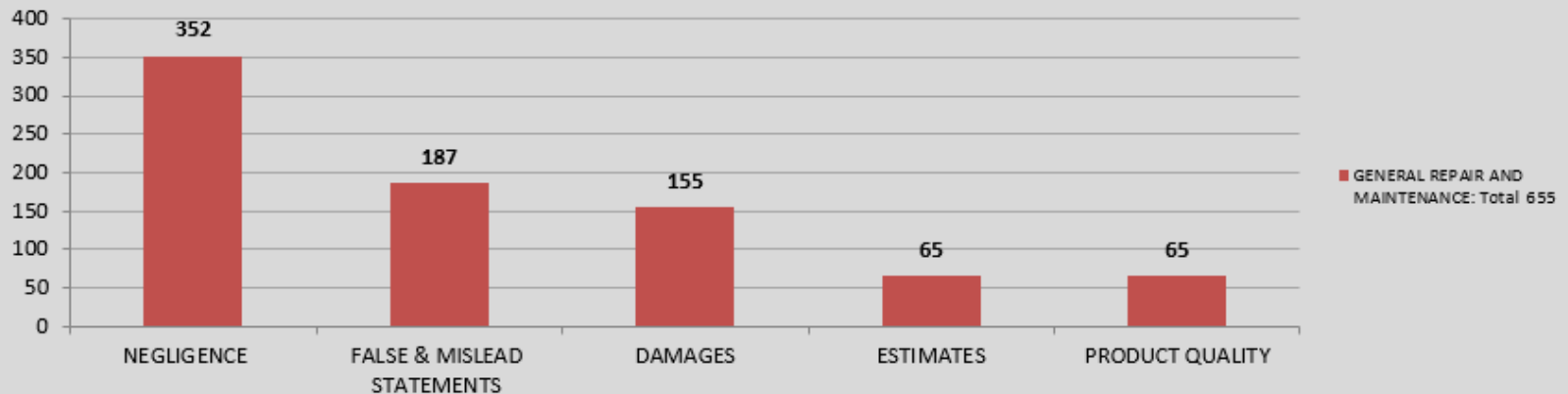


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

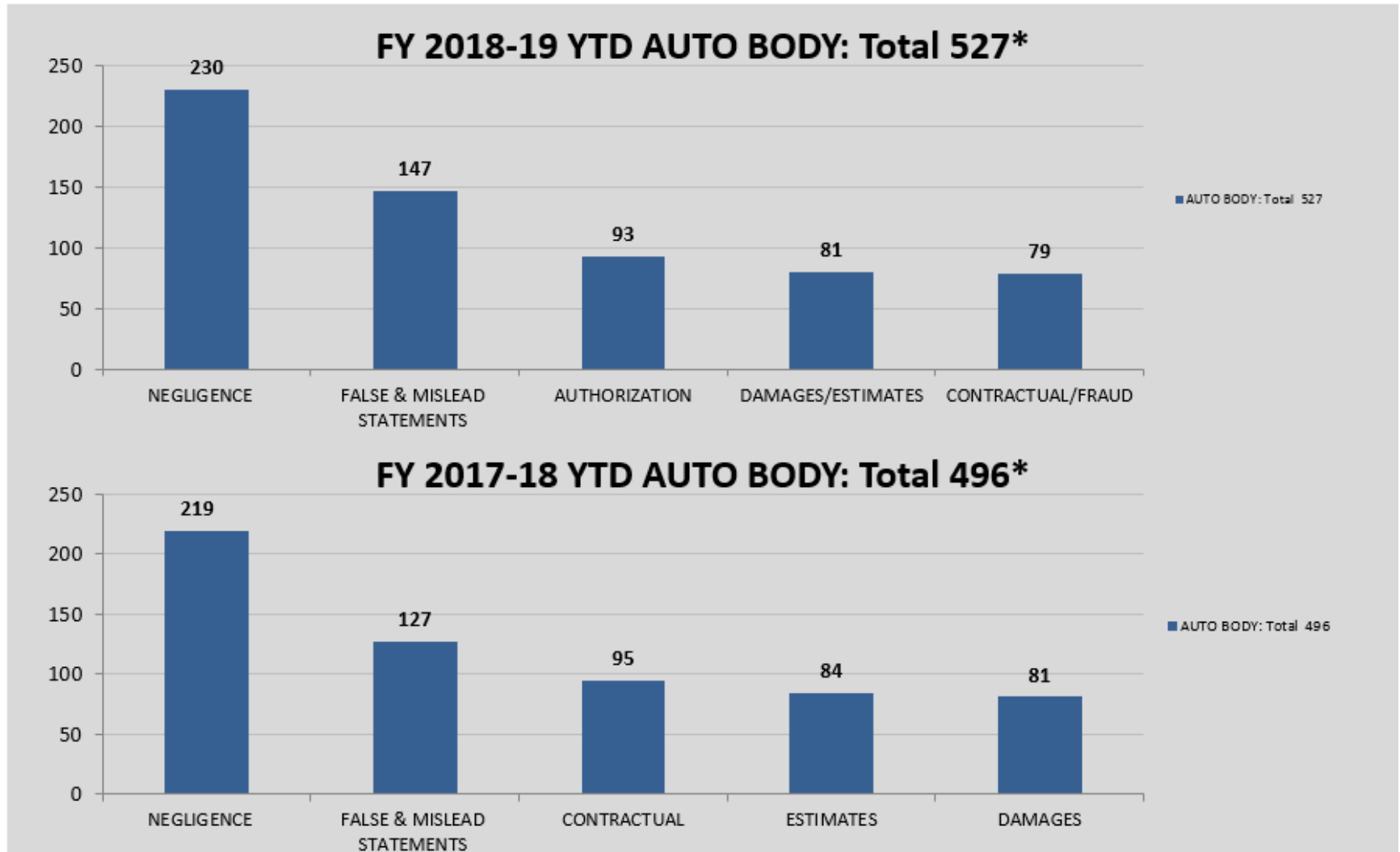
FY 2018-19 YTD GENERAL REPAIR & MAINTENANCE: Total 651*



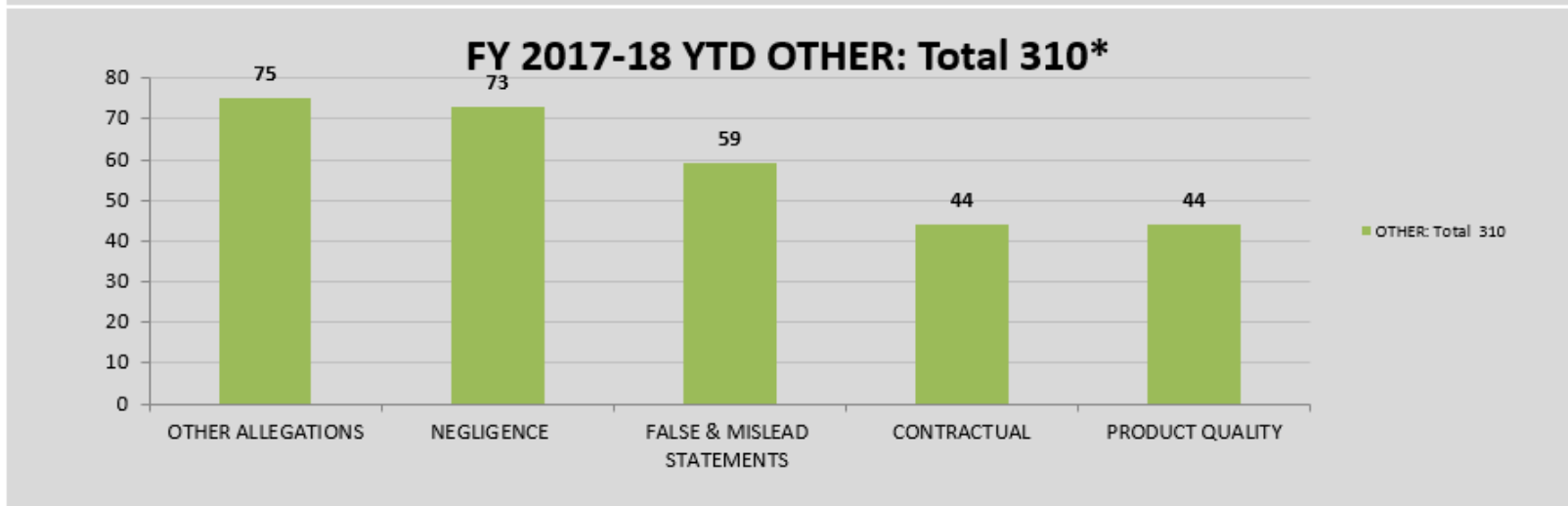
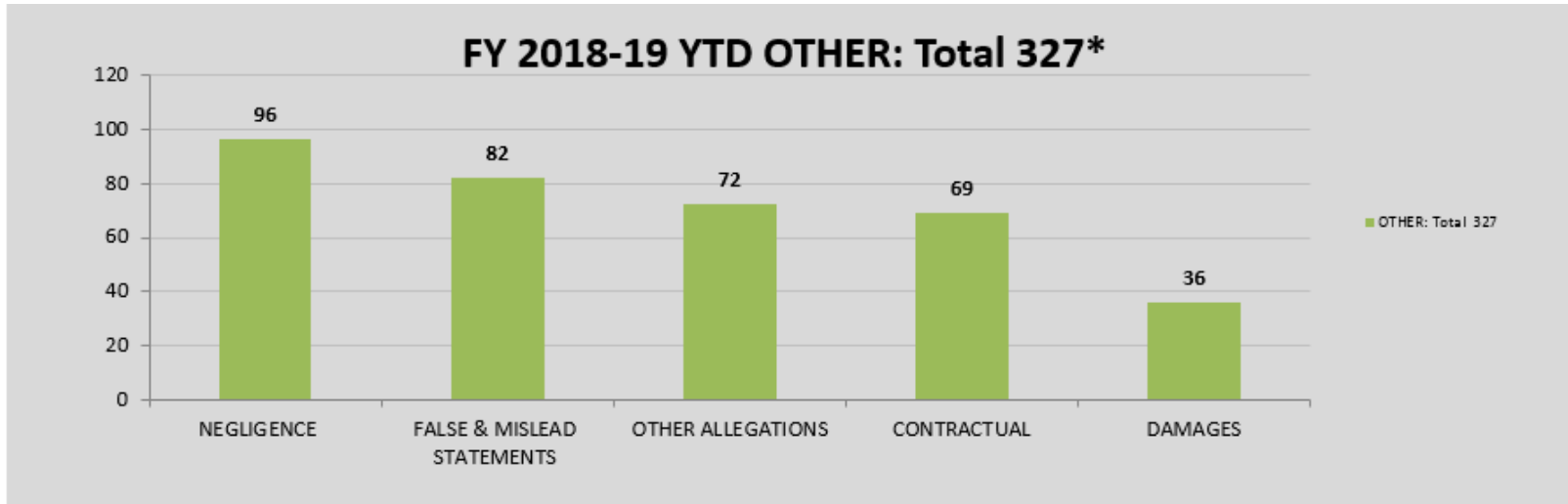
FY 2017-18 YTD GENERAL REPAIR & MAINTENANCE: Total 655*



COMPLAINT ALLEGATIONS – AUTO BODY

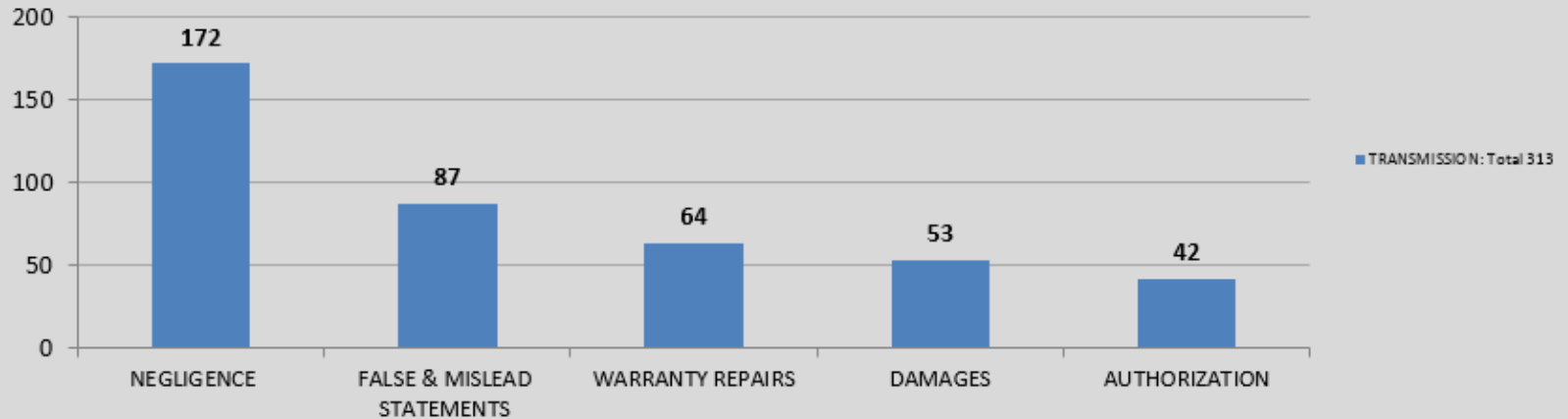


COMPLAINT ALLEGATIONS - OTHER

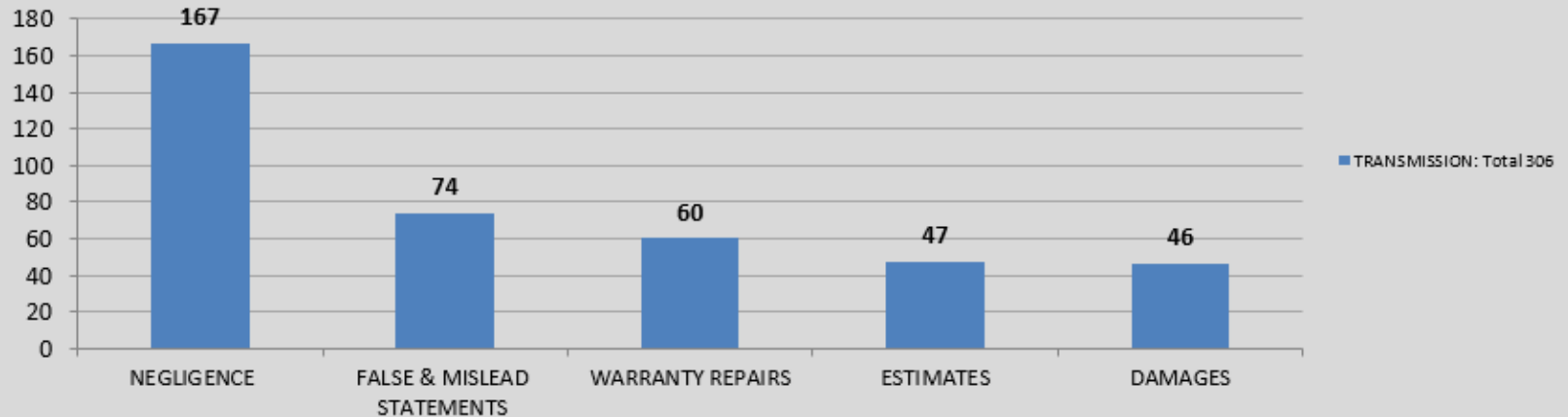


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2018-19 YTD TRANSMISSION: Total 313*

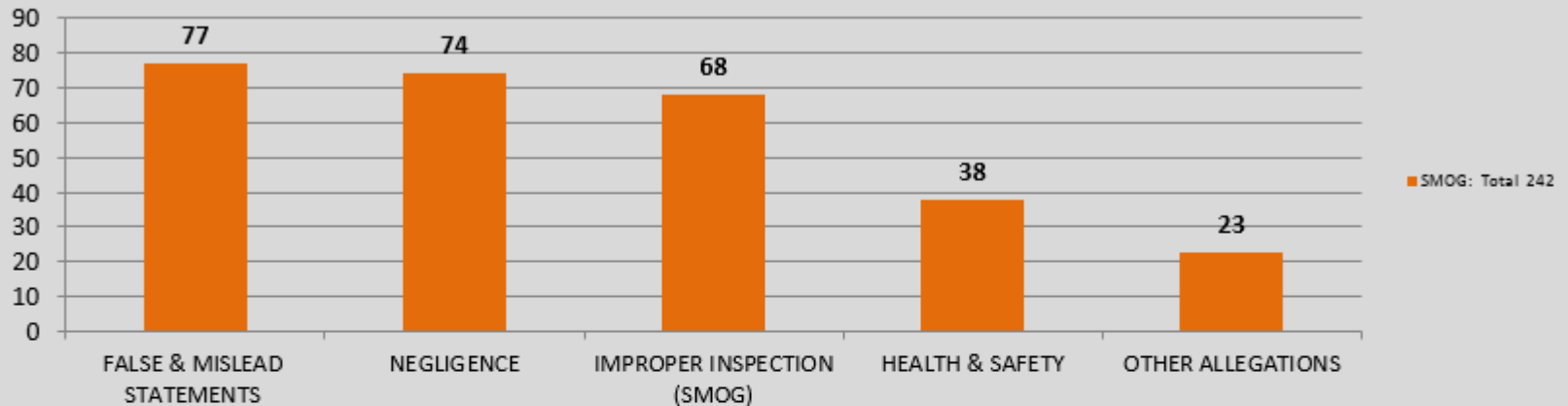


FY 2017-18 YTD TRANSMISSION: Total 306*

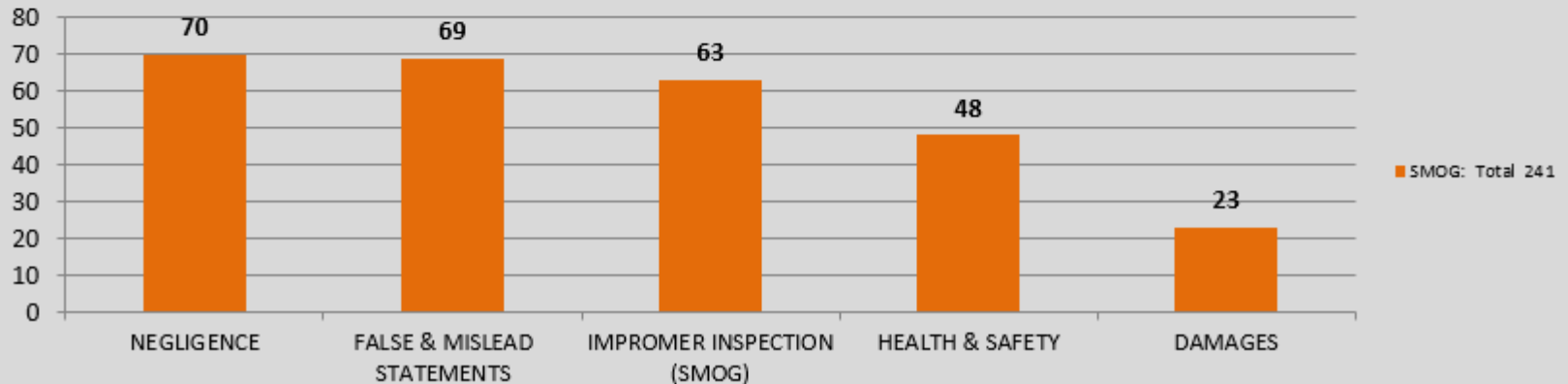


COMPLAINT TRENDS - SMOG

FY 2018-19 YTD SMOG: Total 242*

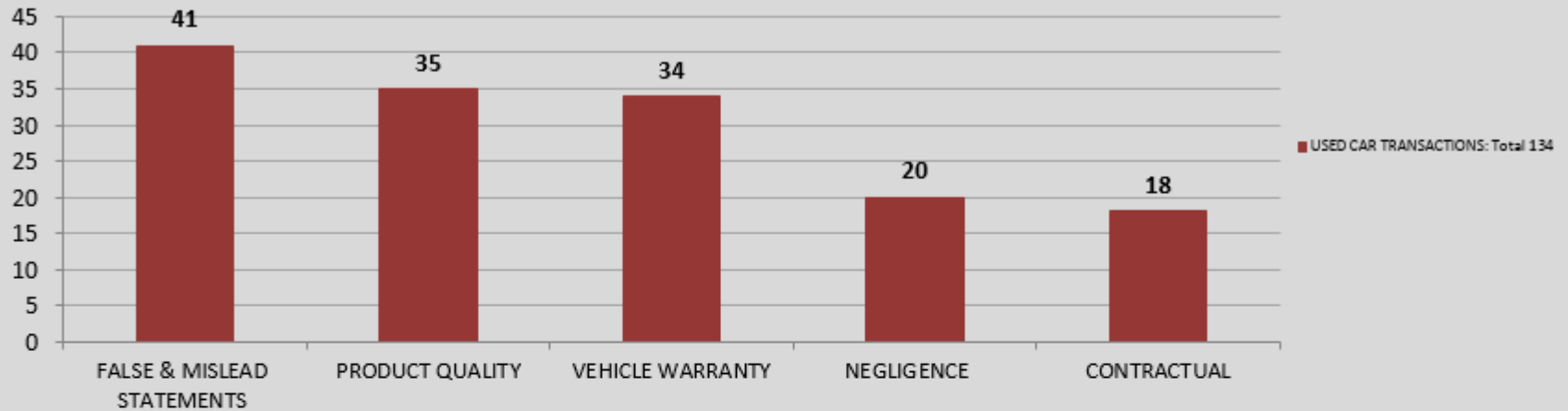


FY 2017-18 YTD SMOG: Total 241*

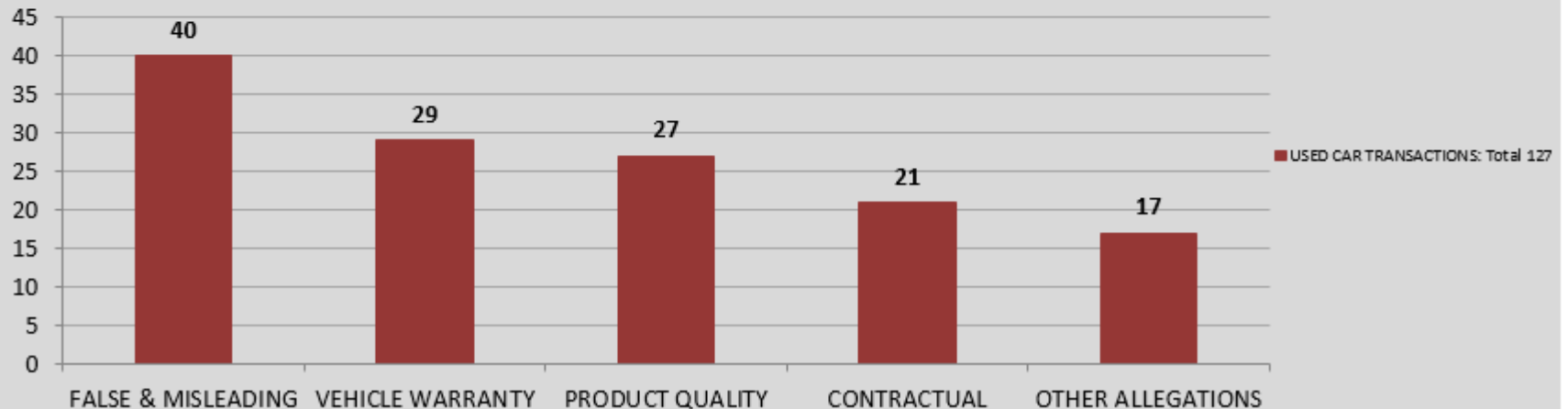


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2018-19 YTD USED CAR TRANSACTIONS: Total 134*

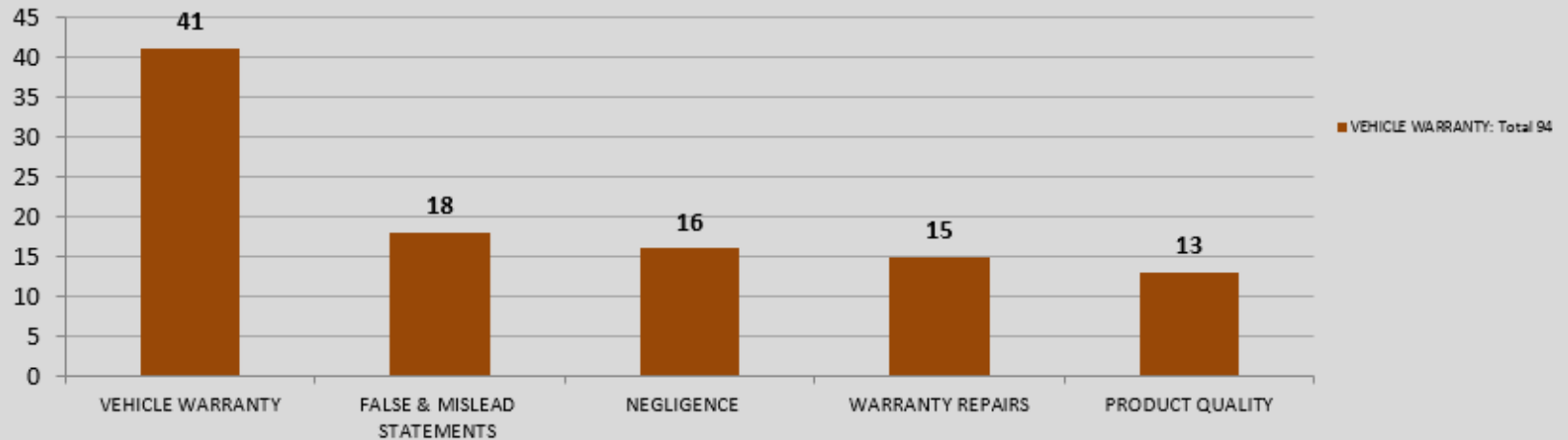


FY 2017-18 YTD USED CAR TRANSACTIONS: Total 127*

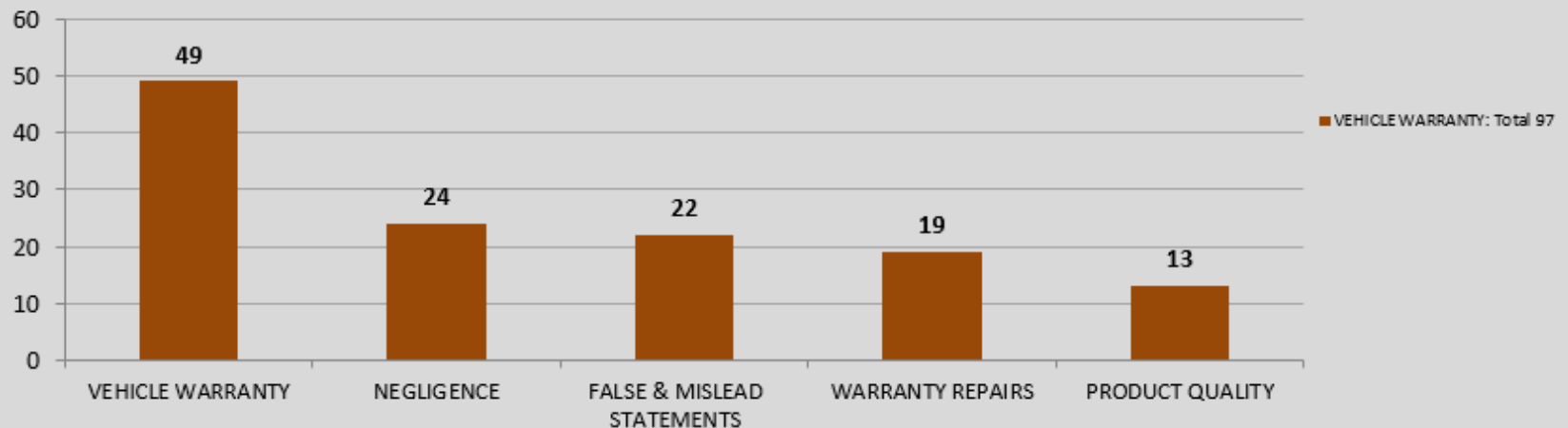


COMPLAINT ALLEGATIONS – VEHICLE WARRANTY

FY 2018-19 YTD VEHICLE WARRANTY: Total 94*

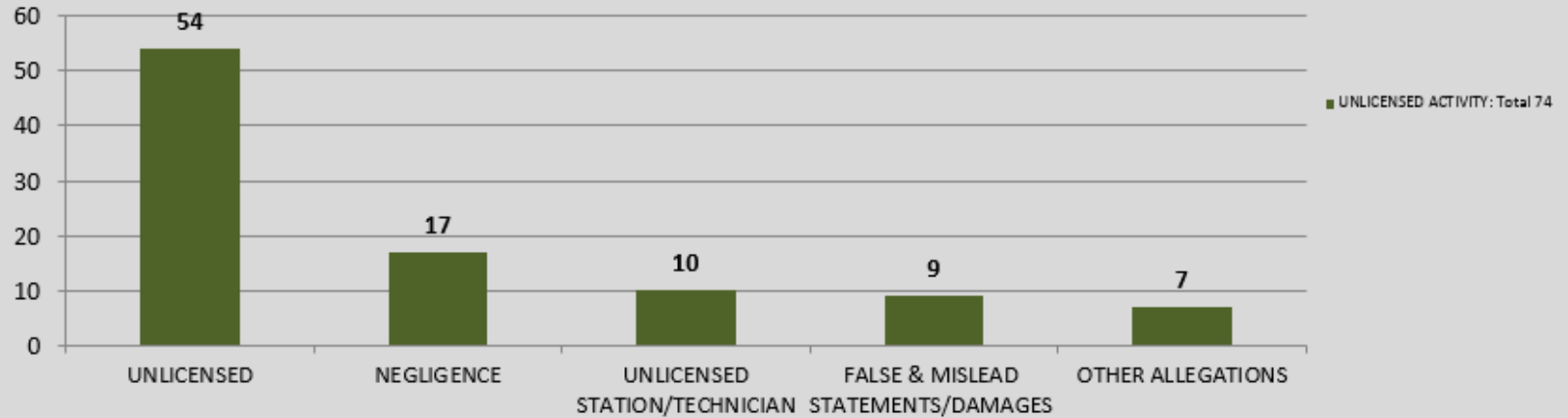


FY 2017-18 YTD VEHICLE WARRANTY: Total 97*

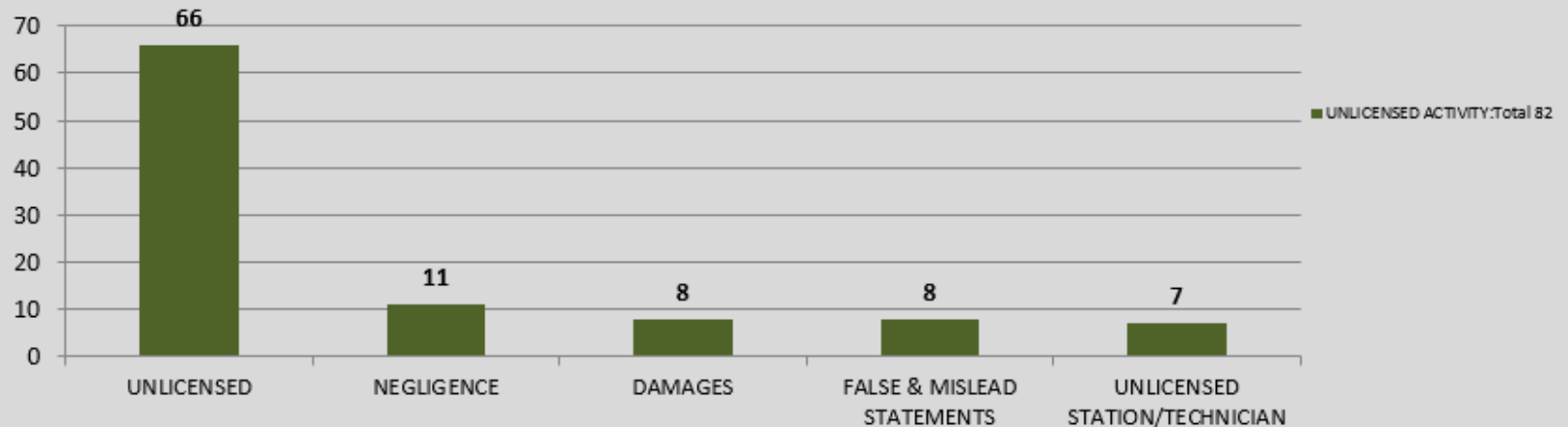


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

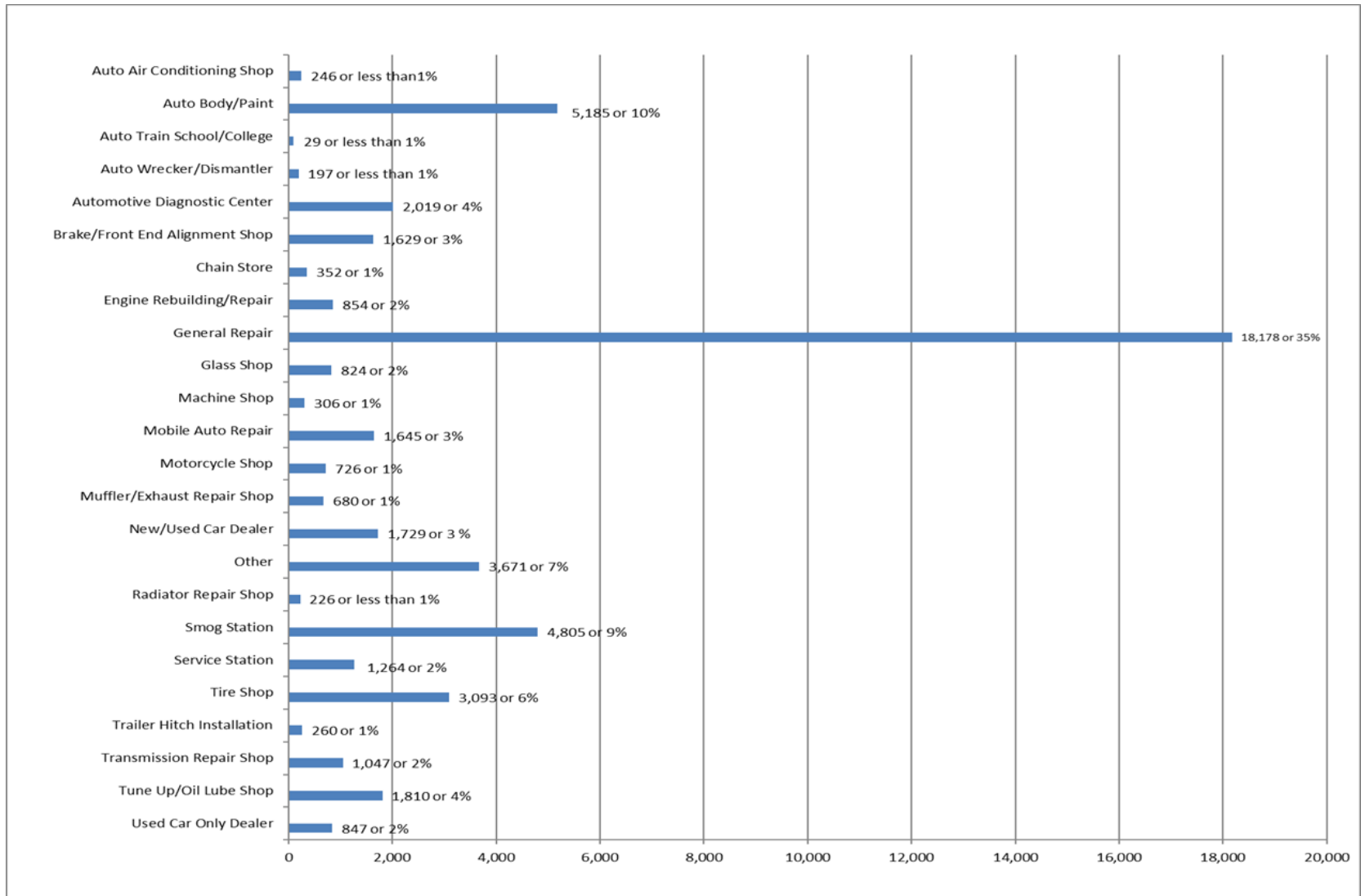
FY 2018-19 YTD UNLICENSED ACTIVITY: Total 74*



FY 2017-18 YTD UNLICENSED ACTIVITY: Total 82*



PRIMARY BUSINESS TYPE AS OF SEPTEMBER 2018



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2018-19 YTD	
Total Inspections Requested	63
Total Inspections Conducted	48
Total Complaints Filed	18
FY 2017-18 YTD	
Total Inspections Requested	76
Total Inspections Conducted	40
Total Complaints Filed	24

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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