

# Enforcement Statistics

## Fiscal Year 2023-2024 Q4

---

Patrick Lutfi  
Enforcement Operations Branch  
July 18, 2024



Bureau of Automotive Repair

# Disclaimer

The information presented in this handout is provided for informational purposes only. The Bureau of Automotive Repair makes every effort to gather accurate and reliable data. However, due to the dynamic nature of the reporting process, the data is subject to change and may vary depending on the specific time the report was generated. Therefore, it should be noted differences may exist between this reported data and other sources. Users are advised to exercise discernment when analyzing this report.

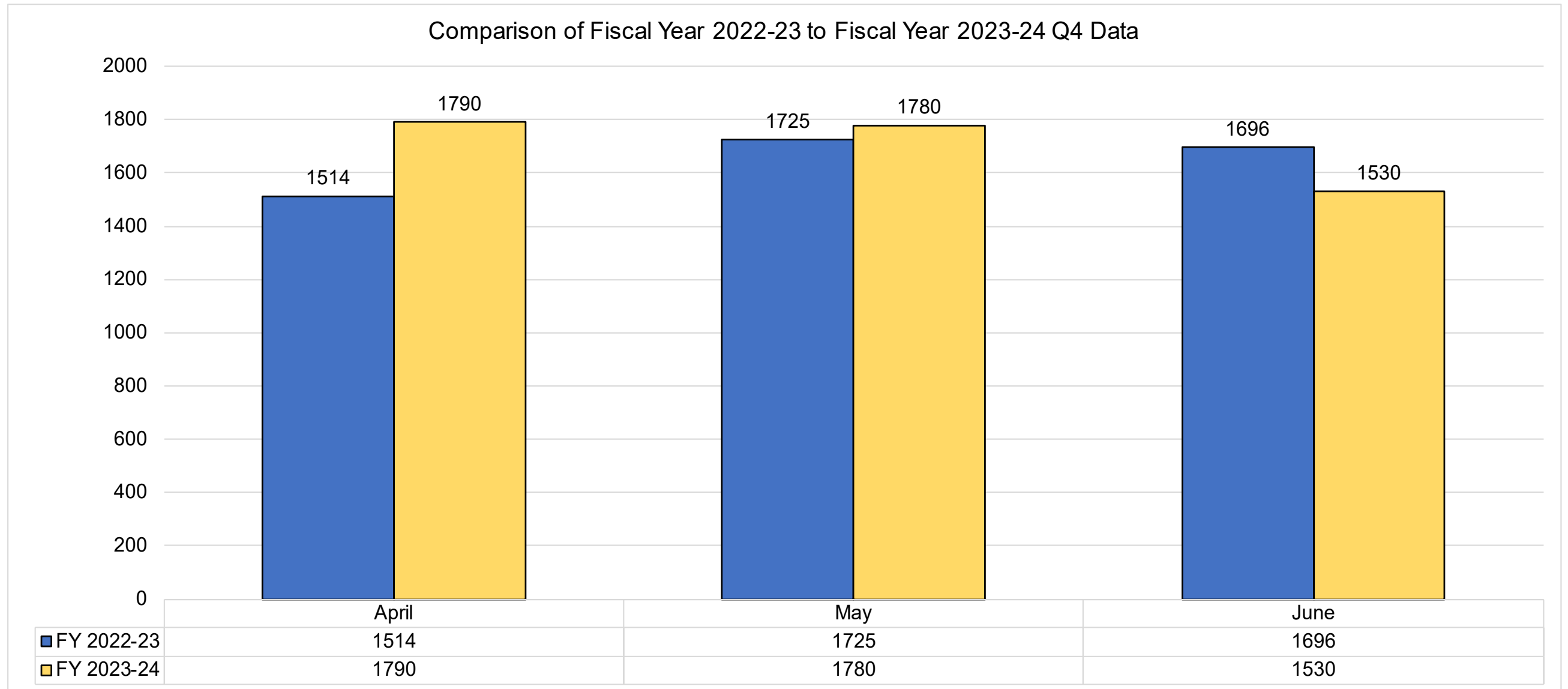
# Enforcement Performance Measures

The California Department of Consumer Affairs (DCA) collects, analyzes, and reports various types of enforcement statistics to track the department's efficacy at managing the consumer complaint process. The [Enforcement Performance Measures](#) categories are:

- PM1 - Total number of complaints received during the reporting period including BAR investigations
- PM2 - Average number of days from receipt of a complaint to assignment to an investigator (BAR goal is 10 days)
- PM3 - Average number of days to investigate and close a case not resulting in formal discipline (goal is 60 days)
- PM4 - Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
- PM7 - Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
- PM8 - Average number of days from a confirmed probation violation to taking the appropriate action (goal is 10 days)

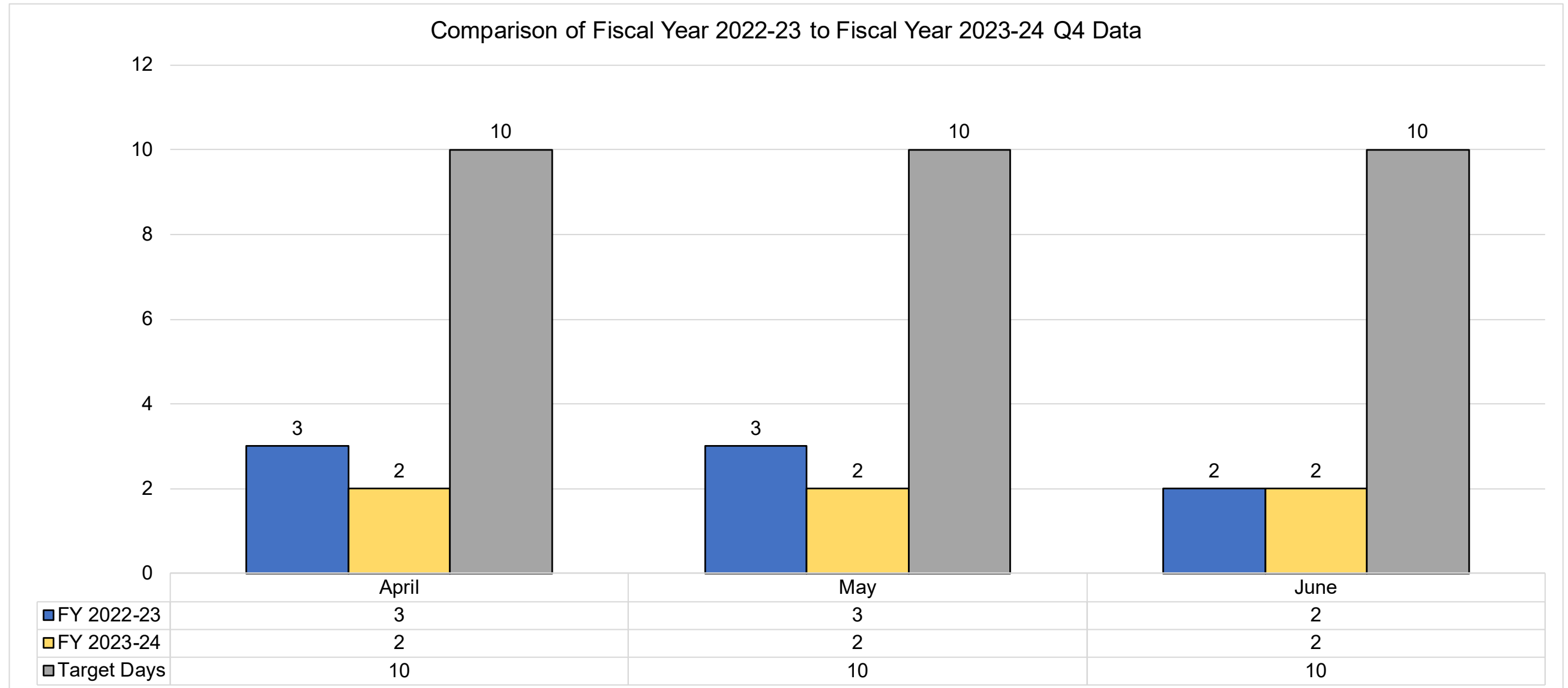
# Performance Measure 1 - Complaint Volume

Total number of complaints received during the reporting period including BAR investigations



# Performance Measure 2 - Complaint Assignment

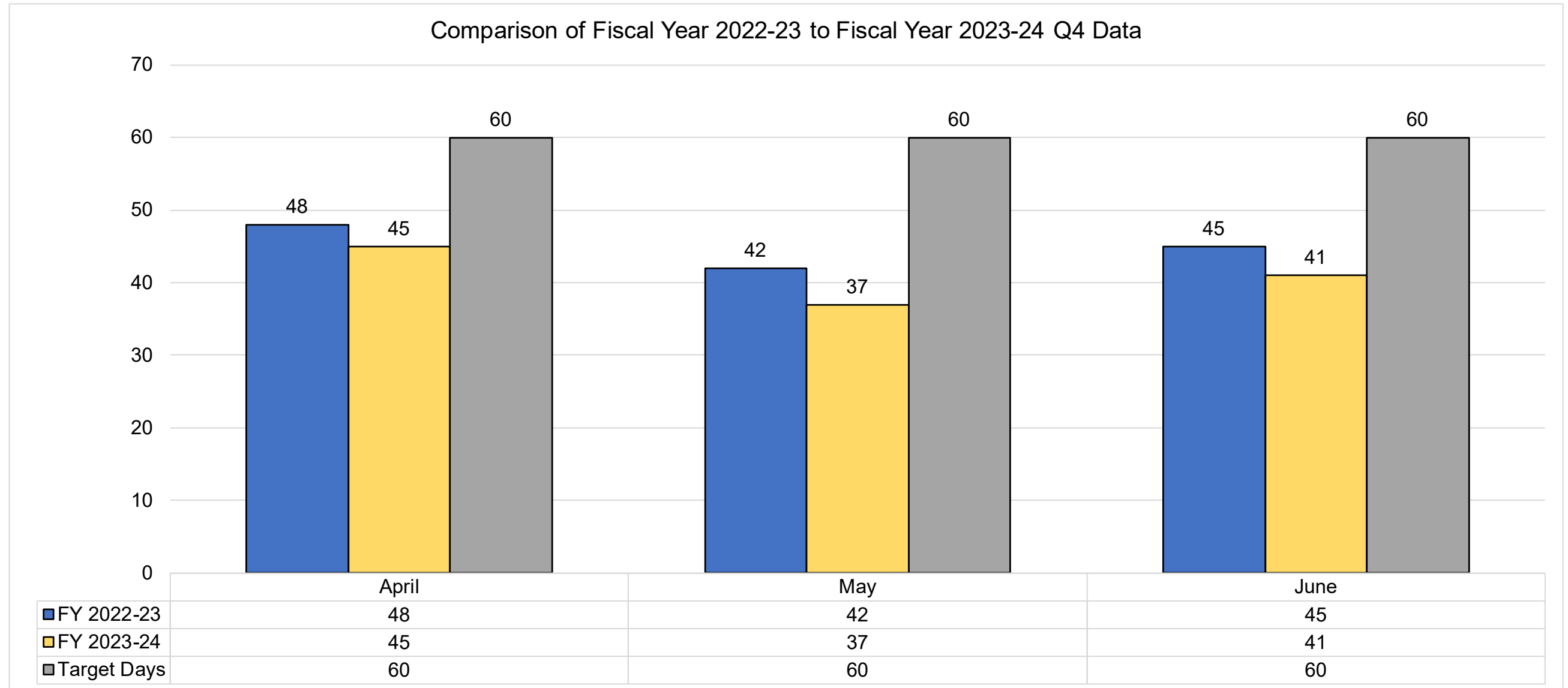
Average number of days from receipt of a complaint to assignment to an investigator\*



\*BAR goal is 10 days

# Performance Measure 3 - Complaint Cycle Time

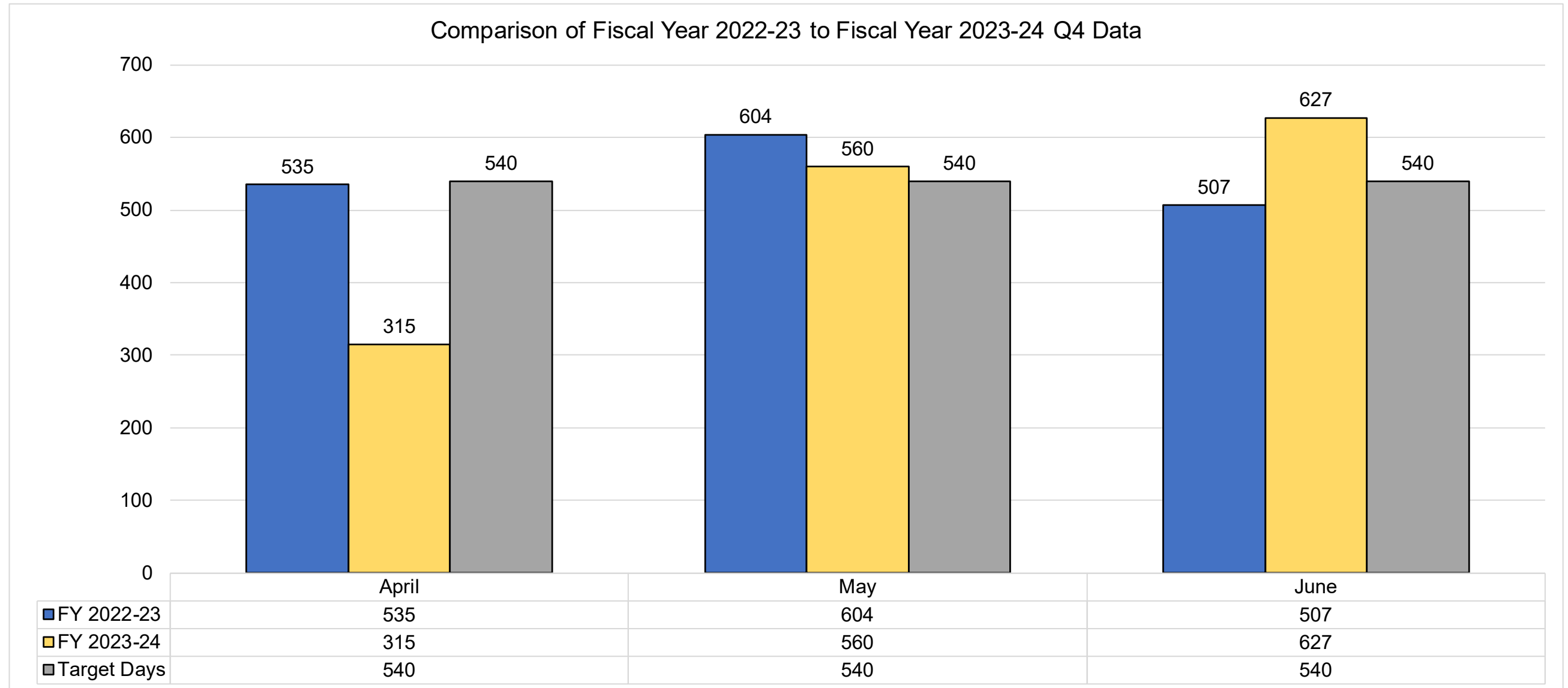
Average number of days to investigate and close a case not resulting in formal discipline\*



\*BAR goal is 60 days

# Performance Measure 4 - Formal Discipline Time

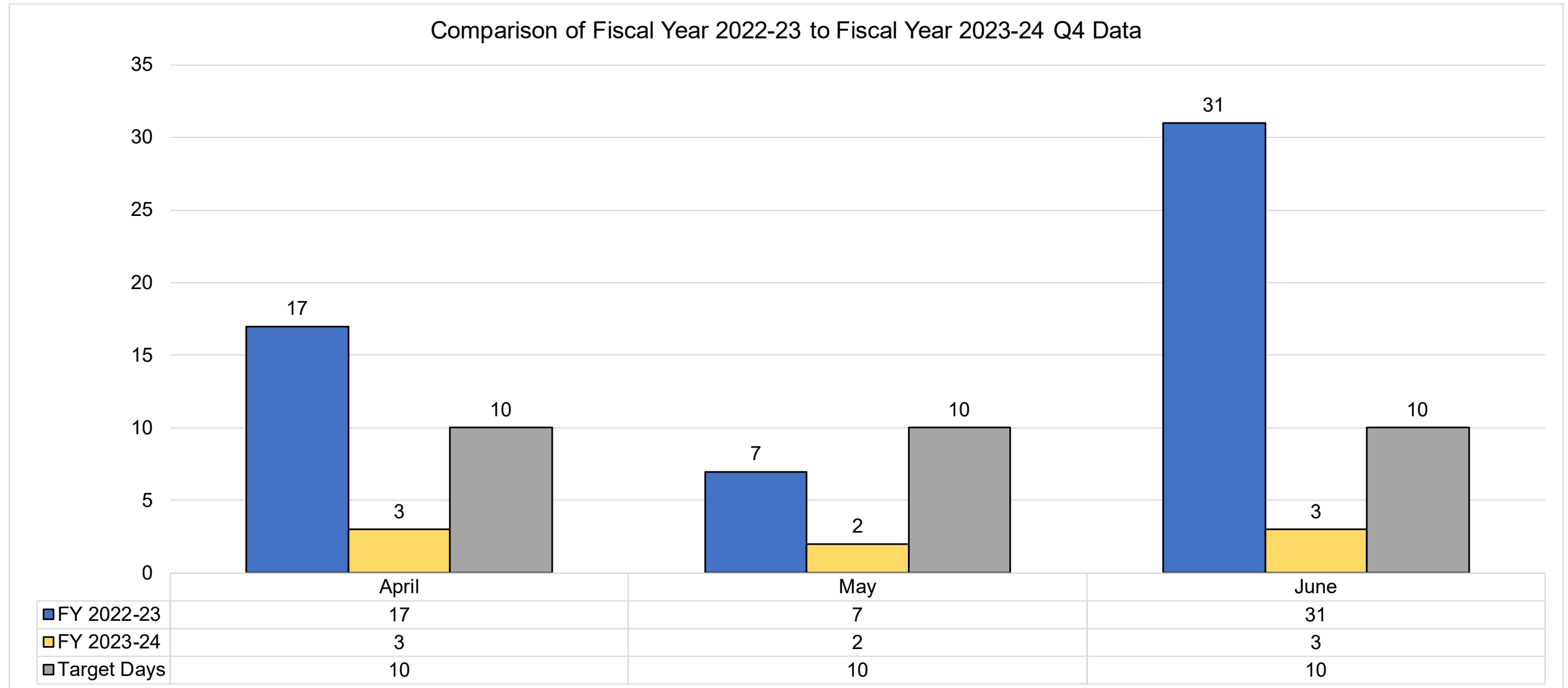
Average number of days from the opening of a formal investigation to the decision effective date\*



\*BAR goal is 540 days

# Performance Measure 7 - Probation First Contact

Average number of days from probation monitor assignment to first contact with probationer\*

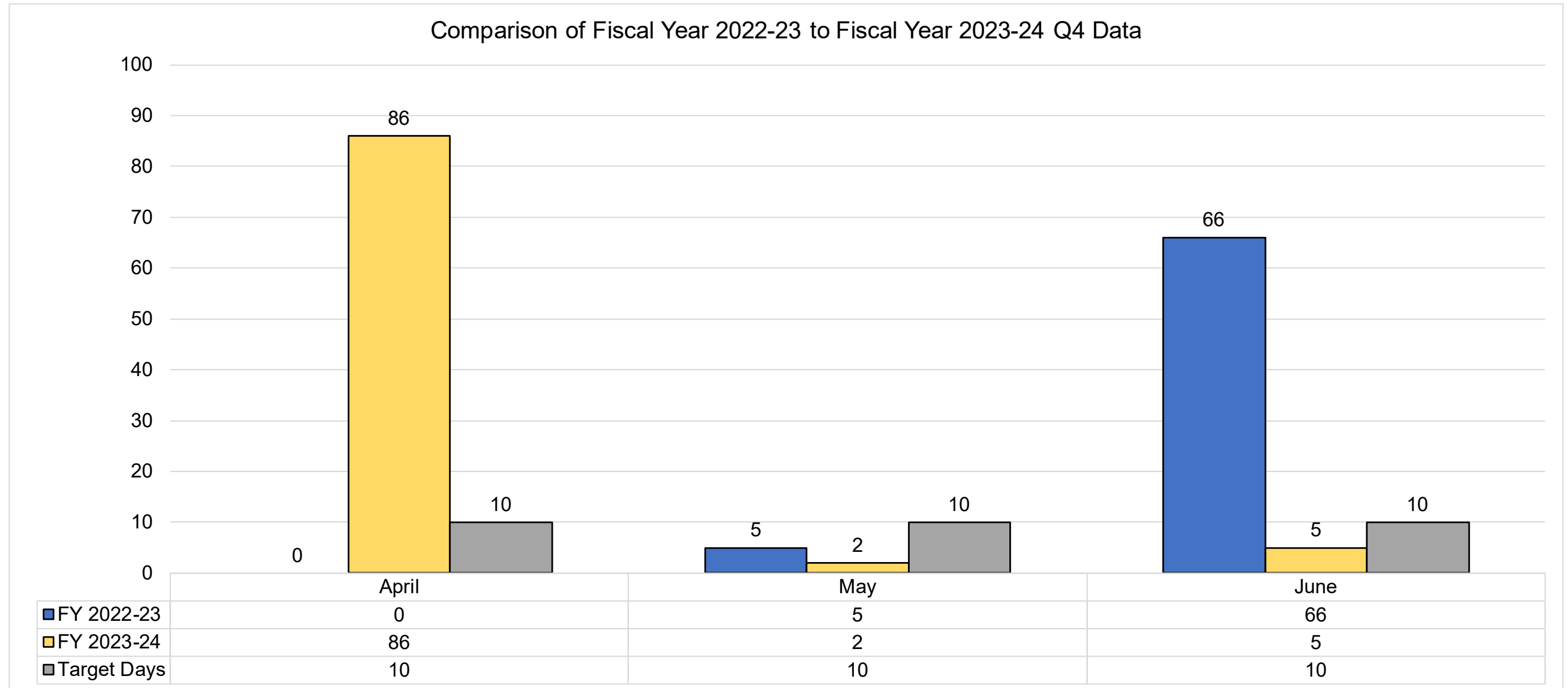


\*BAR goal is 10 days



# Performance Measure 8 - Probation Violation Response

Average number of days from a confirmed probation violation to taking the appropriate action\*



\*BAR goal is 10 days

# Complaint Category And Allegations

- As part of every complaint investigation, the complaint category and up to three (3) consumer allegations are captured and recorded in order to monitor any trends or patterns of behavior by registrants and/or licensees with BAR.
- The complaint category is based on the specific area of repair in which the consumer was originally seeking services and these specific areas are then grouped into one (1) of ten (10) general categories.
- The complaint allegations are categorized by the consumer's experienced issues during the repair transaction and the specific area in which the issues relate to the laws and/or regulations within BAR's jurisdiction.
- The top five (5) allegations for each complaint category are displayed on some subsequent slides.
  - Please note that given the unique nature of each complaint there can and almost always will be more than five (5) types of allegations per complaint category and for that same reason can change from year to year, hence separate charts for fiscal year to fiscal year comparisons.

# Complaint Category Totals

Auto Body	Number of Complaints
Auto Body	663
Auto Glass	40
<b>Total</b>	<b>703</b>

Engine Repair and Engine Performance	Number of Complaints
Computer Controls	53
Cooling System	96
Engine Diagnosis	268
Electrical	229
Engine Overhaul / Replacement	156
Engine Repair	578
Flushing	6
Fuel System	50
Machine Shop	2
Tune-Up	17
<b>Total</b>	<b>1455</b>

General Repair and Maintenance	Number of Complaints
Air Conditioning / Heat	49
Brakes	136
Drive Train	63
Exhaust	39
General Repair	10
Lube / Oil Change	174
Suspension / Steering	118
Tires / Wheels	103
<b>Total</b>	<b>692</b>

Smog	Number of Complaints
Clean Gassing	0
Clean Piping	0
Clean Tanking	0
Clean Plugging	0
Delinquent Citation	0
Exhaust System (Smog)	34
Emission Test Procedure	7
Emissions Warranty	7
Functional Test Procedure	2
Gorss Polluter	1
NOX Failures	1
Referee	0
Repair Only (Smog)	0
Sublet (Smog)	6
Smog Cost Limit	1
Station	3
Smog Repair	51
Illegal Smog / Car Sale	36
Smog Test Procedures	83
Test Only	14
Technician	0
Visual Smog Check Procedure	5
Zero Emission Vehicle	3
<b>Total</b>	<b>254</b>

Towing and Storage	Number of Complaints
Lien Sales / Storage Charges	22
Storage Fees	56
Towing	48
<b>Total</b>	<b>126</b>

Transmission	Number of Complaints
Automatic Transmission	273
Manual Transmission / Clutch	25
<b>Total</b>	<b>298</b>

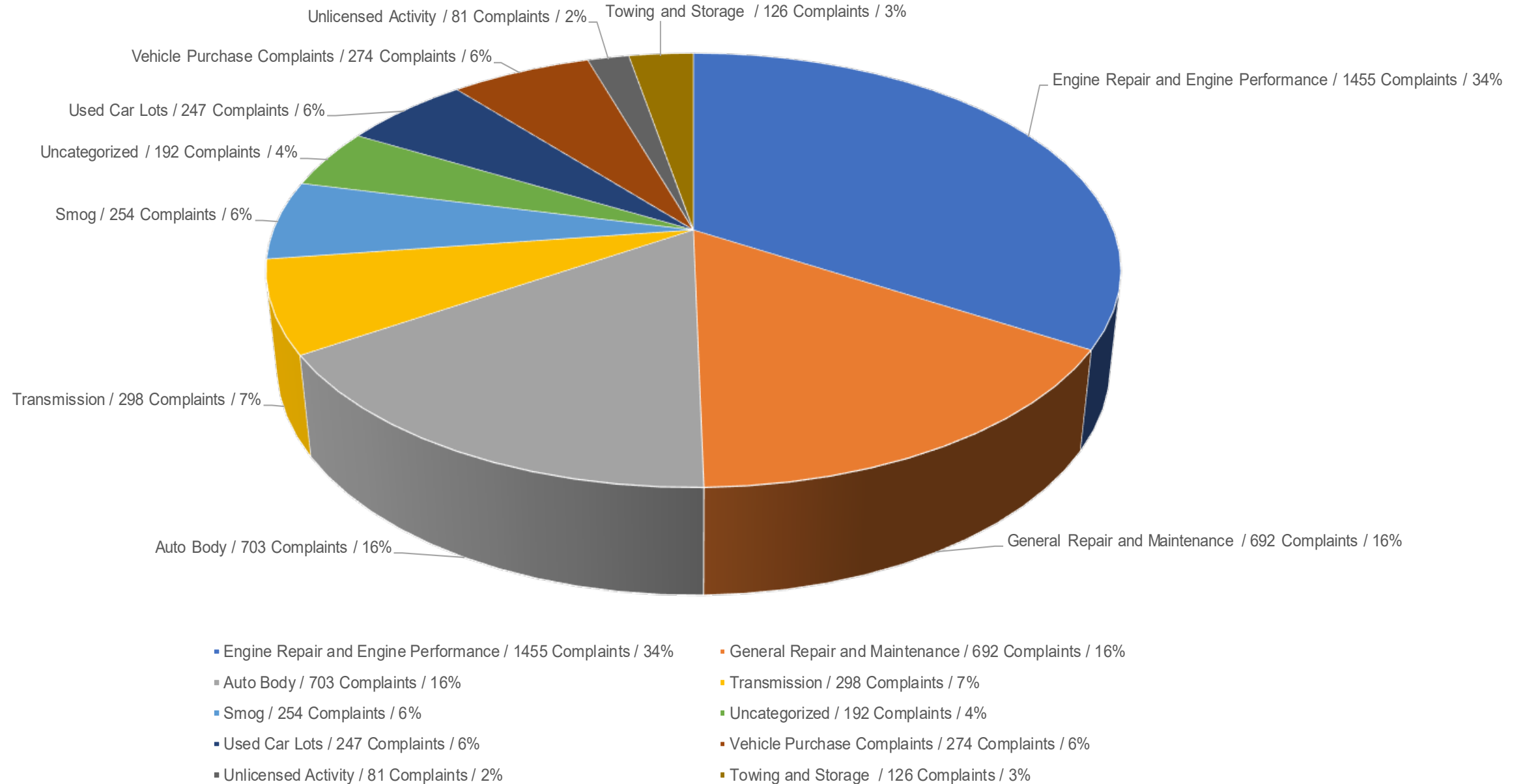
Uncategorized	Number of Complaints
Brake Certification	1
Boat Repair	2
Ignition Inerlock Device	4
Lamp Certification	2
Motorcycle Repair	26
Other	93
Part Sale	52
Upholstery	12
<b>Total</b>	<b>192</b>

Unlicensed Activity	Number of Complaints
Unlicensed Activity	81
<b>Total</b>	<b>81</b>







































Used Car Lots	Number of Complaints
Used Car Lots	247
<b>Total</b>	<b>247</b>

Vehicle Purchase Complaints	Number of Complaints
New Car / Lemon Law	38
Vehicle Warranty	128
Repair Warranty	108
<b>Total</b>	<b>274</b>

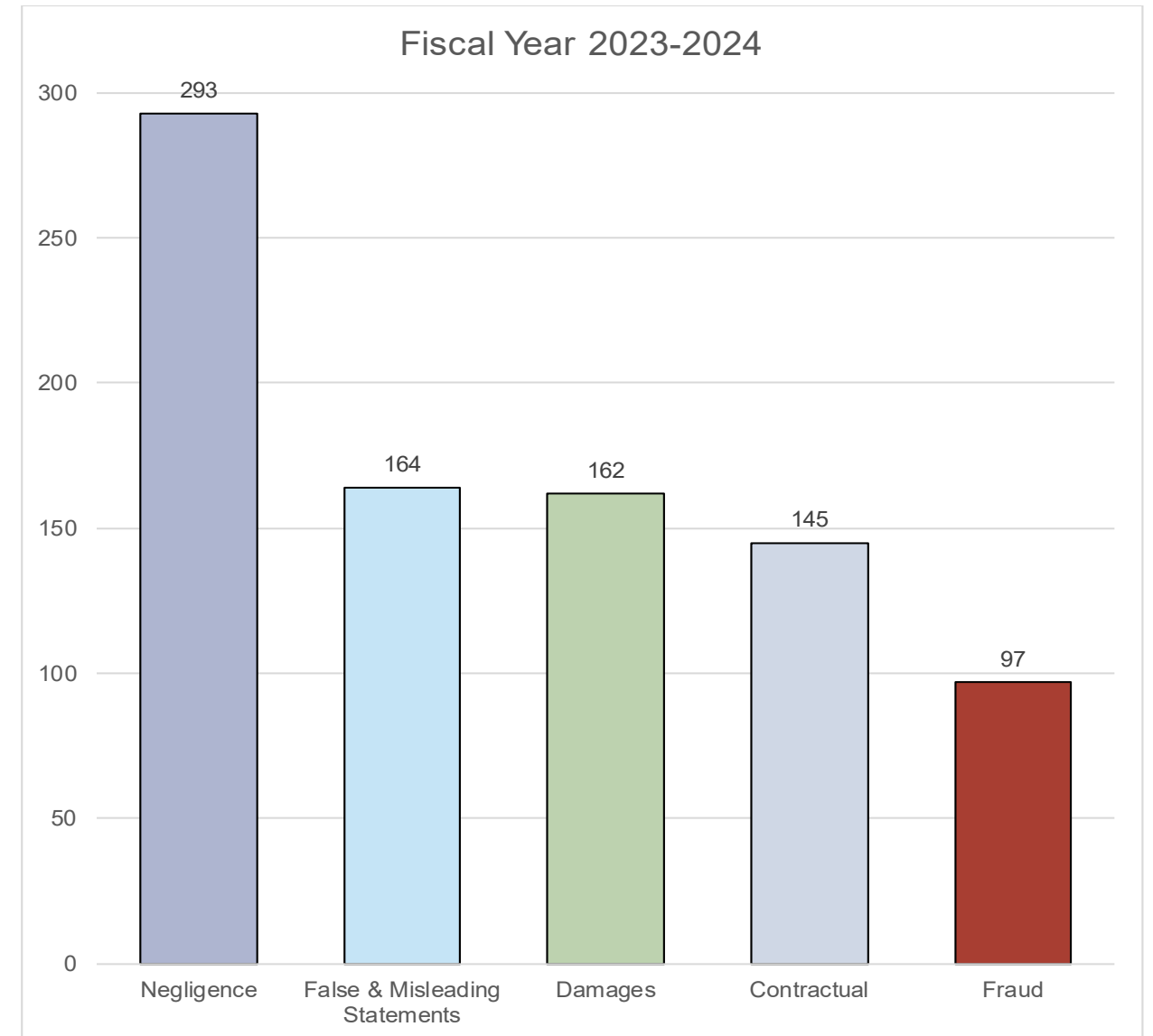
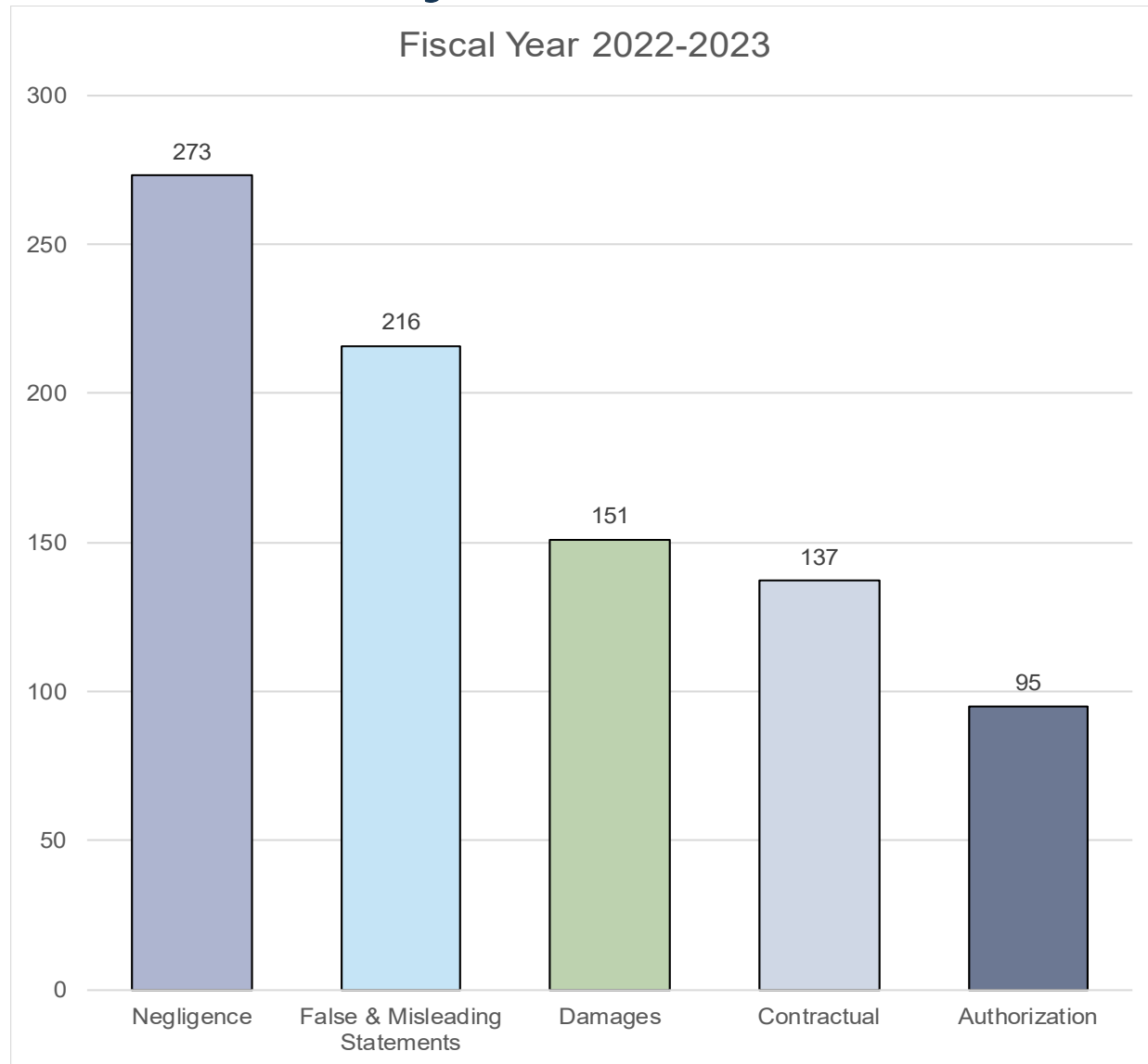
# Complaint Category Summary



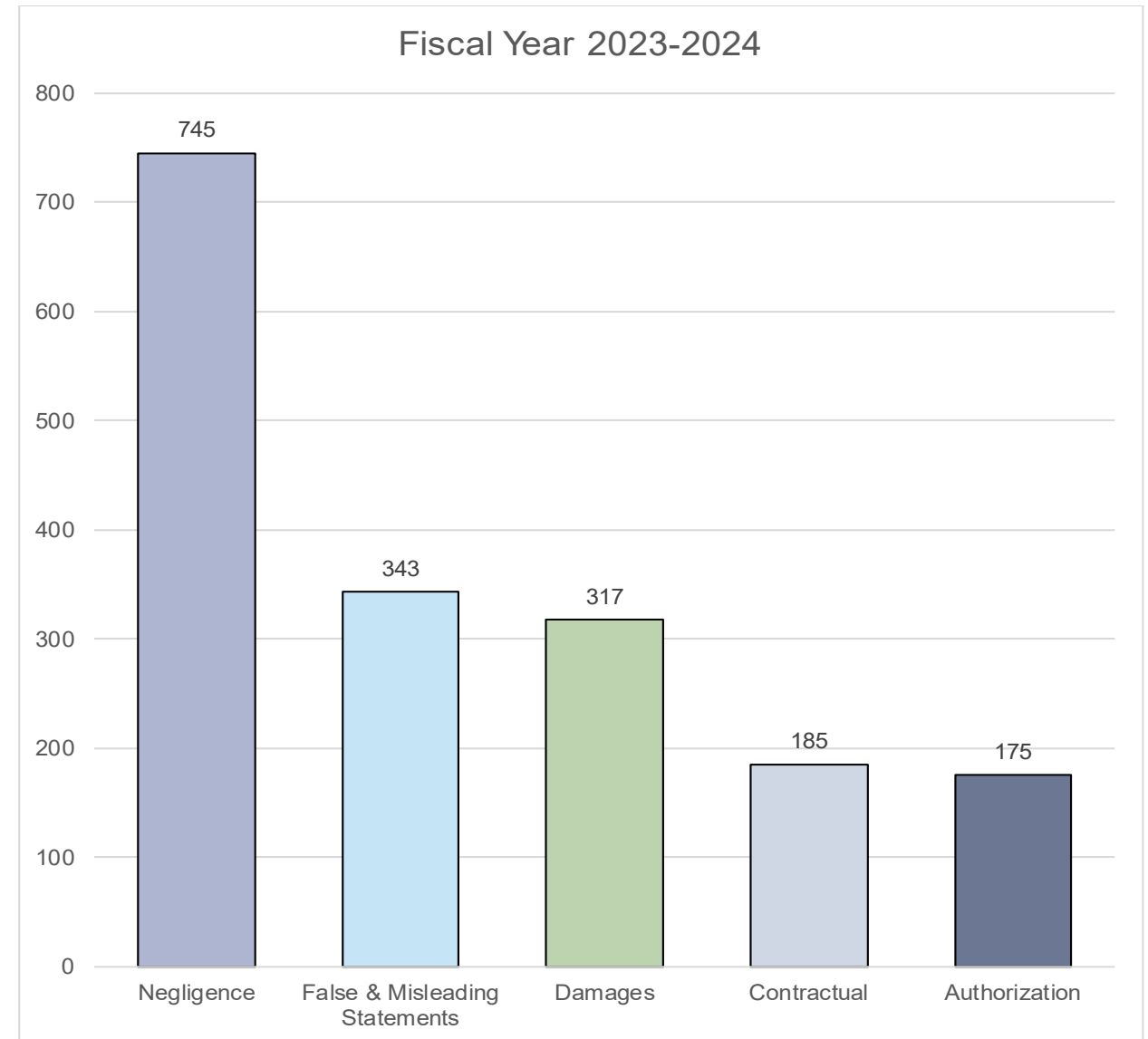
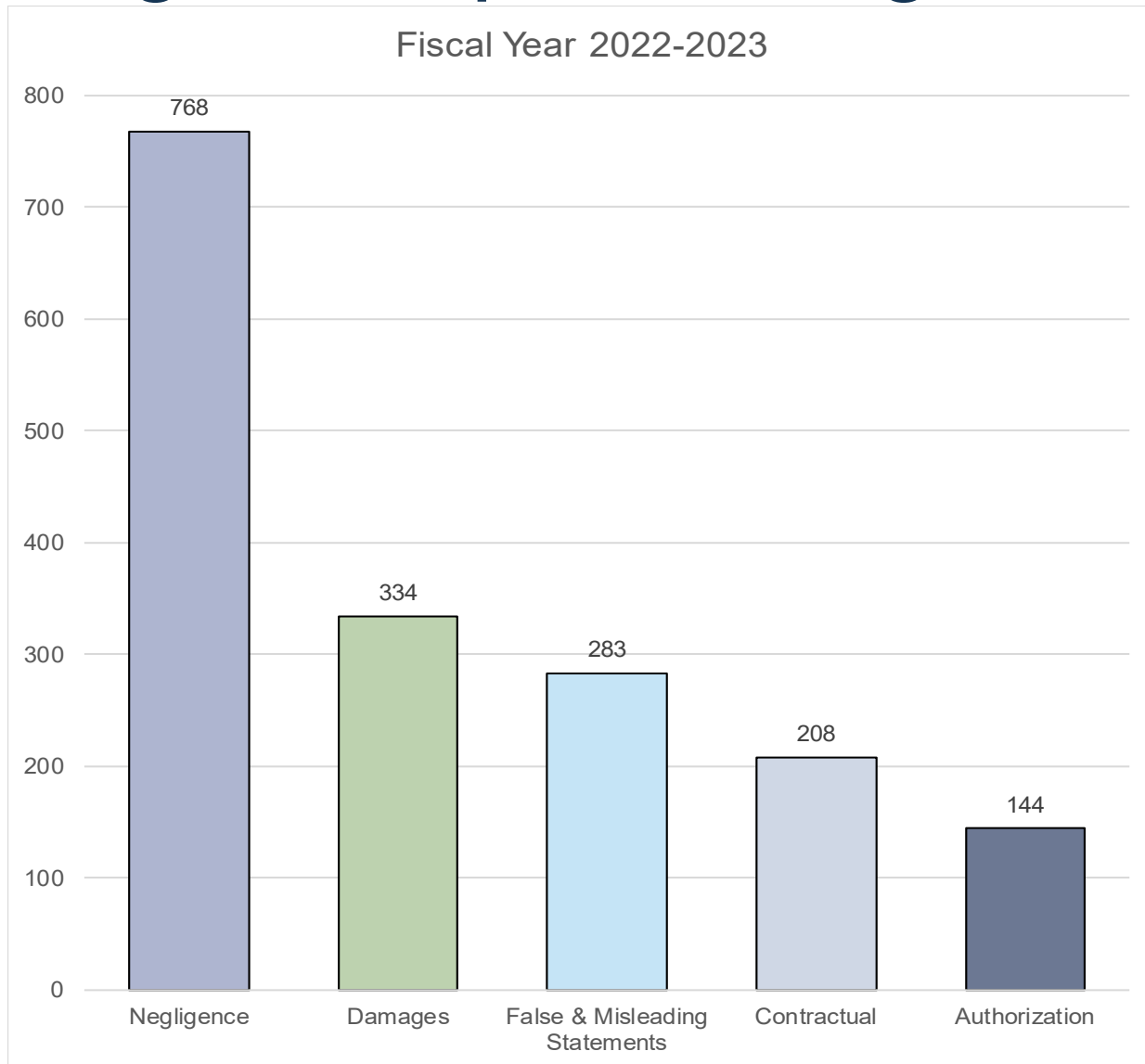
# Complaint Allegations

	False Advertising		Fraud		Product Quality
	Authorization		Gross Negligence		Repair Waiver
	Bait and Switch		General Repair		Sexual Abuse
	Incompetence/Negligence		Health & Safety		Illegal Sublet
	Contractual		Improper Smog Inspection		Illegal Storage Fees
	Clean Piping		Invoice		Test/Repair Station Req
	Clean Plugging		Illegal Lien Sale		Theft/Personal Property
	Damages		Other Allegations		Unlicensed
	Delinquent Citation		New Car/Lemon Law		Unprofessional Conduct
	Engine Failure		Non-Qualified Test/Repair		Unlicensed Station/Technician
	Smog Equipment Maintenance/Calibration		Oversell		Warranty - New/Used Vehicles
	Estimates		Actual or Potential Harm		Warranty - Repairs
	Failure To Honor a Warranty				
	False & Misleading Statements				

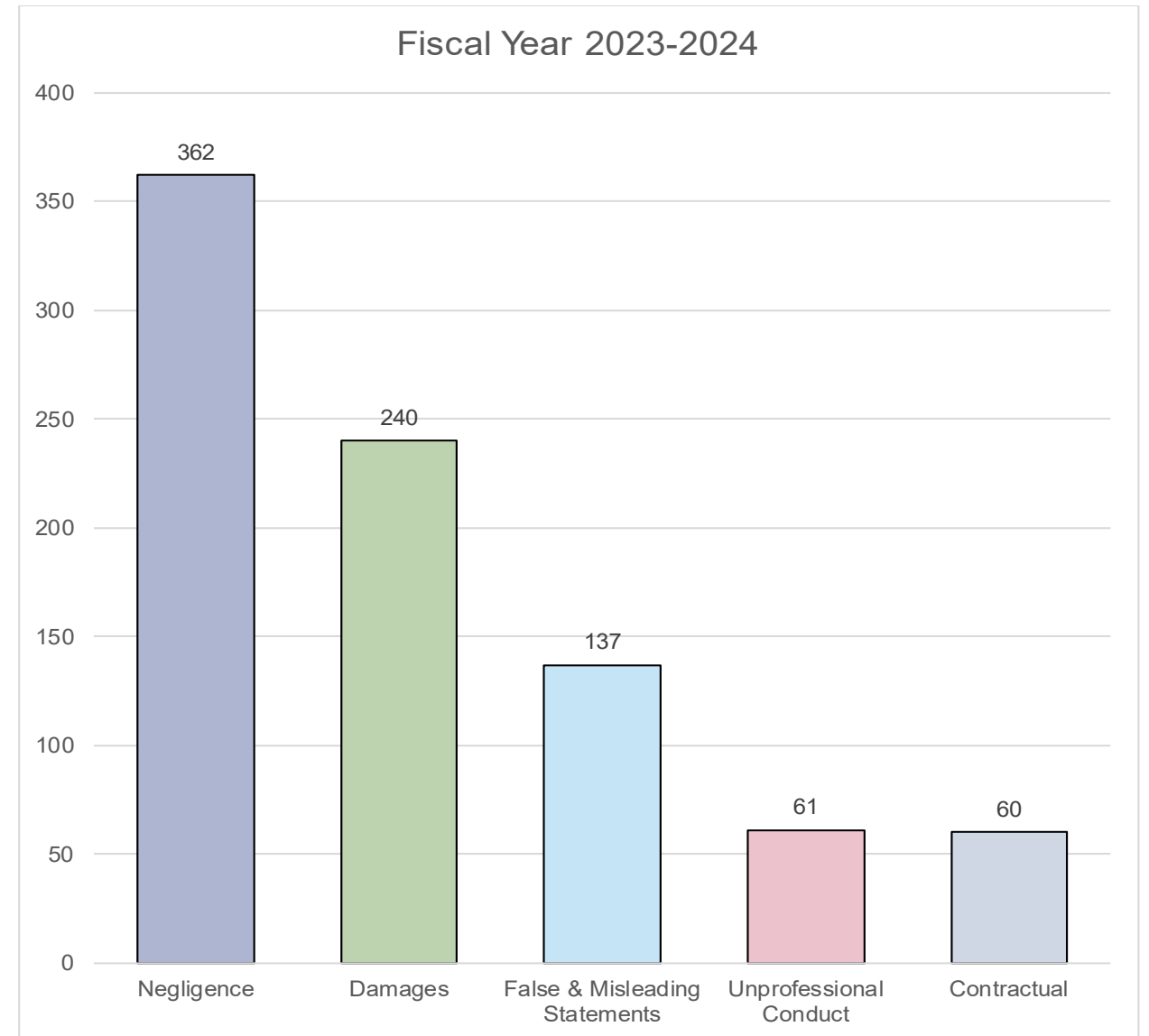
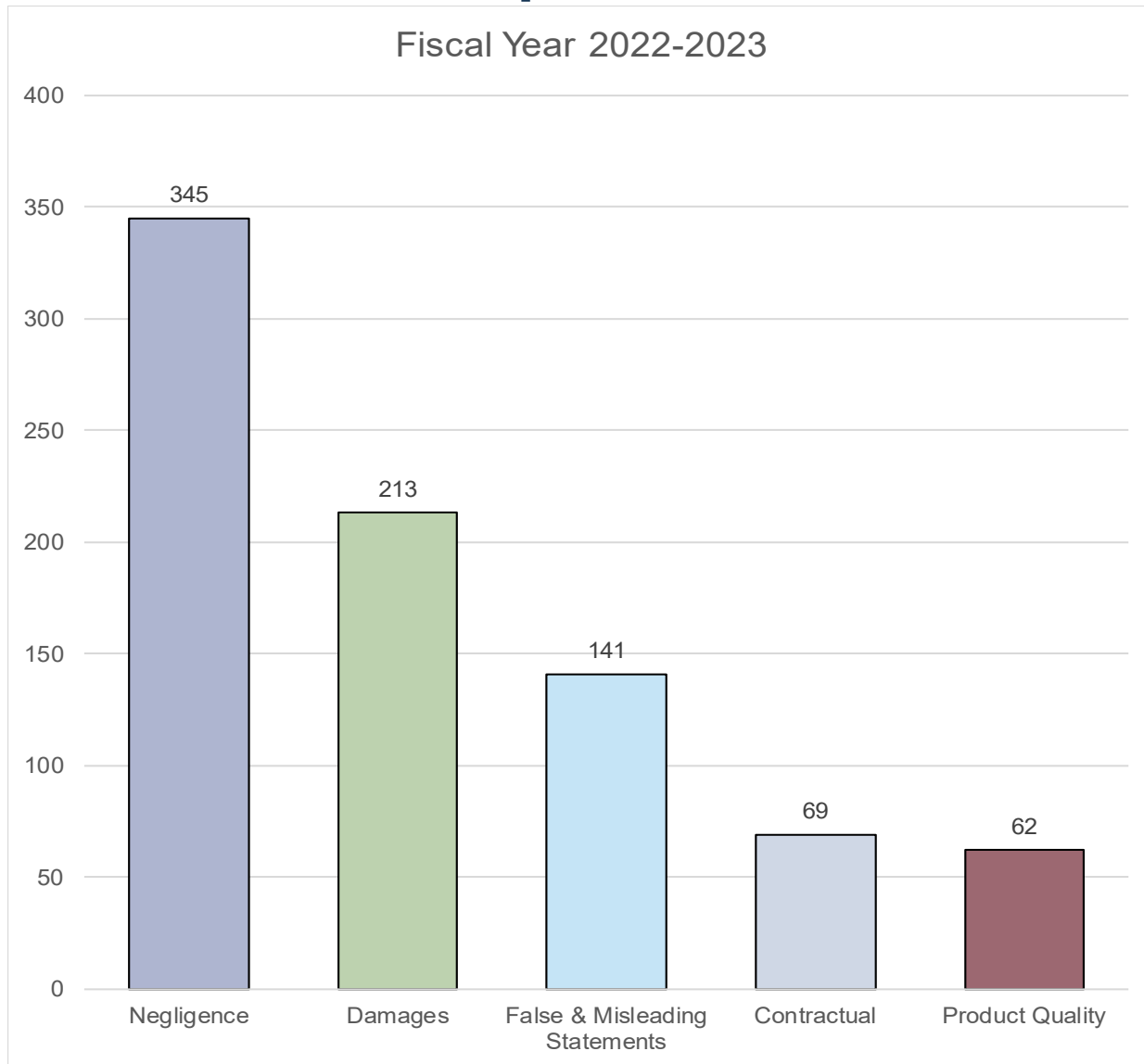
# Top Five Complaint Allegations Auto Body



# Top Five Complaint Allegations Engine Repair & Engine Performance

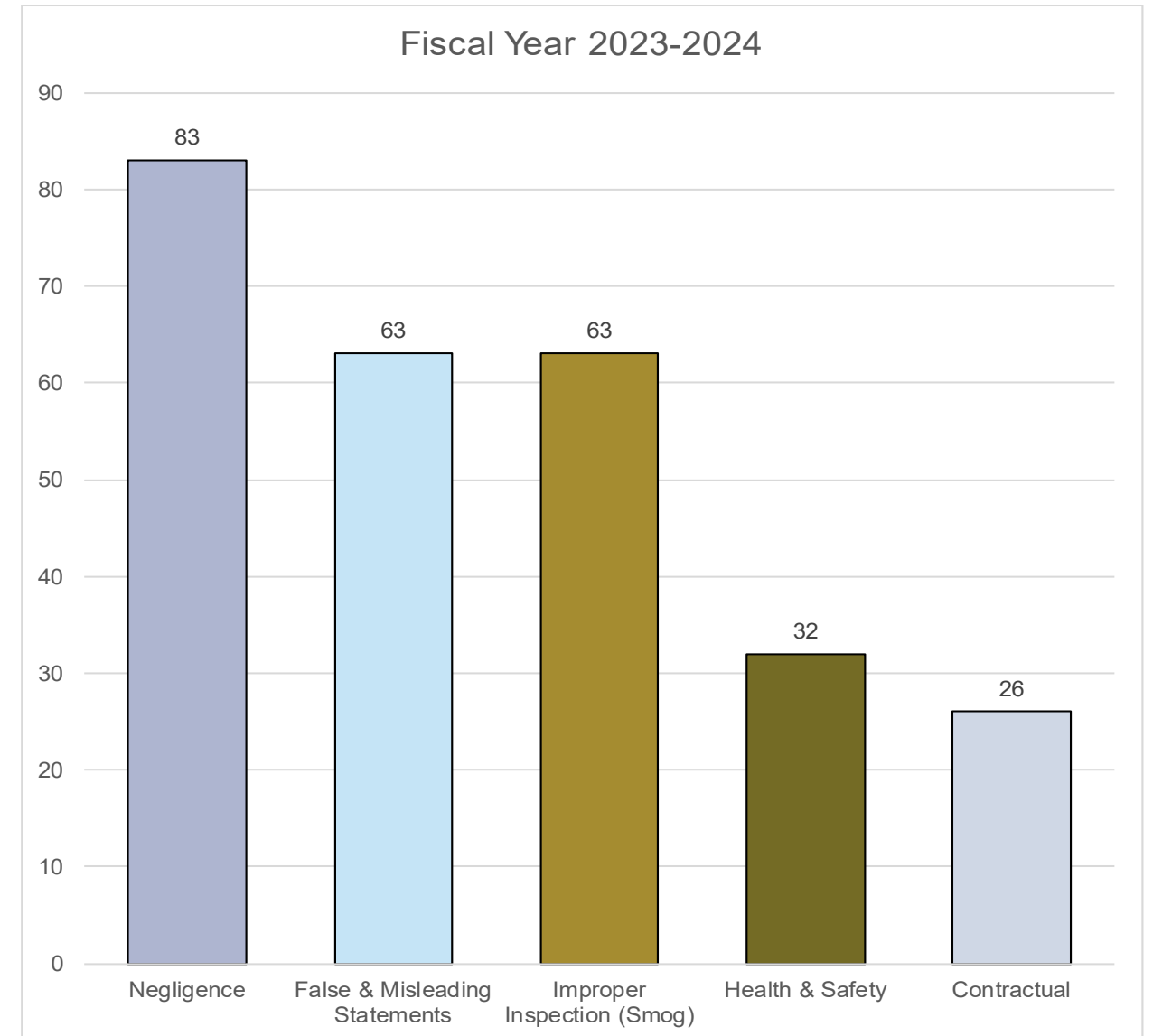
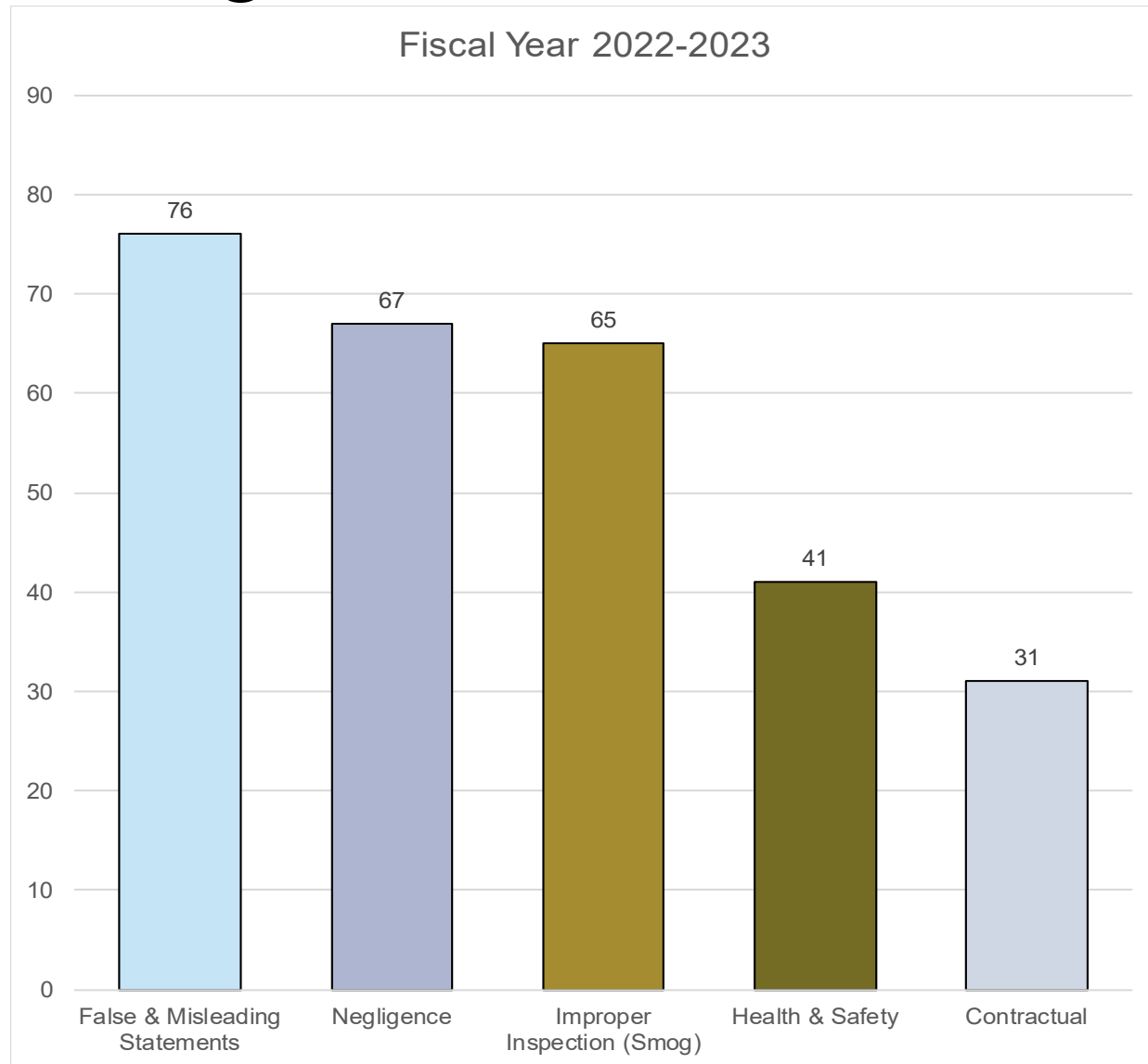


# Top Five Complaint Allegations General Repair & Maintenance

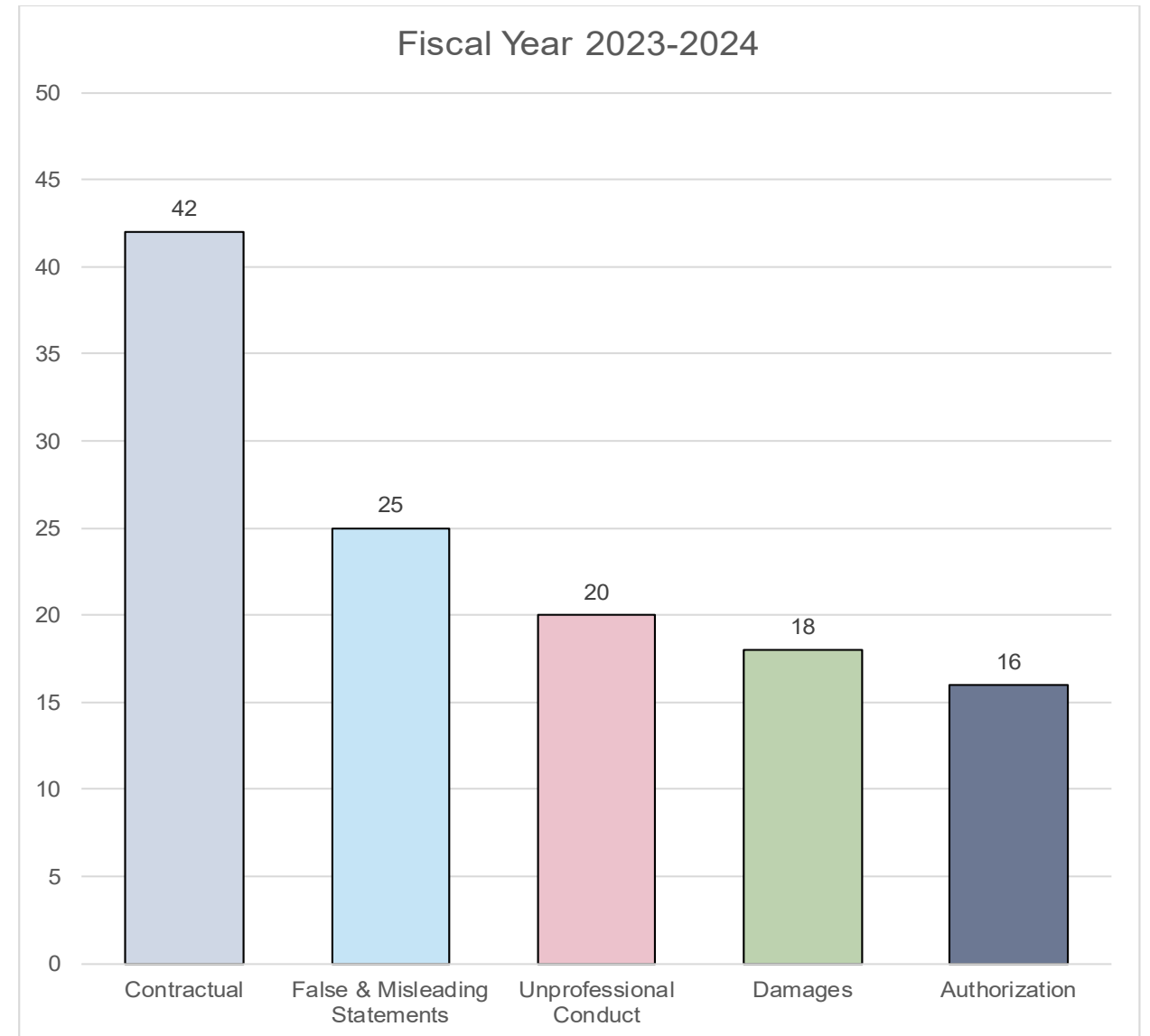
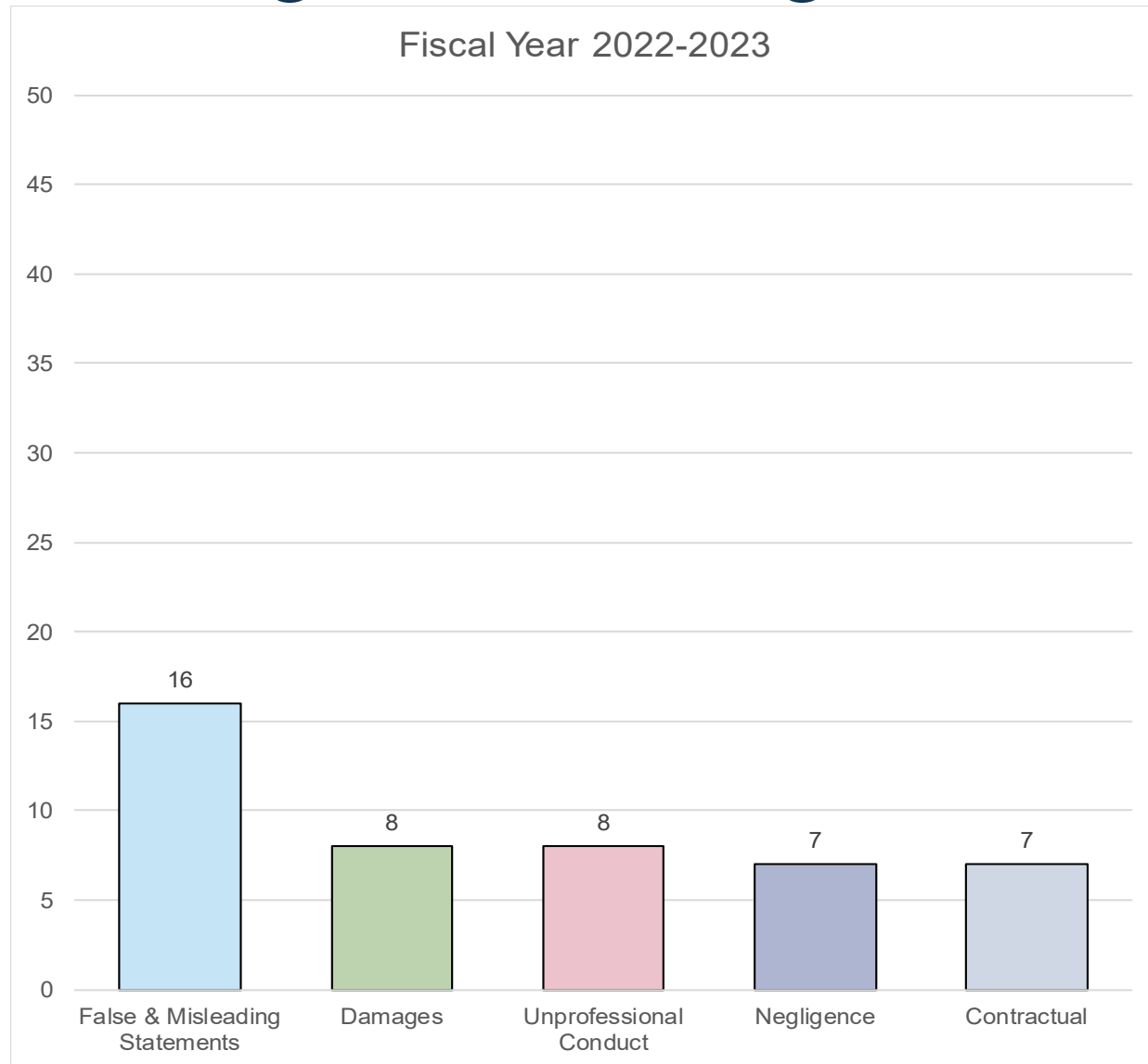




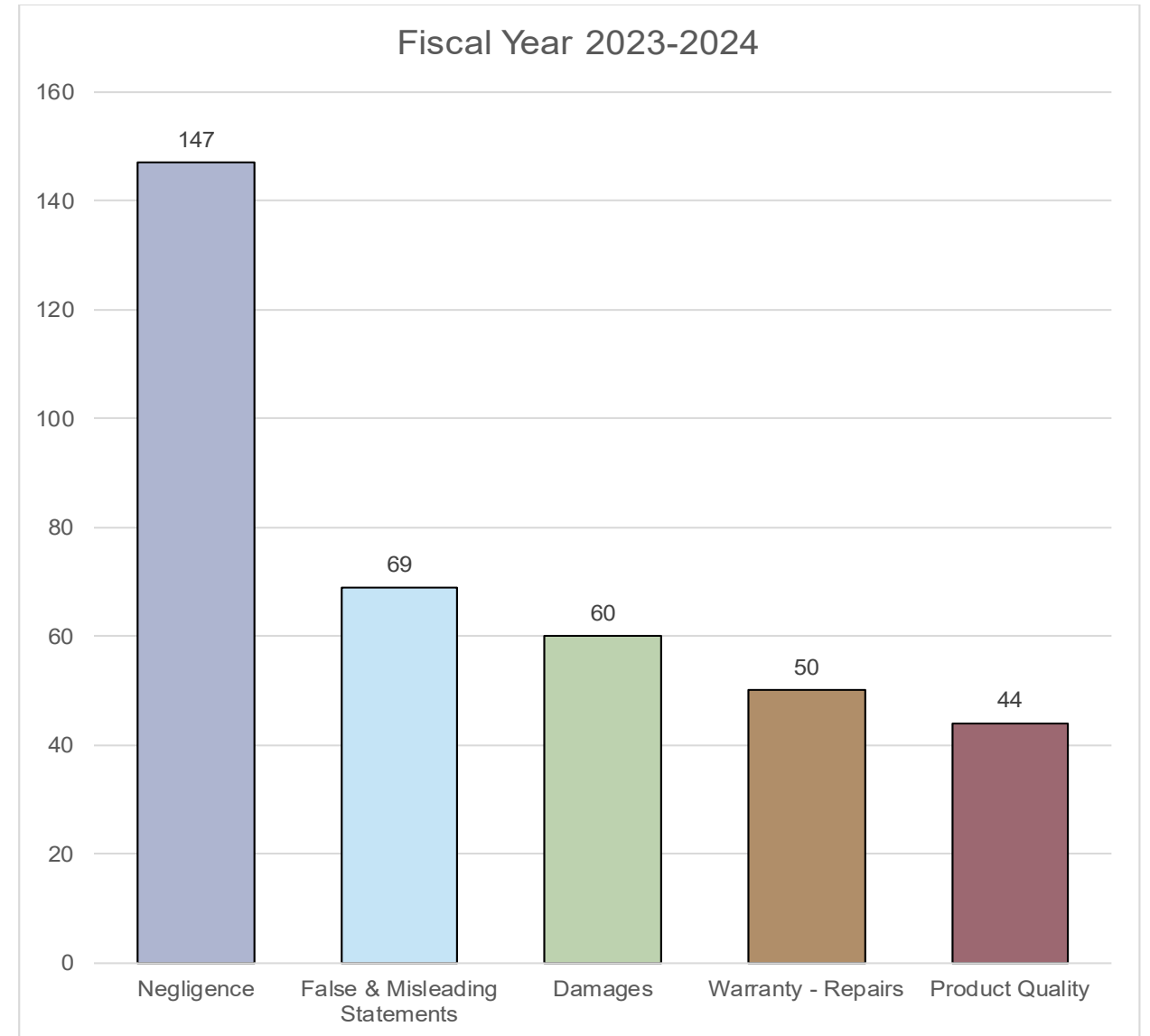
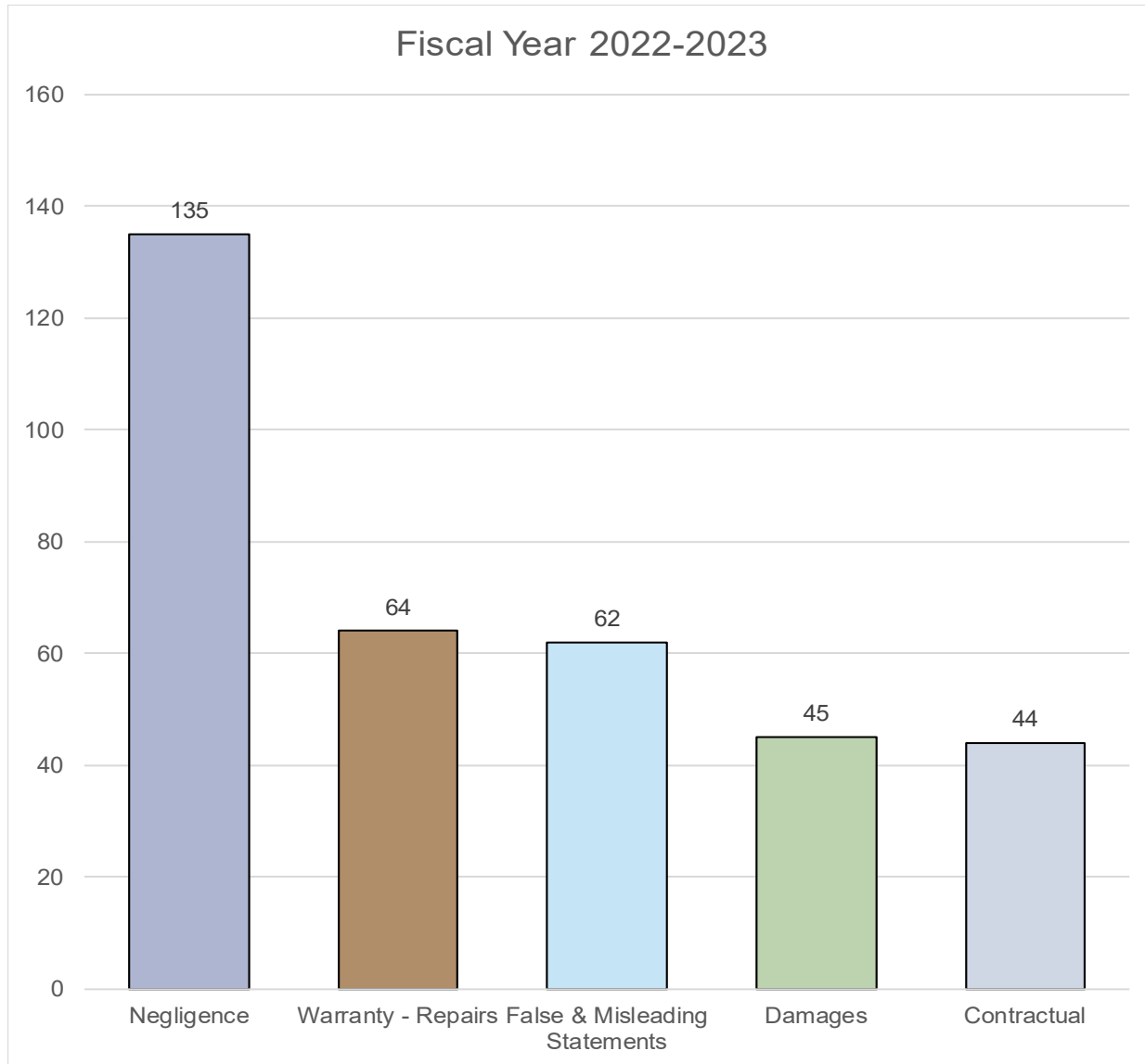
# Top Five Complaint Allegations Smog



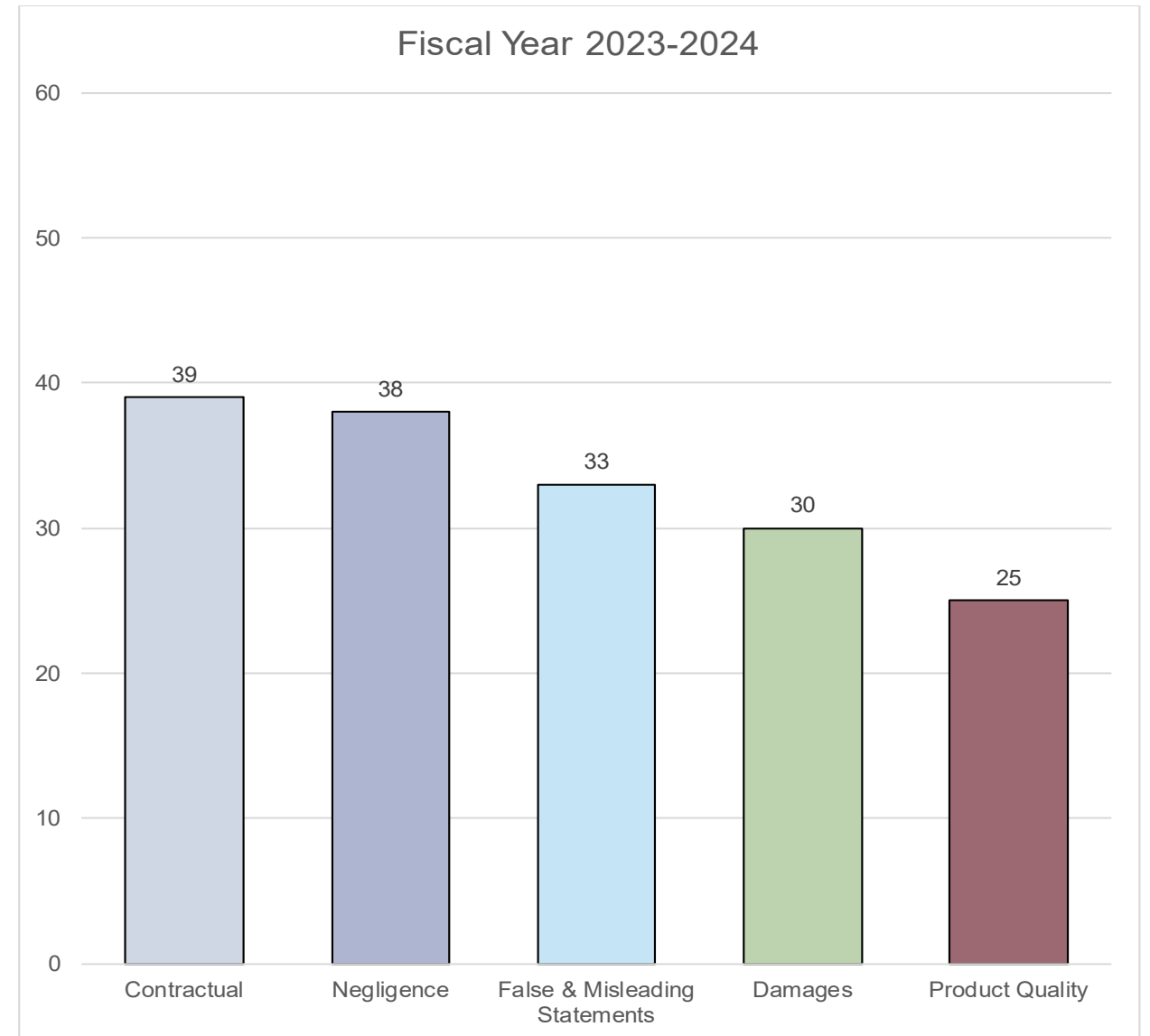
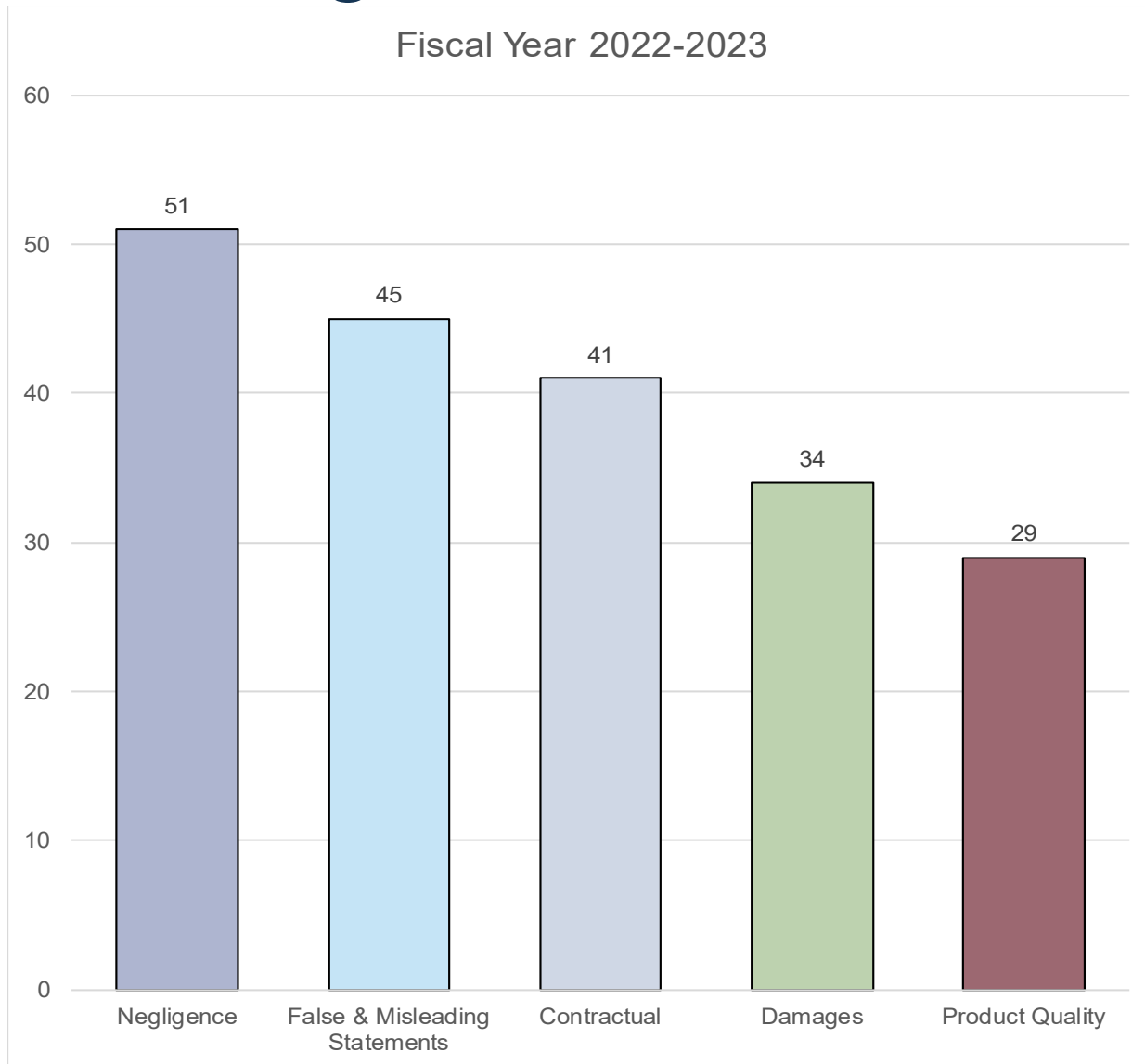
# Top Five Complaint Allegations Towing and Storage



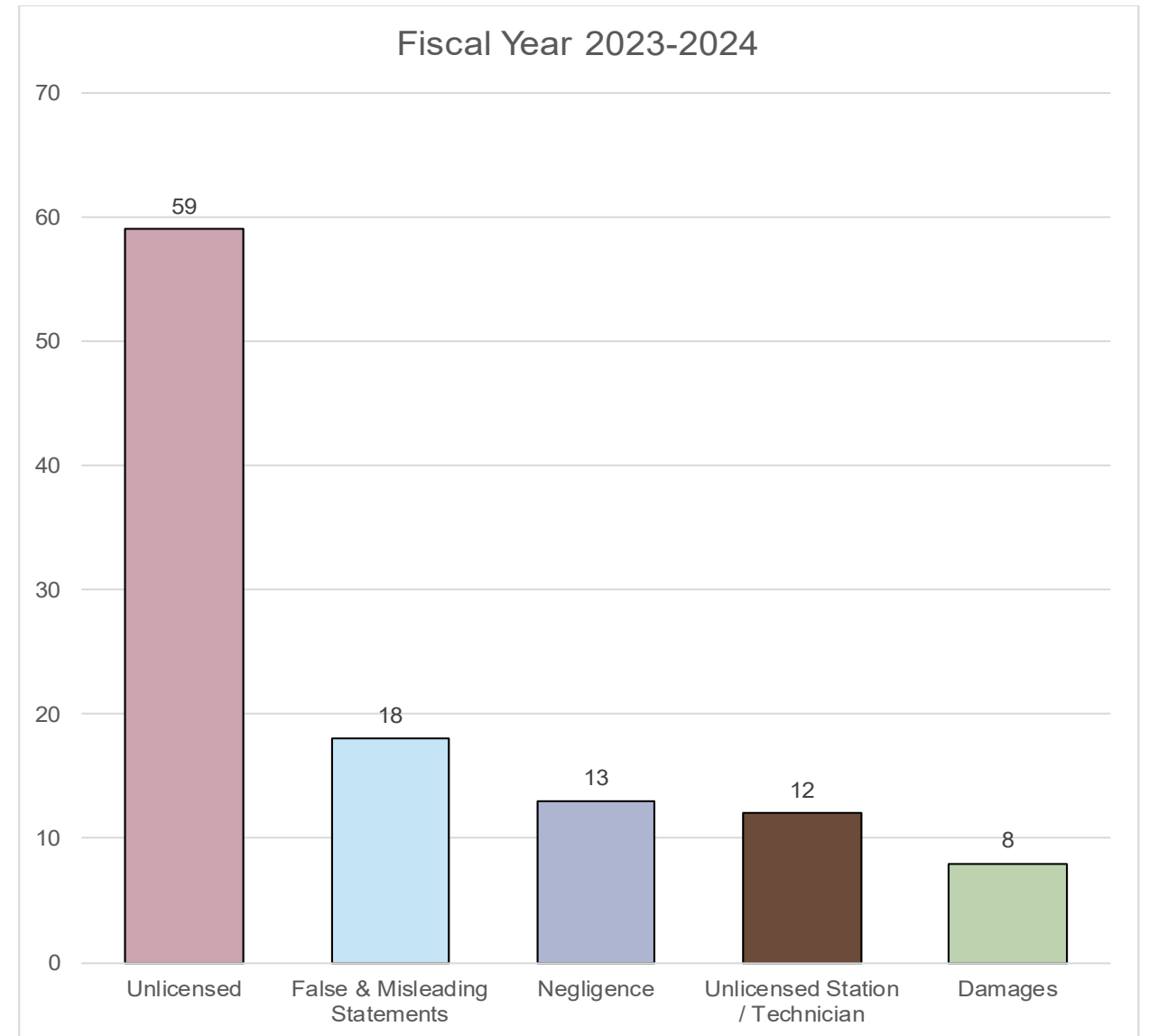
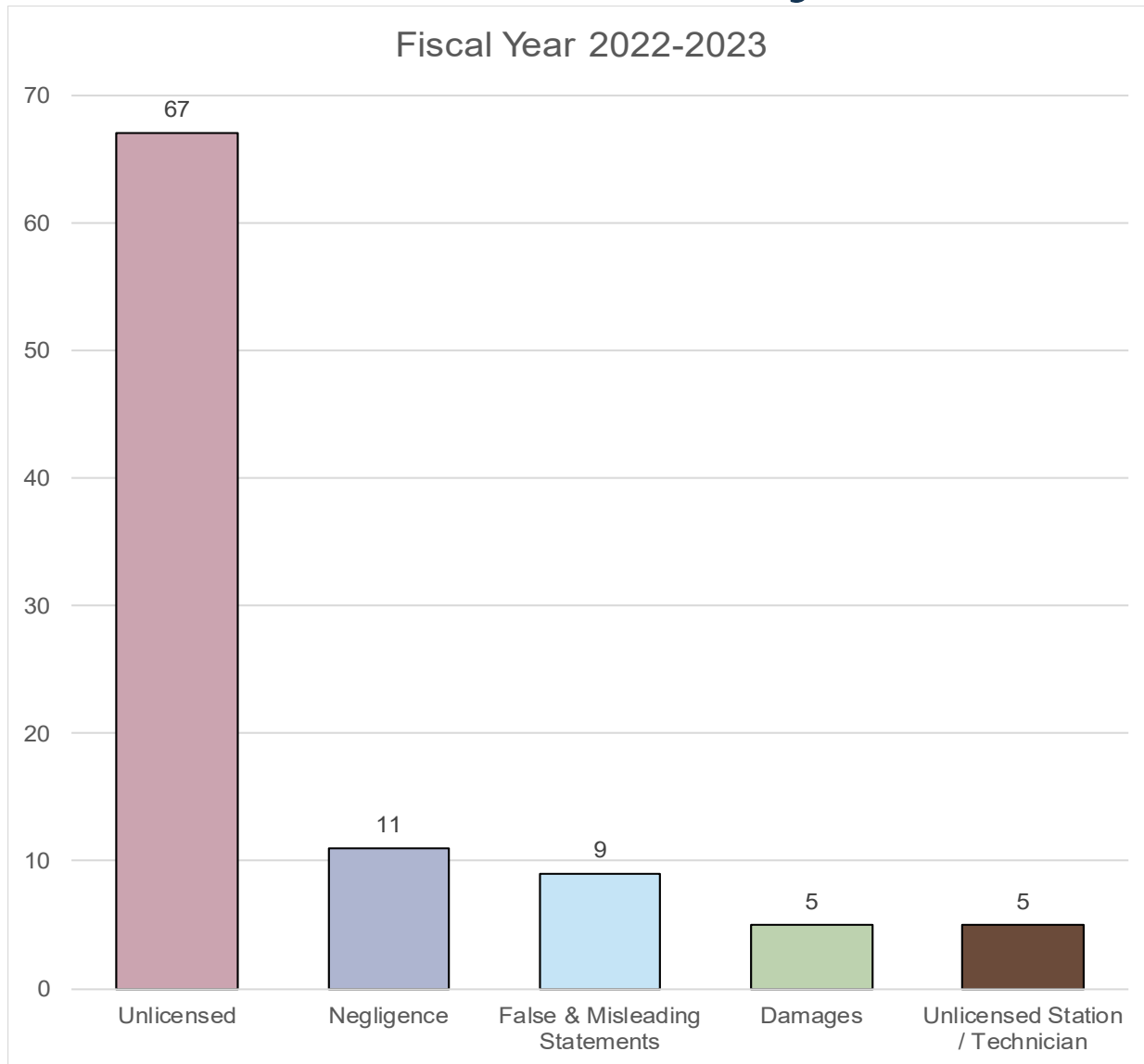
# Top Five Complaint Allegations Transmission



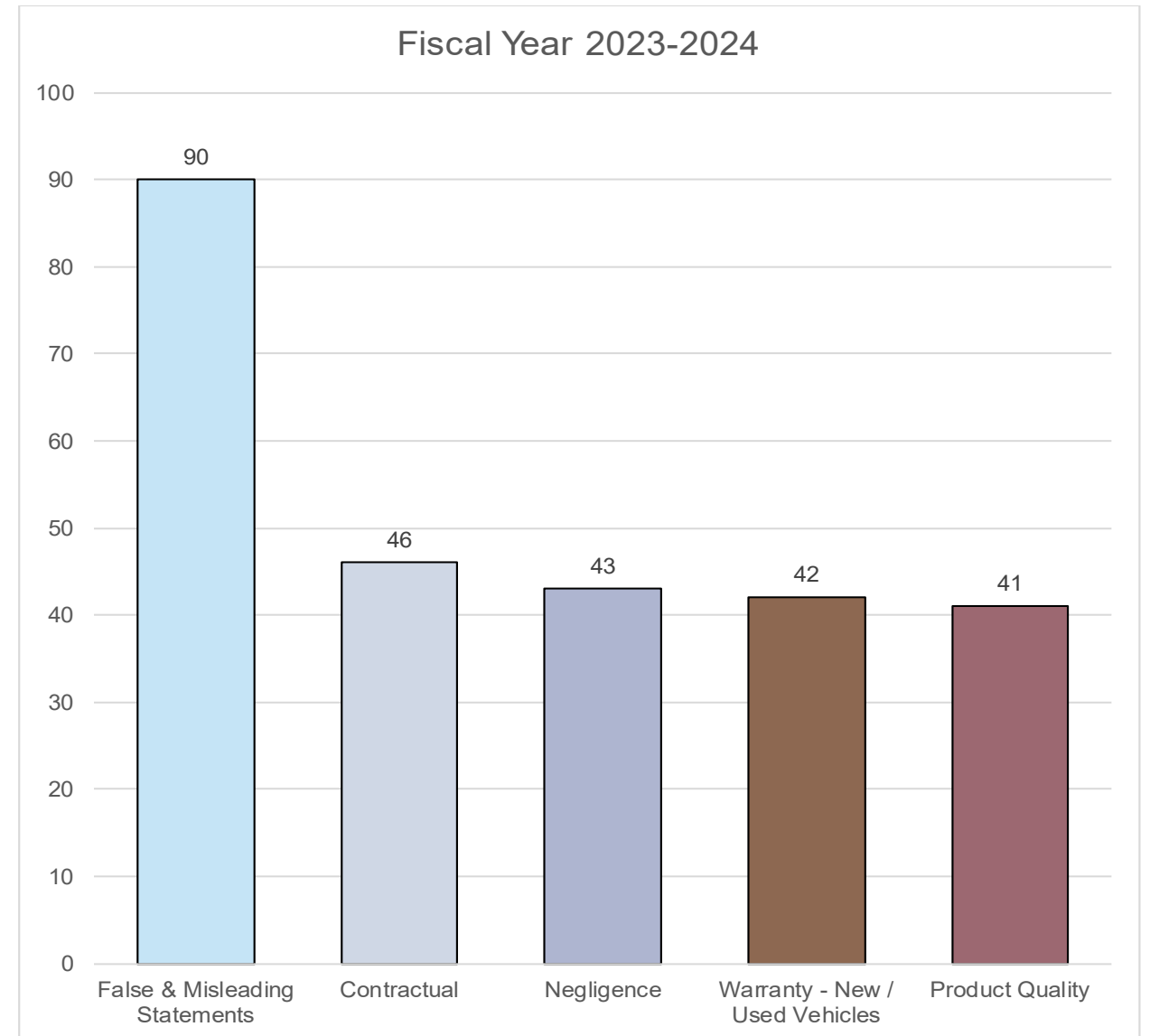
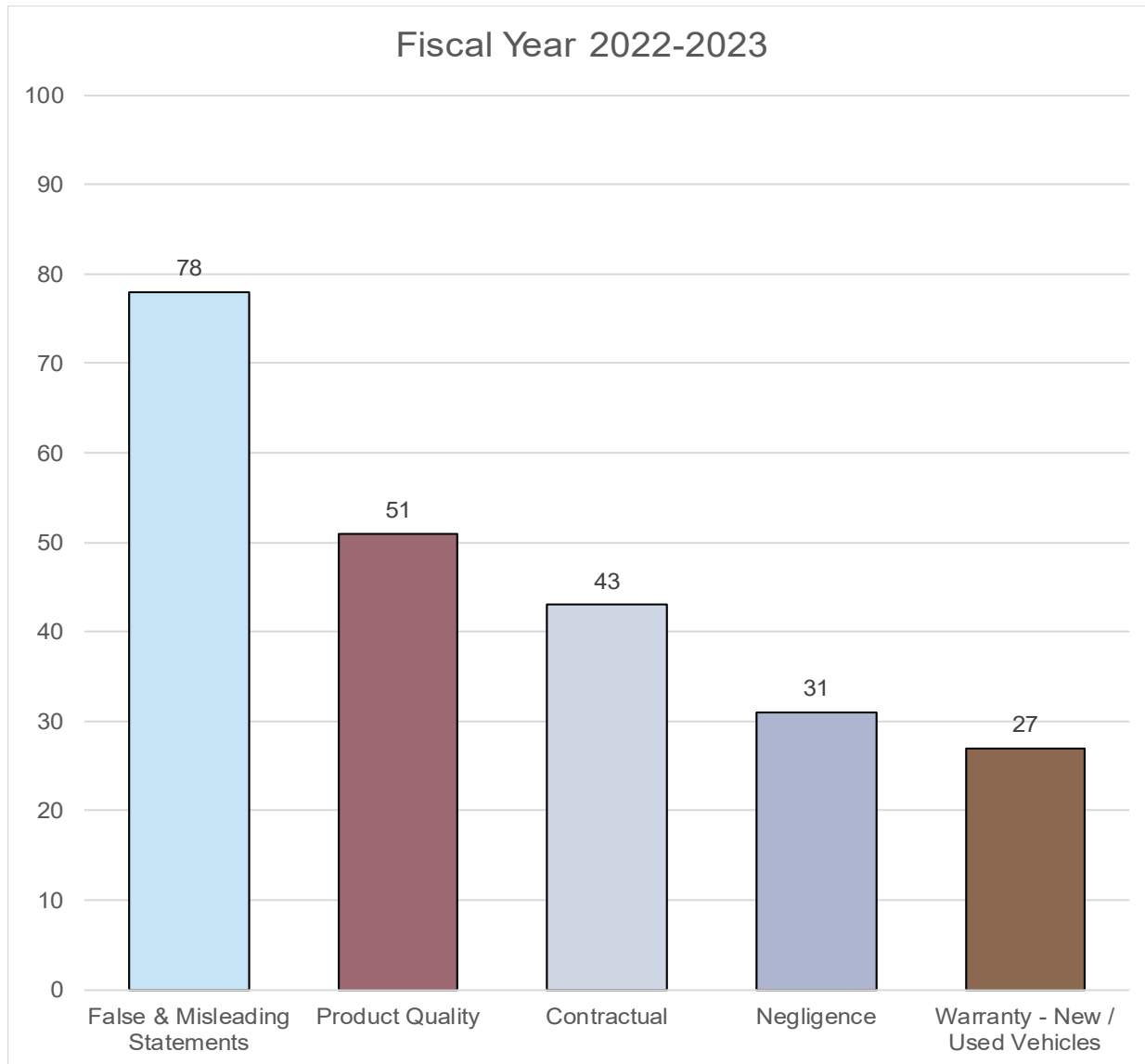
# Top Five Complaint Allegations Uncategorized



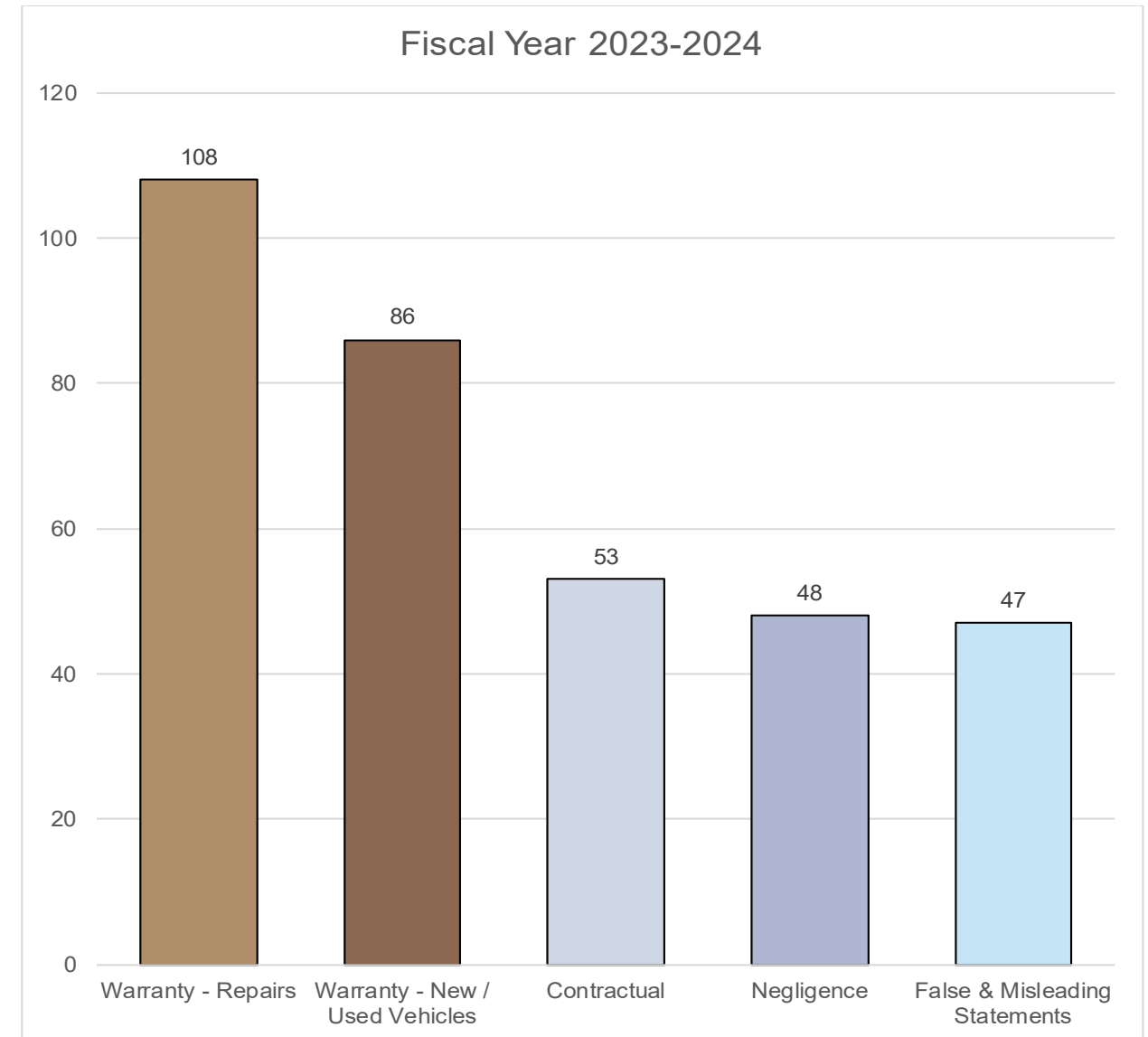
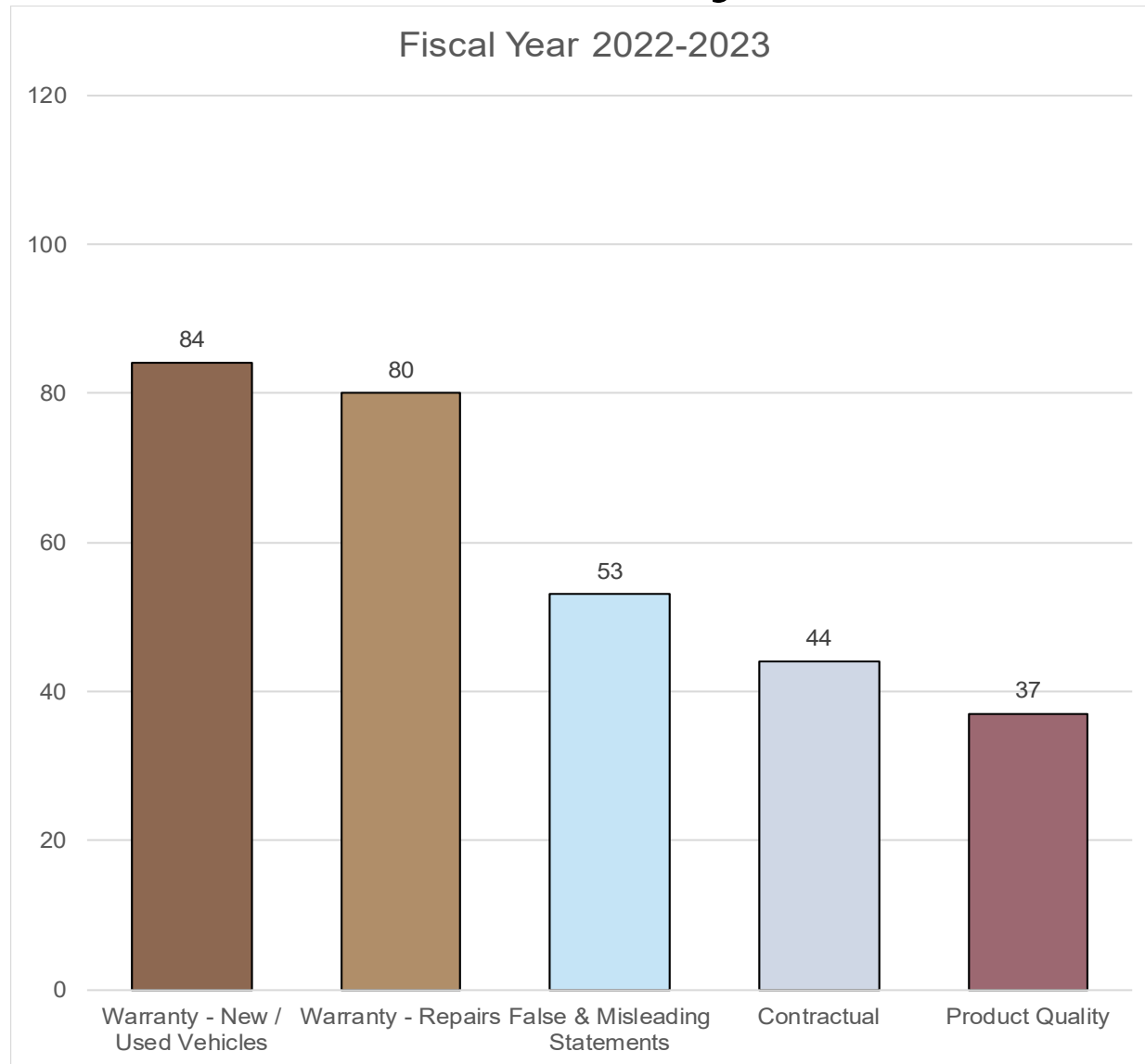
# Top Five Complaint Allegations Unlicensed Activity



# Top Five Complaint Allegations Used Car Transactions



# Top Five Complaint Allegations Vehicle Warranty



# Auto Body Inspection Program Statistics

Inspections and Complaints	Fiscal Year 2022-2023	Fiscal Year 2023-2024
Total Inspections Requested	342	372
Total Inspections Conducted	119	110
Total Complaints Filed After Inspection	42	35

The Bureau of Automotive Repair's (BAR) Auto Body Inspection Program offers no-cost inspections of collision-related repairs to help ensure the safety of California Motorists and their vehicles. As part of the inspection a BAR representative will examine the vehicle, address any questions or concerns that the consumer may have, and if the repair invoice is available will verify that all repairs listed on the invoice were performed correctly. If any issues are identified during the inspection, the representative will advise the consumer as well as ask if they would like to file a complaint to be investigated further by BAR.



# Contact Information

Patrick Lutfi

[patrick.lutfi@dca.ca.gov](mailto:patrick.lutfi@dca.ca.gov)

(916) 403-8060

[www.bar.ca.gov](http://www.bar.ca.gov)



Bureau of Automotive Repair