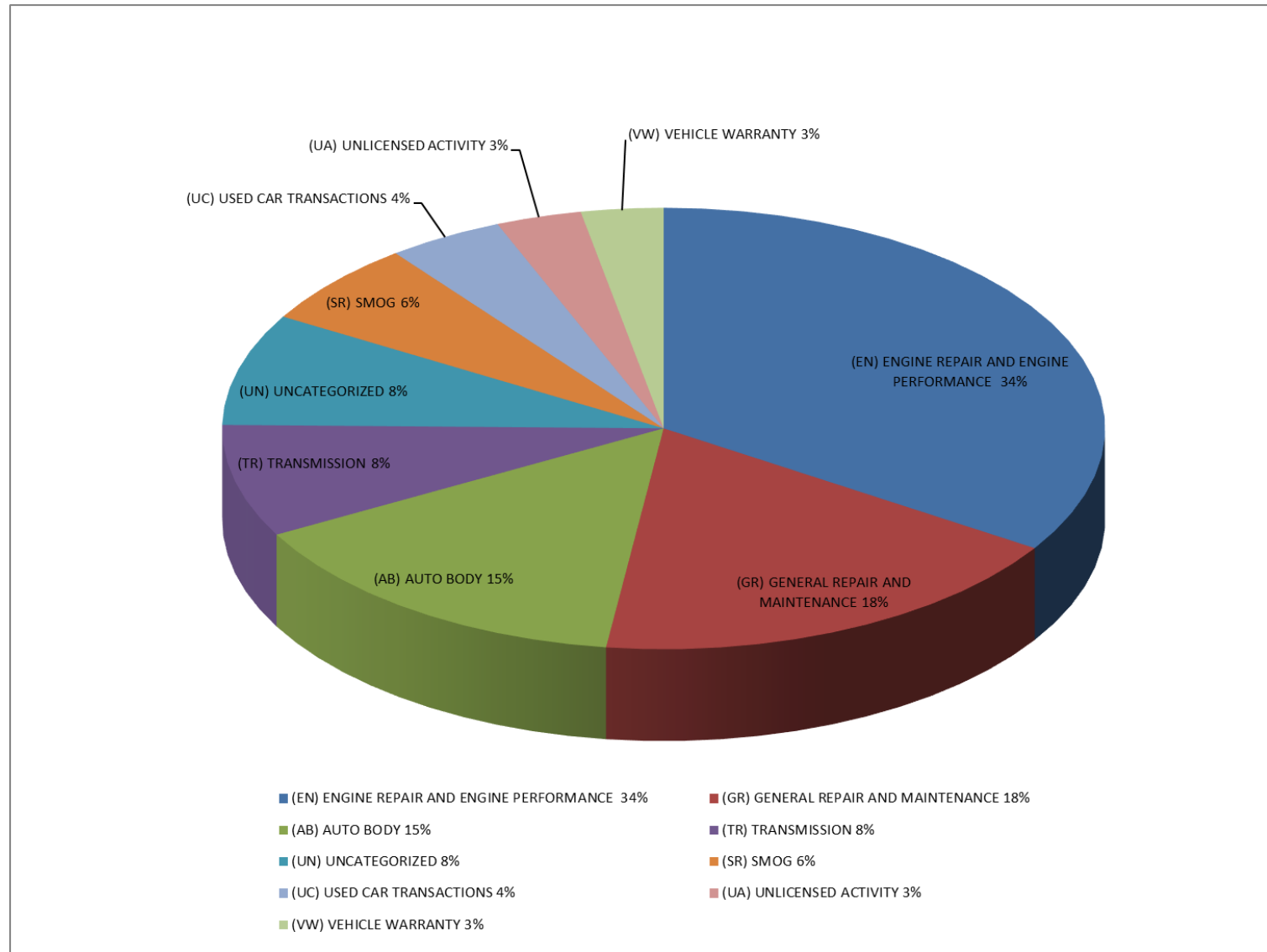

ENFORCEMENT STATISTICS UPDATE



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JANUARY 23, 2020

FISCAL YEAR COMPLAINT TRENDS 2019-20 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	119
CO	COOLING SYSTEM	189
ED	ENGINE DIAGNOSIS	356
EL	ELECTRICAL	340
EN	ENGINE OVERHAUL/REPLACEMENT	333
ER	ENGINE REPAIR	803
FL	FLUSHING	15
FS	FUEL SYSTEM	75
MS	MACHINE SHOP	8
TU	TUNE UP	26

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	8
BO	BOAT REPAIR	1
LC	LAMP CERTIFICATION	3
LS	LIEN SALE/STORAGE CHARGES	29
MC	MOTORCYCLE REPAIR	56
OT	OTHER	245
PS	PART SALE	34
SF	STORAGE FEES	24
TO	TOWING	26
UP	UPHOLSTERY	18
WR	REPAIR WARRANTY	100

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	140
BR	BRAKES	208
DT	DRIVE TRAIN	105
EX	EXHAUST	29
GR	GENERAL REPAIR	1
LU	LUBE/OIL CHANGE	291
SU	SUSPENSION/STEERING	242
TW	TIRES/WHEELS	175

UA	UNLICENSED ACTIVITY	208
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	957
GL	AUTO GLASS	33

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	497
MT	MANUAL TRANS/CLUTCH	50

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	2
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	50
ET	EMISSION TEST PROCEDURE	15
EW	EMISSIONS WARRANTY	11
FT	FUNCTIONAL TEST PROCEDURE	2
GP	GROSS POLLUTER	1
NX	NOX FAILURES	0
RF	REFEREE	2
RO	REPAIR ONLY (SMOG)	0
SB	SUBLET (SMOG)	5
SC	SMOG COST LIMIT	8
SN	STATION	4
SR	SMOG REPAIR	83
SS	ILLEGAL SMOG/CAR SALE	50
ST	SMOG TEST PROCEDURES	163
TE	TEST ONLY	7
TN	TECHNICIAN	0
VT	VISUAL SMOG TEST PROCEDURE	5

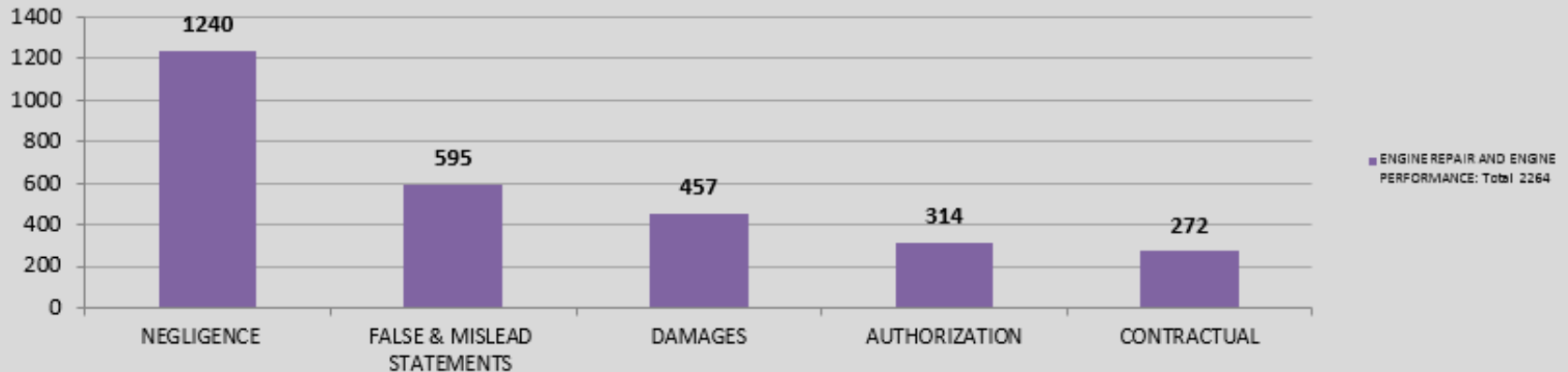
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	282
VW	VEHICLE WARRANTY	159
NC	NEW CAR/LEMON LAW	41

COMPLAINT ALLEGATIONS

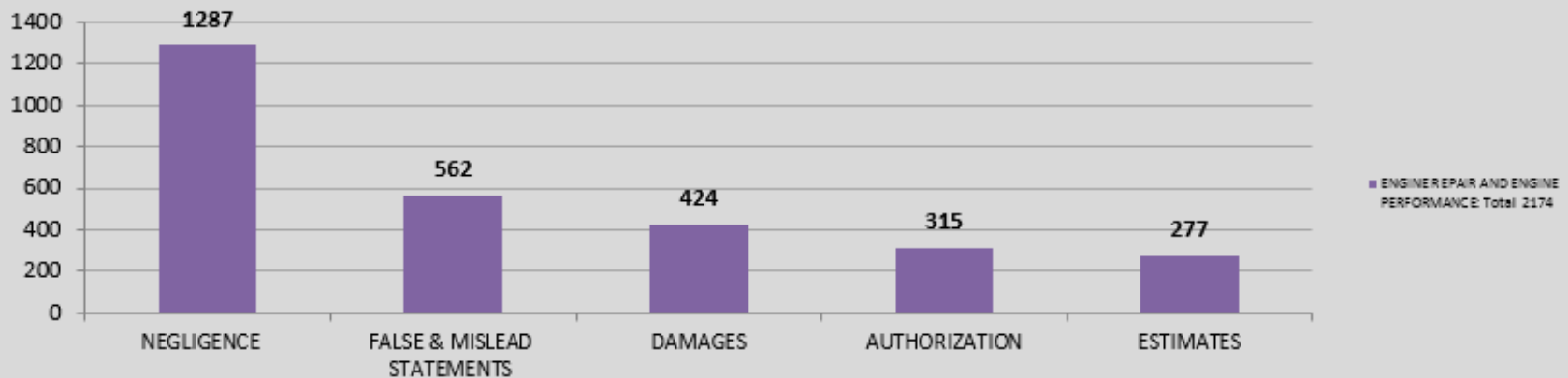
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2019-20 YTD: Total 2264*

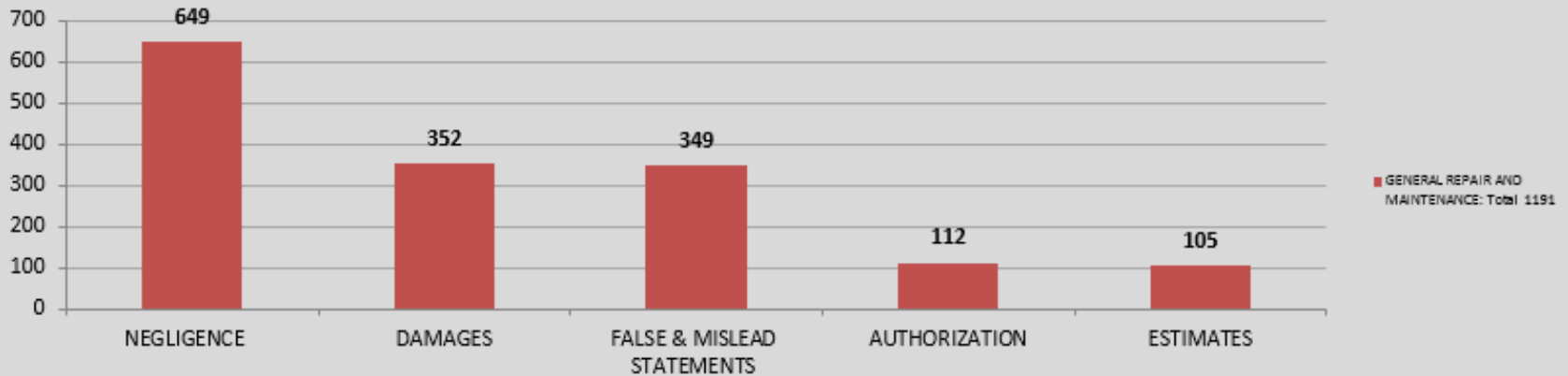


FY 2018-19 YTD: Total 2174*

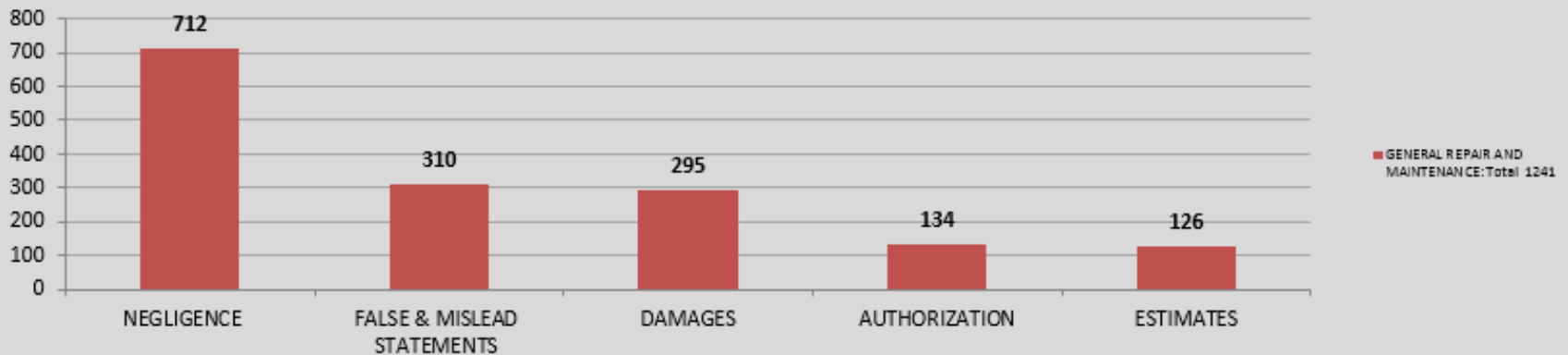


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

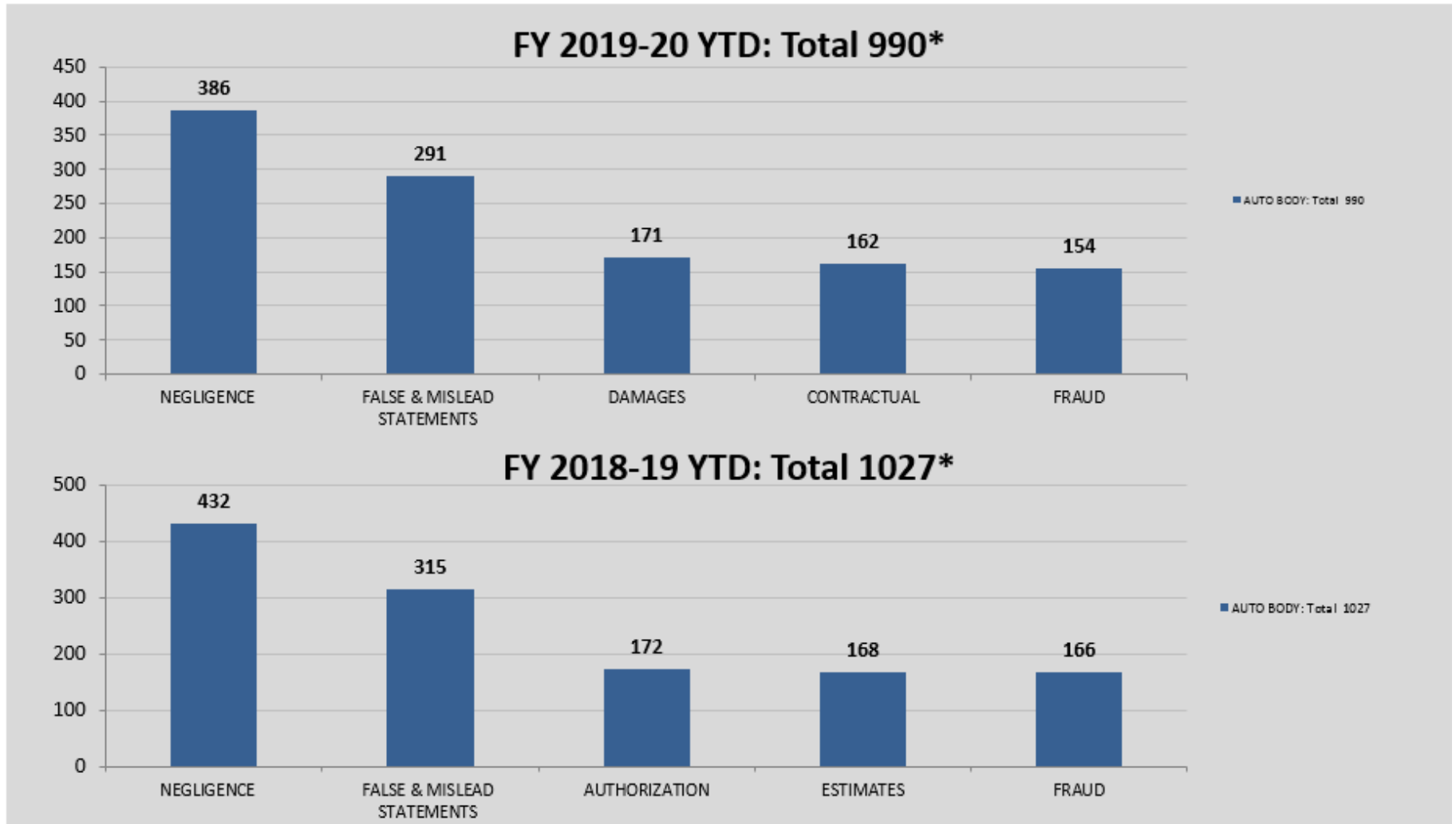
FY 2019-20 YTD: Total 1191*



FY 2018-19 YTD: Total 1241*

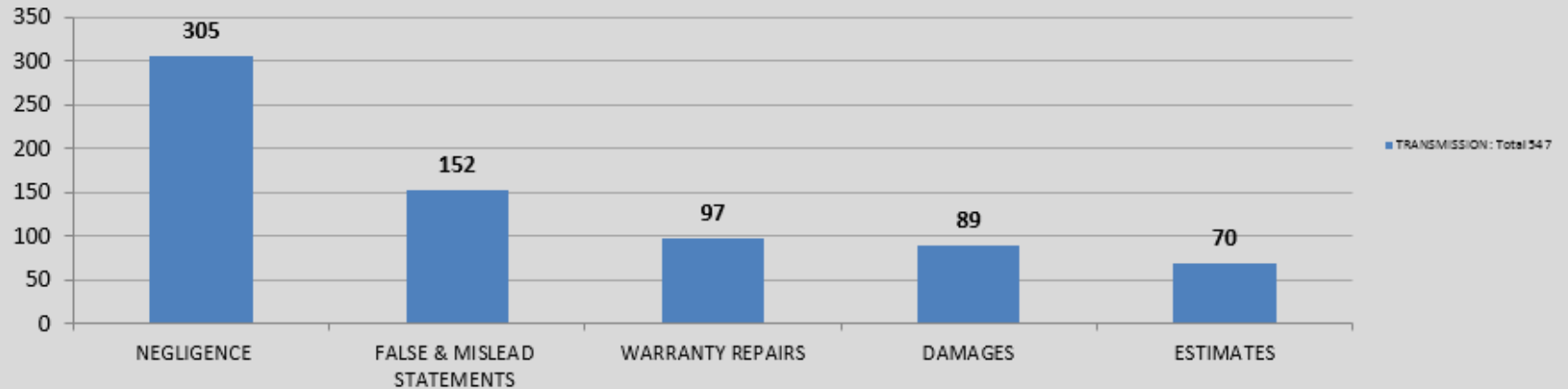


COMPLAINT ALLEGATIONS – AUTO BODY

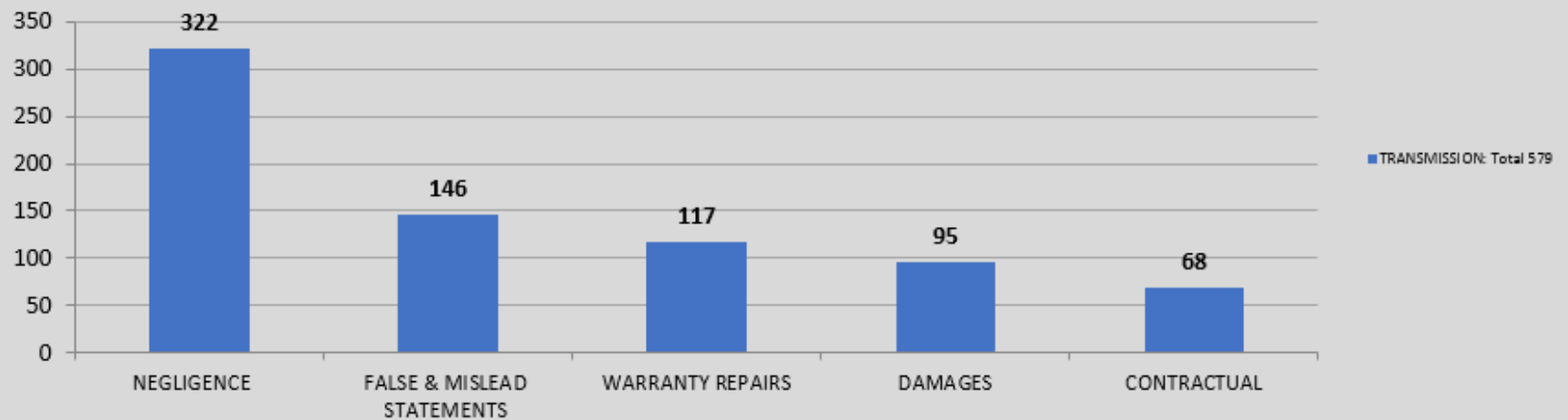


COMPLAINT ALLEGATIONS - TRANSMISSION

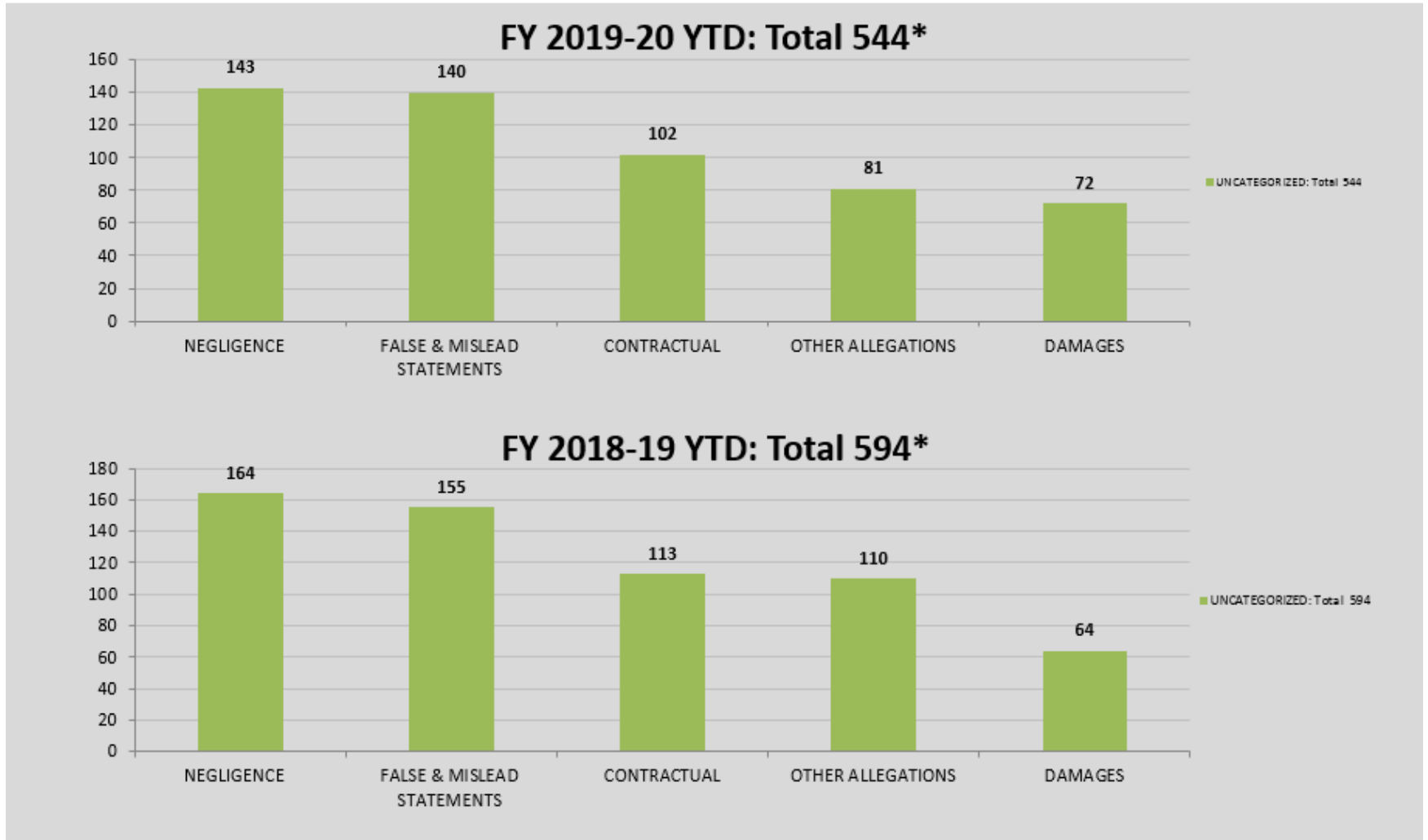
FY 2019-20 YTD: Total 547*



FY 2018-19 YTD: Total 579*

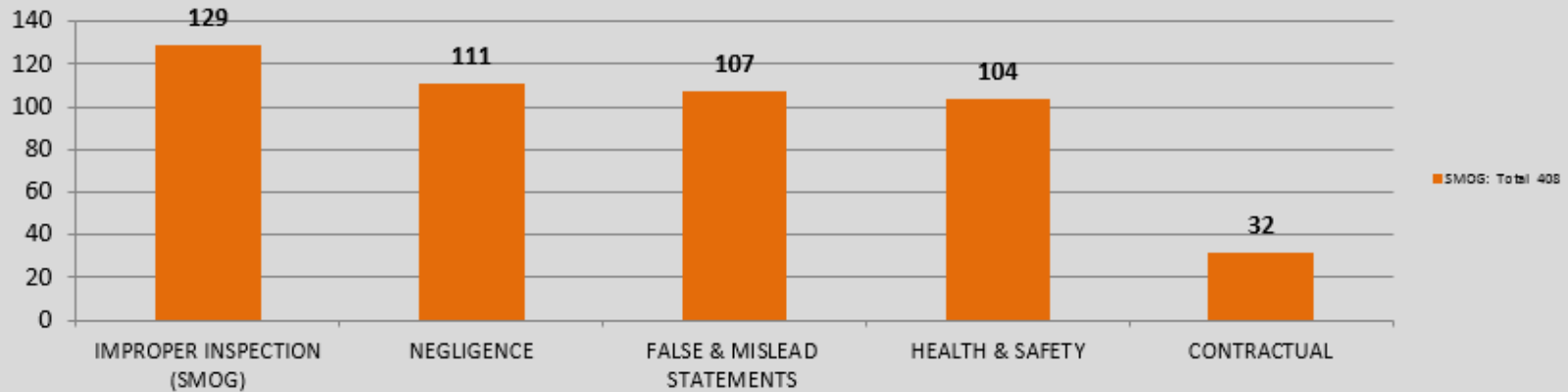


COMPLAINT ALLEGATIONS – UNCATEGORIZED

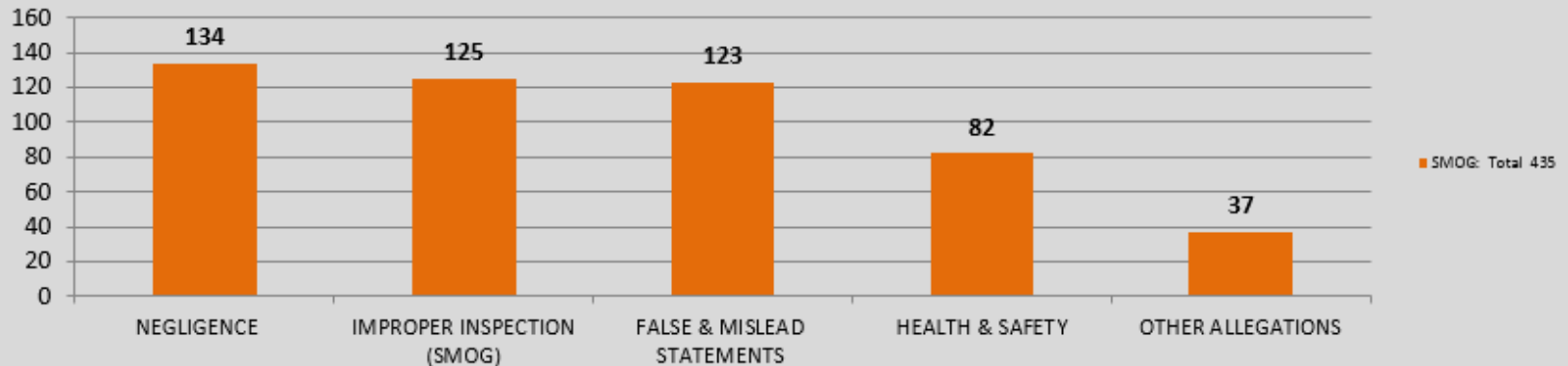


COMPLAINT TRENDS - SMOG

FY 2019-20 YTD: Total 408*

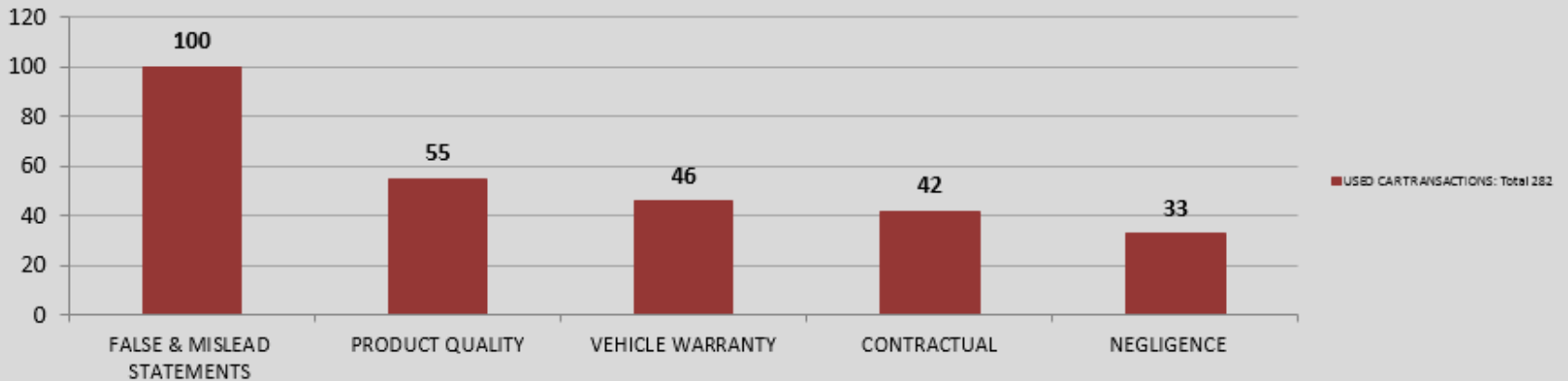


FY 2018-19 YTD: Total 435*

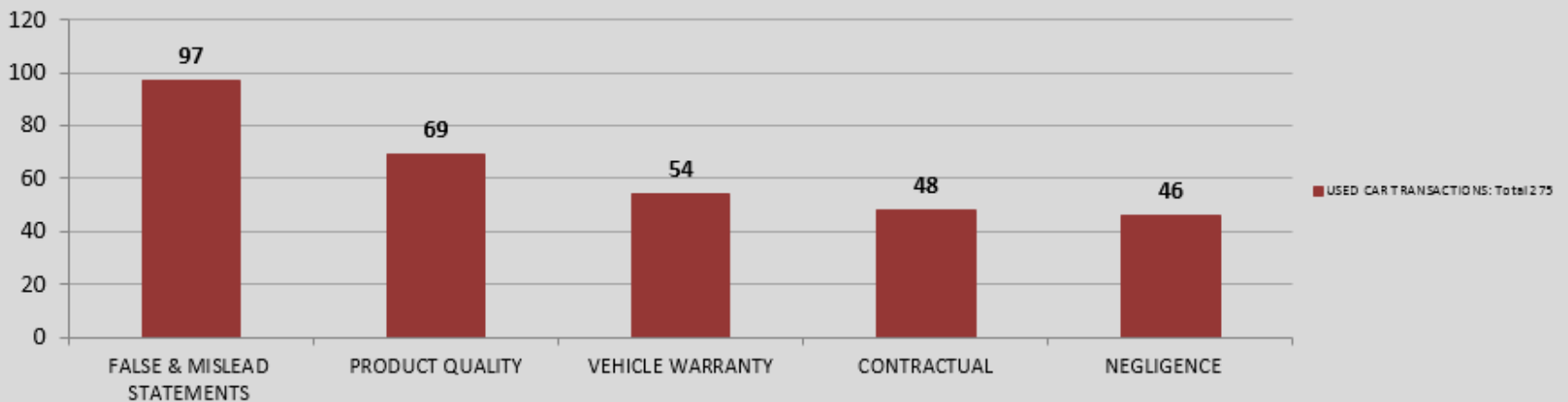


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2019-20 YTD: Total 282*

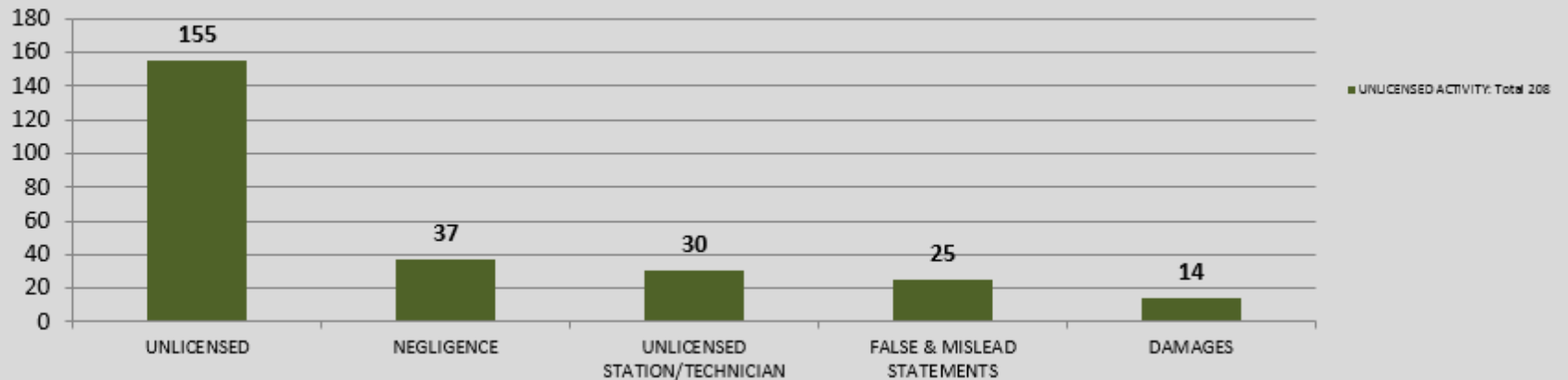


FY 2018-19 YTD: Total 275*

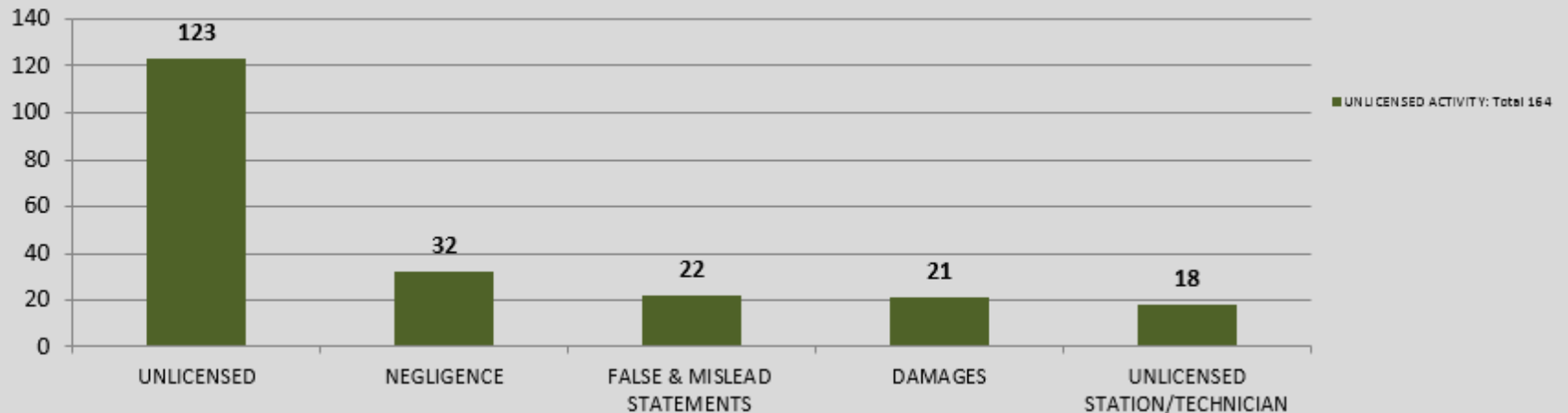


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

FY 2019-20 YTD: Total 208*

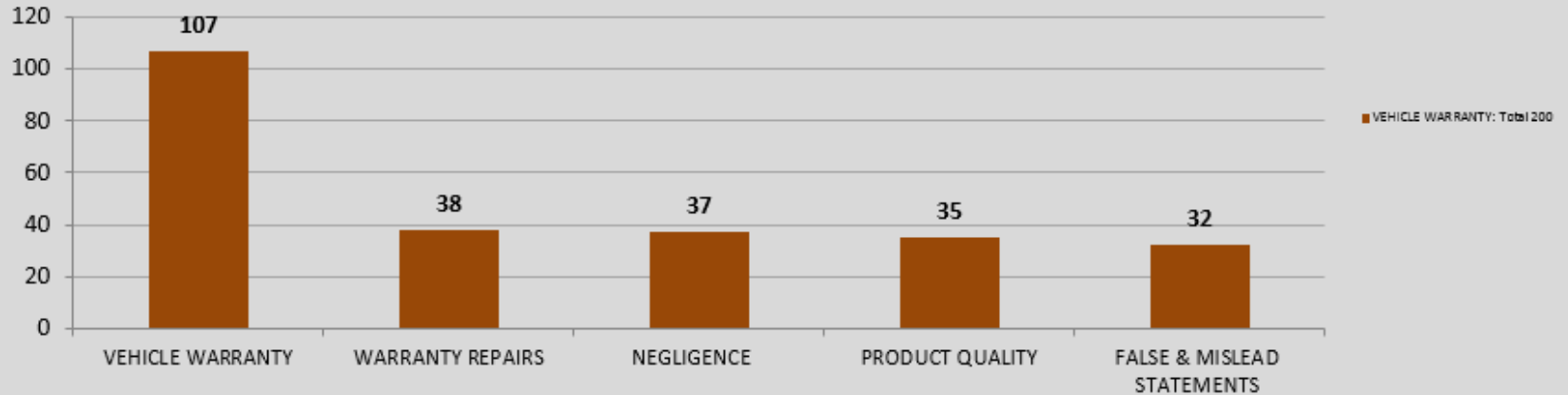


FY 2018-19 YTD: Total 164*

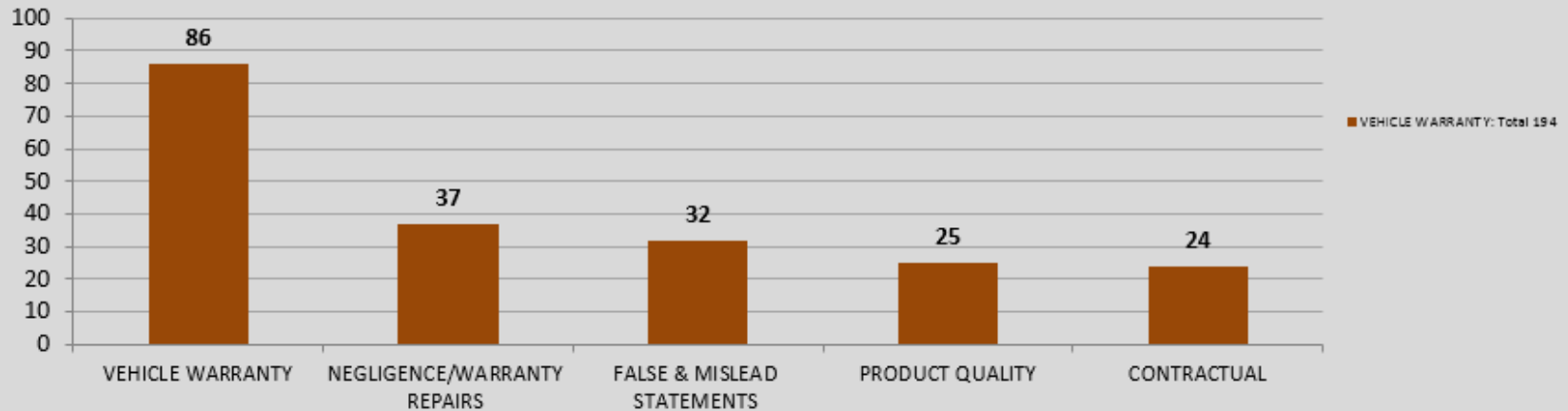


COMPLAINT TRENDS – VEHICLE WARRANTY

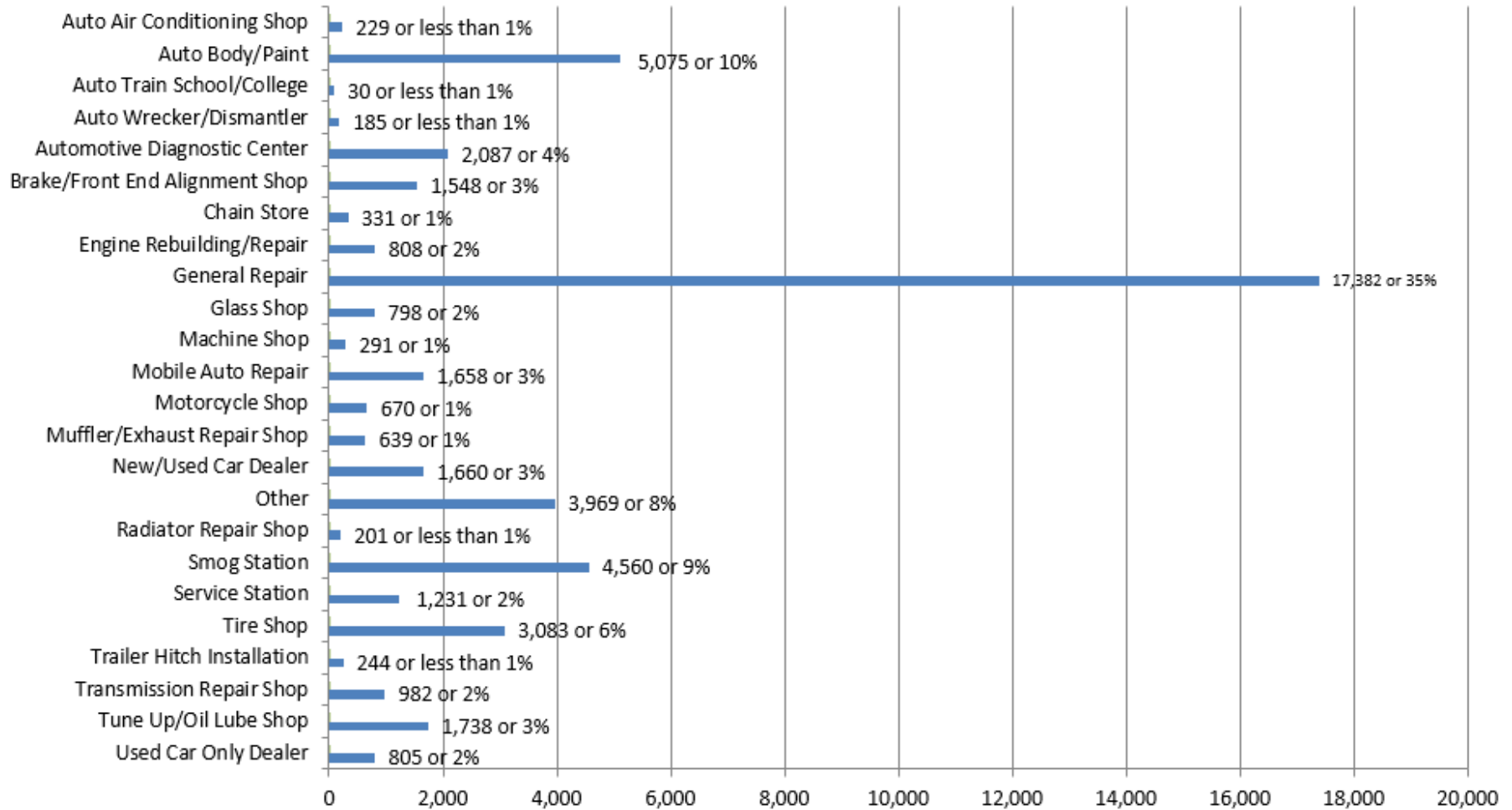
FY 2019-20 YTD: Total 200*



FY 2018-19 YTD: Total 194*



PRIMARY BUSINESS TYPE AS OF SEPTEMBER 2019



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2019-20 YTD	
Total Inspections Requested	115
Total Inspections Conducted	63
Total Complaints Filed	28
FY 2018-19 YTD	
Total Inspections Requested	121
Total Inspections Conducted	86
Total Complaints Filed	30

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