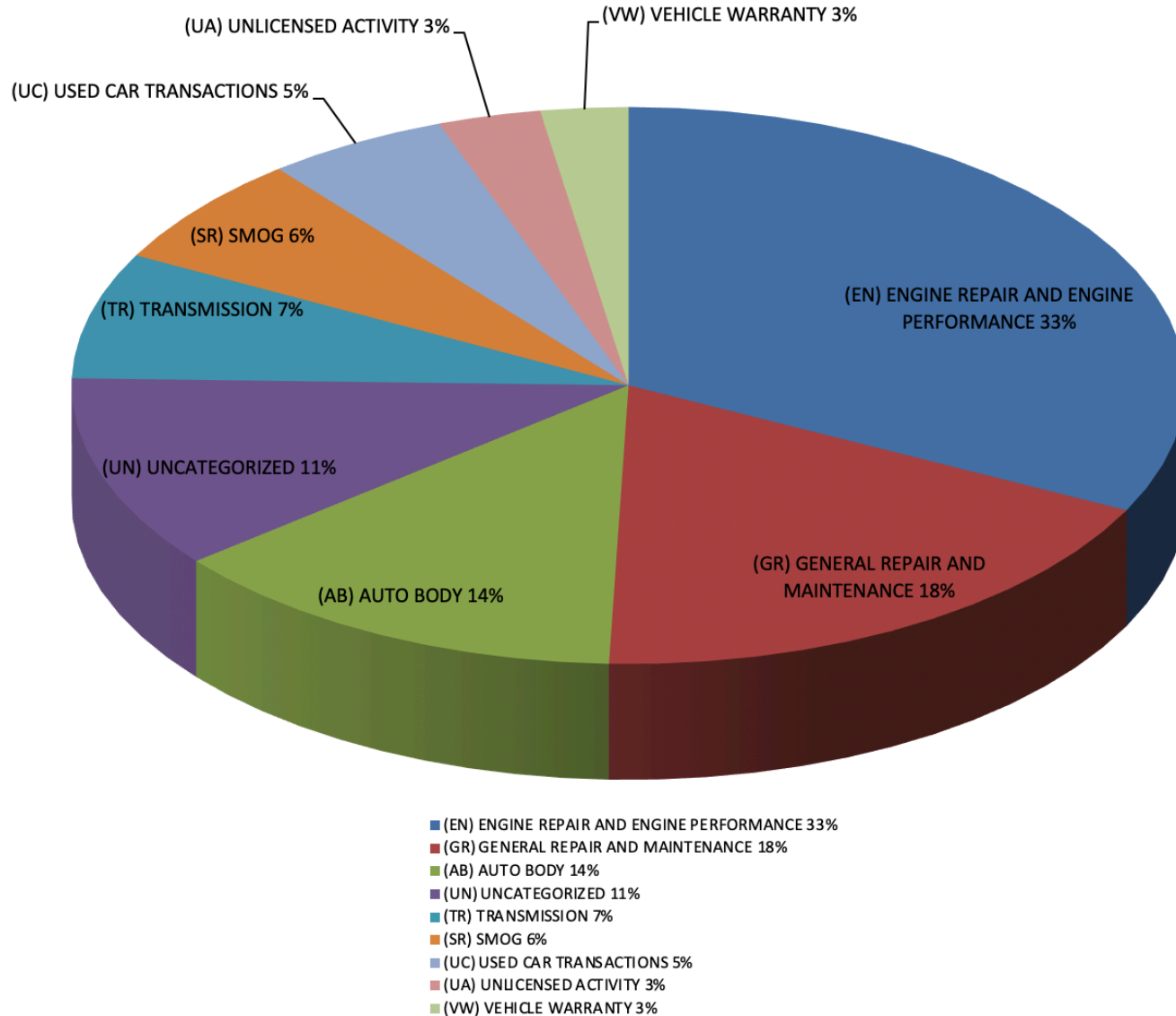

ENFORCEMENT STATISTICS UPDATE Q1 FY 2020-21



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
OCTOBER 22, 2020

FISCAL YEAR COMPLAINT TRENDS 2020-21 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	41
CO	COOLING SYSTEM	76
ED	ENGINE DIAGNOSIS	137
EL	ELECTRICAL	139
EN	ENGINE OVERHAUL/REPLACEMENT	151
ER	ENGINE REPAIR	361
FL	FLUSHING	2
FS	FUEL SYSTEM	34
MS	MACHINE SHOP	3
TU	TUNE UP	11

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	0
BO	BOAT REPAIR	0
LC	LAMP CERTIFICATION	0
LS	LIEN SALE/STORAGE CHARGES	13
MC	MOTORCYCLE REPAIR	18
OT	OTHER	188
PS	PART SALE	24
SF	STORAGE FEES	12
TO	TOWING	12
UP	UPHOLSTERY	7
WR	REPAIR WARRANTY	58

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	76
BR	BRAKES	75
DT	DRIVE TRAIN	29
EX	EXHAUST	33
GR	GENERAL REPAIR	3
LU	LUBE/OIL CHANGE	131
SU	SUSPENSION/STEERING	105
TW	TIRES/WHEELS	83

UA	UNLICENSED ACTIVITY	88
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	383
GL	AUTO GLASS	17

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	196
MT	MANUAL TRANS/CLUTCH	20

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	19
ET	EMISSION TEST PROCEDURE	3
EW	EMISSIONS WARRANTY	4
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	1
RF	REFEREE	0
RO	REPAIR ONLY (SMOG)	0
SB	SUBLET (SMOG)	1
SC	SMOG COST LIMIT	2
SN	STATION	2
SR	SMOG REPAIR	42
SS	ILLEGAL SMOG/CAR SALE	19
ST	SMOG TEST PROCEDURES	89
TE	TEST ONLY	3
TN	TECHNICIAN	2
VT	VISUAL SMOG TEST PROCEDURE	3

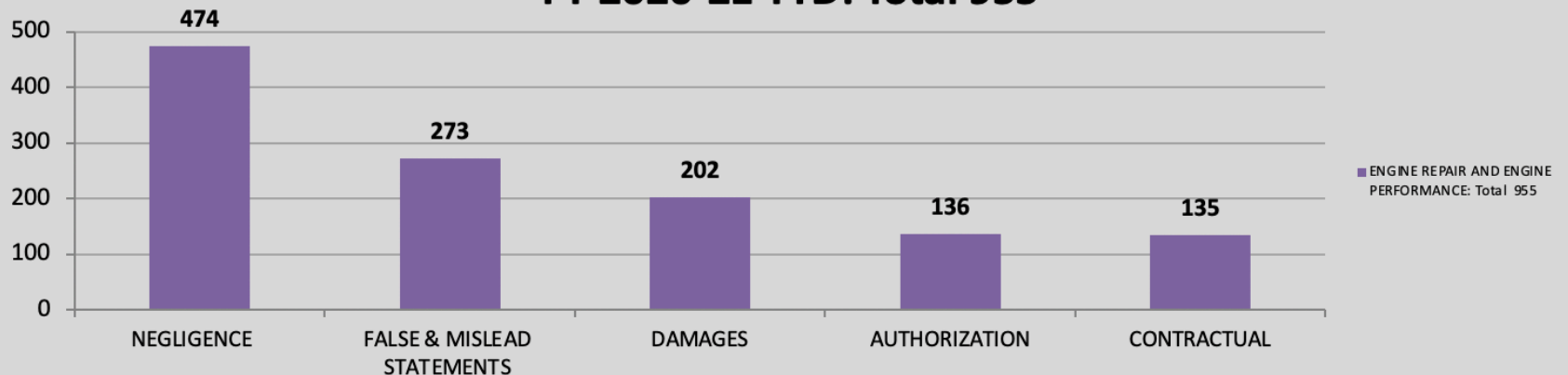
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	156
VW	VEHICLE WARRANTY	65
NC	NEW CAR/LEMON LAW	10

COMPLAINT ALLEGATIONS

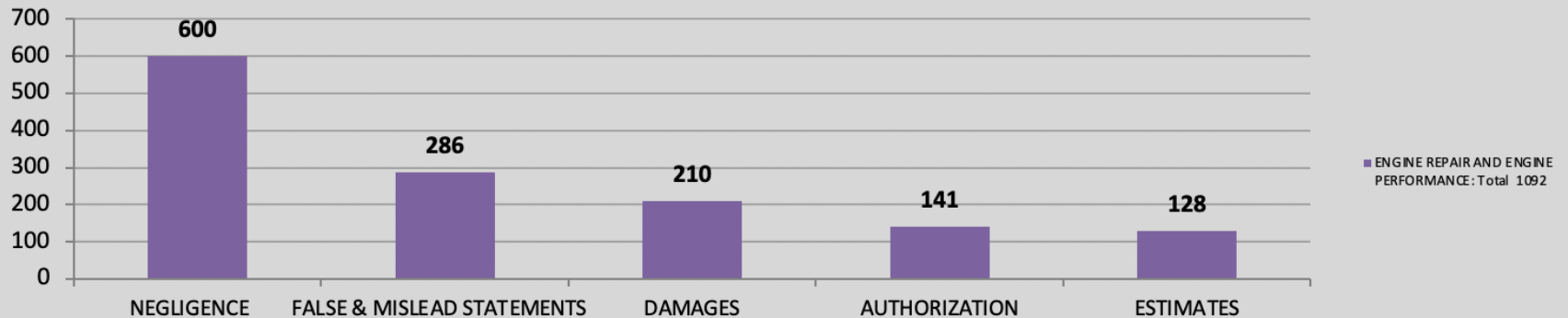
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2020-21 YTD: Total 955*

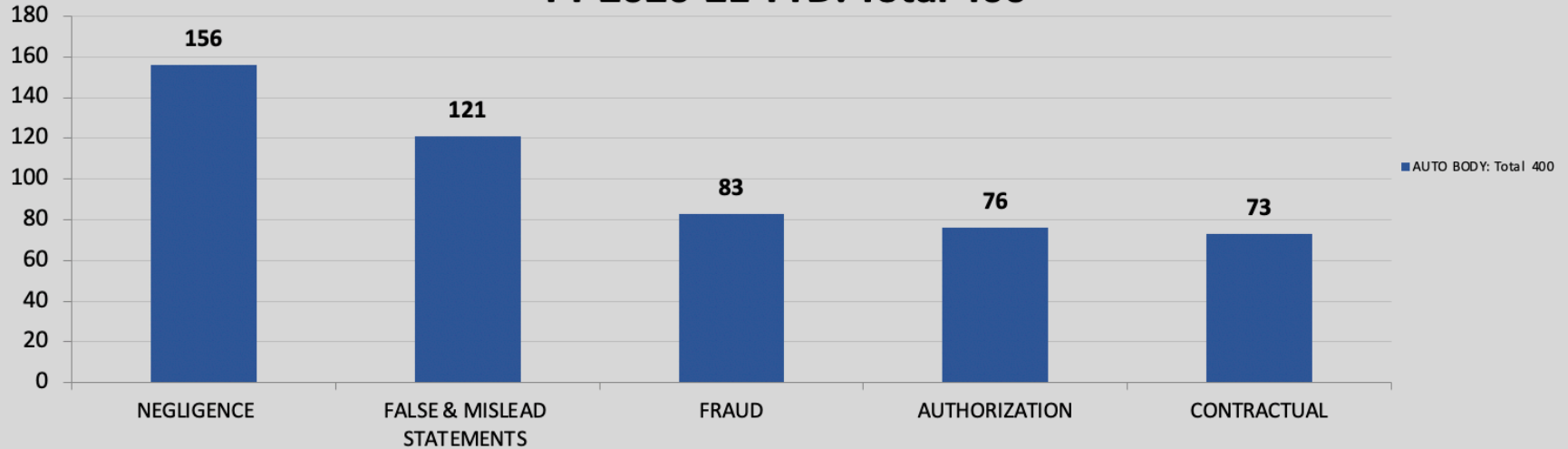


FY 2019-20 YTD: Total 1092*

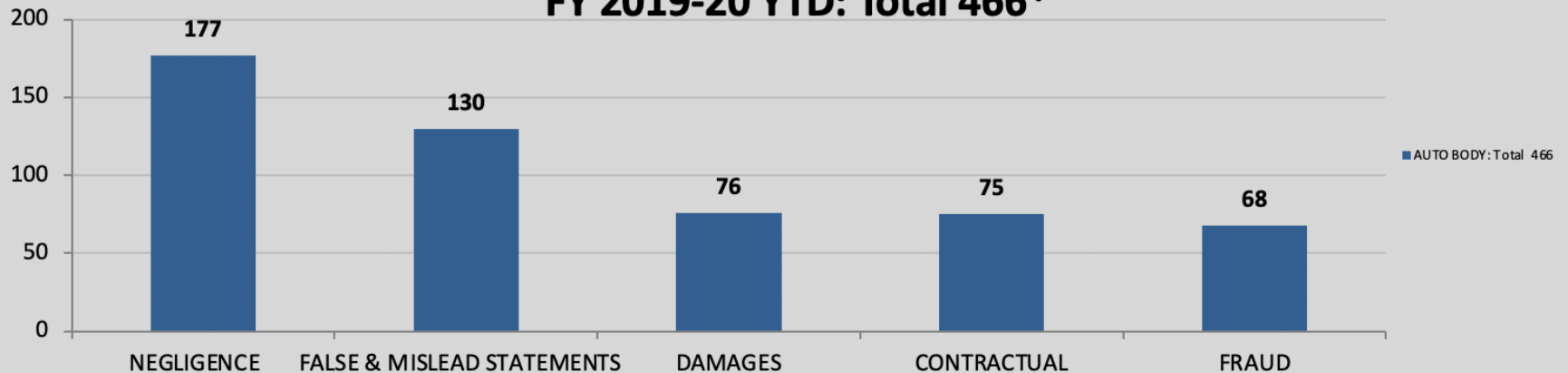


COMPLAINT ALLEGATIONS – AUTO BODY

FY 2020-21 YTD: Total 400*

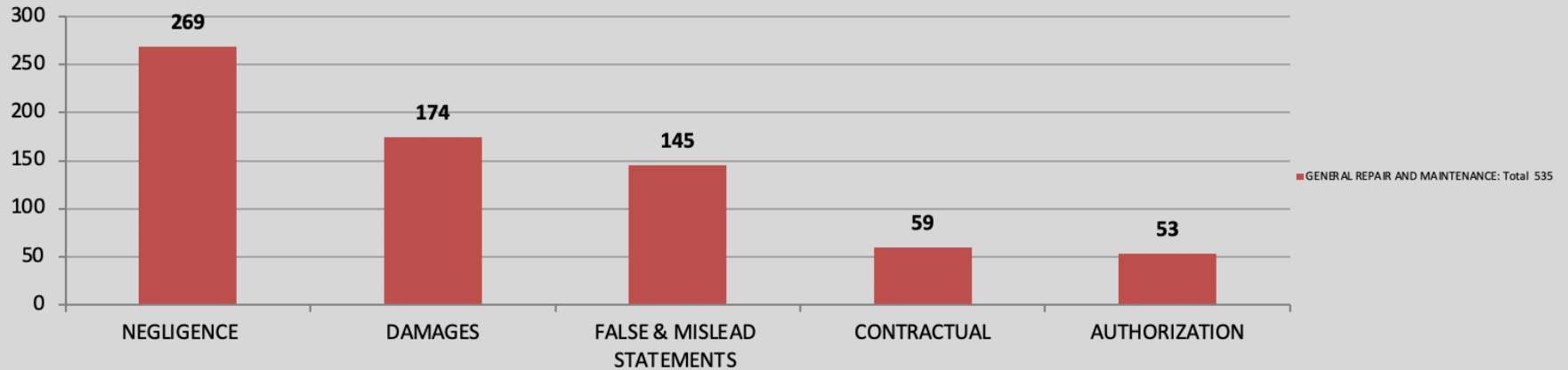


FY 2019-20 YTD: Total 466*

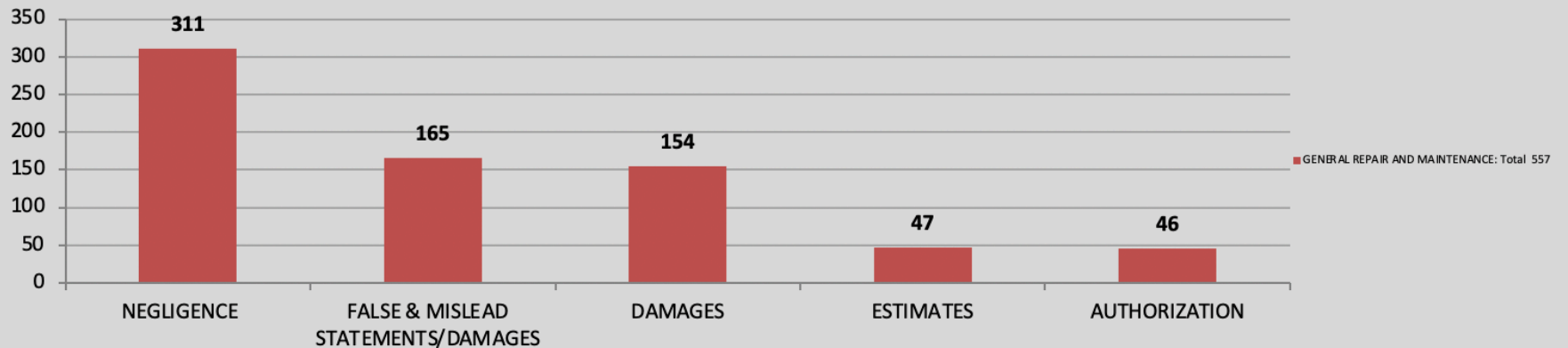


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

FY 2020-21 YTD: Total 535*

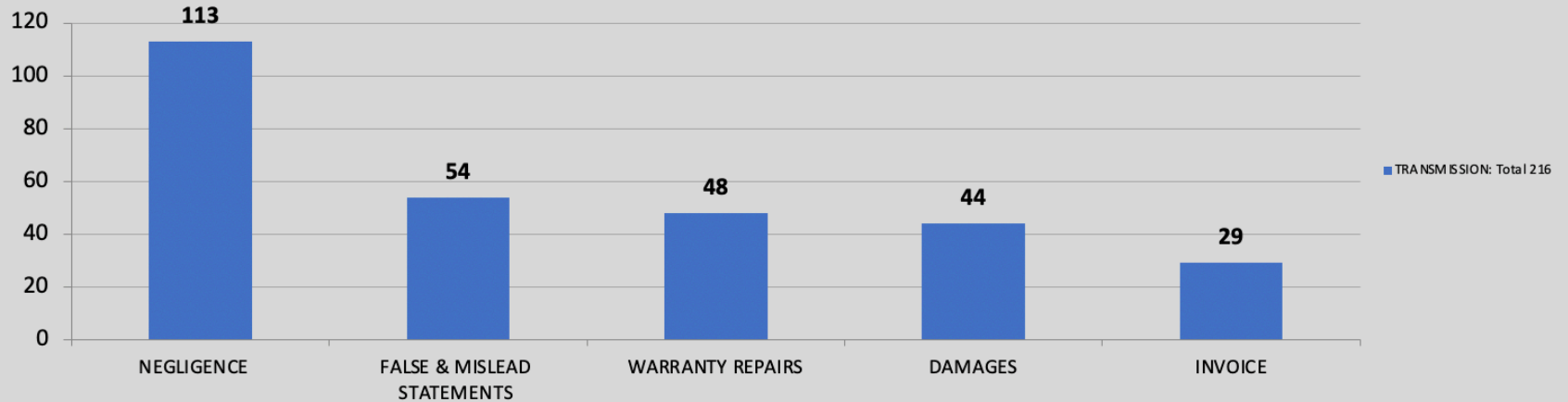


FY 2019-20 YTD: Total 557*

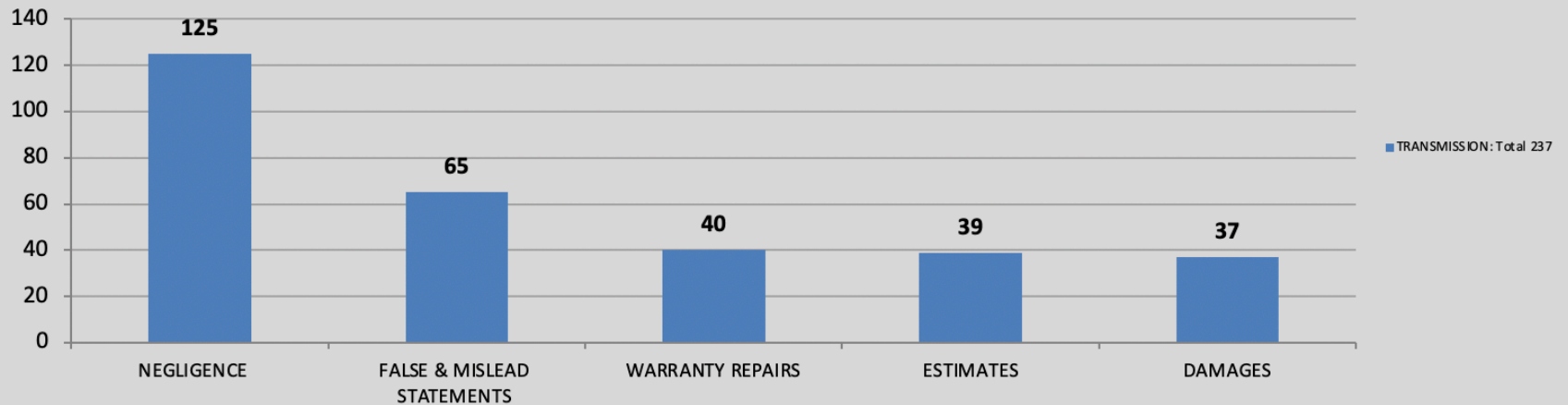


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2020-21 YTD: Total 216*

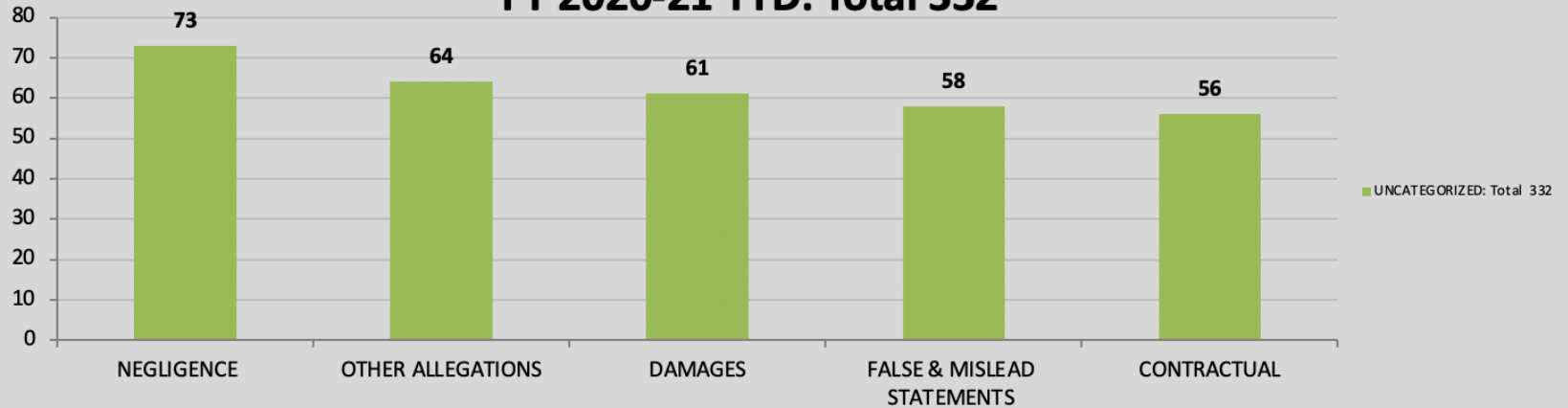


FY 2019-20 YTD: Total 237*

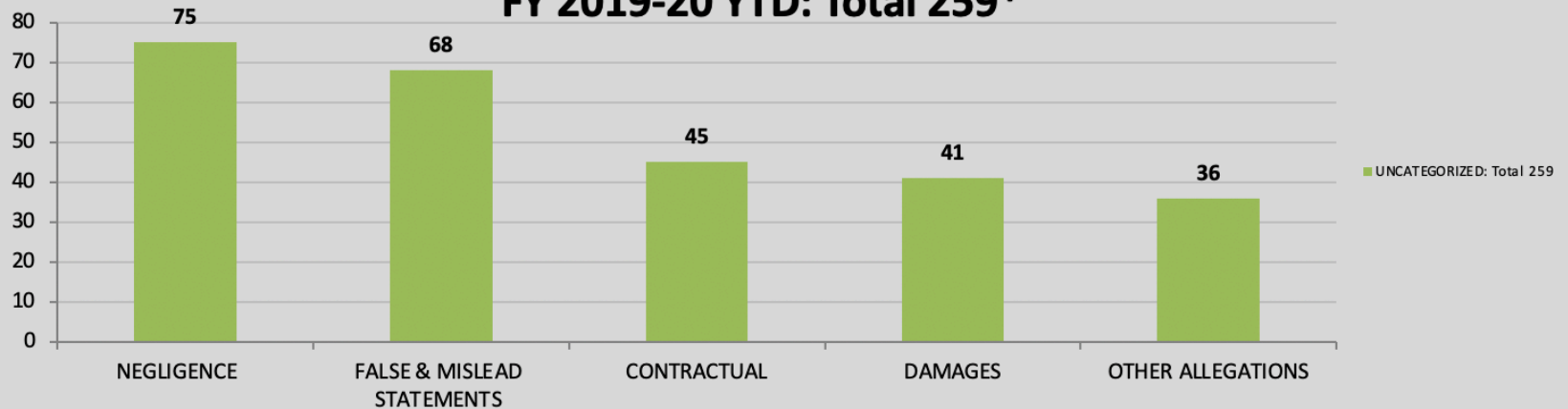


COMPLAINT ALLEGATIONS – UNCATEGORIZED

FY 2020-21 YTD: Total 332*

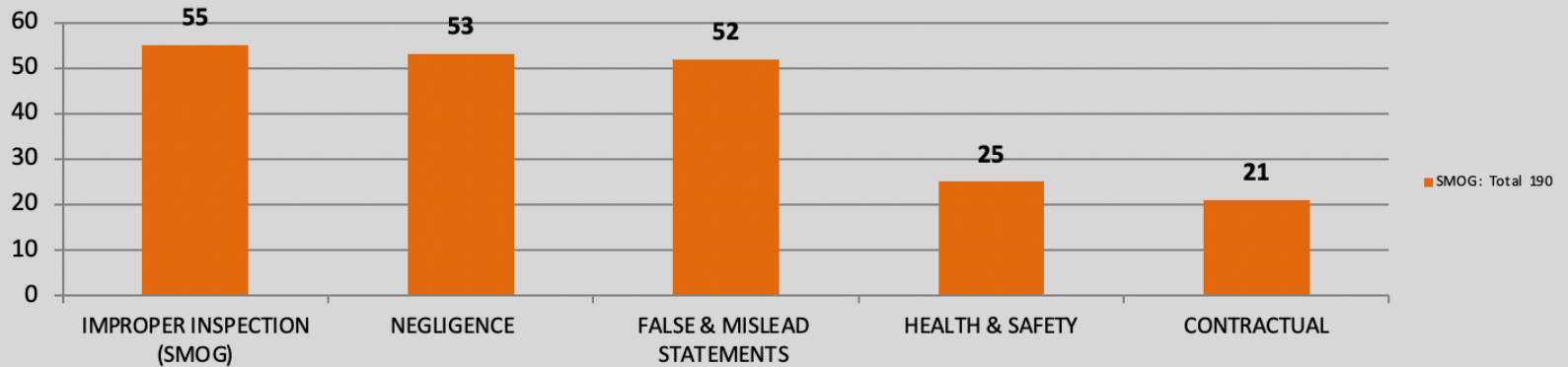


FY 2019-20 YTD: Total 259*

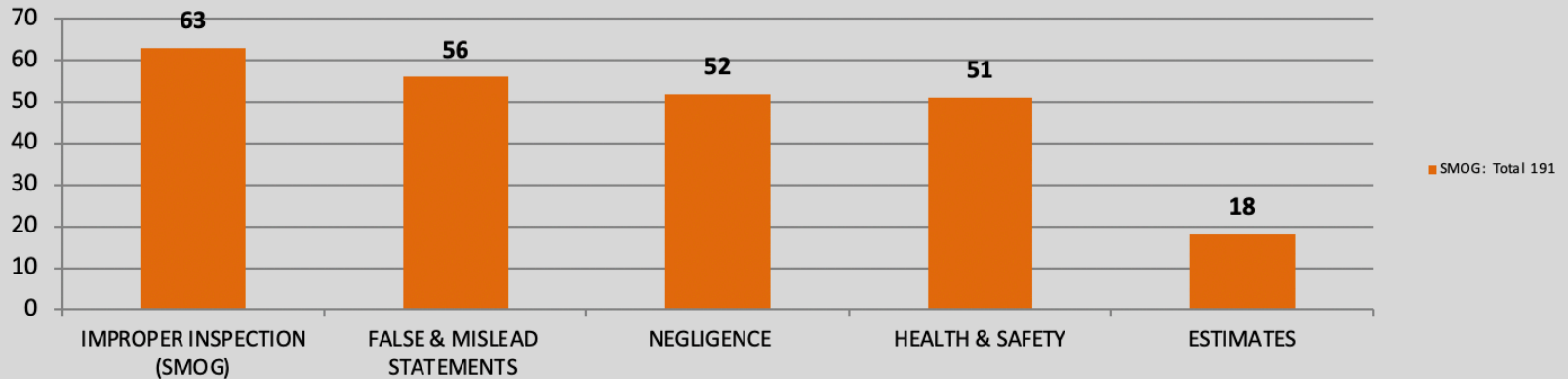


COMPLAINT TRENDS - SMOG

FY 2020-21 YTD: Total 190*

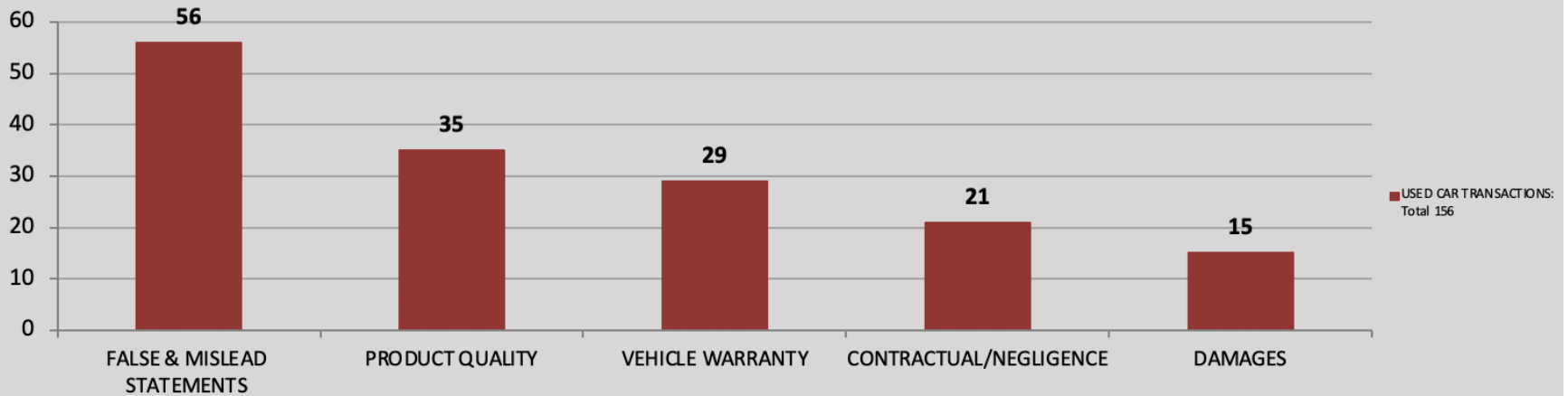


FY 2019-20 YTD: Total 191*

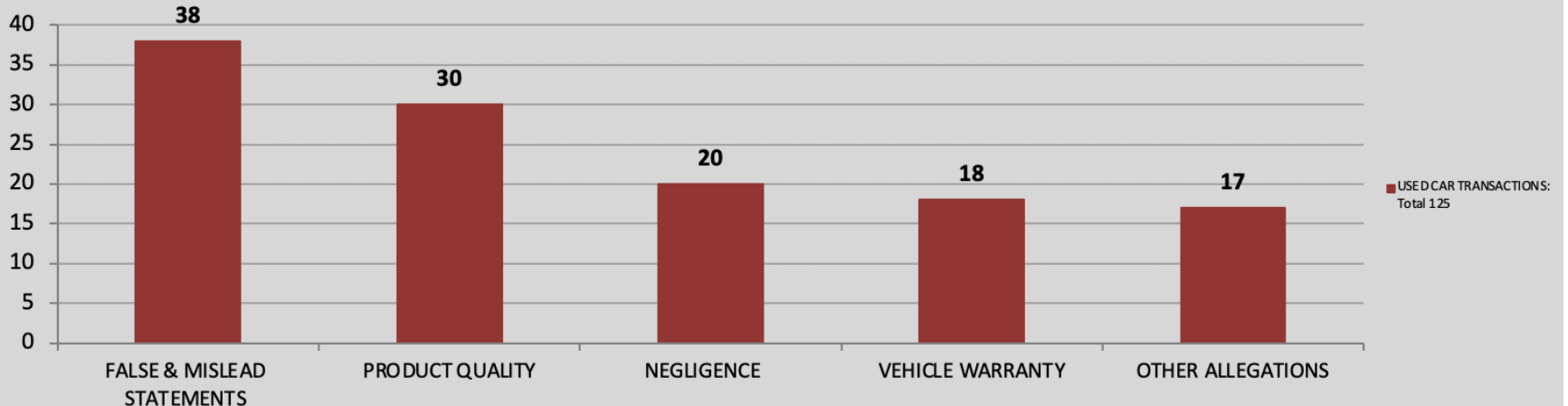


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2020-21 YTD: Total 156*

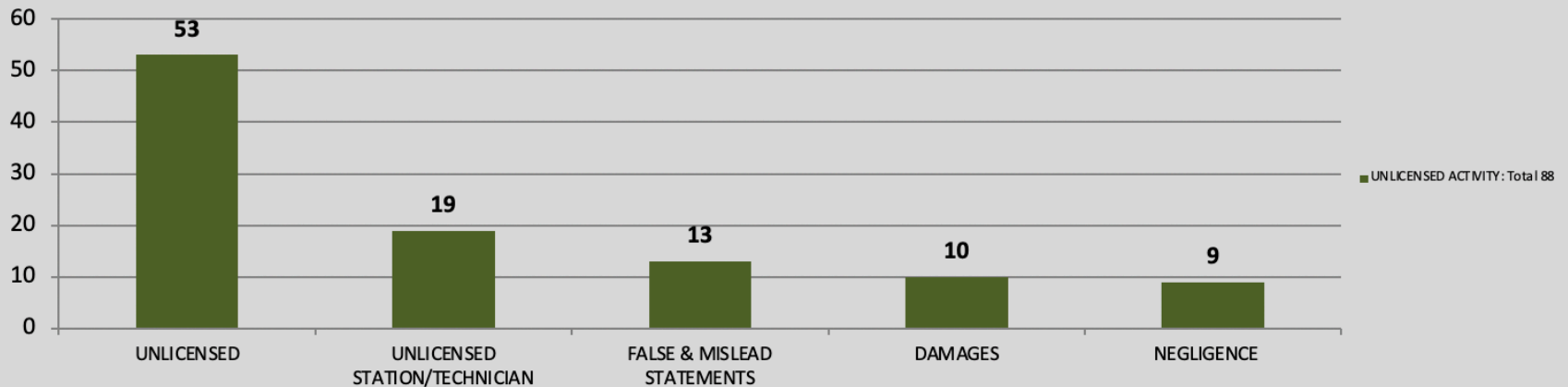


FY 2019-20 YTD: Total 125*

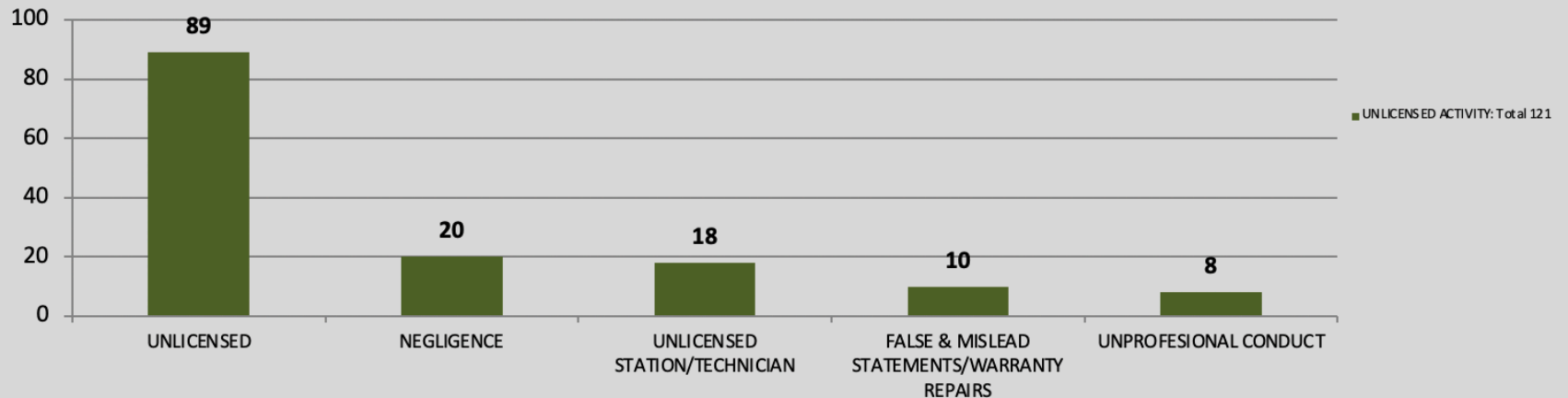


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

FY 2020-21 YTD: Total 88*

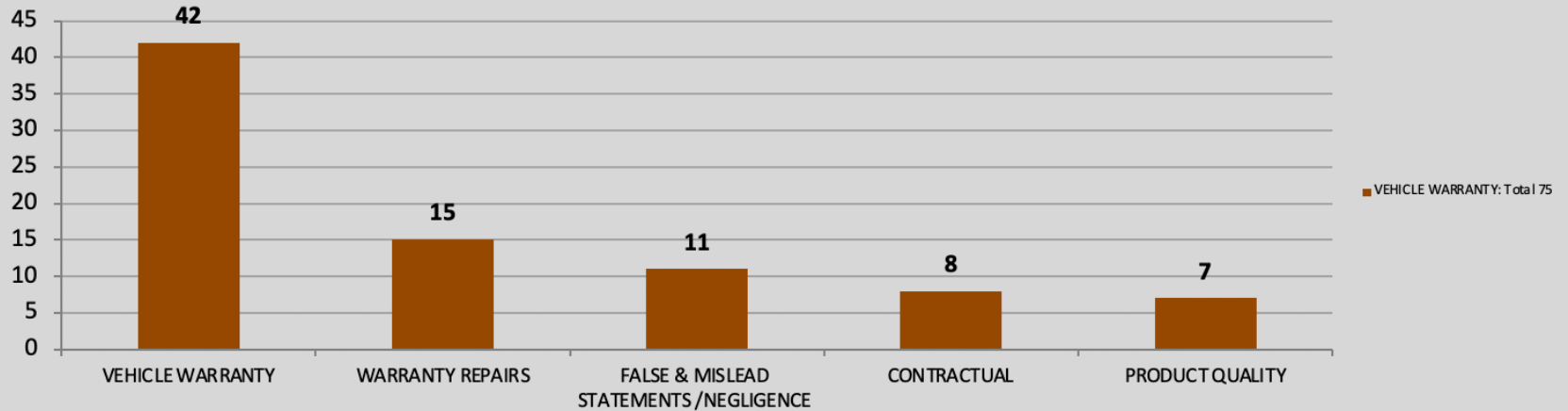


FY 2019-20 YTD: Total 121*

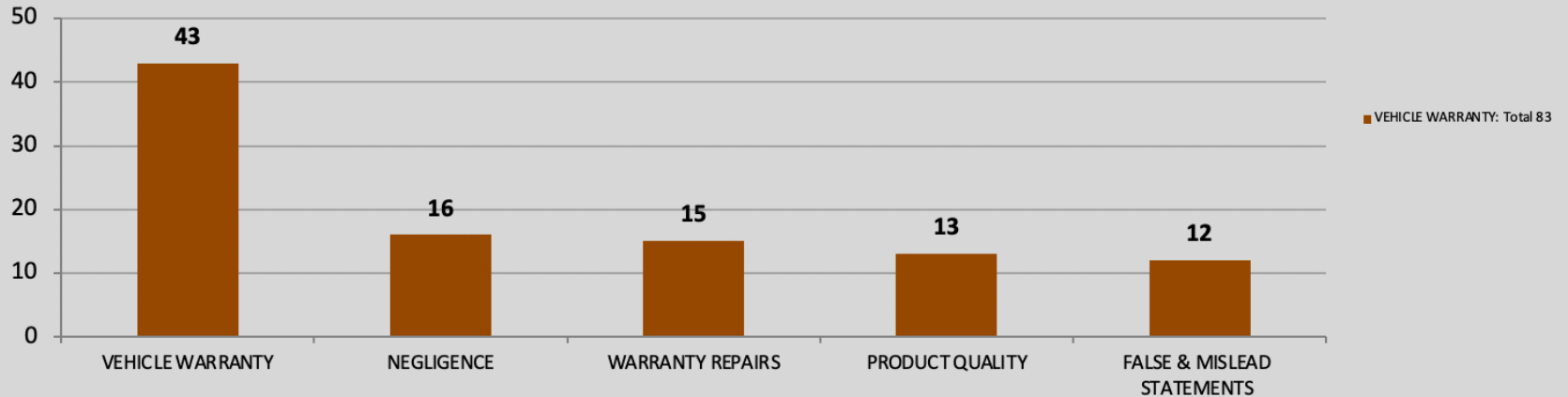


COMPLAINT TRENDS – VEHICLE WARRANTY

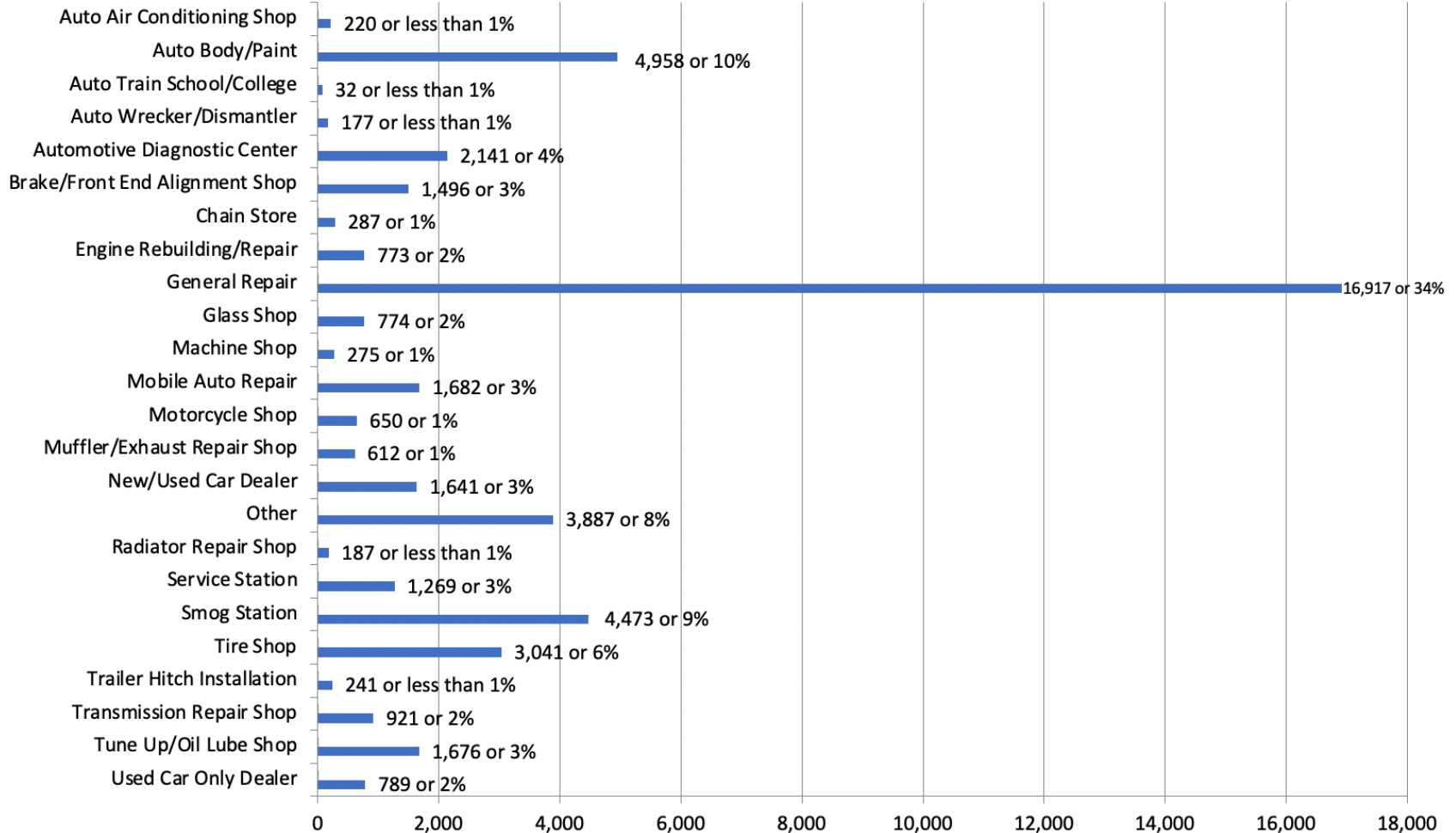
FY 2020-21 YTD: Total 75*



FY 2019-20 YTD: Total 83*



PRIMARY BUSINESS TYPE AS OF SEPTEMBER 2020



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2020-21 YTD	
Total Inspections Requested	27
Total Inspections Conducted	21
Total Complaints Filed	10
FY 2019-20 YTD	
Total Inspections Requested	38
Total Inspections Conducted	19
Total Complaints Filed	9

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