
ENFORCEMENT STATISTICS UPDATE

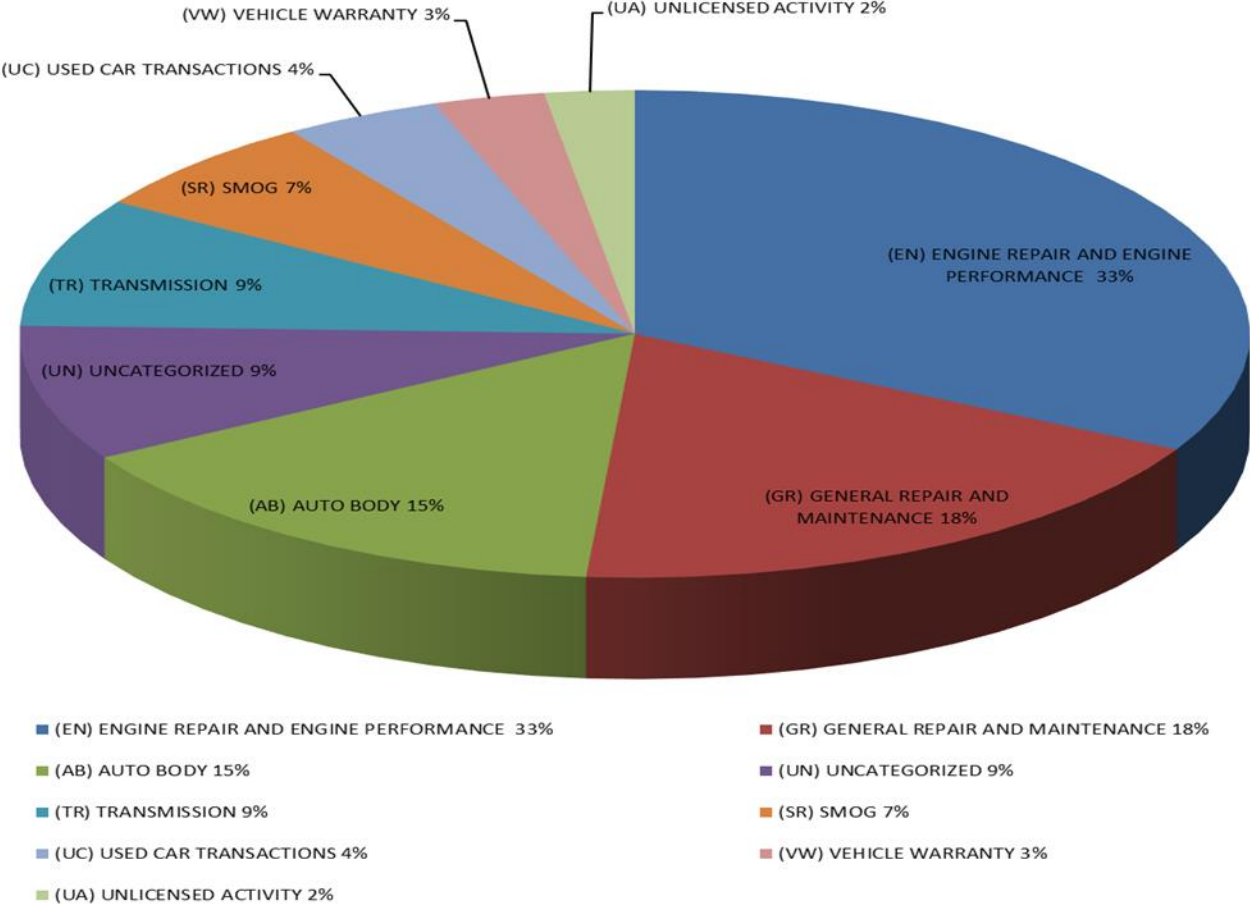
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

BILL THOMAS
ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
APRIL 18, 2019

FY COMPLAINT TRENDS 2018-19 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	173
CO	COOLING SYSTEM	244
ED	ENGINE DIAGNOSIS	527
EL	ELECTRICAL	466
EN	ENGINE OVERHAUL/REPLACEMENT	414
ER	ENGINE REPAIR	1210
FL	FLUSHING	12
FS	FUEL SYSTEM	119
MS	MACHINE SHOP	7
TU	TUNE UP	39

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	6
BO	BOAT REPAIR	8
LC	LAMP CERTIFICATION	7
LS	LIEN SALE/STORAGE CHARGES	38
MC	MOTORCYCLE REPAIR	67
OT	OTHER	423
PS	PART SALE	89
SF	STORAGE FEES	32
TO	TOWING	46
UP	UPHOLSTERY	27
WR	REPAIR WARRANTY	136

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	172
BR	BRAKES	326
DT	DRIVE TRAIN	151
EX	EXHAUST	46
GR	GENERAL REPAIR	27
LU	LUBE/OIL CHANGE	418
SU	SUSPENSION/STEERING	382
TW	TIRES/WHEELS	275

UA	UNLICENSED ACTIVITY	231
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	1436
GL	AUTO GLASS	55

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	751
MT	MANUAL TRANS/CLUTCH	86

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	4
CX	CLEAN PLUGGING	1
DC	DELINQUENT CITATION	1
ES	EXHAUST SYSTEM (SMOG)	65
ET	EMISSION TEST PROCEDURE	14
EW	EMISSIONS WARRANTY	11
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	2
RO	REPAIR ONLY (SMOG)	3
SB	SUBLET (SMOG)	5
SC	SMOG COST LIMIT	7
SN	STATION	19
SR	SMOG REPAIR	122
SS	ILLEGAL SMOG/CAR SALE	70
ST	SMOG TEST PROCEDURES	286
TE	TEST ONLY	10
TN	TECHNICIAN	3
VT	VISUAL SMOG TEST PROCEDURE	10

VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	404
VW	VEHICLE WARRANTY	240
NC	NEW CAR/LEMON LAW	46

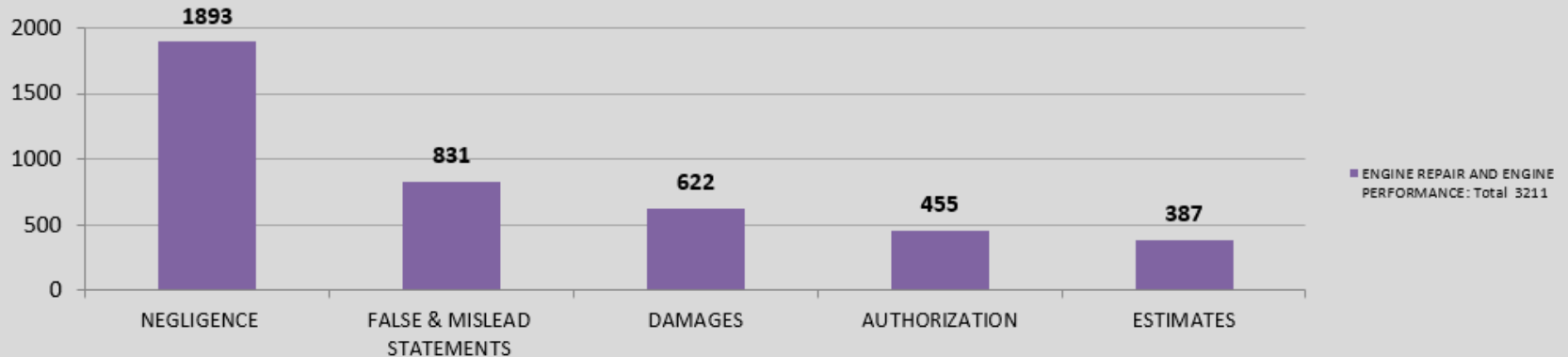
COMPLAINT ALLEGATIONS

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

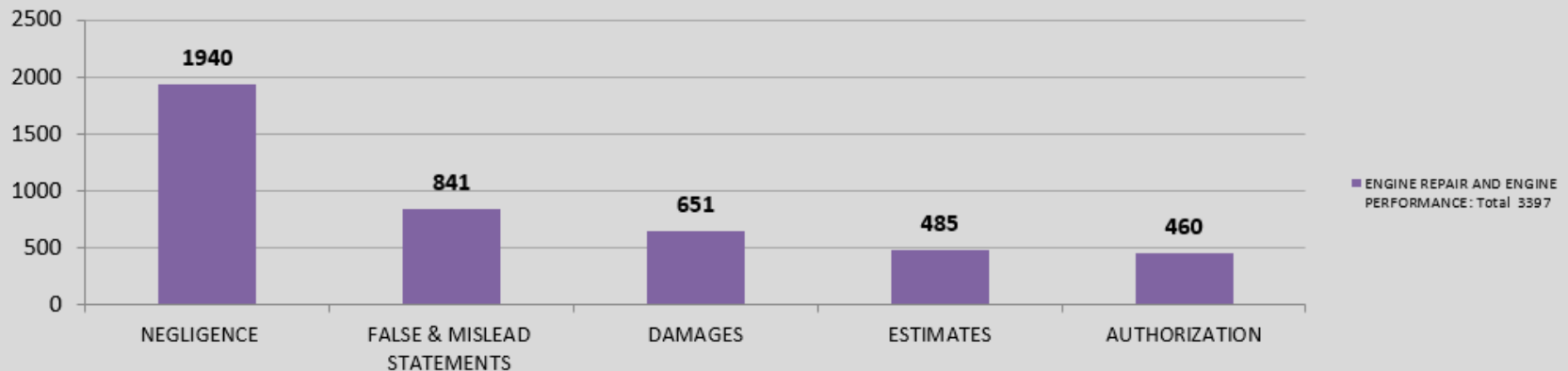
TOP 5 ALLEGATIONS BY COMPLAINT TREND

Engine Repair & Engine Performance

FY 2018-19 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 3211*



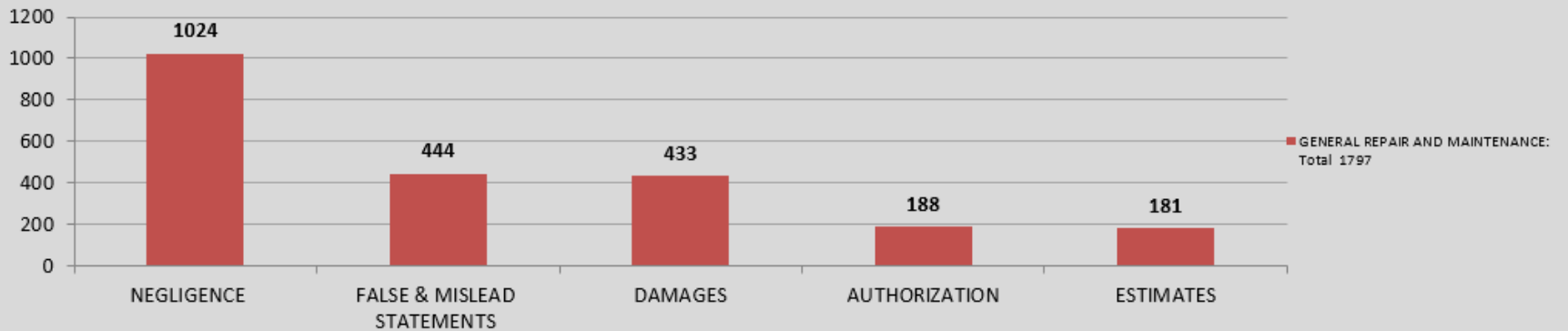
FY 2017-18 YTD ENGINE REPAIR & ENGINE PERFORMANCE: Total 3397*



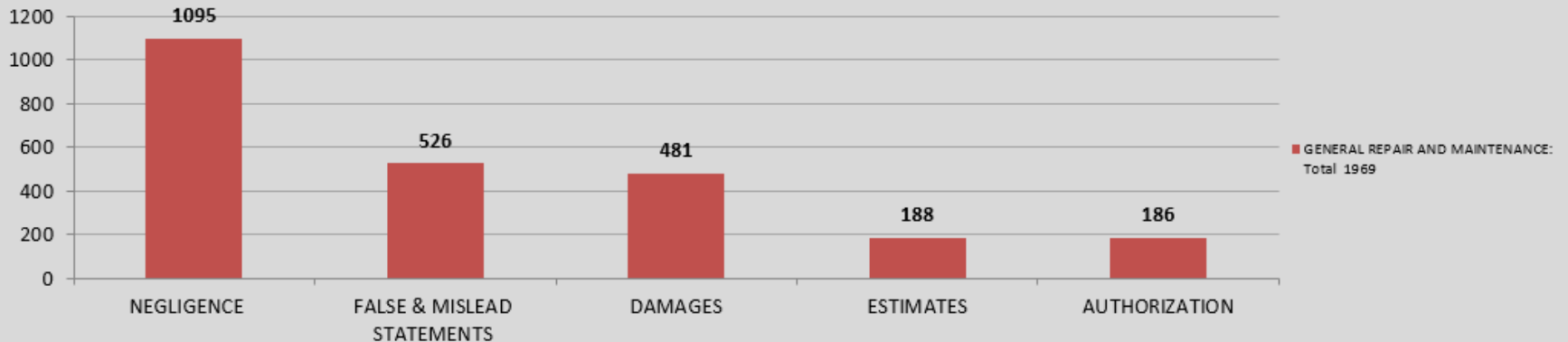
TOP 5 ALLEGATIONS BY COMPLAINT TREND

General Repair & Maintenance

FY 2018-19 YTD GENERAL REPAIR & MAINTENANCE: Total 1797*



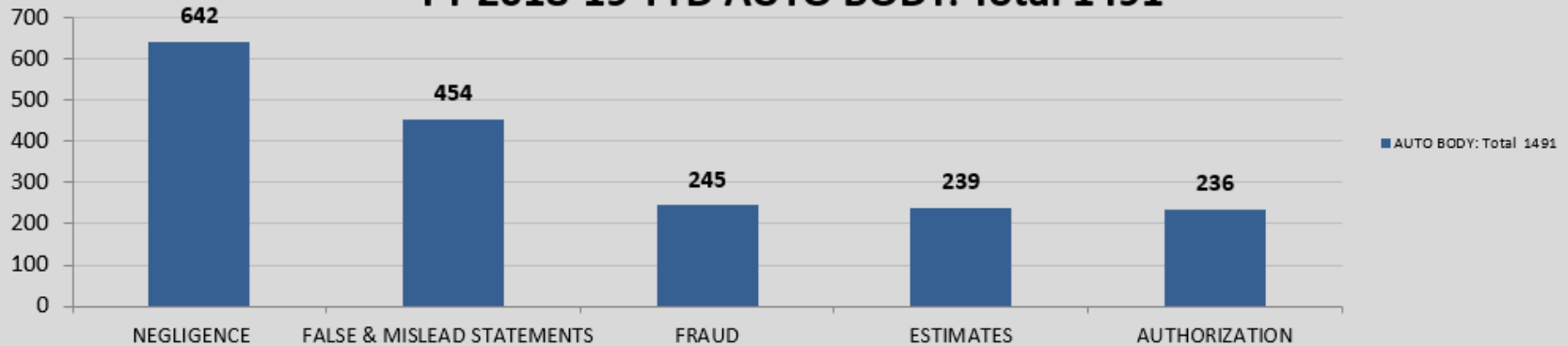
FY 2017-18 YTD GENERAL REPAIR & MAINTENANCE: Total 1969*



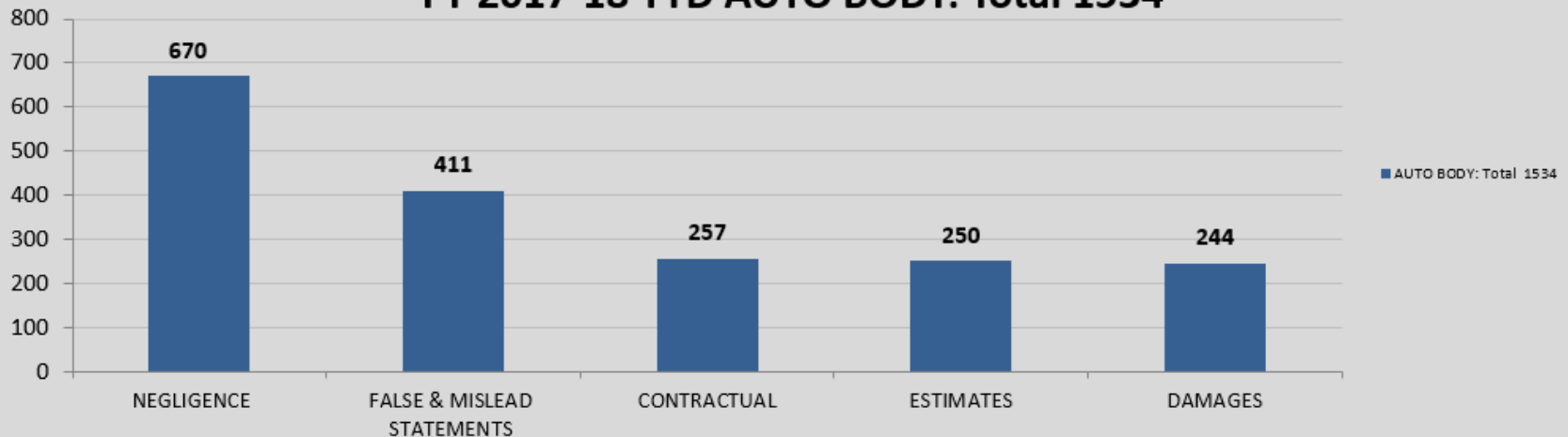
TOP 5 ALLEGATIONS BY COMPLAINT TREND

Auto Body

FY 2018-19 YTD AUTO BODY: Total 1491*



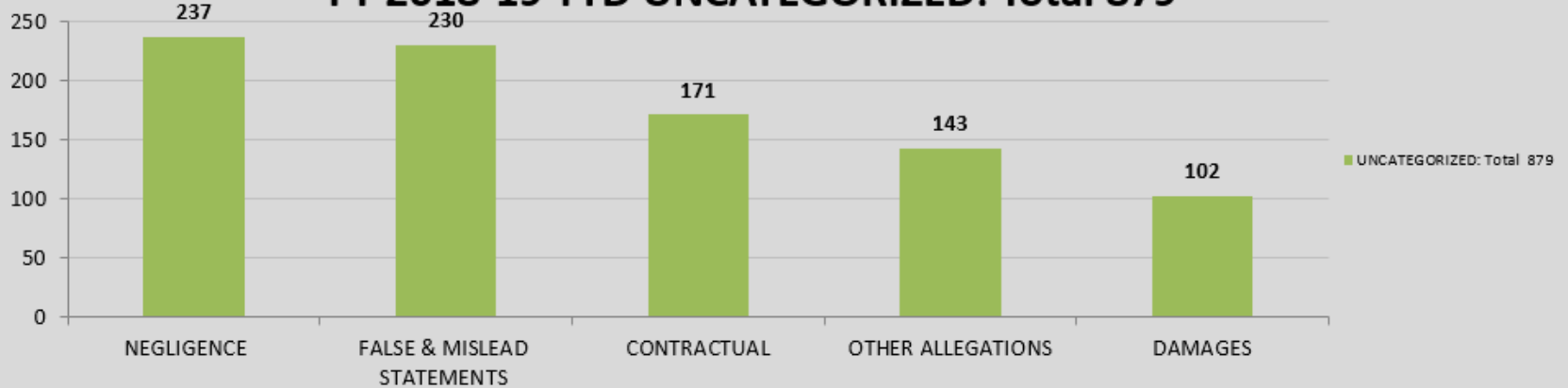
FY 2017-18 YTD AUTO BODY: Total 1534*



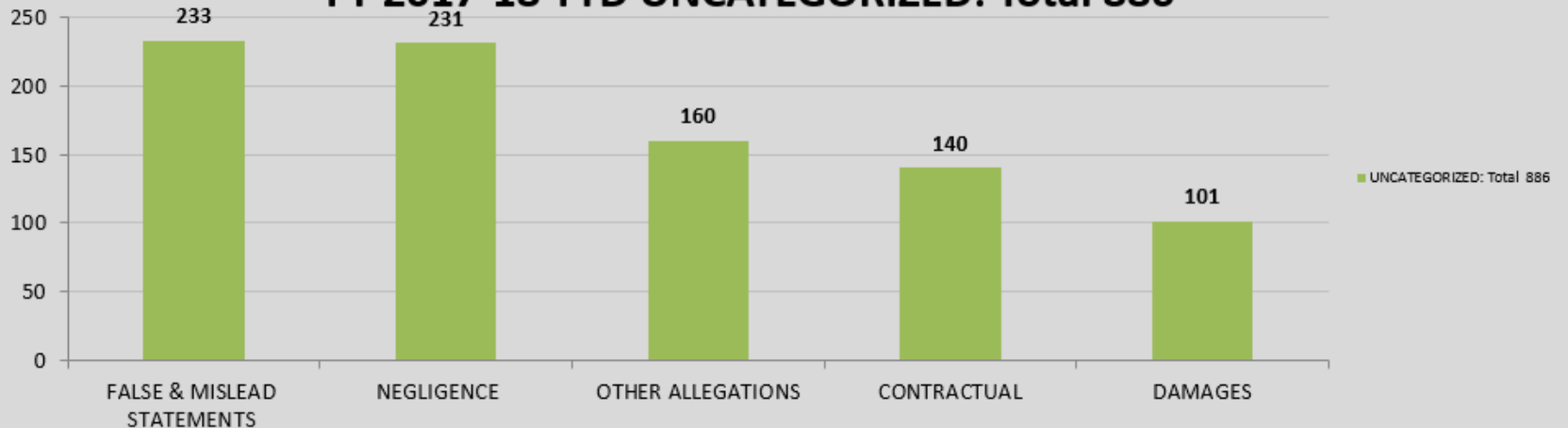
TOP 5 ALLEGATIONS BY COMPLAINT TREND

Uncategorized

FY 2018-19 YTD UNCATEGORIZED: Total 879*



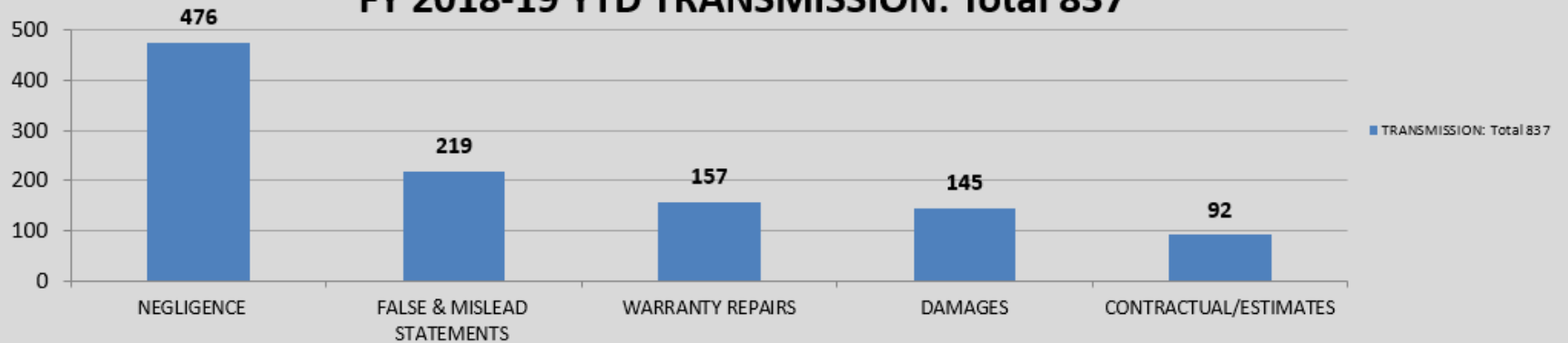
FY 2017-18 YTD UNCATEGORIZED: Total 886*



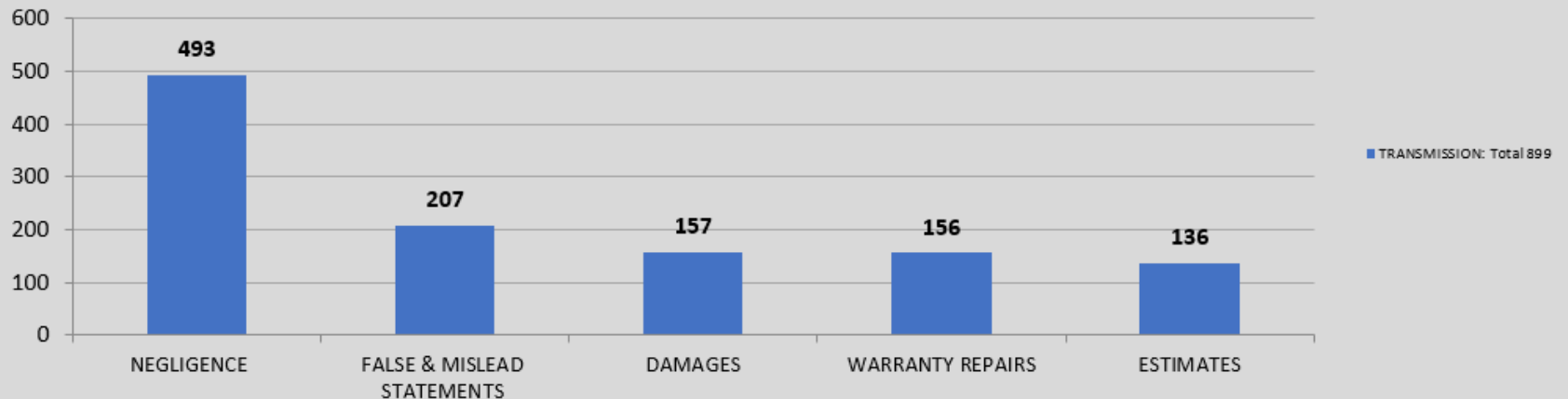
TOP 5 ALLEGATIONS BY COMPLAINT TREND

Transmission

FY 2018-19 YTD TRANSMISSION: Total 837*



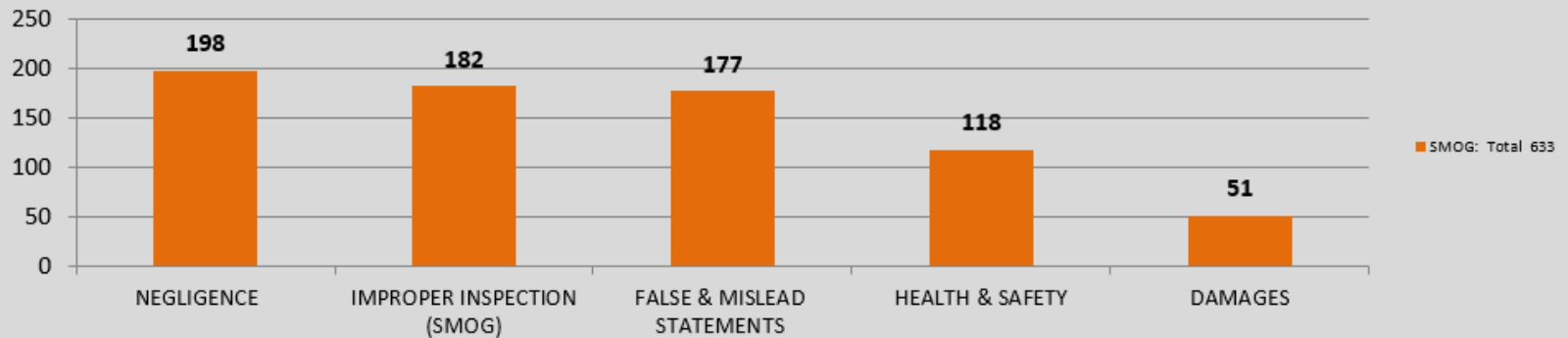
FY 2017-18 YTD TRANSMISSION: Total 899*



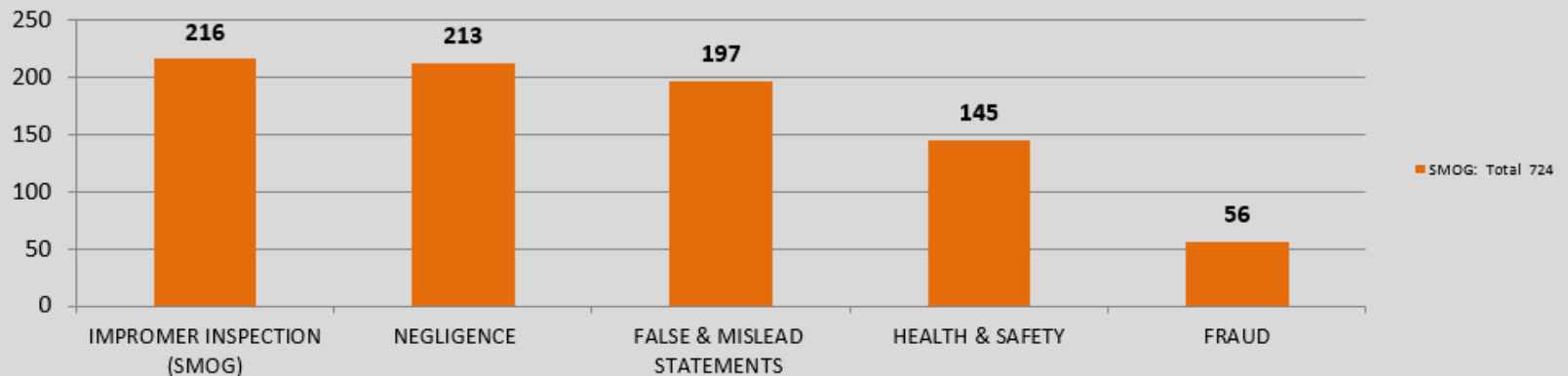
TOP 5 ALLEGATIONS BY COMPLAINT TREND

Smog

FY 2018-19 YTD SMOG: Total 633*



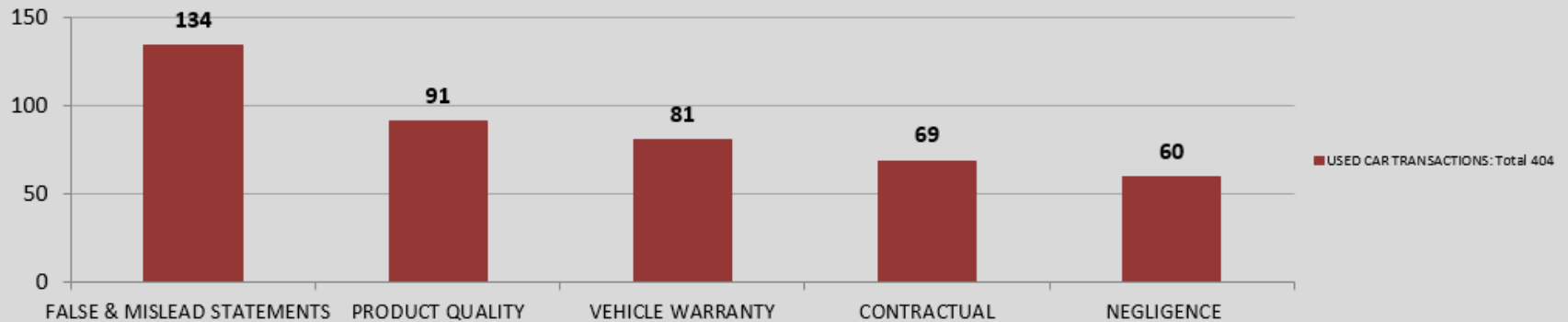
FY 2017-18 YTD SMOG: Total 724*



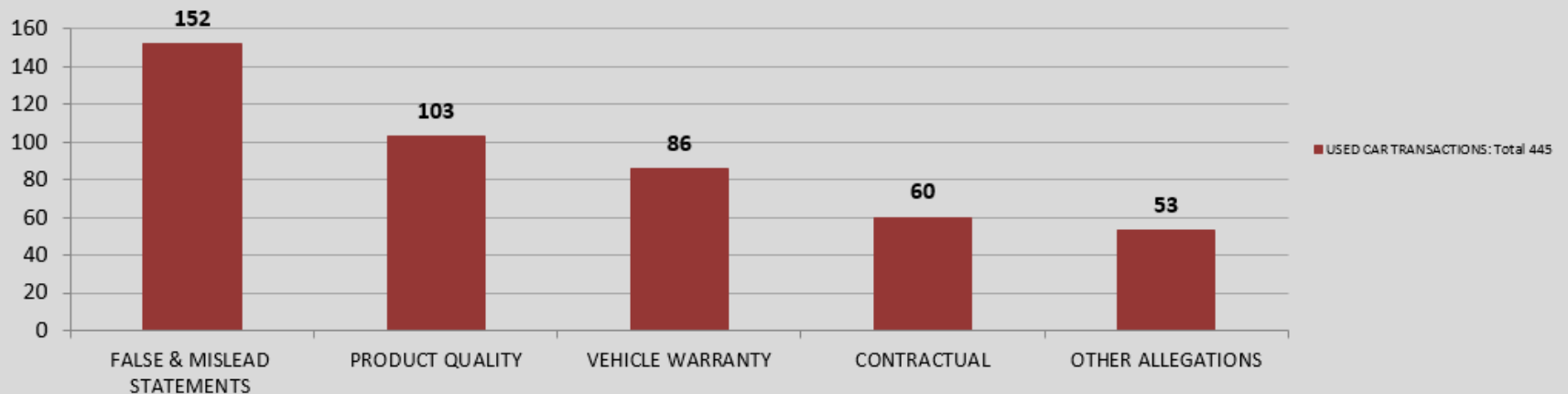
TOP 5 ALLEGATIONS BY COMPLAINT TREND

Used Car Transactions

FY 2018-19 YTD USED CAR TRANSACTIONS: Total 404*

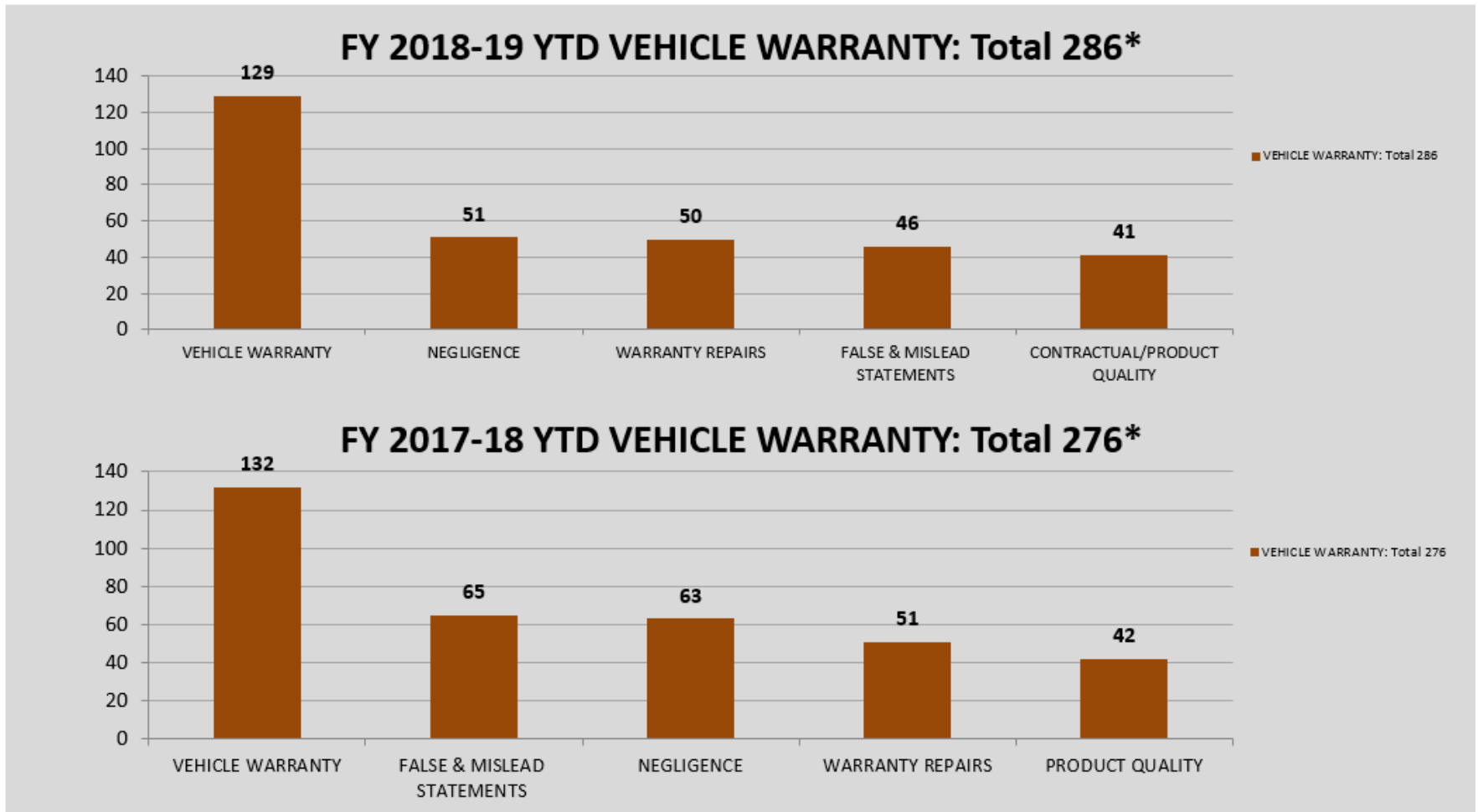


FY 2017-18 YTD USED CAR TRANSACTIONS: Total 445*



TOP 5 ALLEGATIONS BY COMPLAINT TREND

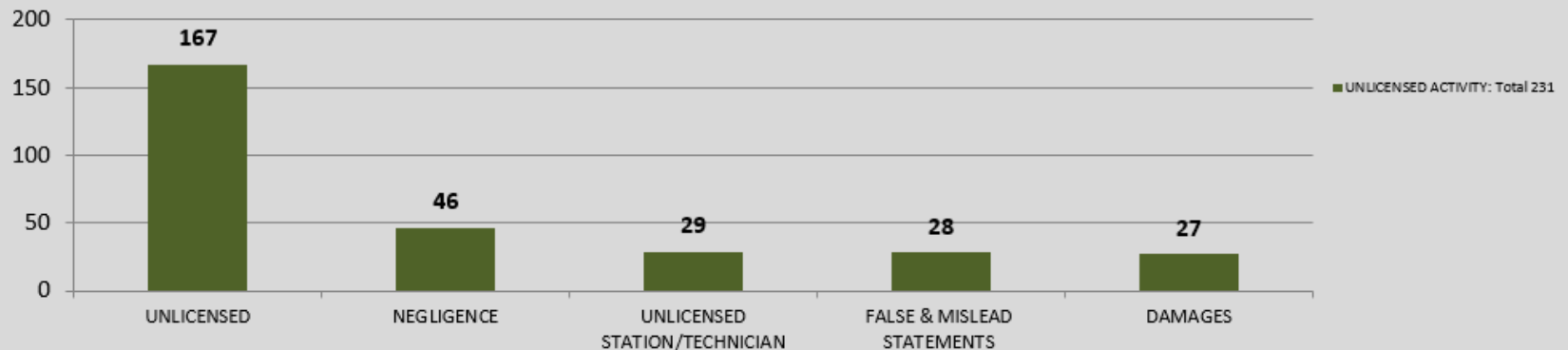
Vehicle Warranty



TOP 5 ALLEGATIONS BY COMPLAINT TREND

Unlicensed Activity

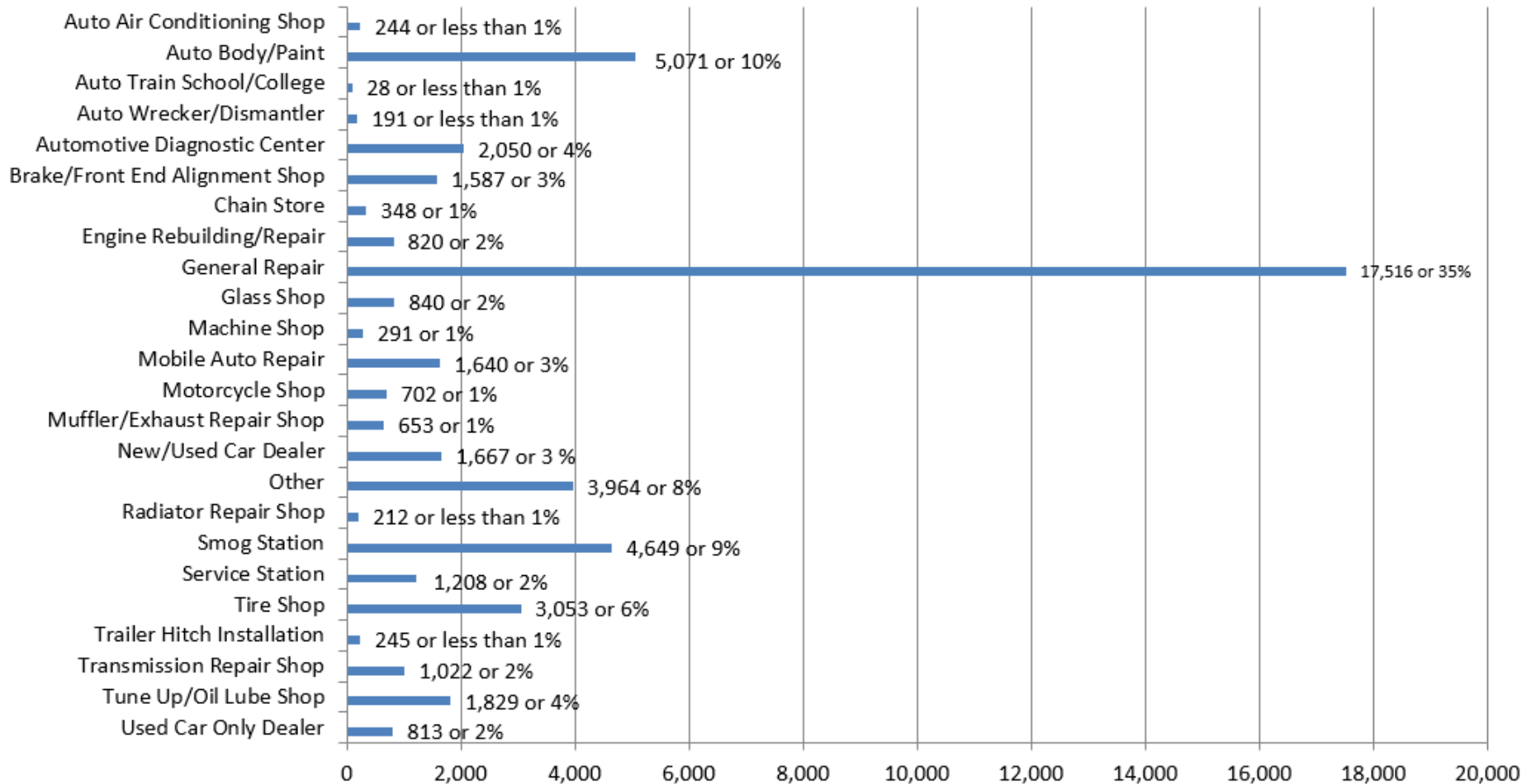
FY 2018-19 YTD UNLICENSED ACTIVITY: Total 231*



FY 2017-18 YTD UNLICENSED ACTIVITY: Total 244*



PRIMARY BUSINESS TYPE AS OF MARCH 2019



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2018-19 YTD	
Total Inspections Requested	178
Total Inspections Conducted	114
Total Complaints Filed	43
FY 2017-18 YTD	
Total Inspections Requested	213
Total Inspections Conducted	131
Total Complaints Filed	64

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas

Bureau of Automotive Repair

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