
ENFORCEMENT STATISTICS UPDATE

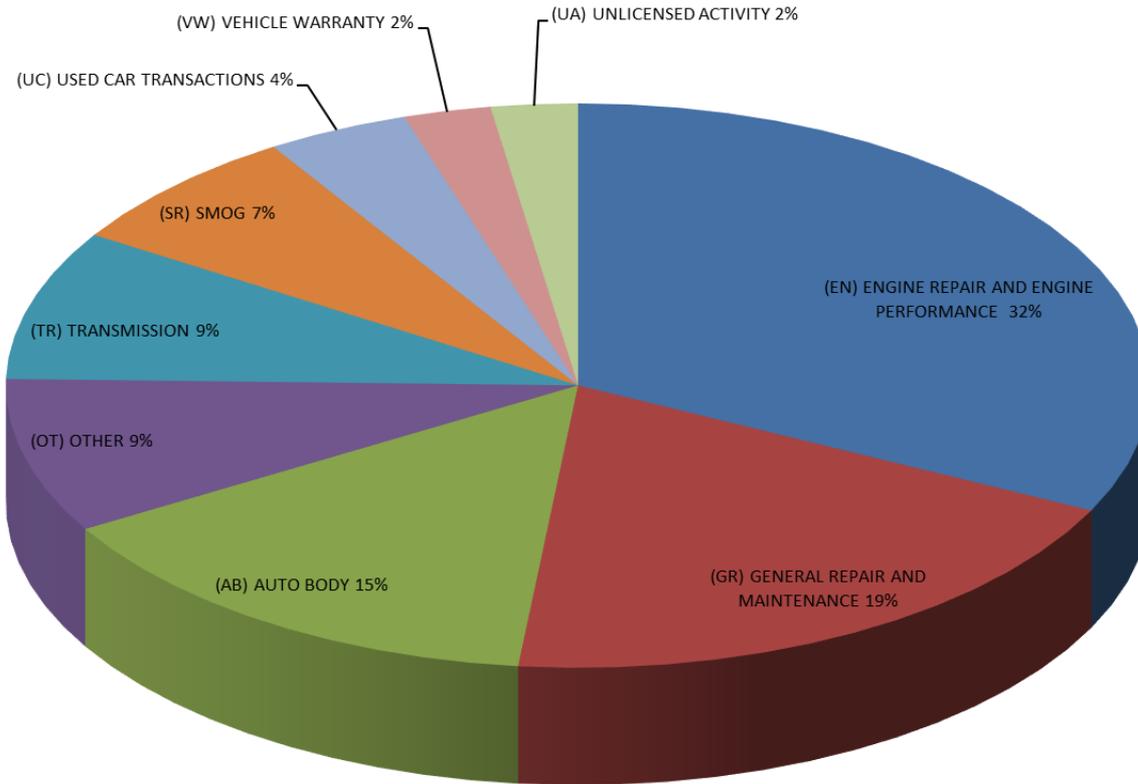
DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

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

COMPLAINT TRENDS: FY 2017-18 YTD



- (EN) ENGINE REPAIR AND ENGINE PERFORMANCE 32%
- (GR) GENERAL REPAIR AND MAINTENANCE 19%
- (AB) AUTO BODY 15%
- (TR) TRANSMISSION 9%
- (OT) OTHER 9%
- (SR) SMOG 7%
- (UC) USED CAR TRANSACTIONS 4%
- (VW) VEHICLE WARRANTY 2%
- (UA) UNLICENSED ACTIVITY 2%

COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS
CC	COMPUTER CONTROLS	116
CO	COOLING SYSTEM	180
ED	ENGINE DIAGNOSIS	387
EL	ELECTRICAL	343
EN	ENGINE OVERHAUL/REPLACEMENT	278
ER	ENGINE REPAIR	815
FL	FLUSHING	10
FS	FUEL SYSTEM	98
MS	MACHINE SHOP	7
TU	TUNE UP	19

OTHER		COMPLAINTS
BC	BRAKE CERTIFICATION	3
BO	BOAT REPAIR	2
LC	LAMP CERTIFICATION	1
LS	LIEN SALE/STORAGE CHARGES	16
MC	MOTORCYCLE REPAIR	41
NC	NEW CAR/LEMON LAW	35
OT	OTHER	279
PS	PART SALE	57
SF	STORAGE FEES	14
TO	TOWING	23
UP	UPHOLSTERY	20
WR	REPAIR WARRANTY	108

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS
AC	AIR CONDITIONING/HEAT	157
BR	BRAKES	225
DT	DRIVE TRAIN	110
EX	EXHAUST	33
GR	GENERAL REPAIR	66
LU	LUBE/OIL CHANGE	298
SU	SUSPENSION/STEERING	258
TW	TIRES/WHEELS	203

AUTO BODY		COMPLAINTS
AB	AUTO BODY	990
GL	AUTO GLASS	44

TRANSMISSION		COMPLAINTS
AT	AUTO TRANS	553
MT	MANUAL TRANS/CLUTCH	65

SMOG		COMPLAINTS
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	57
ET	EMISSION TEST PROCEDURE	10
EW	EMISSIONS WARRANTY	9
FT	FUNCTIONAL TEST PROCEDURE	1
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	0
RO	REPAIR ONLY (SMOG)	13
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	3
SN	STATION	6
SR	SMOG REPAIR	118
SS	ILLEGAL SMOG/CAR SALE	57
ST	SMOG TEST PROCEDURES	198
TE	TEST ONLY	8
TN	TECHNICIAN	1
VT	VISUAL SMOG TEST PROCEDURE	12

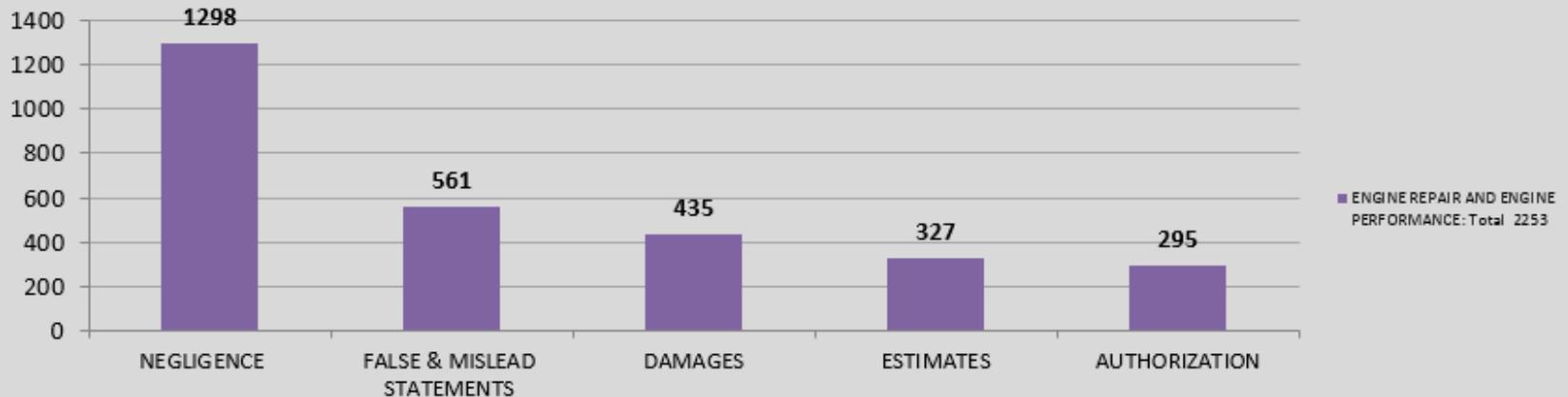
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS
UC	USED CAR LOTS	281
VW	VEHICLE WARRANTY	172
UA	UNLICENSED ACTIVITY	171

ALLEGATIONS

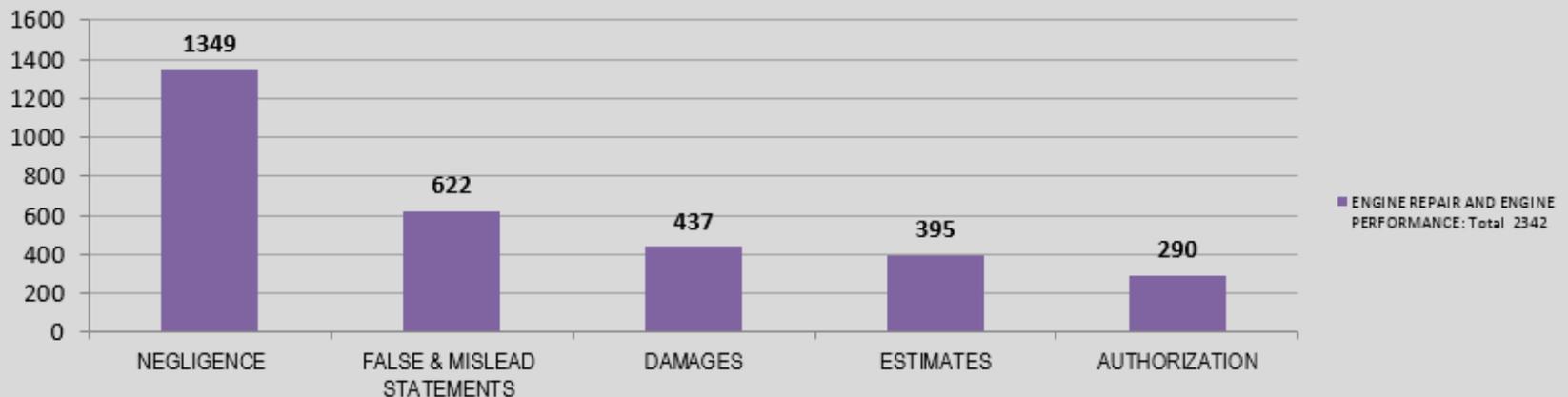
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2017-18 YTD: Total 2253

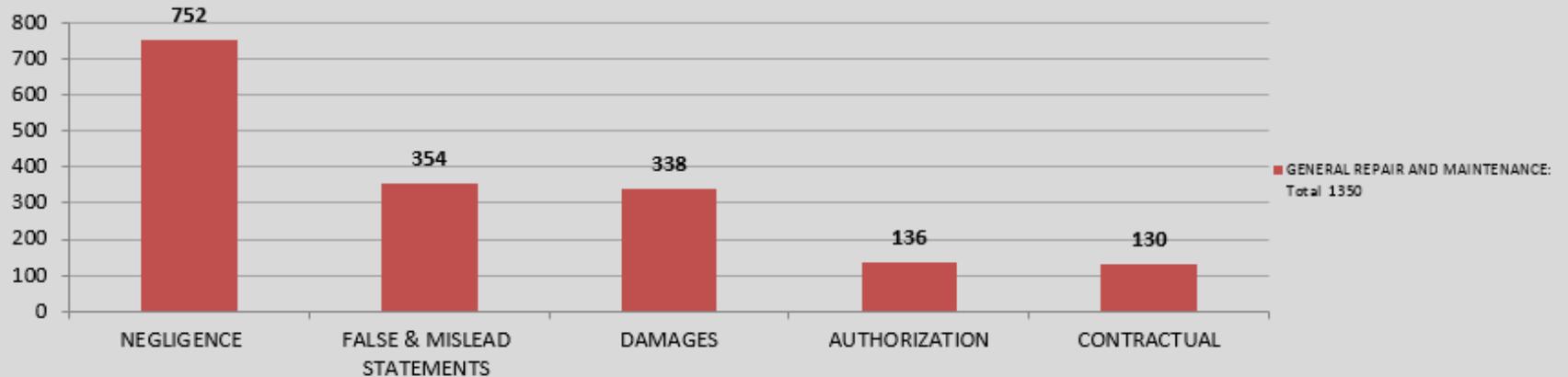


FY 2016-17 YTD: Total 2342

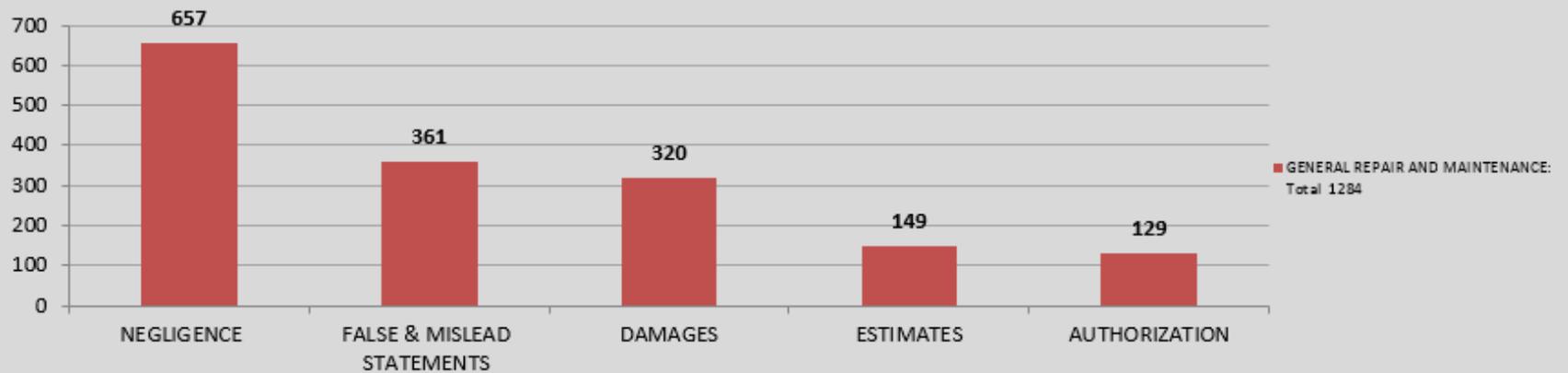


COMPLAINT ALLEGATIONS GENERAL REPAIR & MAINTENANCE

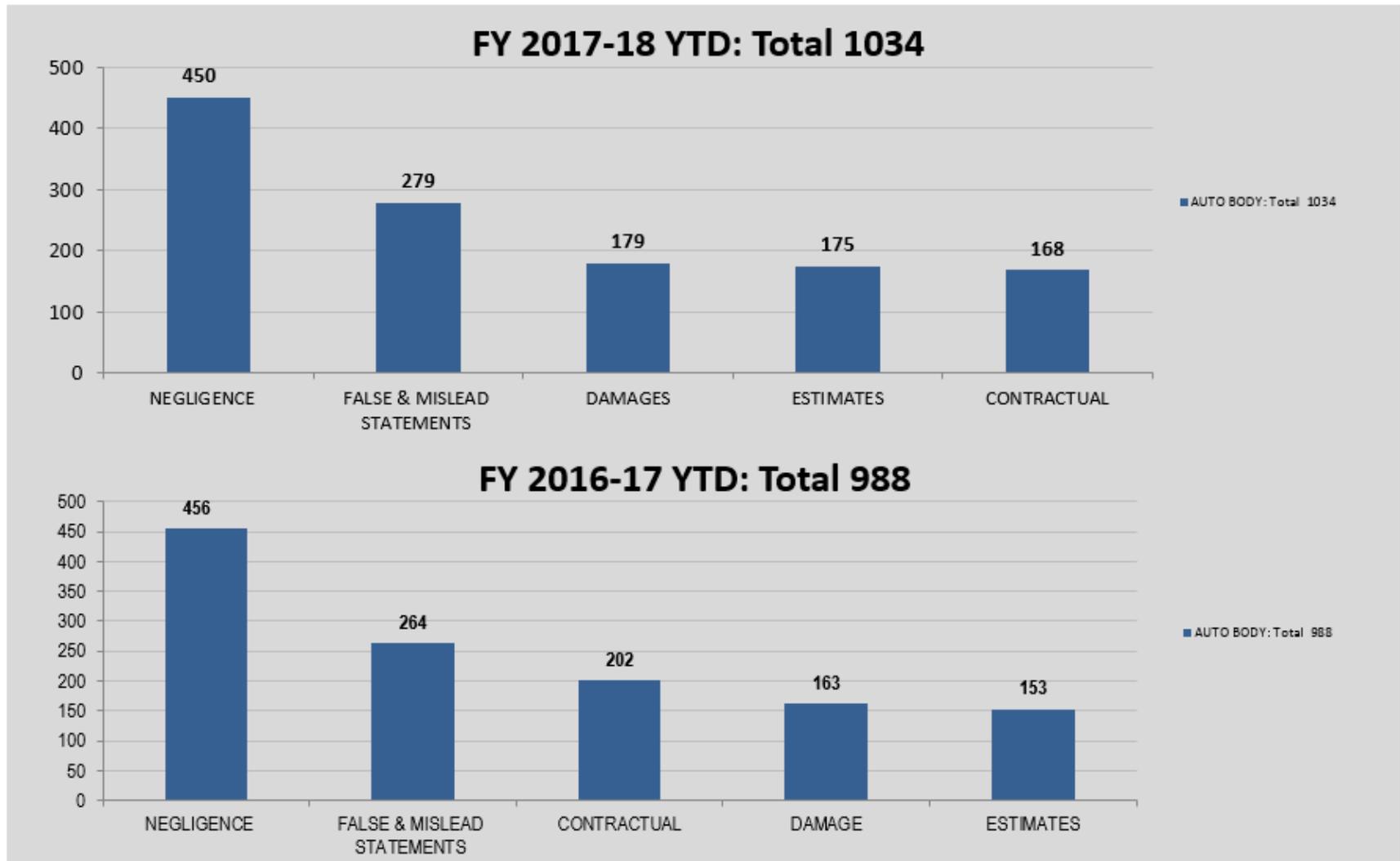
FY 2017-18 YTD: Total 1350



FY 2016-17 YTD: Total 1284

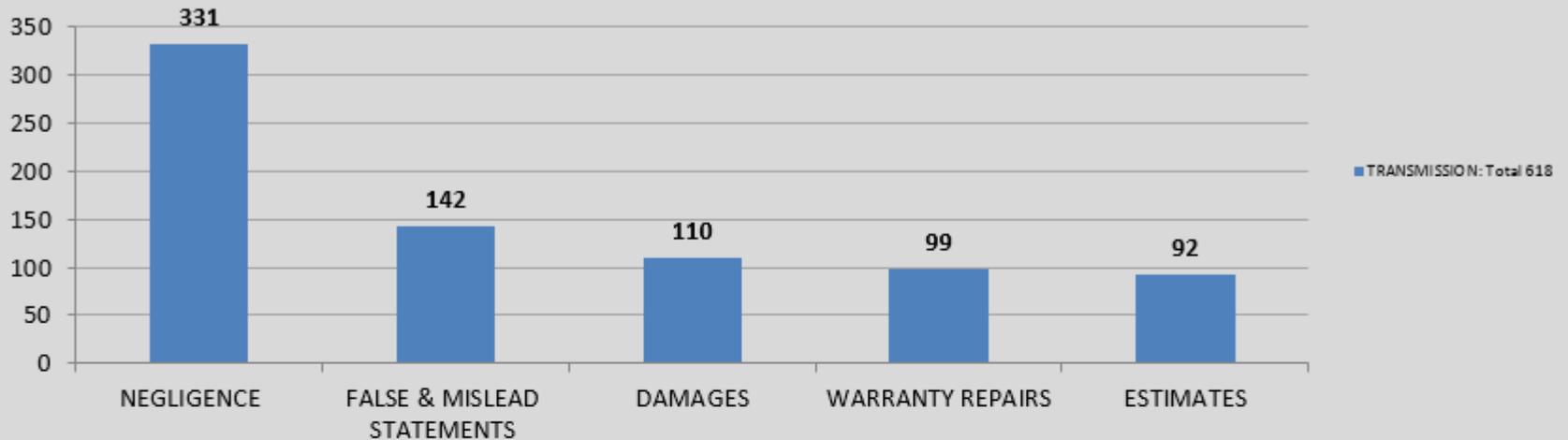


COMPLAINT ALLEGATIONS – AUTO BODY

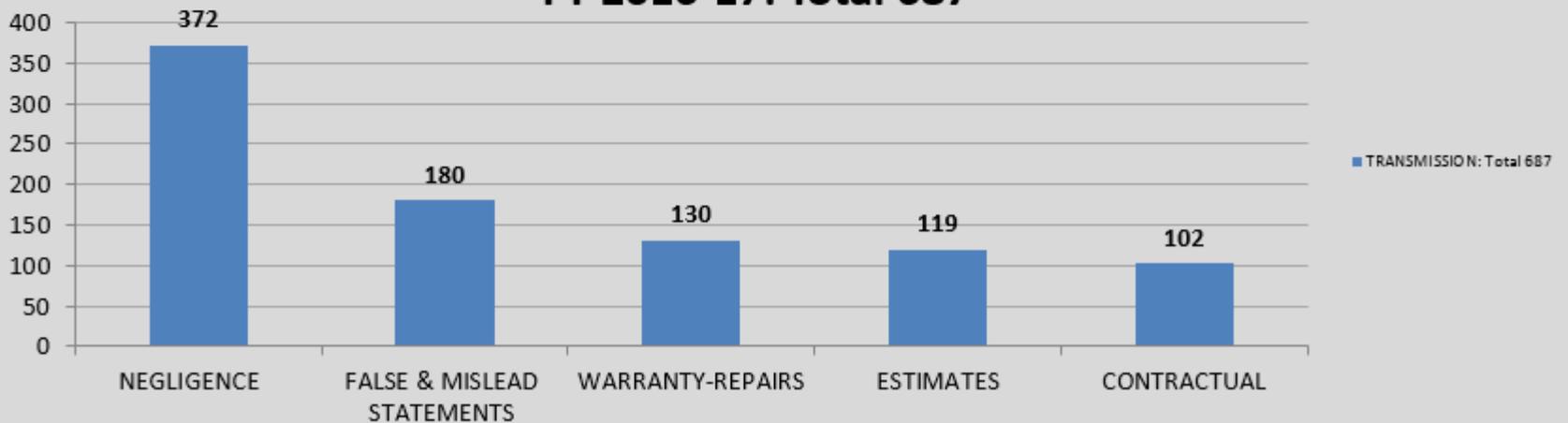


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2017-18 YTD: Total 618



FY 2016-17: Total 687

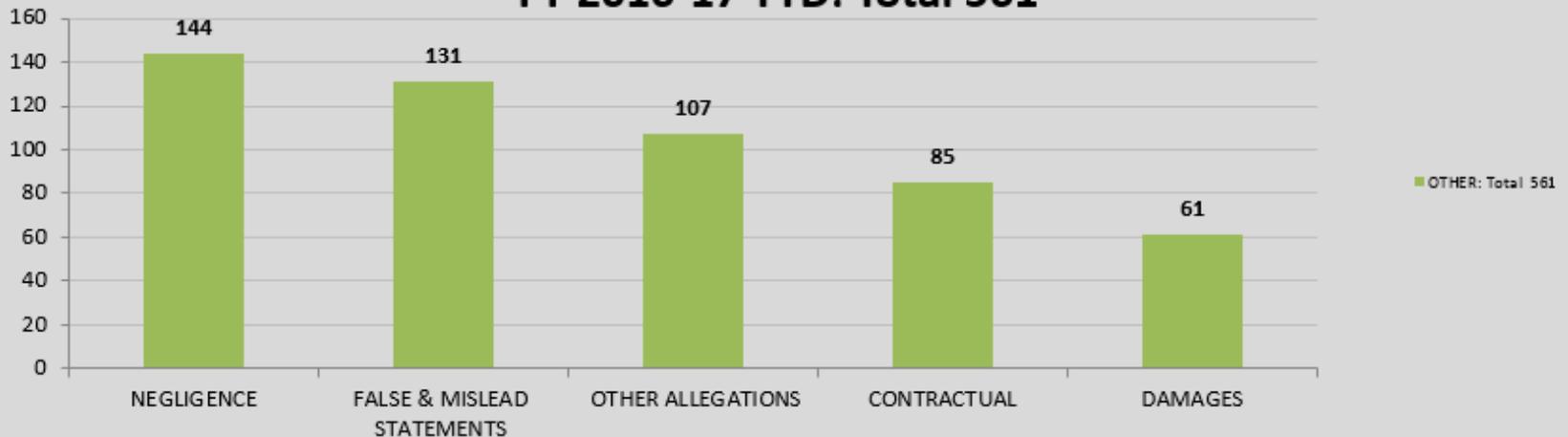


COMPLAINT ALLEGATIONS - OTHER

FY 2017-18 YTD: Total 599

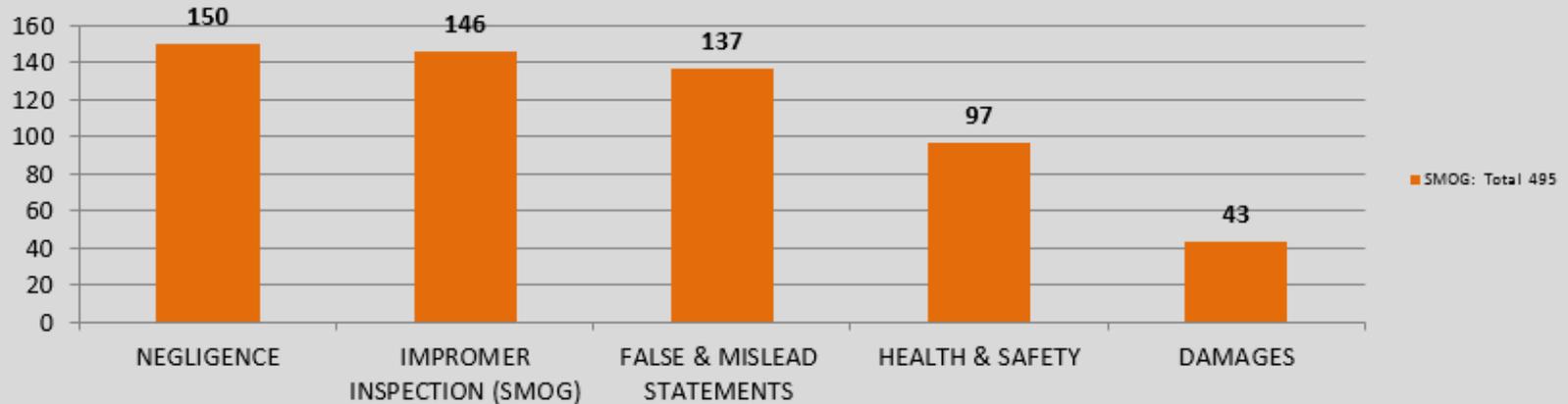


FY 2016-17 YTD: Total 561

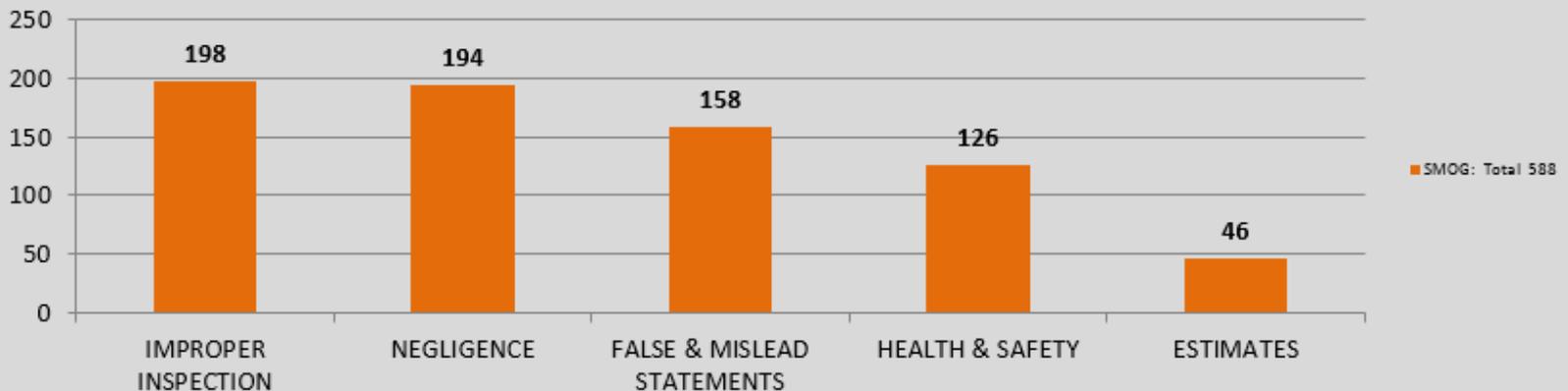


COMPLAINT ALLEGATIONS - SMOG

FY 2017-18 YTD: Total 495

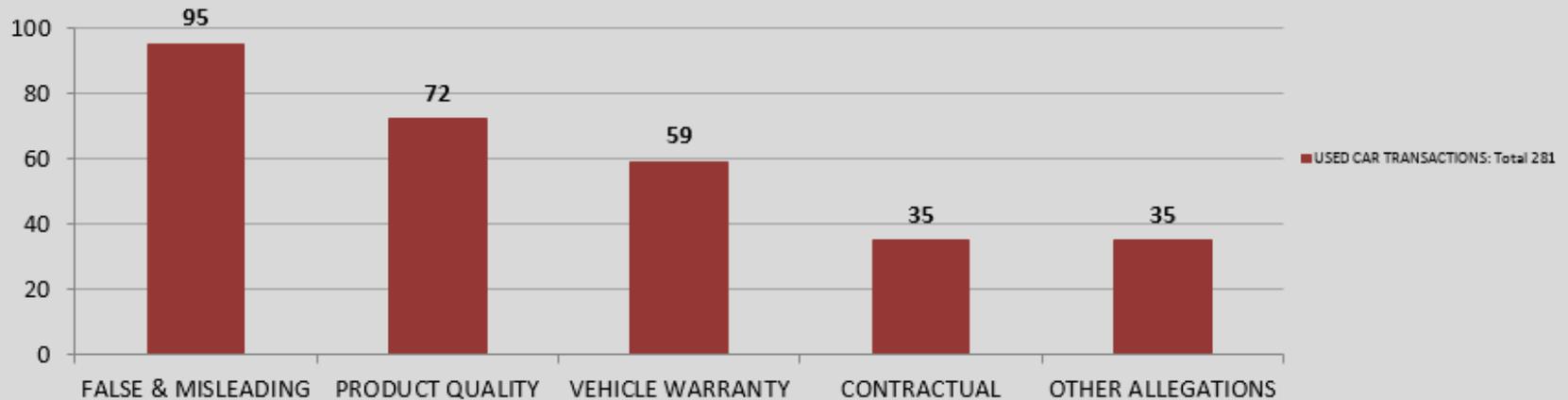


FY 2016-17 YTD: Total 588

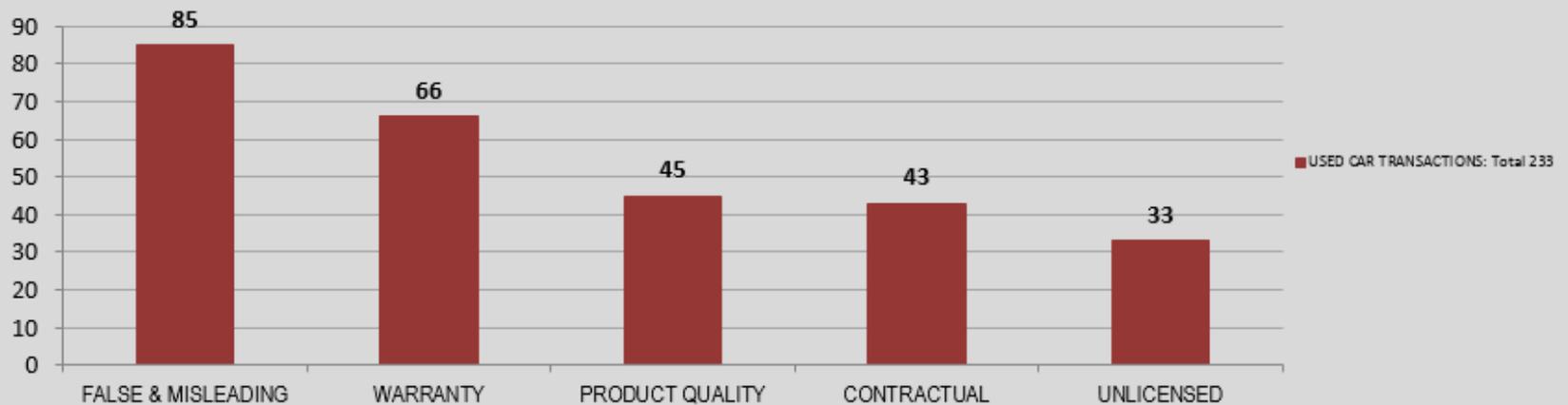


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

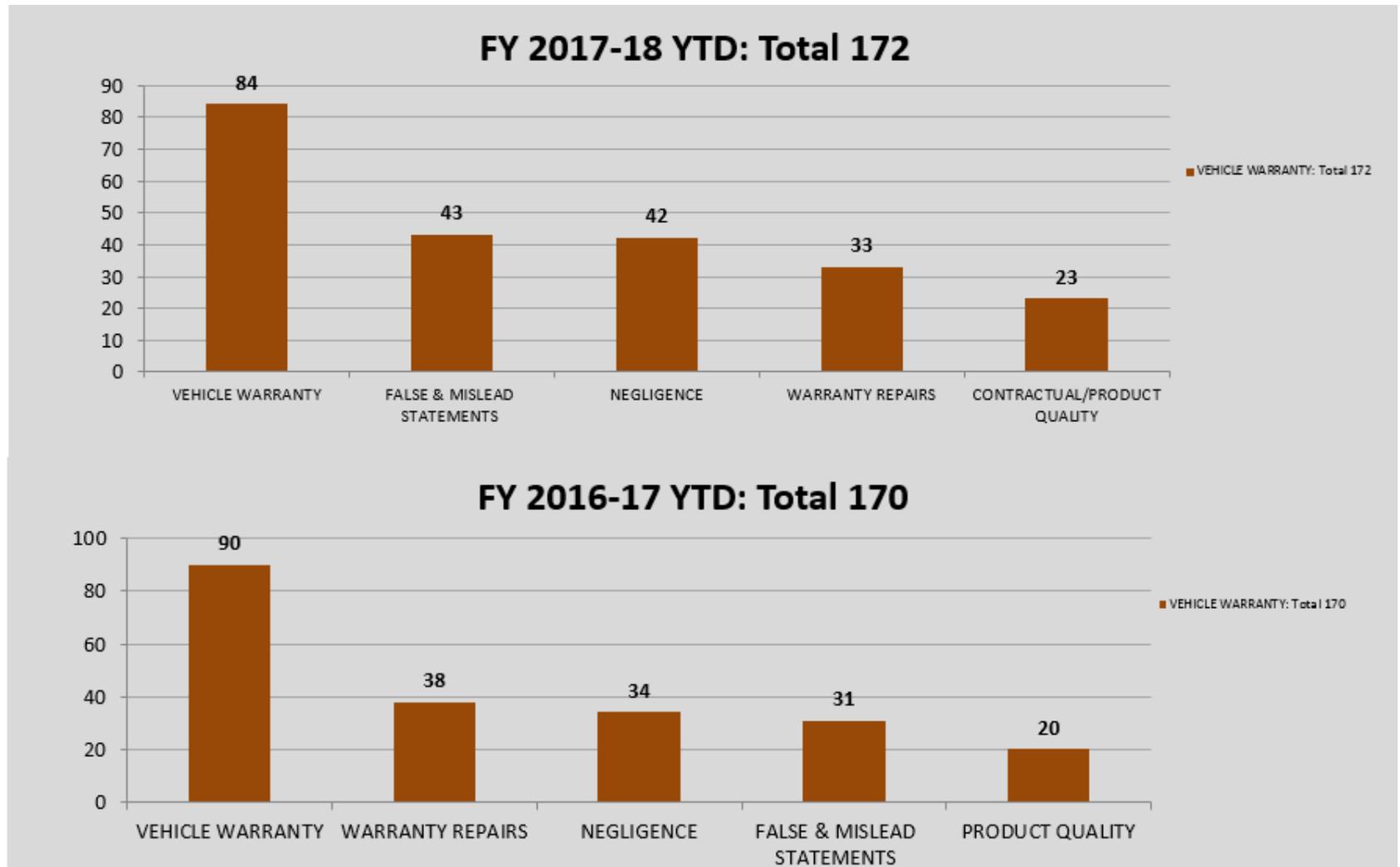
FY 2017-18 YTD: Total 281



FY 2016-17 YTD: Total 233



COMPLAINT ALLEGATIONS – VEHICLE WARRANTY



COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

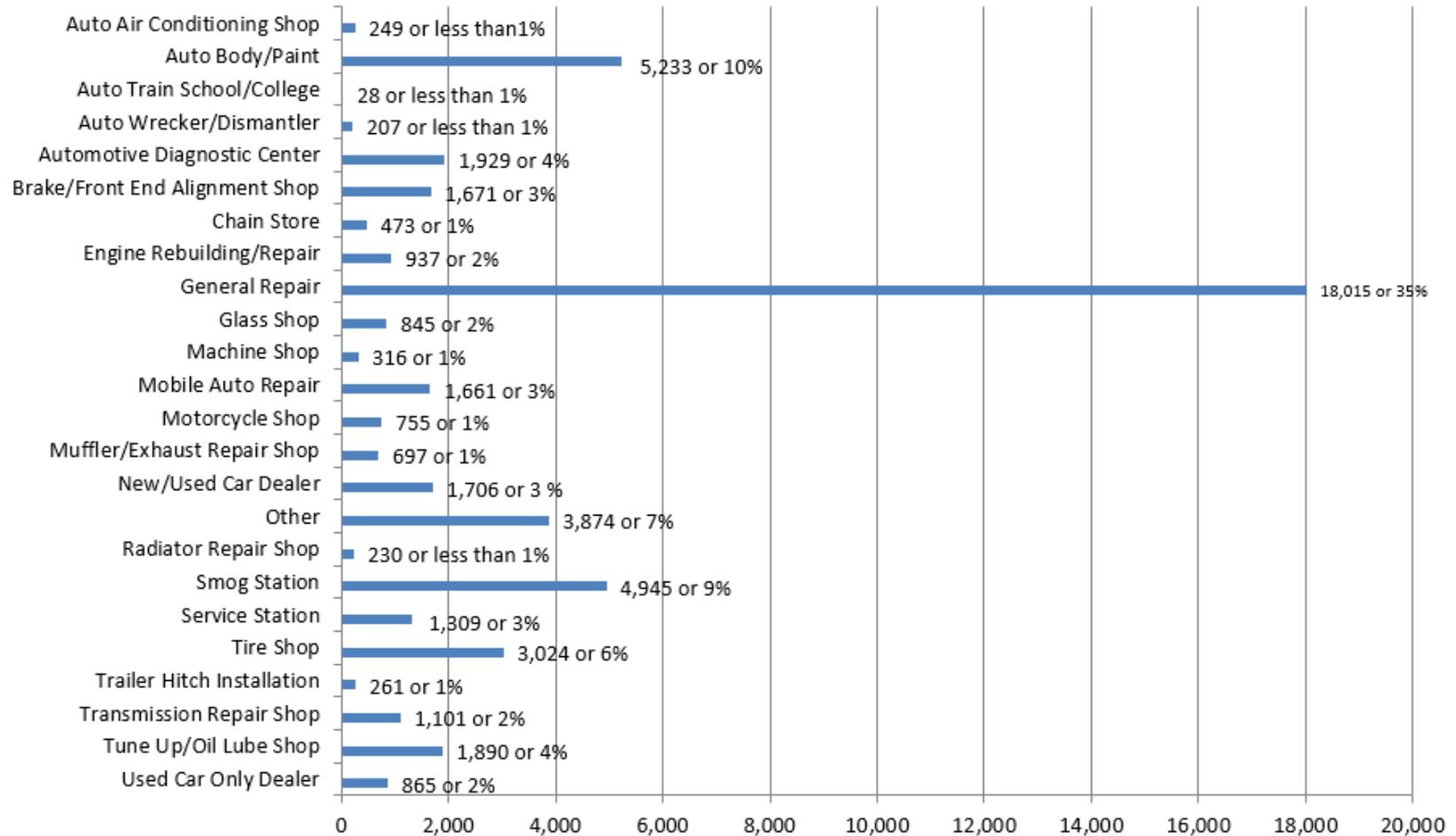
FY 2017-18 YTD: Total 171



FY 2016-17 YTD: Total 217



PRIMARY BUSINESS TYPE AS OF DECEMBER 2017



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2017-18 YTD	
Total Inspections Requested	135
Total Inspections Conducted	77
Total Complaints Filed	41
FY 2016-17 YTD	
Total Inspections Requested	126
Total Inspections Conducted	102
Total Complaints Filed	48

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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