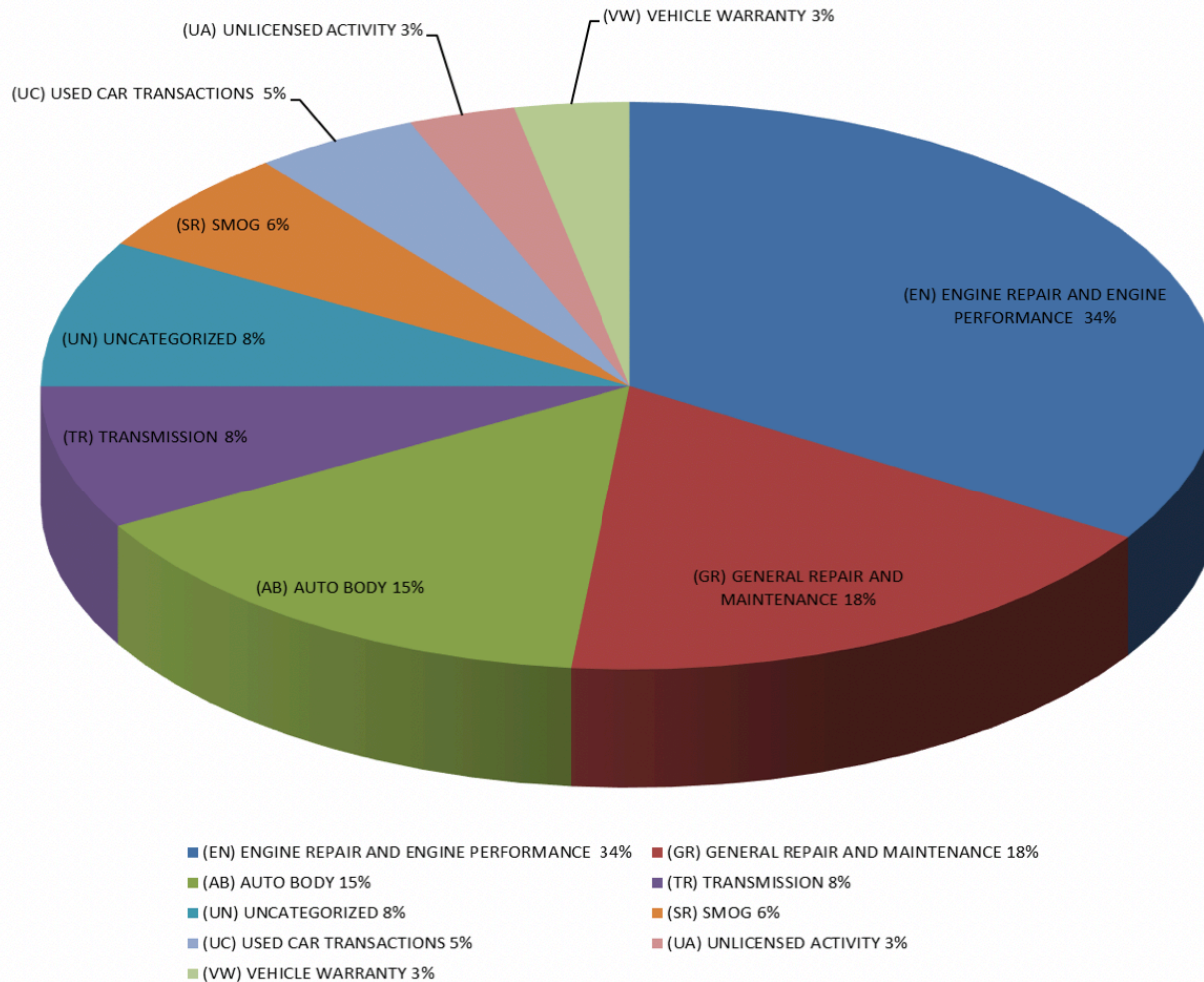

ENFORCEMENT STATISTICS UPDATE Q3



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
JULY 16, 2020

FISCAL YEAR COMPLAINT TRENDS 2019-20 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	165
CO	COOLING SYSTEM	260
ED	ENGINE DIAGNOSIS	527
EL	ELECTRICAL	484
EN	ENGINE OVERHAUL/REPLACEMENT	489
ER	ENGINE REPAIR	1232
FL	FLUSHING	20
FS	FUEL SYSTEM	115
MS	MACHINE SHOP	11
TU	TUNE UP	35

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	9
BO	BOAT REPAIR	1
LC	LAMP CERTIFICATION	7
LS	LIEN SALE/STORAGE CHARGES	40
MC	MOTORCYCLE REPAIR	76
OT	OTHER	368
PS	PART SALE	57
SF	STORAGE FEES	38
TO	TOWING	43
UP	UPHOLSTERY	29
WR	REPAIR WARRANTY	155

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	186
BR	BRAKES	310
DT	DRIVE TRAIN	158
EX	EXHAUST	52
GR	GENERAL REPAIR	3
LU	LUBE/OIL CHANGE	412
SU	SUSPENSION/STEERING	351
TW	TIRES/WHEELS	258

UA	UNLICENSED ACTIVITY	288
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	1434
GL	AUTO GLASS	54

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	731
MT	MANUAL TRANS/CLUTCH	77

SMOG		COMPLAINTS YTD
CP	CLEAN PIPING	0
CX	CLEAN PLUGGING	4
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	68
ET	EMISSION TEST PROCEDURE	21
EW	EMISSIONS WARRANTY	13
FT	FUNCTIONAL TEST PROCEDURE	3
GP	GROSS POLLUTER	3
NX	NOX FAILURES	0
RF	REFEREE	3
RO	REPAIR ONLY (SMOG)	3
SB	SUBLET (SMOG)	5
SC	SMOG COST LIMIT	8
SN	STATION	7
SR	SMOG REPAIR	121
SS	ILLEGAL SMOG/CAR SALE	72
ST	SMOG TEST PROCEDURES	235
TE	TEST ONLY	13
TN	TECHNICIAN	1
VT	VISUAL SMOG TEST PROCEDURE	10

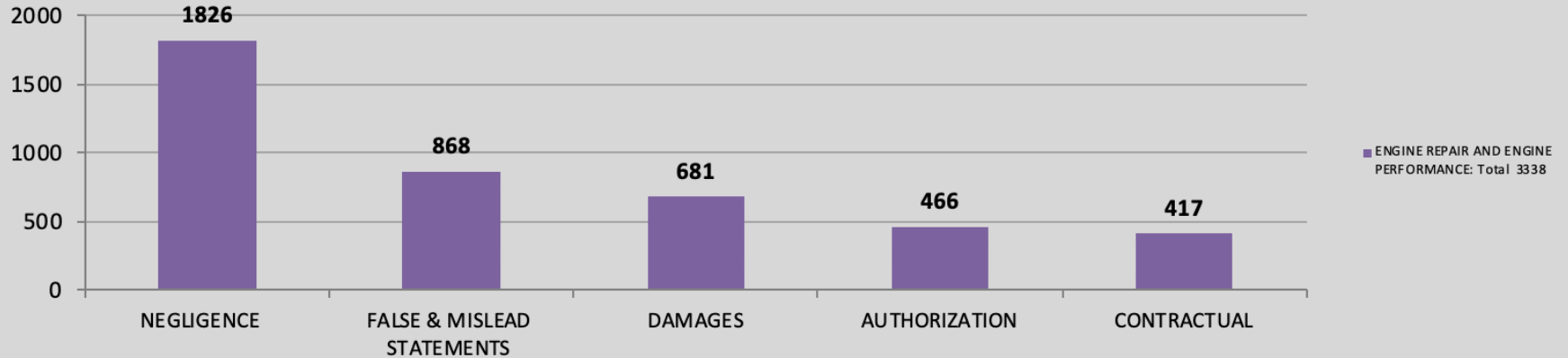
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	446
VW	VEHICLE WARRANTY	247
NC	NEW CAR/LEMON LAW	64

COMPLAINT ALLEGATIONS

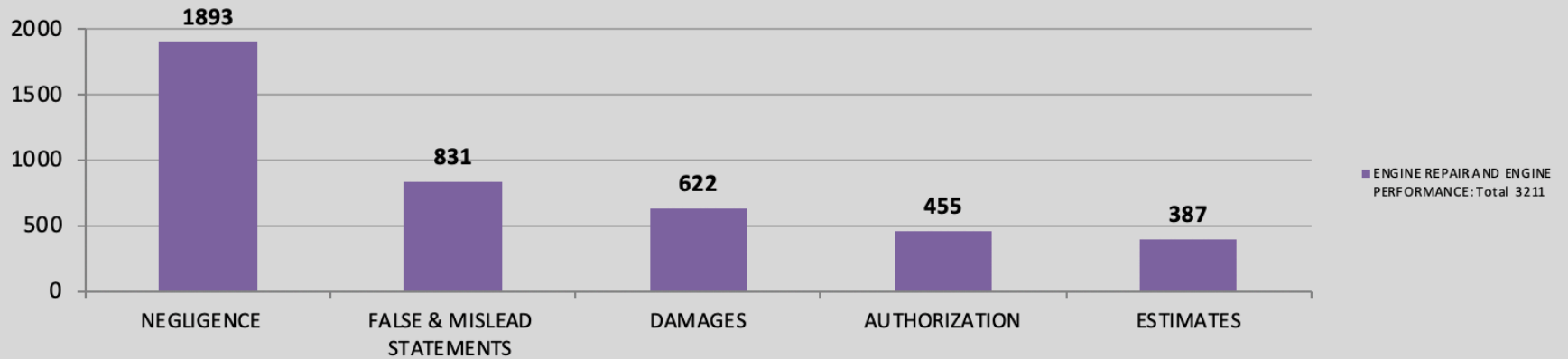
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 3338*

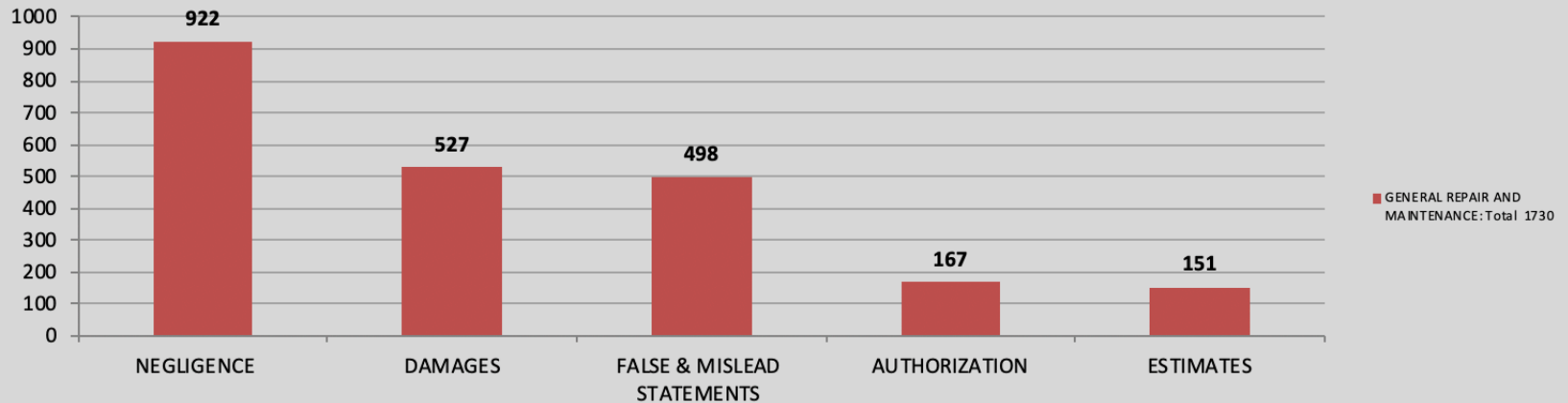


FY 2018-19 YTD: Total 3211*

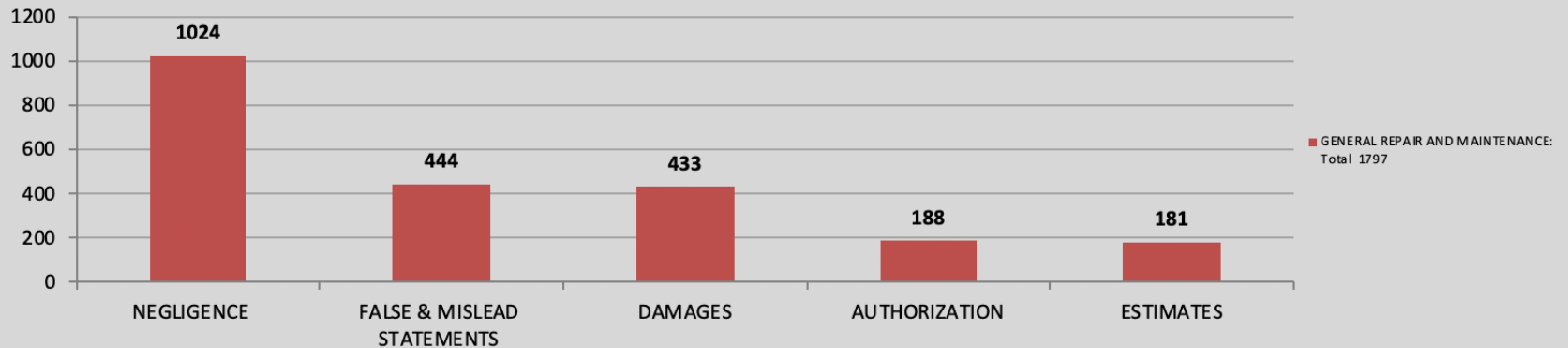


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

FY 2019-20 YTD: Total 1730*

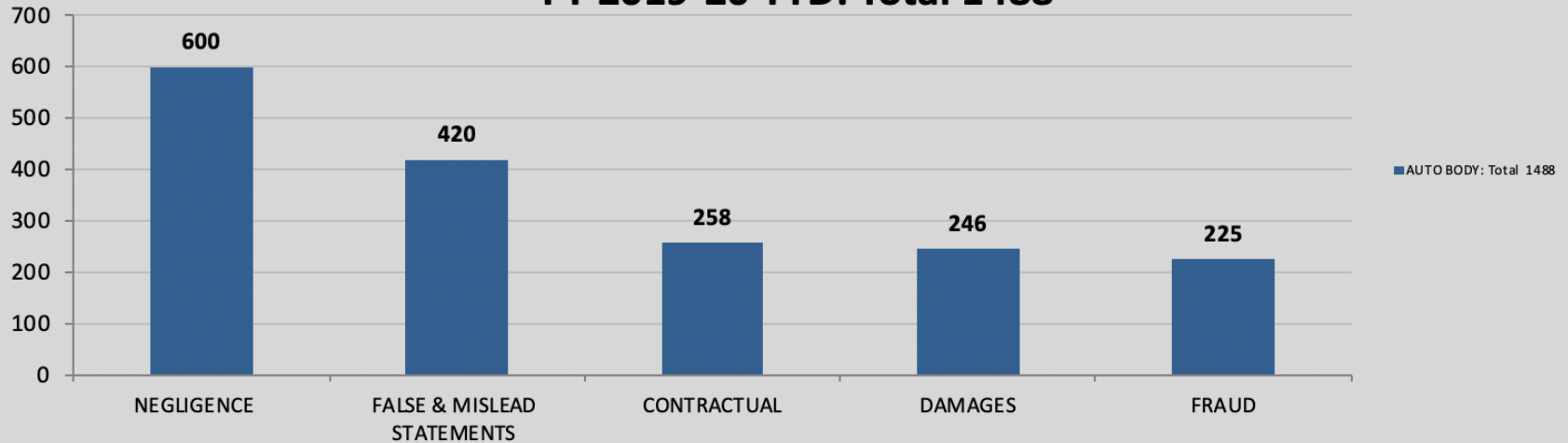


FY 2018-19 YTD: Total 1797*

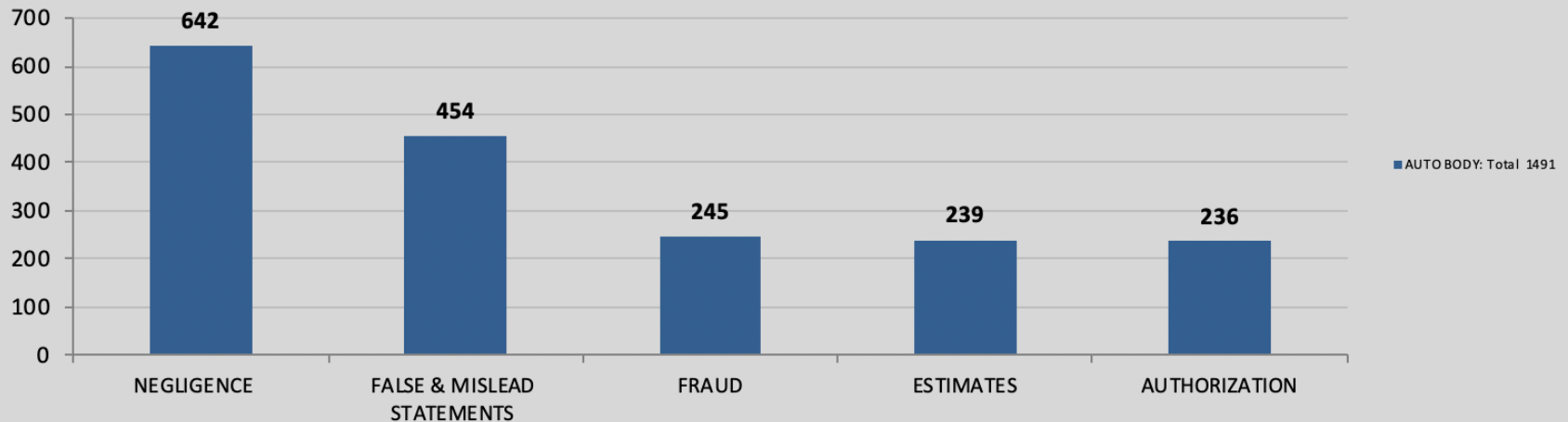


COMPLAINT ALLEGATIONS – AUTO BODY

FY 2019-20 YTD: Total 1488*

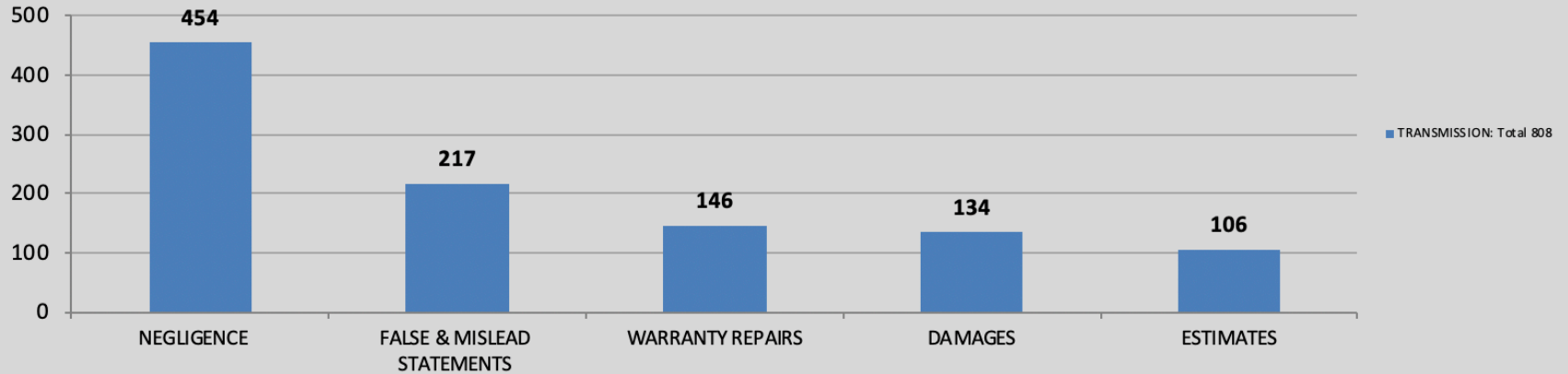


FY 2018-19 YTD: Total 1491*

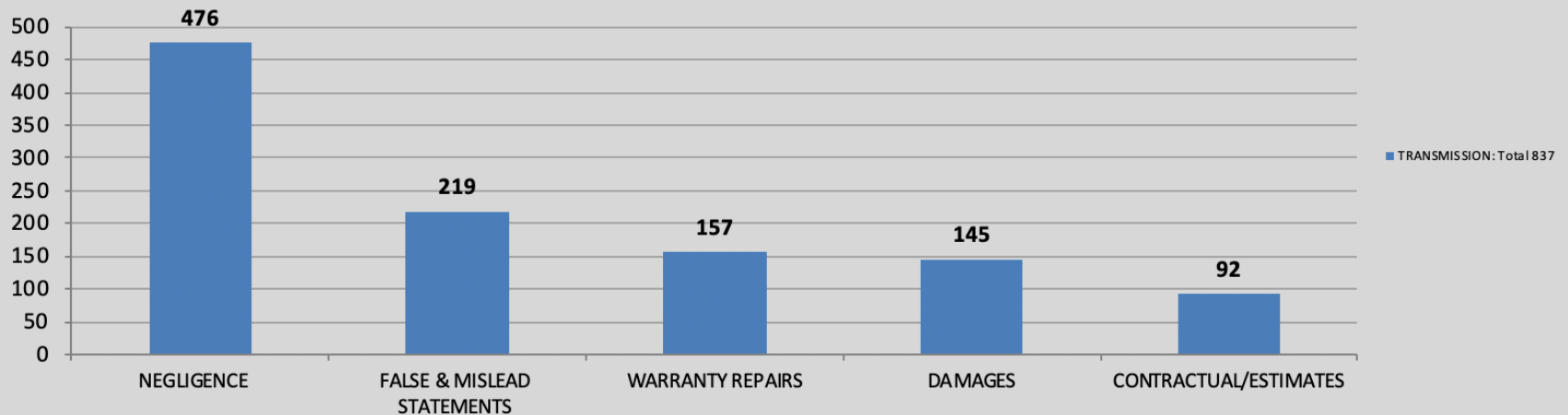


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2019-20 YTD: Total 808*

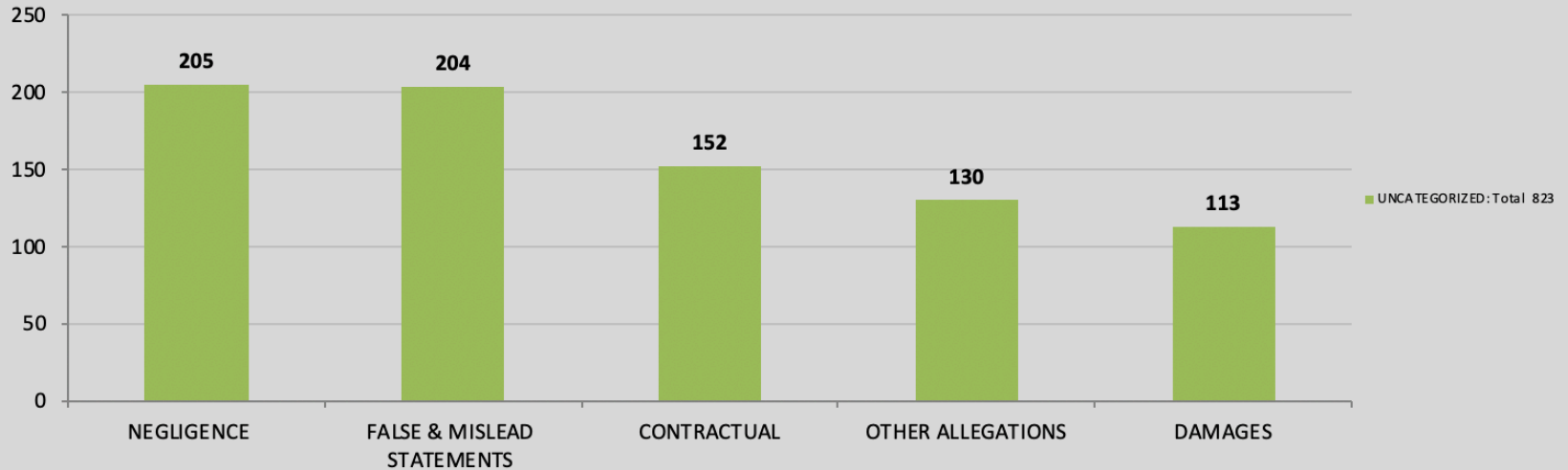


FY 2018-19 YTD: Total 837*

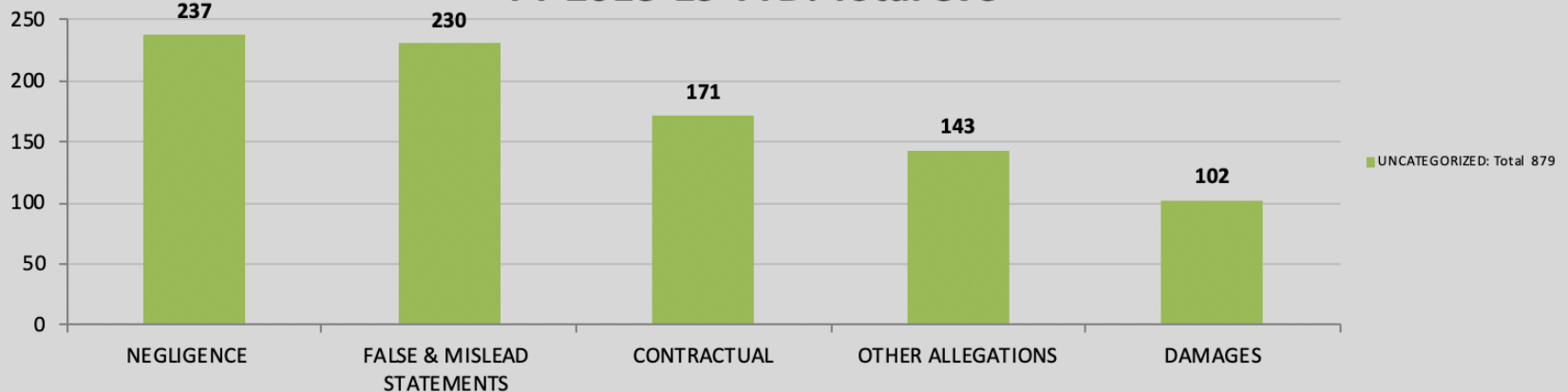


COMPLAINT ALLEGATIONS – UNCATEGORIZED

FY 2019-20 YTD: Total 823*

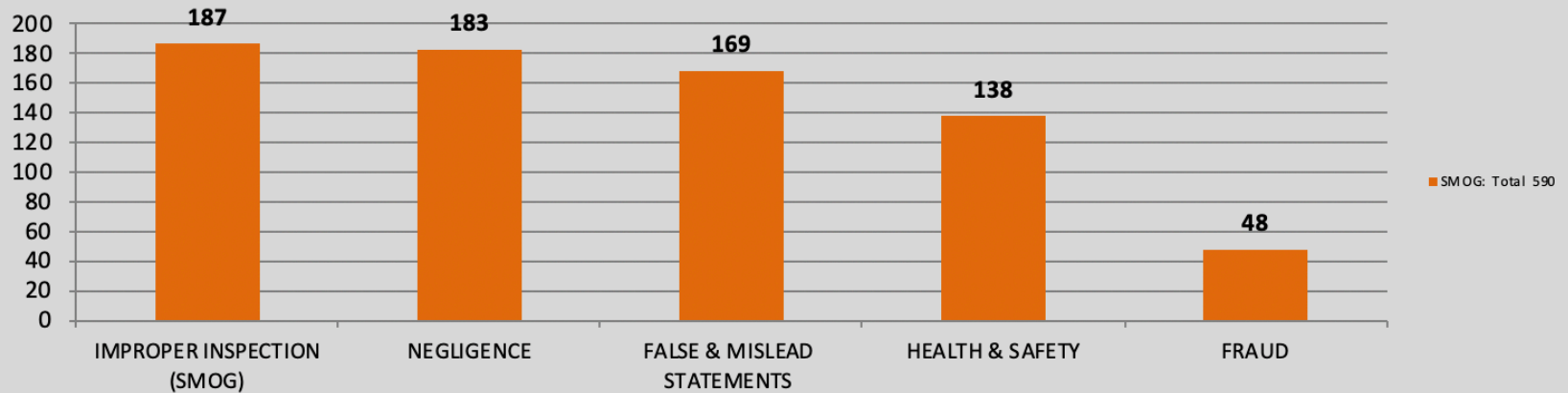


FY 2018-19 YTD: Total 879*

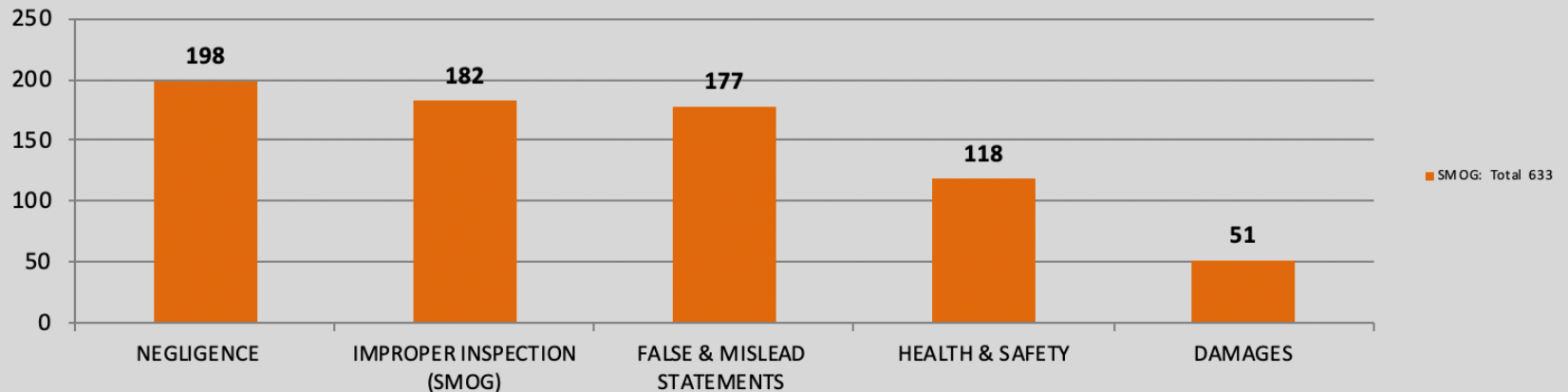


COMPLAINT TRENDS - SMOG

FY 2019-20 YTD: Total 590*

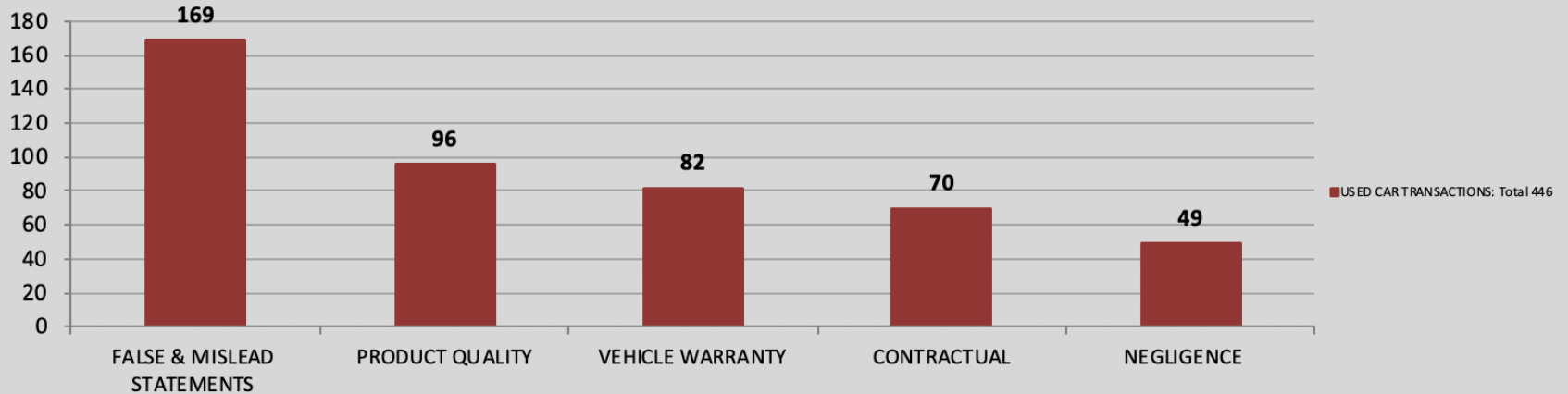


FY 2018-19 YTD: Total 633*

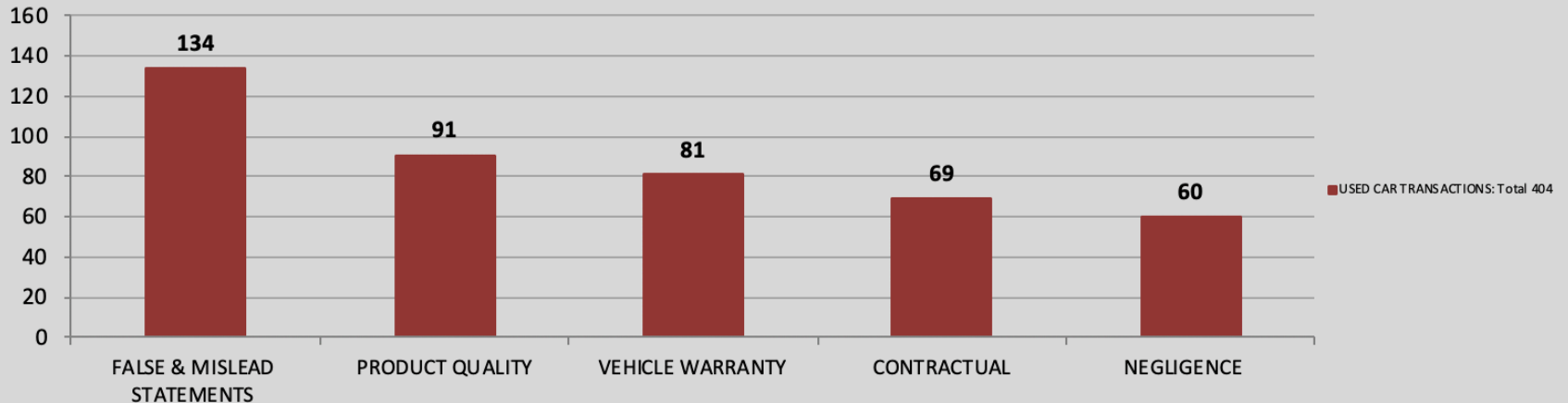


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

FY 2019-20 YTD: Total 446*

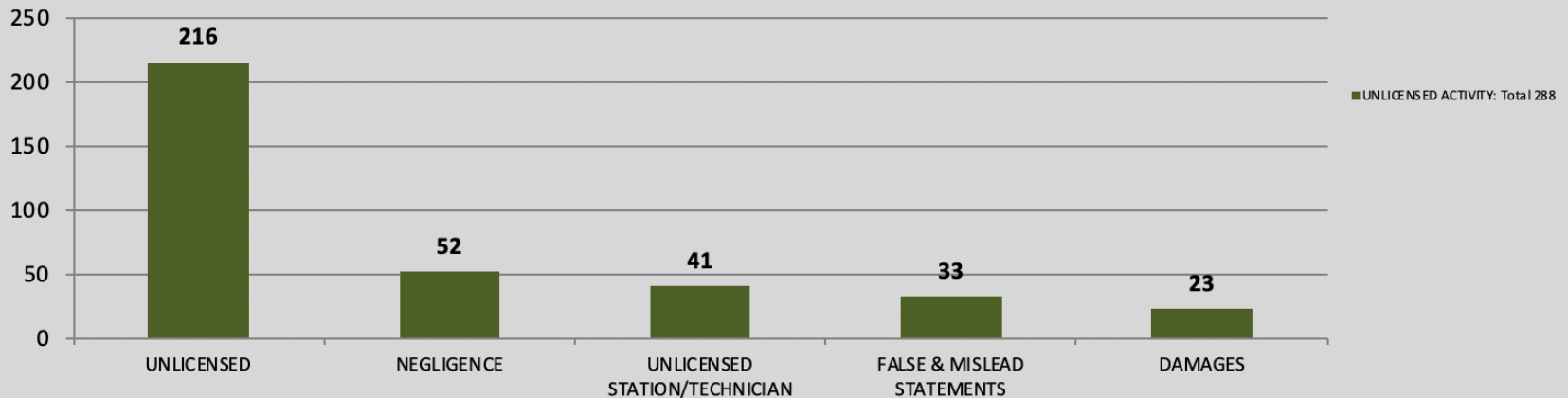


FY 2018-19 YTD: Total 404*

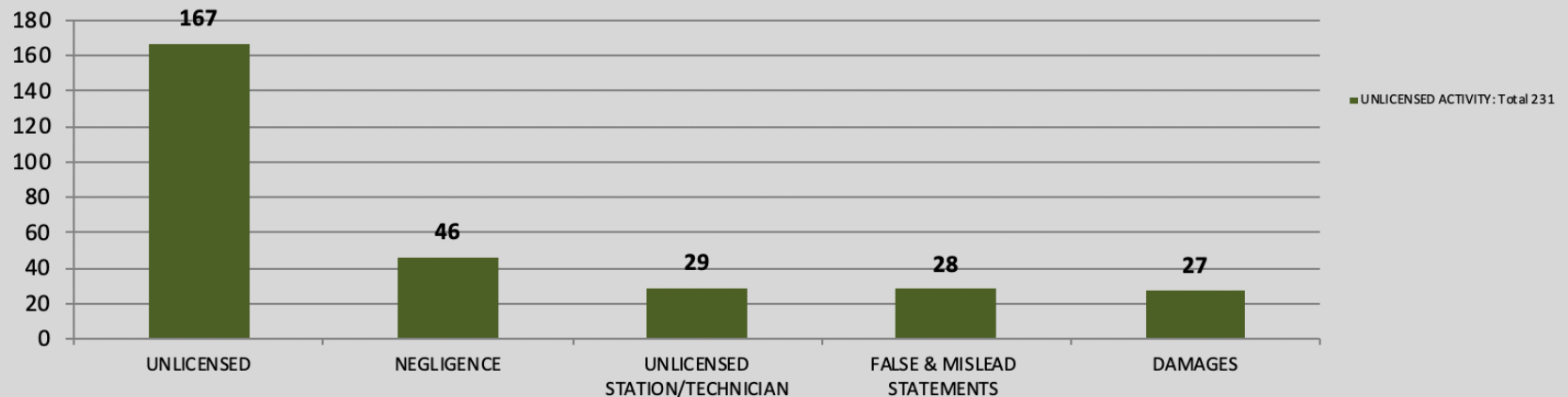


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

FY 2019-20 YTD: Total 288*

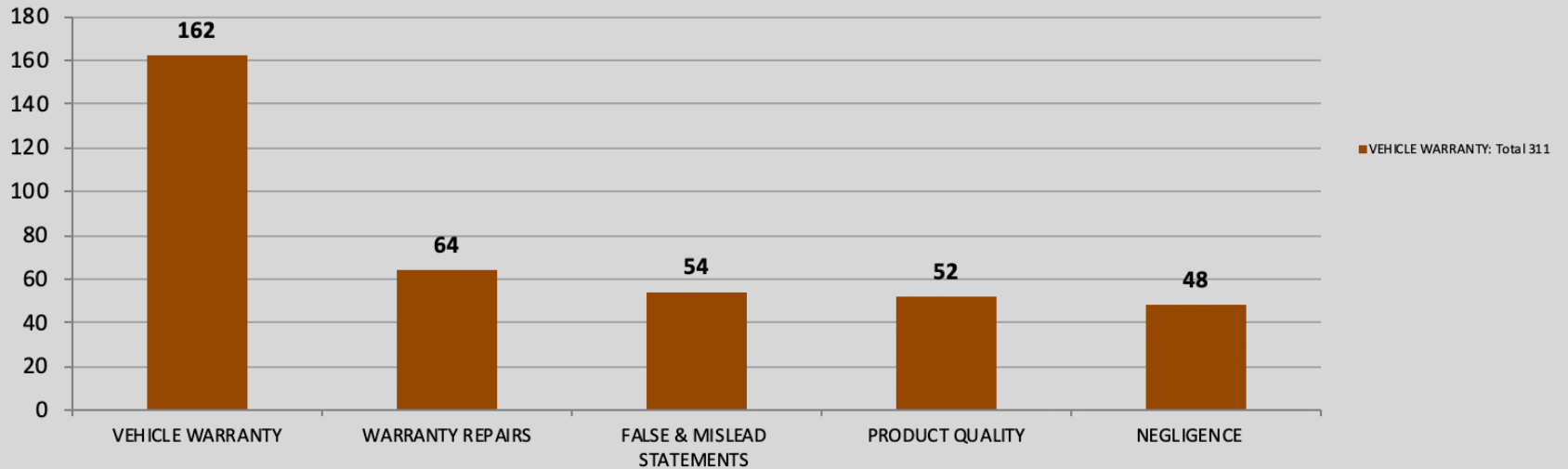


FY 2018-19 YTD: Total 231*

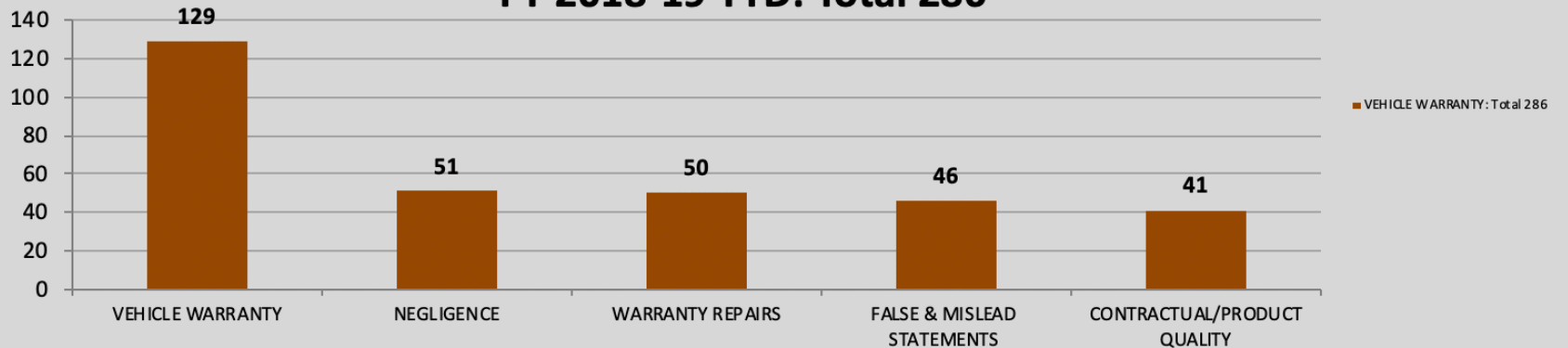


COMPLAINT TRENDS – VEHICLE WARRANTY

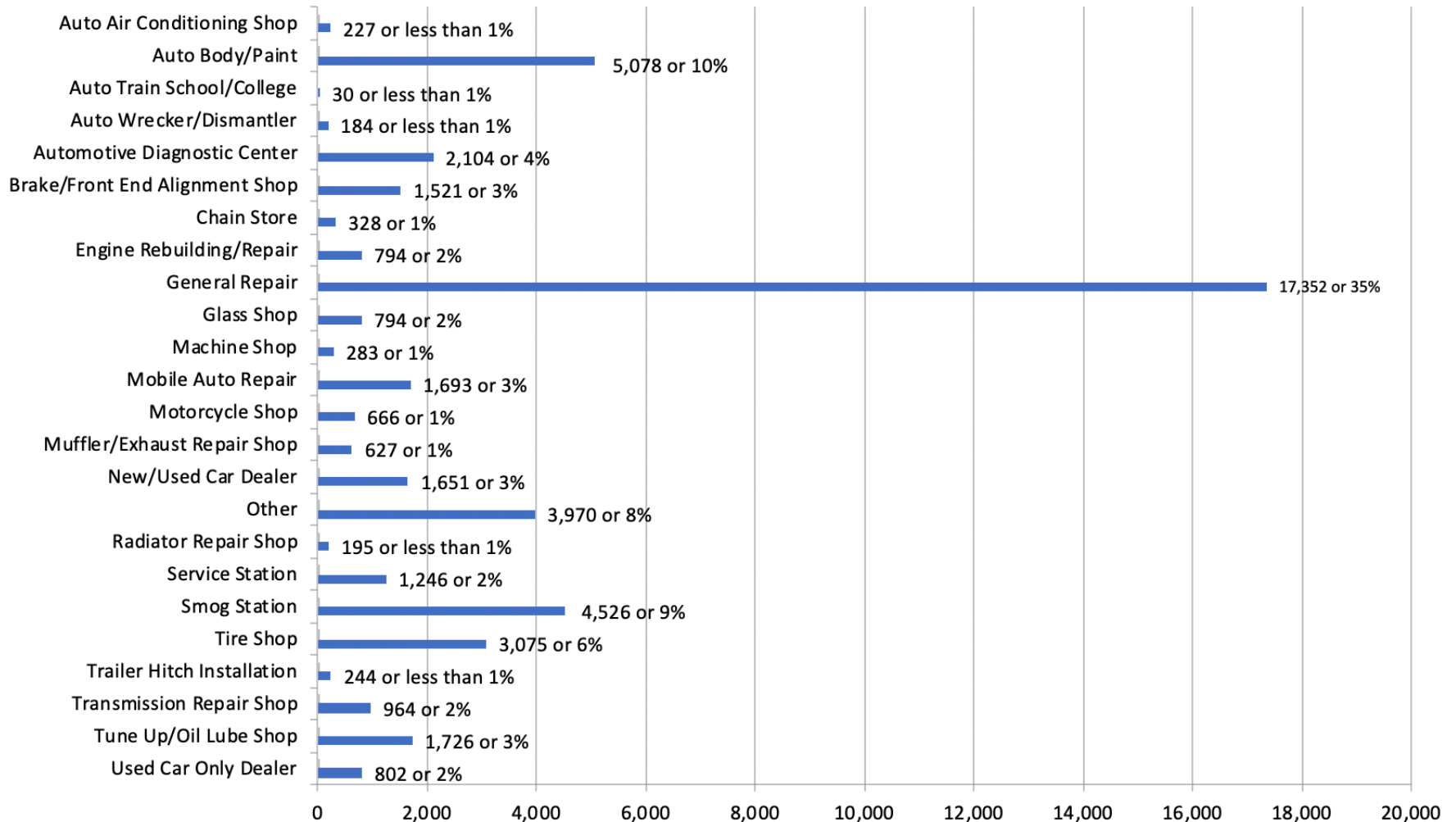
FY 2019-20 YTD: Total 311*



FY 2018-19 YTD: Total 286*



PRIMARY BUSINESS TYPE AS OF MARCH 2020



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2019-20 YTD

Total Inspections Requested

181

Total Inspections Conducted

90

Total Complaints Filed

42

FY 2018-19 YTD

Total Inspections Requested

178

Total Inspections Conducted

114

Total Complaints Filed

43

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