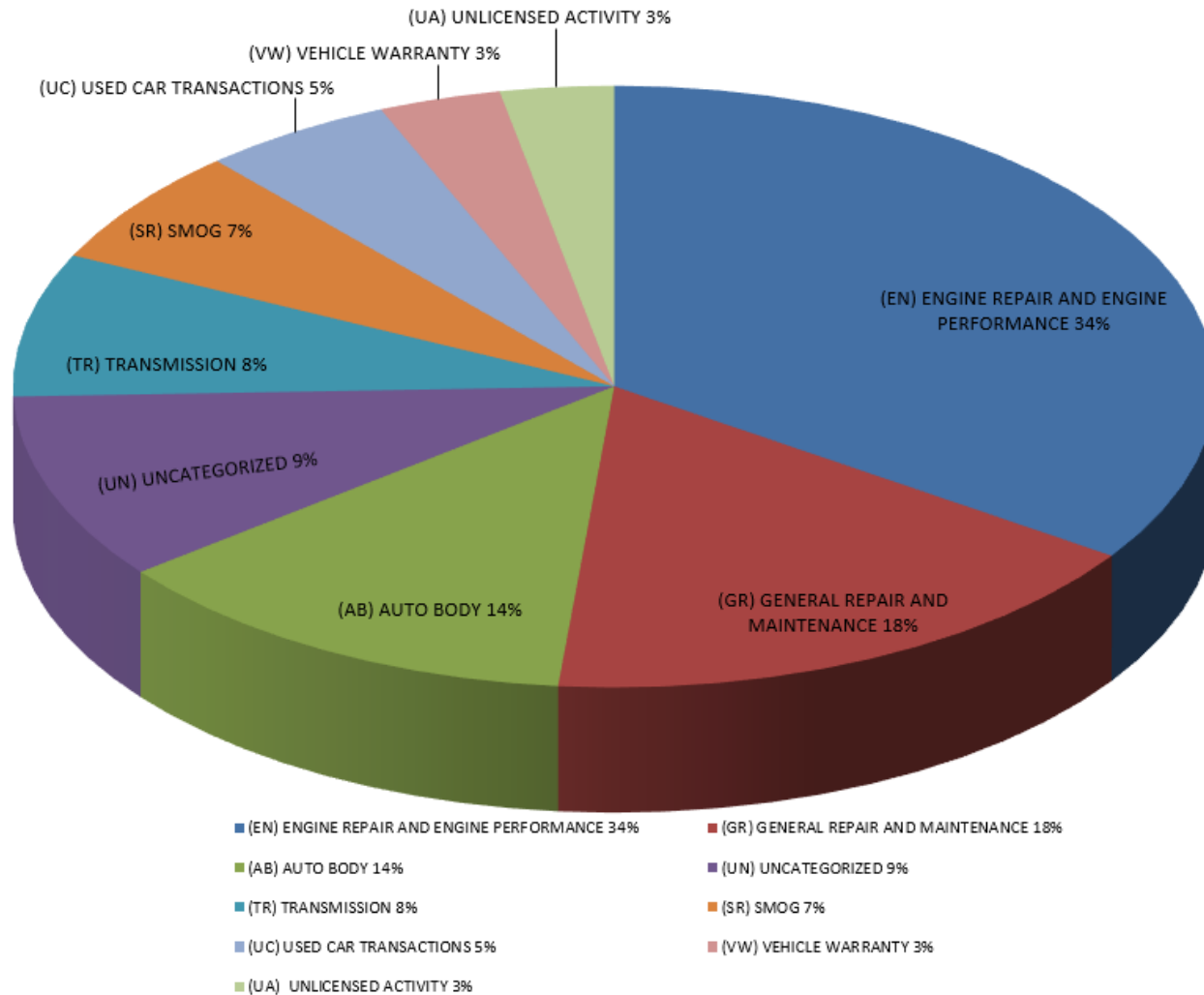

ENFORCEMENT STATISTICS UPDATE Q1, FY 2021-22



ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
OCTOBER 21, 2021

FISCAL YEAR COMPLAINT TRENDS 2021-22 YTD



COMPLAINT TREND GROUPINGS

ENGINE REPAIR AND ENGINE PERFORMANCE		COMPLAINTS YTD
CC	COMPUTER CONTROLS	40
CO	COOLING SYSTEM	70
ED	ENGINE DIAGNOSIS	168
EL	ELECTRICAL	196
EN	ENGINE OVERHAUL/REPLACEMENT	174
ER	ENGINE REPAIR	478
FL	FLUSHING	5
FS	FUEL SYSTEM	42
MS	MACHINE SHOP	5
TU	TUNE UP	12

UNCATEGORIZED		COMPLAINTS YTD
BC	BRAKE CERTIFICATION	2
BO	BOAT REPAIR	0
II	IGNITION INTERLOCK DEVICE	2
LC	LAMP CERTIFICATION	3
LS	LIEN SALE/STORAGE CHARGES	8
MC	MOTORCYCLE REPAIR	28
OT	OTHER	161
PS	PART SALE	24
SF	STORAGE FEES	14
TO	TOWING	18
UP	UPHOLSTERY	7
WR	REPAIR WARRANTY	61
ZV	ZERO EMISSION VEHICLE	0

GENERAL REPAIR AND MAINTENANCE		COMPLAINTS YTD
AC	AIR CONDITIONING/HEAT	90
BR	BRAKES	91
DT	DRIVE TRAIN	54
EX	EXHAUST	40
GR	GENERAL REPAIR	1
LU	LUBE/OIL CHANGE	133
SU	SUSPENSION/STEERING	118
TW	TIRES/WHEELS	98

UA	UNLICENSED ACTIVITY	93
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AUTO BODY		COMPLAINTS YTD
AB	AUTO BODY	454
GL	AUTO GLASSES	28

TRANSMISSION		COMPLAINTS YTD
AT	AUTO TRANS	246
MT	MANUAL TRANS/CLUTCH	29

SMOG		COMPLAINTS YTD
CG	CLEAN GASSING	0
CP	CLEAN PIPING	0
CT	CLEAN TANKING	0
CX	CLEAN PLUGGING	0
DC	DELINQUENT CITATION	0
ES	EXHAUST SYSTEM (SMOG)	26
ET	EMISSION TEST PROCEDURE	5
EW	EMISSIONS WARRANTY	5
FT	FUNCTIONAL TEST PROCEDURE	0
GP	GROSS POLLUTER	0
NX	NOX FAILURES	0
RF	REFEREE	1
RO	REPAIR ONLY (SMOG)	2
SB	SUBLET (SMOG)	2
SC	SMOG COST LIMIT	4
SN	STATION	11
SR	SMOG REPAIR	58
SS	ILLEGAL SMOG/CAR SALE	13
ST	SMOG TEST PROCEDURES	90
TE	TEST ONLY	6
TN	TECHNICIAN	1
VT	VISUAL SMOG TEST PROCEDURE	9

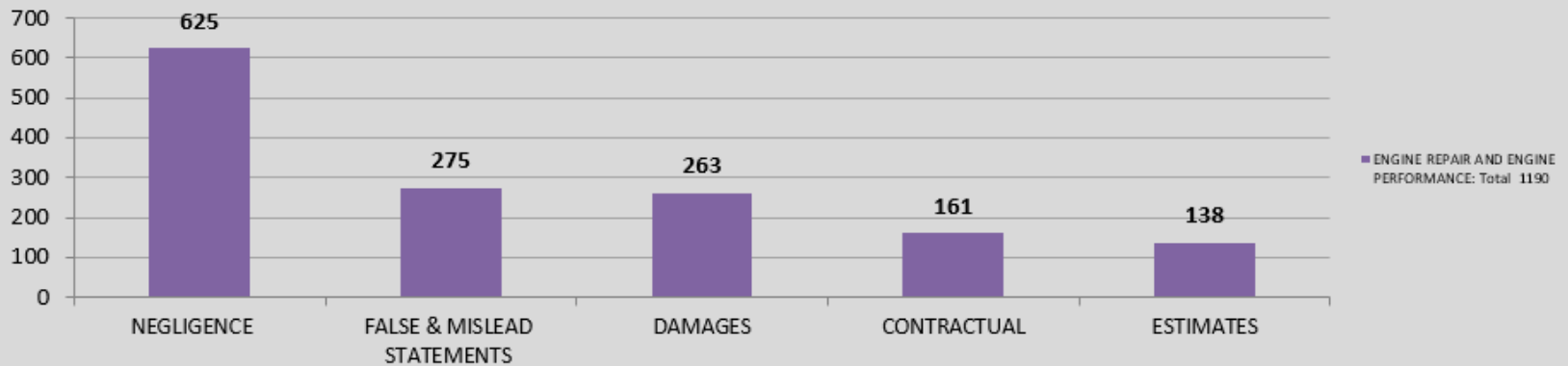
VEHICLE PURCHASE COMPLAINTS		COMPLAINTS YTD
UC	USED CAR LOTS	184
VW	VEHICLE WARRANTY	107
NC	NEW CAR/LEMON LAW	14

COMPLAINT ALLEGATIONS

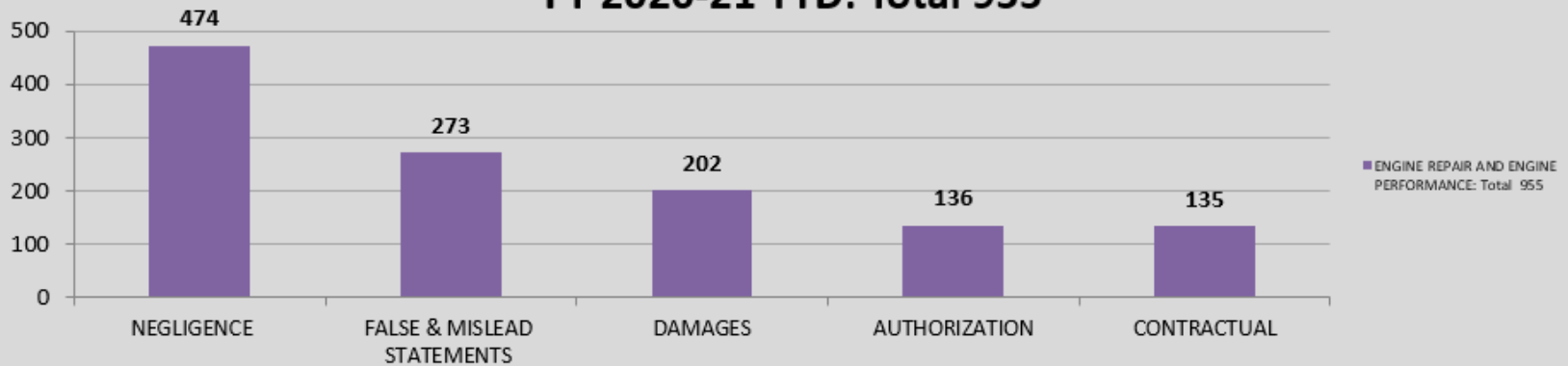
AD FALSE ADVERTISING	IN INVOICE
AU AUTHORIZATION	LS ILLEGAL LIEN SALE
BS BAIT & SWITCH	NA OTHER ALLEGATIONS
CN INCOMPETENCE/NEGLIGENCE	NC NEW CAR/LEMON LAW
CO CONTRACTUAL	NT NONQUALIFIED TEST/REPAIR
CP CLEAN PIPING	OS OVERSELL
CX CLEAN PLUGGING	PH ACTUAL/POTENTIAL HARM
DA DAMAGES	PQ PRODUCT QUALITY
DC 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 2021-22 YTD: Total 1190*

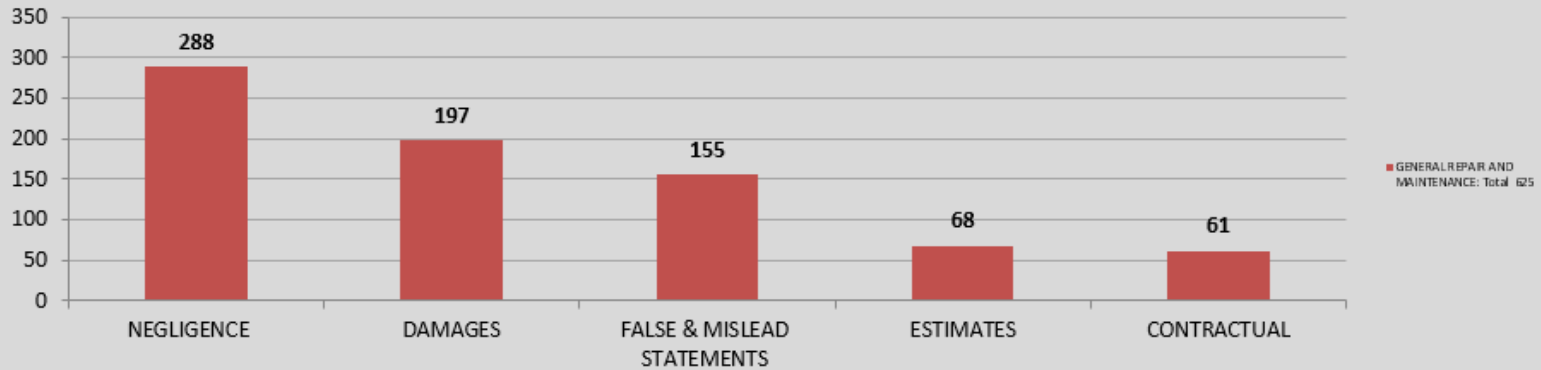


FY 2020-21 YTD: Total 955*

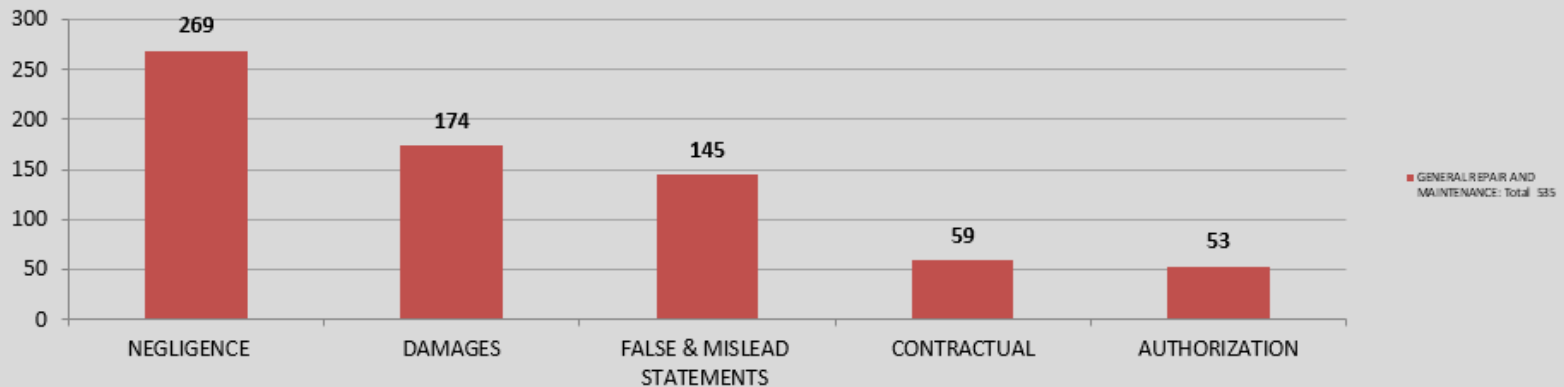


COMPLAINT ALLEGATIONS – GENERAL REPAIR & MAINTENANCE

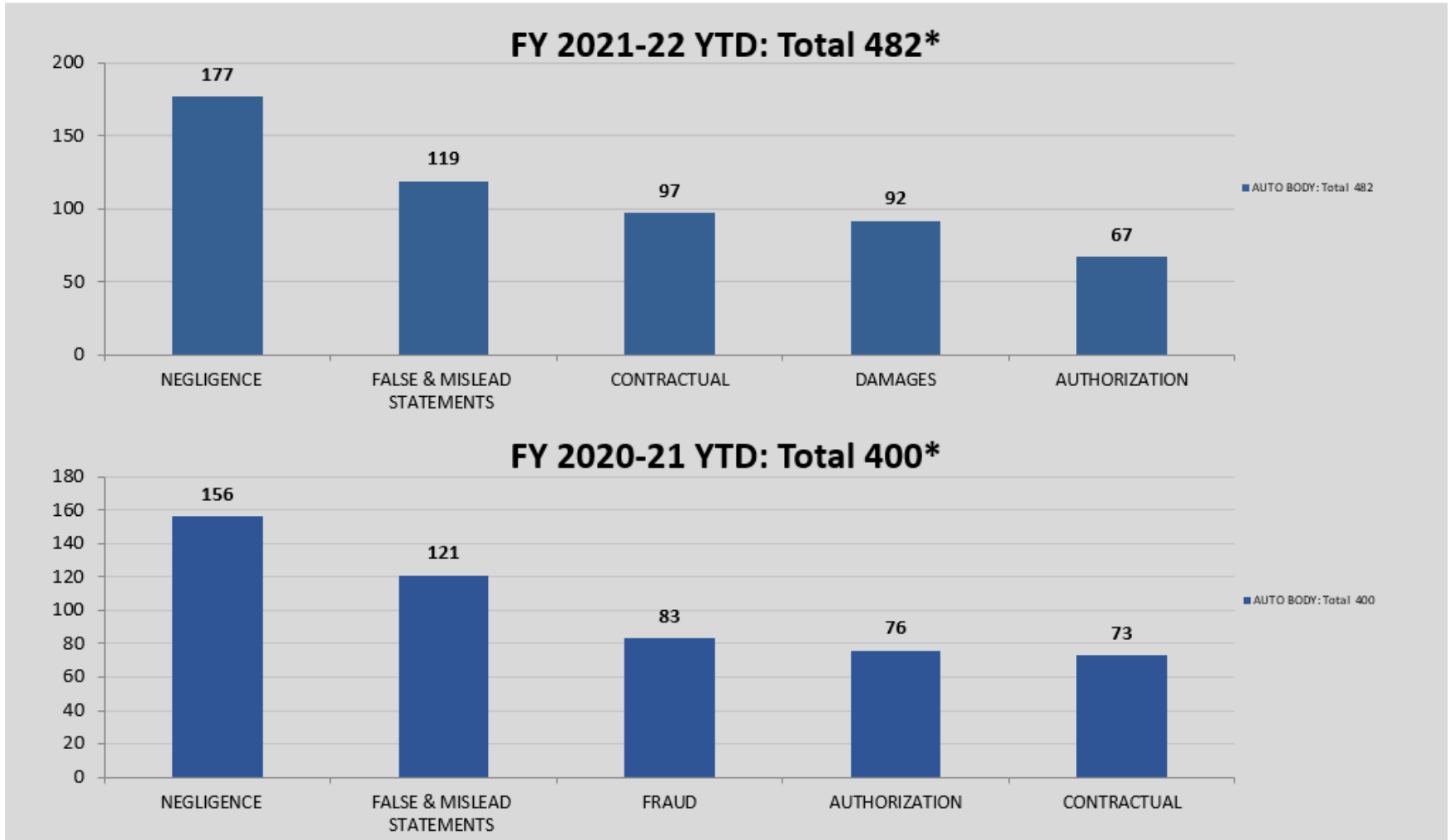
FY 2021-22 YTD: Total 625*



FY 2020-21 YTD: Total 535*

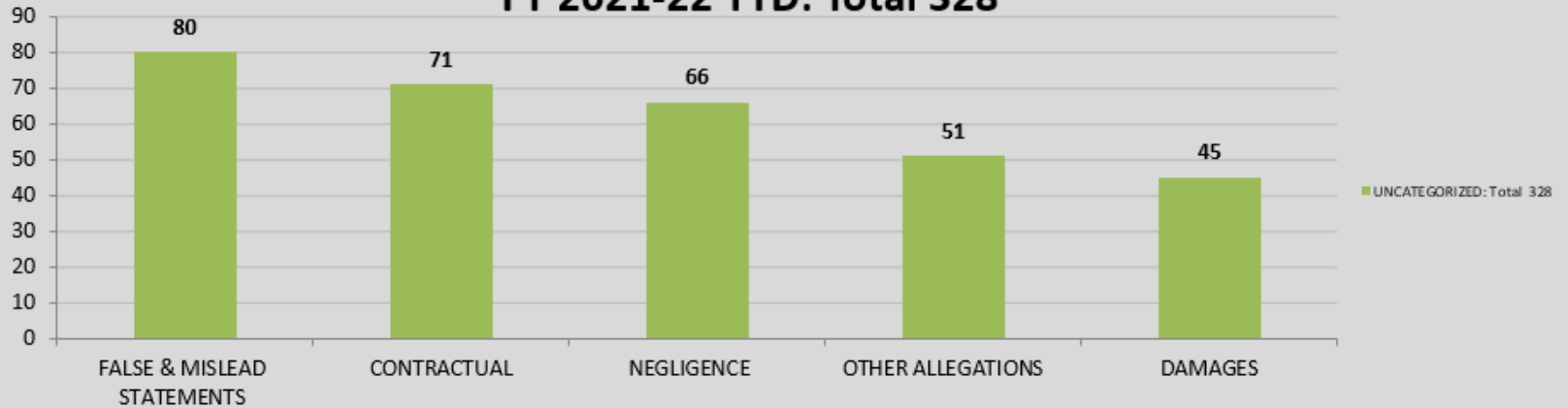


COMPLAINT ALLEGATIONS – AUTO BODY

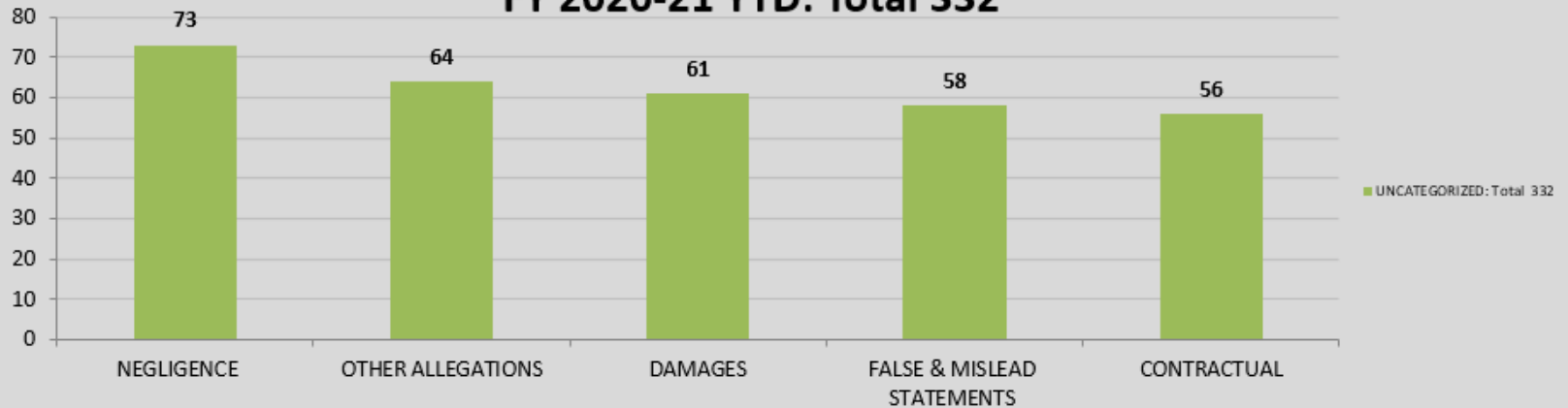


COMPLAINT ALLEGATIONS – UNCATEGORIZED

FY 2021-22 YTD: Total 328*

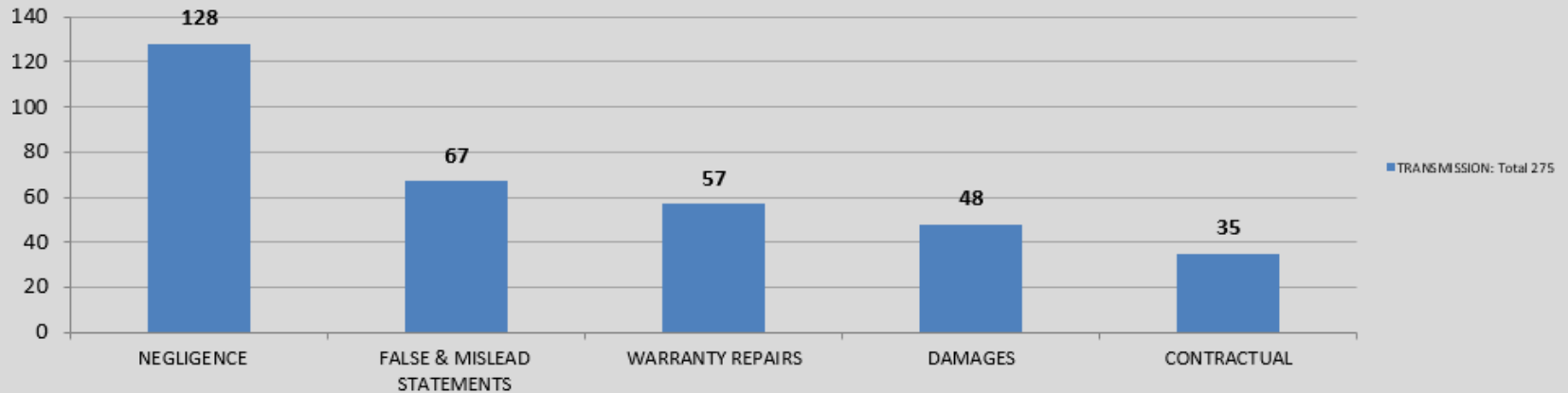


FY 2020-21 YTD: Total 332*

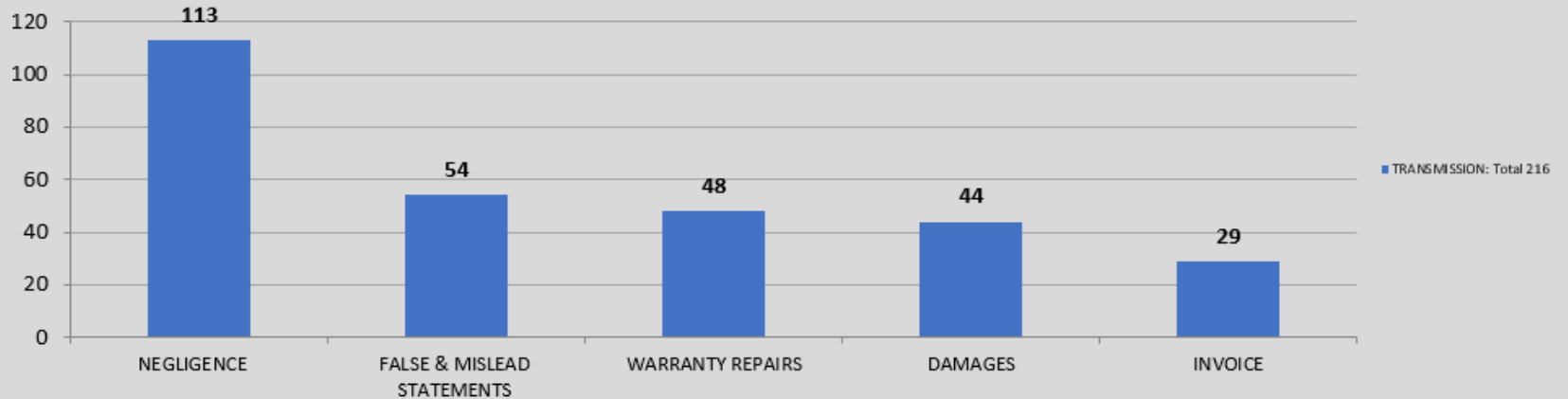


COMPLAINT ALLEGATIONS - TRANSMISSION

FY 2021-22 YTD: Total 275*

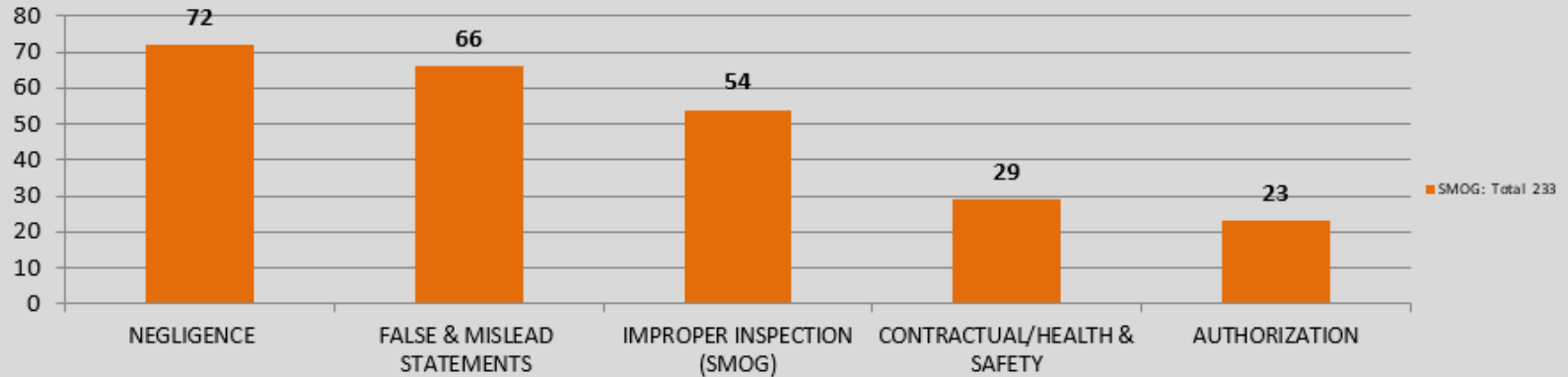


FY 2020-21 YTD: Total 216*

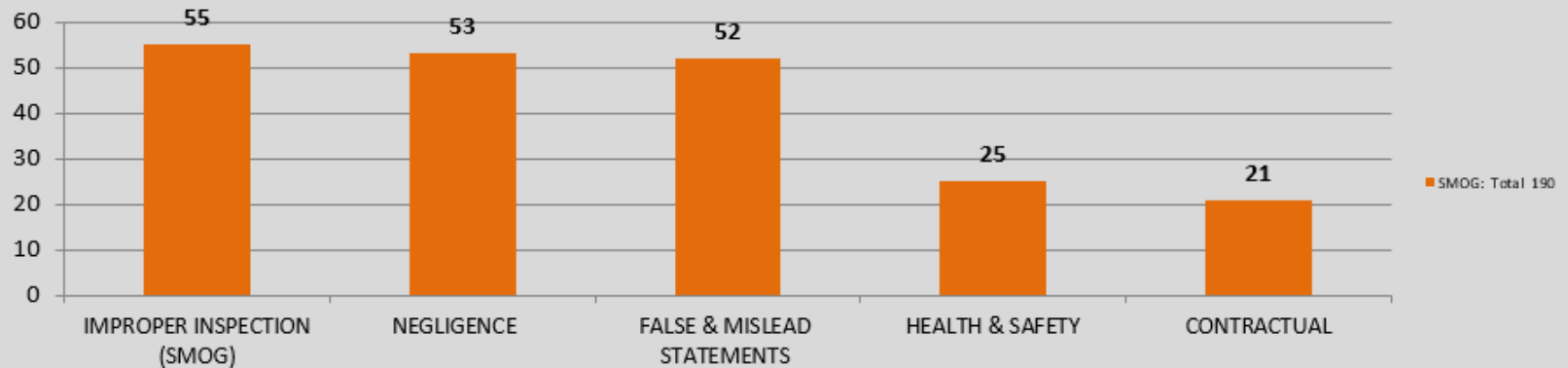


COMPLAINT TRENDS - SMOG

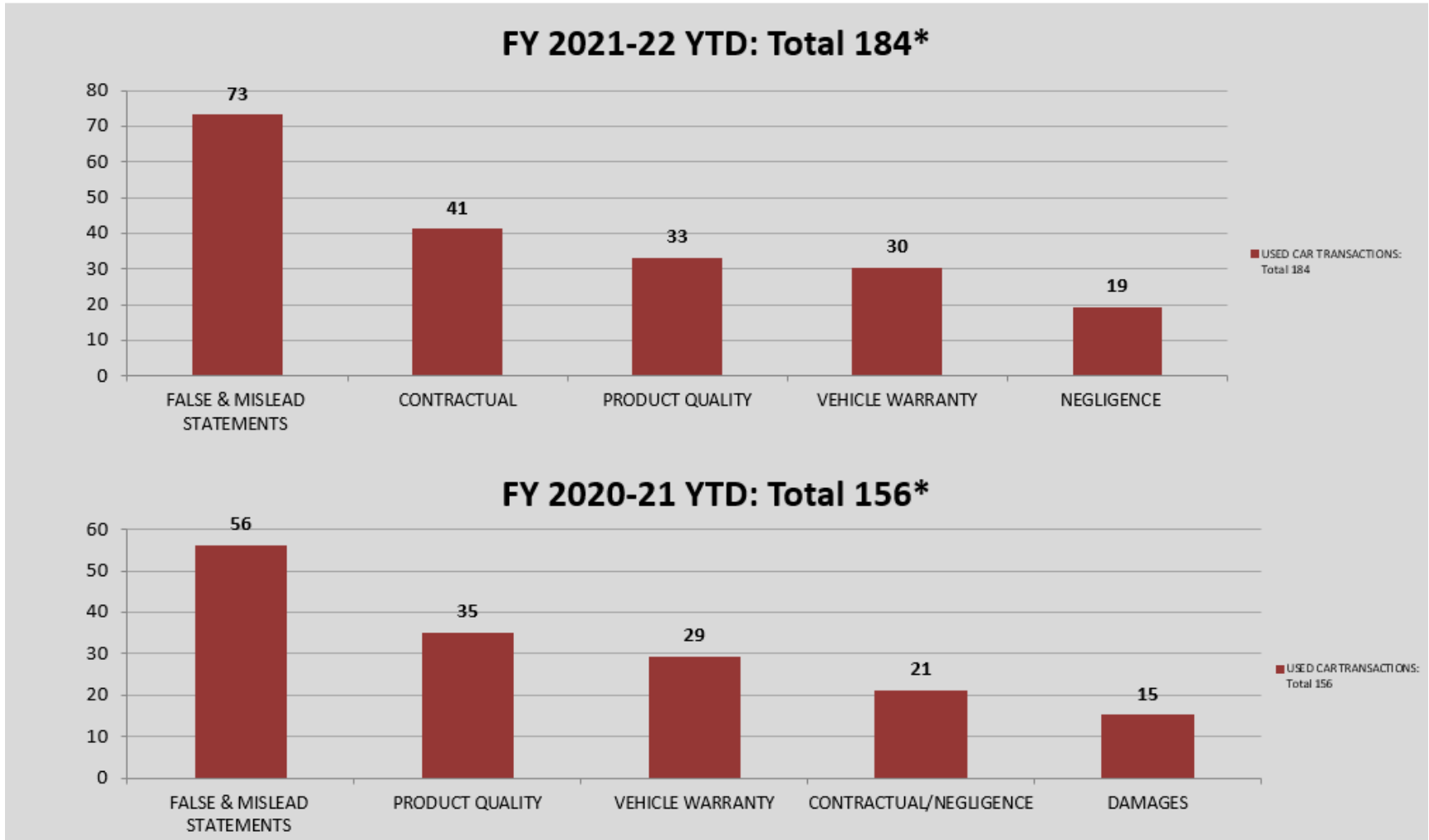
FY 2021-22 YTD: Total 233*



FY 2020-21 YTD: Total 190*

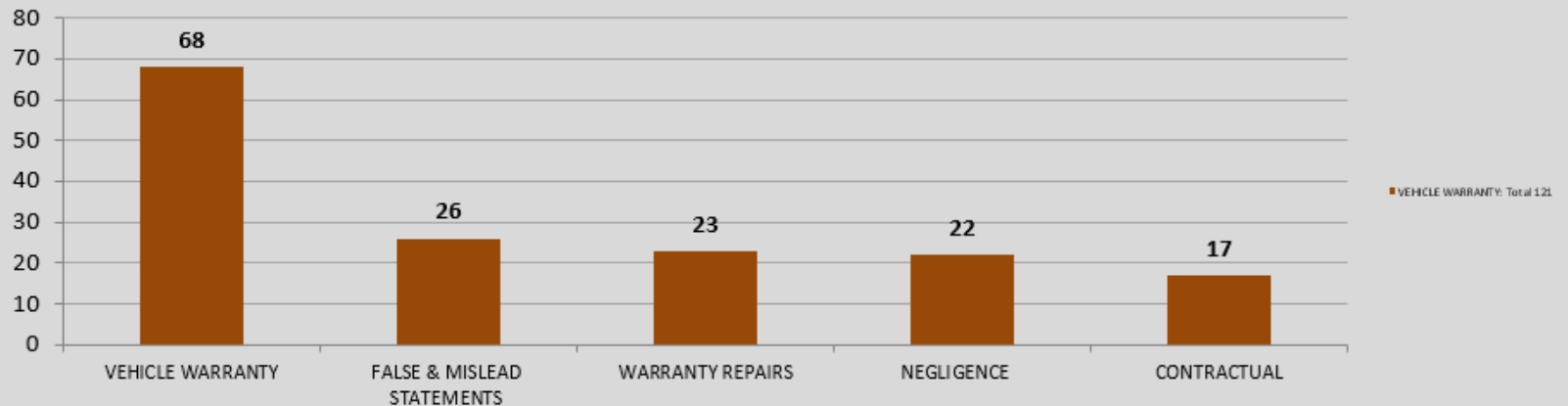


COMPLAINT ALLEGATIONS – USED CAR TRANSACTIONS

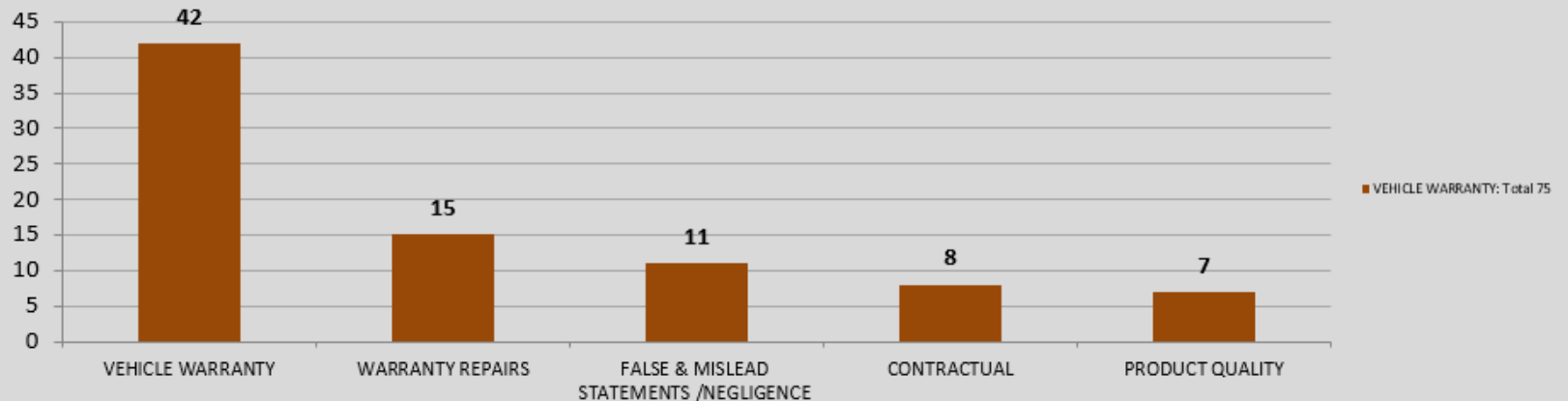


COMPLAINT TRENDS – VEHICLE WARRANTY

FY 2021-22 YTD: Total 121*

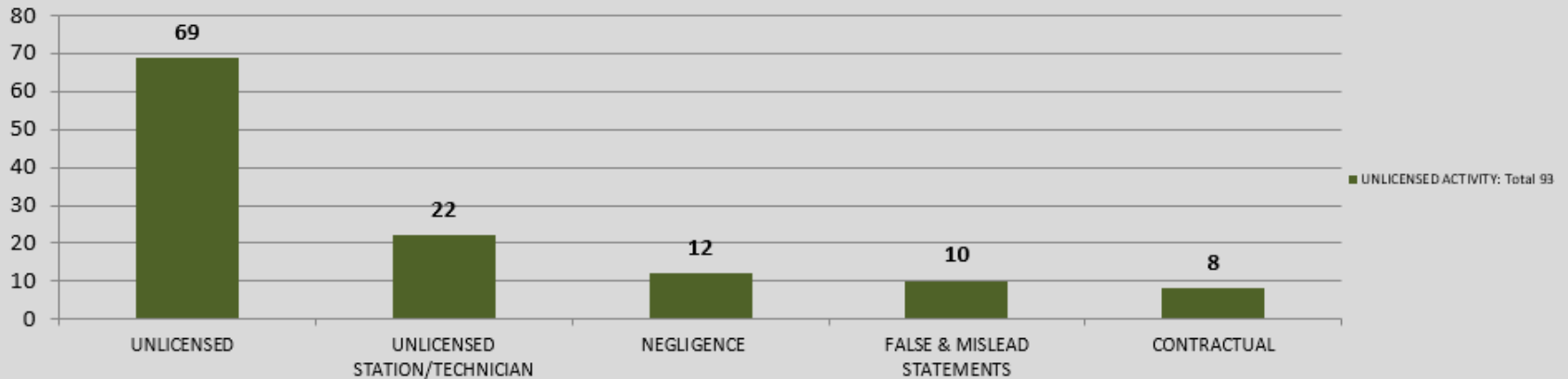


FY 2020-21 YTD: Total 75*

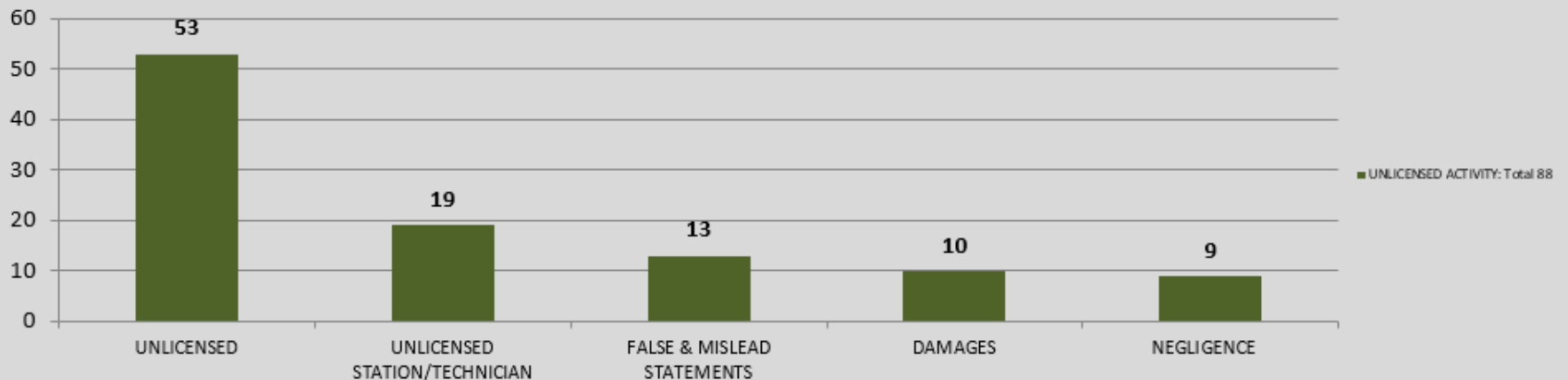


COMPLAINT ALLEGATIONS – UNLICENSED ACTIVITY

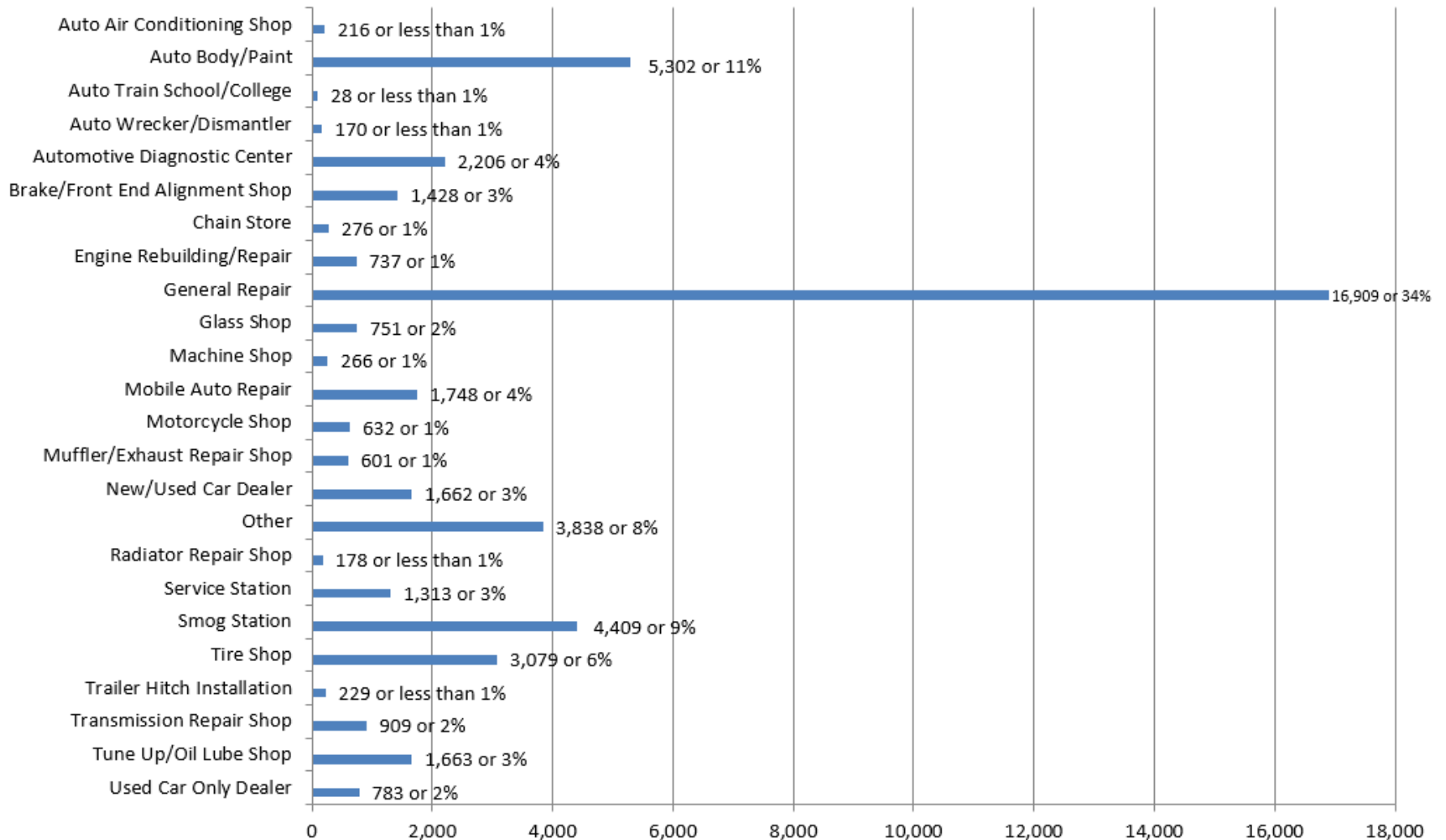
FY 2021-22 YTD: Total 93*



FY 2020-21 YTD: Total 88*



PRIMARY BUSINESS TYPE AS OF JULY 2021



AUTO BODY INSPECTION PROGRAM STATISTICS

FY 2021-22 YTD

Total Inspections Requested

26

Total Inspections Conducted

12

Total Complaints Filed

4

FY 2020-21 YTD

Total Inspections Requested

27

Total Inspections Conducted

21

Total Complaints Filed

10

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