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8 **BEFORE THE**
9 **DEPARTMENT OF CONSUMER AFFAIRS**
10 **FOR THE BUREAU OF AUTOMOTIVE REPAIR**
11 **STATE OF CALIFORNIA**

12 In the Matter of the Accusation Against:

Case No. 77/16-6522

13 **CALIFORNIA CUSTOMS &**
COLLISION REPAIR
14 **EDDIE RAY RAINWATER, OWNER**
211 Keuroy Lane, Suite 7
Roseville, CA 95678

A C C U S A T I O N

15 **Automotive Repair Dealer Registration**
16 **No. ARD 259295**

17 Respondent.

18
19 Patrick Dorais ("Complainant") alleges:

20 **PARTIES**

21 1. Complainant brings this Accusation solely in his official capacity as the Chief of the
22 Bureau of Automotive Repair ("Bureau"), Department of Consumer Affairs.

23 2. On or about August 31, 2009, the Bureau issued Automotive Repair Dealer
24 Registration Number ARD 259295 to Eddie Ray Rainwater ("Respondent"), as owner of
25 California Customs & Collision Repair. The Automotive Repair Dealer Registration was
26 delinquent between May 31, 2010, to August 24, 2010; May 31, 2011 to August 25, 2011;
27 May 31, 2012, to July 27, 2012; May 31, 2013, to June 25, 2013; May 31, 2014, to August 6,

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1 2014; and, May 31, 2015, to May 26, 2016. The Automotive Repair Dealer Registration expired
2 on May 31, 2017, and has not been renewed.

3 **JURISDICTION**

4 3. This Accusation is brought before the Bureau under the authority of the following
5 laws. All section references are to the Business and Professions Code ("Code") unless otherwise
6 indicated.

7 4. Code section 9884.7 states:

8 (a) The director, where the automotive repair dealer cannot show there was a bona
9 fide error, may deny, suspend, revoke, or place on probation the registration of an
10 automotive repair dealer for any of the following acts or omissions related to the conduct
11 of the business of the automotive repair dealer, which are done by the automotive repair
12 dealer or any automotive technician, employee, partner, officer, or member of the
13 automotive repair dealer.

14 (b) Except as provided for in subdivision (c), if an automotive repair dealer operates
15 more than one place of business in this state, the director pursuant to subdivision (a) shall
16 only suspend, revoke, or place on probation the registration of the specific place of
17 business which has violated any of the provisions of this chapter. This violation, or action
18 by the director, shall not affect in any manner the right of the automotive repair dealer to
19 operate his or her other places of business.

20 (c) Notwithstanding subdivision (b), the director may suspend, revoke, or place on
21 probation the registration for all places of business operated in this state by an automotive
22 repair dealer upon a finding that the automotive repair dealer has, or is, engaged in a course
23 of repeated and willful violations of this chapter, or regulations adopted pursuant to it."

24 5. Code section 9884.13 provides, in pertinent part, that the expiration of a valid
25 registration shall not deprive the Director or chief of jurisdiction to proceed with a disciplinary
26 proceeding against an automotive repair dealer or to render a decision invalidating a registration
27 temporarily or permanently.

28 6. Code section 118(b), states:

The suspension, expiration, or forfeiture by operation of law of a license issued
by a board in the department, or its suspension, forfeiture, or cancellation by order of
the board or by order of a court of law, or its surrender without the written consent of
the board, shall not, during any period in which it may be renewed, restored, reissued,
or reinstated, deprive the board of its authority to institute or continue a disciplinary
proceeding against the licensee upon any ground provided by law or to enter an order
suspending or revoking the license or otherwise taking disciplinary action against the
licensee on any such ground.

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1 7. Code section 477 provides, in pertinent part, that "Board" includes "bureau,"
2 "commission," "committee," "department," "division," "examining committee," "program," and
3 "agency." "License" includes certificate, registration or other means to engage in a business or
4 profession regulated by the Code.

5 STATUTORY AND REGULATORY PROVISIONS

6 8. Code section 9884.7 states, in pertinent part:

7 (a) The director, where the automotive repair dealer cannot show there was a
8 bona fide error, may deny, suspend, revoke, or place on probation the registration of
9 an automotive repair dealer for any of the following acts or omissions related to the
10 conduct of the business of the automotive repair dealer, which are done by the
11 automotive repair dealer or any automotive technician, employee, partner, officer, or
12 member of the automotive repair dealer.

13 (1) Making or authorizing in any manner or by any means whatever any
14 statement written or oral which is untrue or misleading, and which is known, or
15 which by the exercise of reasonable care should be known, to be untrue or
16 misleading.

17 (4) Any other conduct that constitutes fraud.

18 (6) Failure in any material respect to comply with the provisions of this
19 chapter or regulations adopted pursuant to it.

20 9. Code section 9884.9, states, in pertinent part:

21 (a) The automotive repair dealer shall give to the customer a written estimated
22 price for labor and parts necessary for a specific job. No work shall be done and no
23 charges shall accrue before authorization to proceed is obtained from the customer.
24 No charge shall be made for work done or parts supplied in excess of the estimated
25 price without the oral or written consent of the customer that shall be obtained at
26 some time after it is determined that the estimated price is insufficient and before the
27 work not estimated is done or the parts not estimated are supplied. Written consent
28 or authorization for an increase in the original estimated price may be provided by
electronic mail or facsimile transmission from the customer. The bureau may specify
in regulation the procedures to be followed by an automotive repair dealer if an
authorization or consent for an increase in the original estimated price is provided by
electronic mail or facsimile transmission. If that consent is oral, the dealer shall
make a notation on the work order of the date, time, name of person authorizing the
additional repairs, and telephone number called, if any, together with a specification
of the additional parts and labor and the total additional cost, and shall do either of
the following:

(1) Make a notation on the invoice of the same facts set forth in the notation
on the work order.

(2) Upon completion of the repairs, obtain the customer's signature or initials
to an acknowledgment of notice and consent, if there is an oral consent of the
customer to additional repairs, in the following language:

1 "I acknowledge notice and oral approval of an increase in the original
2 estimated price.

3 Nothing in this section shall be construed as requiring an automotive repair
4 dealer to give a written estimated price if the dealer does not agree to perform the
5 requested repair.

6 _____
7 (signature or initials)"

8 10. Code section 9884.11 states:

9 Each automotive repair dealer shall maintain any records that are required by
10 regulations adopted to carry out this chapter. Those records shall be open for reasonable
11 inspection by the chief or other law enforcement officials. All of those records shall be
12 maintained for at least three years.

13 11. California Code of Regulations, title 16 ("CCR"), section 3358 states:

14 Each automotive repair dealer shall maintain legible copies of the following records
15 for not less than three years:

16 (a) All invoices relating to automotive repair including invoices received from other
17 sources for parts and/or labor.

18 (b) All written estimates pertaining to work performed.

19 (c) All work orders and/or contracts for repairs, parts and labor. All such records
20 shall be open for reasonable inspection and/or reproduction by the bureau or other law
21 enforcement officials during normal business hours.

22 **COST RECOVERY**

23 12. Code section 125.3 provides, in pertinent part, that the Board may request the
24 administrative law judge to direct a licentiate found to have committed a violation or violations of
25 the licensing act to pay a sum not to exceed the reasonable costs of the investigation and
26 enforcement of the case, with failure of the licentiate to comply subjecting the license to not being
27 renewed or reinstated. If a case settles, recovery of investigation and enforcement costs may be
28 included in a stipulated settlement.

29 **CONSUMER COMPLAINT – F.W.**

30 13. On or about February 10, 2016, "F.W." had his 1964 Mercedes-Benz 220 SE
31 ("Mercedes") towed to Respondent's facility for auto body repairs and paint work. Respondent
32 provided F.W. with an estimate for repairs and paint work in the amount of \$6,500 and F.W. paid
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1 Respondent \$500 on or about that same day. Respondent told F.W. that it would take six to eight
2 weeks to complete the repairs.

3 14. Between on or about February 10, 2016, and March 2, 2016, F.W. paid Respondent a
4 total of \$1,400. On or about April 19, 2016, F.W. met Respondent at Respondent's facility with
5 concerns about the time it was taking Respondent to perform the repairs. Respondent provided an
6 invoice to F.W., dated April 19, 2016, reflecting that \$200 of body work had been performed on
7 the vehicle and that Respondent agreed to refund \$1,200 to F.W. by May 27, 2016. F.W. made
8 arrangements to tow the vehicle from Respondent's facility.

9 15. Respondent never provided a refund to F.W. as promised. On or about April 22,
10 2016, F.W. filed a complaint with the Bureau against Respondent.

11 16. On or about June 22, 2016, a Bureau representative requested from Respondent his
12 records pertaining to F.W.'s Mercedes, including all estimates, invoices, parts receipts, and any
13 other documents in Respondent's possession regarding F.W.'s complaint. Respondent has yet to
14 comply.

15 **FIRST CAUSE FOR DISCIPLINE**

16 (Untrue or Misleading Statements)

17 17. Respondent is subject to discipline pursuant to Code section 9884.7(a)(1), in that
18 Respondent made or authorized statements which he knew or in the exercise of reasonable care
19 should have known to be untrue or misleading, as follows:

20 a. On or about February 10, 2016, Respondent told F.W. it would take 6-8 weeks to
21 complete the repairs F.W.'s Mercedes. In fact, Respondent never completed the repairs on F.W.'s
22 Mercedes.

23 b. On or about April 19, 2016, Respondent told F.W. he would refund \$1,200 to F.W.
24 In fact, Respondent never provided a refund to F.W.

25 **SECOND CAUSE FOR DISCIPLINE**

26 (Fraud)

27 18. Respondent is subject to discipline pursuant to Code section 9884.7(a)(4), in that on
28 or about February 10, 2016, Respondent committed an act that constitutes fraud by inducing F.W.

1 to pay Respondent for repairs to F.W.'s Mercedes by representing to F.W. that Respondent would
2 complete repairs on F.W.'s Mercedes within 6-8 weeks. Respondent took payment from F.W.
3 before making repairs to the Mercedes, substantially failed to complete the repairs, and failed to
4 refund any money.

5 **THIRD CAUSE FOR DISCIPLINE**

6 (Failure to Maintain or Make Records Available)

7 19. Respondent is subject to discipline pursuant to section 9884.7(a)(6), in that
8 Respondent failed to comply with Code Section 9884.11 by failing to make his records pertaining
9 to F.W.'s Mercedes available for inspection by the Bureau, as required by CCR section 3358.

10 **CONSUMER COMPLAINT – W.S.**

11 20. On or about March 28, 2016, "W.S." had his 1995 BMW 740 IL Sedan ("BMW")
12 towed to Respondent's facility for auto body repairs. Respondent failed to provide W.S. with a
13 written estimate, but verbally gave W.S. an estimate in the amount of \$3,400, and said it would
14 take four weeks to complete the repairs. W.S. agreed to Respondent's estimate contingent on
15 having the vehicle stored inside Respondent's facility. That same day, W.S. paid Respondent
16 \$2,000.

17 21. On or about April 28, 2016, W.S. contacted Respondent regarding progress on the
18 BMW, and was told that progress was slow but coming along. W.S. subsequently discovered that
19 the BMW, which had been parked outside Respondent's facility, was impounded by a towing
20 company on or about April 21, 2016, after the towing company had posting warning labels on the
21 vehicle.

22 22. On or about May 7, 2016, W.S. filed a complaint with the Bureau against
23 Respondent.

24 23. On or about June 22, 2016, a Bureau representative requested from Respondent his
25 records pertaining to W.S.'s BMW, including all estimates, invoices, parts receipts, and any other
26 documents in Respondent's possession. Respondent has yet to comply.

27 24. Respondent has not completed repairs on the BMW and has refused to pay the towing
28 company's storage fees in the amount of \$1,000.

1 **FOURTH CAUSE FOR DISCIPLINE**

2 (Untrue or Misleading Statements)

3 25. Respondent is subject to discipline pursuant to Code section 9884.7(a)(1), in that on
4 or about March 28, 2016, Respondent made or authorized statements which he knew or in the
5 exercise of reasonable care should have known to be untrue or misleading, as follows:

6 a. Respondent provided W.S. with a verbal estimate in the amount of \$3,400 for repairs
7 to W.S.'s BMW, and said that it would take four weeks to complete the repairs. Respondent did
8 not complete the repairs.

9 b. Respondent represented to W.S. that he would store W.S.'s BMW inside
10 Respondent's facility. In fact, on or about April 21, 2016, W.S.'s BMW was towed from the
11 street and impounded.

12 **FIFTH CAUSE FOR DISCIPLINE**

13 (Fraud)

14 26. Respondent is subject to discipline pursuant to Code section 9884.7(a)(4), in that on
15 or about March 28, 2016, Respondent committed an act that constitutes fraud by inducing W.S. to
16 pay Respondent for repairs to W.S.'s BMW by representing to W.S. that he would complete
17 repairs on the BMW within four weeks and store the vehicle inside Respondent's facility.
18 Respondent took from W.S. payment in the amount of \$2,000 before making repairs to the BMW,
19 failed to store the vehicle inside Respondent's facility and failed to complete repairs on the
20 vehicle.

21 **SIXTH CAUSE FOR DISCIPLINE**

22 (Failure to Provide a Written Estimate)

23 27. Respondent is subject to discipline pursuant to section 9884.7(a)(6), in that
24 Respondent failed to comply with Code section 9884.9(a). Specifically, on or about March 28,
25 2016, Respondent failed to provide W.S. with a written estimate for work that he agreed to
26 perform on W.S.'s BMW.

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1 **SEVENTH CAUSE FOR DISCIPLINE**

2 (Failure to Maintain or Make Records Available)

3 28. Respondent is subject to discipline pursuant to section 9884.7(a)(6), in that
4 Respondent failed to comply with Code Section 9884.11 by failing to make records available for
5 inspection by the Bureau, as required by CCR section 3358. Specifically, Respondent failed to
6 provide the Bureau with estimates and any documents related to W.S.'s BMW.

7 **CONSUMER COMPLAINT – M.W.**

8 On or about October 16, 2015, "M.W." had his 1965 Ford Mustang ("Ford") towed to
9 Respondent's facility for auto body repairs and paint work. Respondent provided M.W. with a
10 verbal estimate for repairs and paint work in the amount of \$3,000. Respondent told M.W. that it
11 would take six to eight weeks to complete the repairs. That same day M.W. paid Respondent
12 \$1,000.

13 29. On or about November 20, 2015, Respondent issued invoice #211, totaling \$3,000 for
14 body work and refinishing. On or about December 18, 2015, Respondent reissued invoice #211,
15 totaling \$3,000 for body work and refinishing and reflecting \$3,500 total payment made by M.W.
16 to Respondent.

17 30. On or about June 4, 2016, M.W. filed a complaint with the Bureau against
18 Respondent regarding work that had not been completed on the Ford.

19 31. On or about June 22, 2016, a Bureau representative requested from Respondent his
20 records pertaining to M.W.'s Ford, including all estimates, invoices, parts receipts, and any other
21 documents in Respondent's possession. Respondent has yet to comply.

22 32. As of on or about June 22, 2016, Respondent had not completed repairs on M.W.'s
23 Ford despite his assurances to M.W. that repairs would be completed by December 31, 2015.

24 **EIGHTH CAUSE FOR DISCIPLINE**

25 (Untrue or Misleading Statement)

26 33. Respondent is subject to discipline pursuant to Code section 9884.7(a)(1), in that on
27 or about October 16, 2015, Respondent made or authorized a statement which he knew or in the
28 exercise of reasonable care should have known to be untrue or misleading. Specifically,

1 Respondent provided a verbal estimate for repairs to M.W.'s Ford and told M.W. it would take
2 six to eight weeks to complete the repairs on the vehicle. In fact, Respondent never did complete
3 the repairs on M.W.'s Ford.

4 **NINTH CAUSE FOR DISCIPLINE**

5 (Fraud)

6 34. Respondent is subject to discipline pursuant to Code section 9884.7(a)(4), in that on
7 or about October 16, 2015, Respondent committed an act that constitutes fraud by inducing M.W.
8 to pay Respondent for repairs to M.W.'s Ford by representing to M.W. that he would complete
9 repairs on M.W.'s Ford within six to eight weeks. Respondent took payment from M.W. before
10 making any repairs and substantially failed to perform the repairs.

11 **TENTH CAUSE FOR DISCIPLINE**

12 (Failure to Provide a Written Estimate)

13 35. Respondent is subject to discipline pursuant to section 9884.7(a)(6), in that
14 Respondent failed to comply with Code section 9884.9(a). Specifically, on or about October 16,
15 2015, Respondent failed to provide M.W. with a written estimate for work that he agreed to
16 perform on M.W.'s Ford.

17 **ELEVENTH CAUSE FOR DISCIPLINE**

18 (Failure to Maintain or Make Records Available)

19 36. Respondent is subject to discipline pursuant to section 9884.7(a)(6), in that
20 Respondent failed to comply with Code Section 9884.11 by failing to make records available for
21 inspection by the Bureau, as required by CCR section 3358. Specifically, Respondent failed to
22 provide the Bureau with estimates and any documents related to M.W.'s Ford.

23 **CONSUMER COMPLAINT – J.R.**

24 37. On or about July 28, 2015, "J.R." brought his 1980 C30 Chevrolet truck
25 ("Chevrolet") to Respondent's facility for body and paint work. Respondent gave J.R. an estimate
26 for repairs in the amount of \$2,500 for labor. That same day, J.R. provided paint and body
27 materials to be used for repairs to the Chevrolet and paid Respondent \$2000. Respondent told
28 J.R. that it would take six to eight weeks to complete the repairs.

1 38. On or about July 31, 2015, J.R. paid Respondent an additional \$500. On or about
2 August 13, 2015, Respondent issued written estimate #189 in the amount of \$2,500, and
3 reflecting \$2,500 total payments made by J.R. to Respondent.

4 39. On a date uncertain, Respondent agreed to store J.R.'s Chevrolet inside Respondent's
5 facility. Subsequently, in or around early 2016, J.R. inspected his vehicle at Respondent's
6 location, which he found outside of Respondent's facility. The doors and hood had been removed
7 and the vehicle was exposed to water intrusion, causing significant damage.

8 40. On or about June 6, 2016, J.R. filed a complaint with the Bureau against Respondent
9 regarding work that had not been completed on the Chevrolet despite Respondent's prior
10 assurances that repairs would be completed within six to eight weeks.

11 41. On or about June 10, 2016, Respondent entered into a further agreement with J.R.
12 wherein Respondent acknowledged, among other things, that Respondent had originally agreed to
13 complete repairs on the Chevrolet and itemizing parts and materials provided by J.R. for work on
14 the Chevrolet.

15 42. On or about June 22, 2016, a Bureau representative requested from Respondent his
16 records pertaining to J.R.'s Chevrolet, including all estimates, invoices, parts receipts, and any
17 other documents in Respondent's possession. Respondent has yet to comply.

18 43. Respondent did not provide a refund to J.R. or return to J.R. the parts and materials
19 that J.R. provided.

20 **TWELFTH CAUSE FOR DISCIPLINE**

21 (Untrue or Misleading Statements)

22 44. Respondent is subject to discipline pursuant to Code section 9884.7(a)(1), in that
23 Respondent made or authorized statements which he knew or in the exercise of reasonable care
24 should have known to be untrue or misleading, as follows:

25 a. On or about July 28, 2015, Respondent told J.R. it would take six to eight weeks to
26 complete the repairs on the J.R.'s Chevrolet. In fact, Respondent never did complete repairs on
27 J.R.'s Chevrolet.

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1 Respondent an additional \$1,000 for labor for additional work on the Camaro, for a total of
2 \$4,800 paid by M.H. to Respondent for repairs.

3 49. In or around early 2016, M.H. agreed to extend the completion date for repairs on the
4 Camaro to March 1, 2016, and M.H. provided Respondent with additional parts. On or about
5 June 22, 2016, M.H. found that the repairs on his vehicle were substantially incomplete. On or
6 about June 25, 2016, M.H. had the Camaro towed to his residence.

7 50. On or about June 22, 2016, M.H. filed a complaint with the Bureau against
8 Respondent.

9 51. On or about July 13, 2016, a Bureau representative requested from Respondent his
10 records pertaining to M.H.'s Camaro, including all estimates, invoices, parts receipts, and any
11 other documents in Respondent's possession. On or about July 29, 2016, Respondent faxed
12 reprinted invoice No. 217, dated November 27, 2012 [sic], for M.H.'s Camaro reflecting the
13 receipt of \$4,800 from M.H. through November 27, 2015, and work purportedly performed.
14 Bureau representative "G.M." inspected the Camaro and, using Respondent's invoice #217 for
15 comparison, found that Respondent billed M.H. for work that Respondent had not performed.

16 **FIFTEENTH CAUSE FOR DISCIPLINE**

17 (Untrue or Misleading Statements)

18 52. Respondent is subject to discipline pursuant to Code section 9884.7(a)(1), in that
19 Respondent made or authorized statements which he knew or in the exercise of reasonable care
20 should have known to be untrue or misleading, as follows.

21 a. On or about November 7, 2015, and November 16, 2015, Respondent told M.H.
22 repairs on the vehicle would be completed by December 25, 2015. In fact, Respondent never
23 completed repairs on M.H.'s Camaro.

24 b. On or about July 29, 2016, Respondent represented to the Bureau that he performed
25 the following work on M.H.'s Camaro when, in fact, he had not, as follows:

- 26 i. Respondent did not refinish/repair the engine bay;
27 ii. Respondent did not refinish/repair the exterior red and white rallye stripes;

1 repairs in the amount of \$3,000 for labor. Respondent gave J.M. a six-month timeframe for
2 completion of the work. That same day, J.M. paid Respondent \$1,000.

3 56. On or about August 12, 2015, J.M. paid Respondent an additional \$1,000. Between
4 in or around August 2015 and December 2015, J.M. paid Respondent an additional \$500.
5 Between in or around July 2015 and June 2016, J.M. provided Respondent with body parts for
6 repairs to the Ford.

7 57. On or about June 11, 2016, J.M. went to Respondent's facility where he found that
8 minimal work had been done on his Ford.

9 58. On or about June 27, 2016, J.M. filed a complaint with the Bureau against
10 Respondent.

11 59. On or about July 13, 2016, a Bureau representative requested from Respondent his
12 records pertaining to J.M.'s Ford, including all estimates, invoices, parts receipts, and any other
13 documents in Respondent's possession. On or about July 29, 2016, Respondent faxed a reprinted
14 invoice for J.M.'s Camaro reflecting the total payment of \$2,500 to Respondent from J.M., and
15 work purportedly performed.

16 60. On or about July 27, 2016, a Bureau representative took photographs of J.M.'s
17 vehicle, which was filled with debris and parked outside Respondent's facility where it was
18 exposed to the elements. Minimal body repairs had been performed.

19 **EIGHTEENTH CAUSE FOR DISCIPLINE**

20 (Untrue or Misleading Statement)

21 61. Respondent is subject to discipline pursuant to Code section 9884.7(a)(1), in that
22 Respondent made or authorized a statement which he knew or in the exercise of reasonable care
23 should have known to be untrue or misleading. Specifically, on or about July 30, 2015,
24 Respondent provided a verbal estimate for repairs to J.M.'s Ford and told J.M. it would take six
25 months to complete the repairs on the vehicle. In fact, Respondent never did complete repairs on
26 J.M.'s Ford.

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NINETEENTH CAUSE FOR DISCIPLINE

(Fraud)

62. Respondent is subject to discipline pursuant to Code section 9884.7(a)(4), in that on or about July 30, 2015, Respondent committed an act that constitutes fraud by inducing J.M. to pay Respondent for repairs to J.M.'s Ford by representing to J.M. that he would complete repairs on the Ford within six months. Respondent took payment from J.M. but failed to complete repairs on the vehicle.

TWENTIETH CAUSE FOR DISCIPLINE

(Failure to Maintain or Make Records Available)

63. Respondent is subject to discipline pursuant to section 9884.7(a)(6), in that Respondent failed to comply with Code Section 9884.11 by failing to make records available for inspection by the Bureau, as required by CCR section 3358. Specifically, Respondent failed to provide the Bureau with all documents related to J.M.'s Ford.

MATTERS IN AGGRAVATION

64. To determine the degree of discipline, if any, to be imposed, Complainant alleges that on or about March 3, 2016, the Bureau issued Citation No. C2016-0598 and an *Order of Abatement* against Respondent for violating of Code section 9884.6(a) (operating as an automotive repair dealer without a valid registration).

OTHER MATTERS

65. Pursuant to Code section 9884.7(c), the Director may suspend, revoke, or place on probation the registration for all places of business operated in this state by Respondent Eddie Ray Rainwater, as owner of California Customs & Collision Repair, upon a finding that Respondent has, or is, engaged in a course of repeated and willful violations of the laws and regulations pertaining to an automotive repair dealer.

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PRAYER

WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged, and that following the hearing, the Director of Consumer Affairs issue a decision:

1. Revoking or suspending Automotive Repair Dealer Registration Number ARD 259295, issued to Eddie Ray Rainwater, as owner of California Customs & Collision Repair;

2. Revoking or suspending any other automotive repair dealer registration issued to Eddie Ray Rainwater;

3. Ordering Eddie Ray Rainwater to pay the Bureau of Automotive Repair the reasonable costs of the investigation and enforcement of this case, pursuant to Business and Professions Code section 125.3; and,

4. Taking such other and further action as deemed necessary and proper.

DATED: May 16, 2018



PATRICK DORAIS
Chief
Bureau of Automotive Repair
Department of Consumer Affairs
State of California
Complainant

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