

# Enforcement Statistics

## Fiscal Year 2022-2023 Q4

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Enforcement Operations Branch  
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Bureau of Automotive Repair

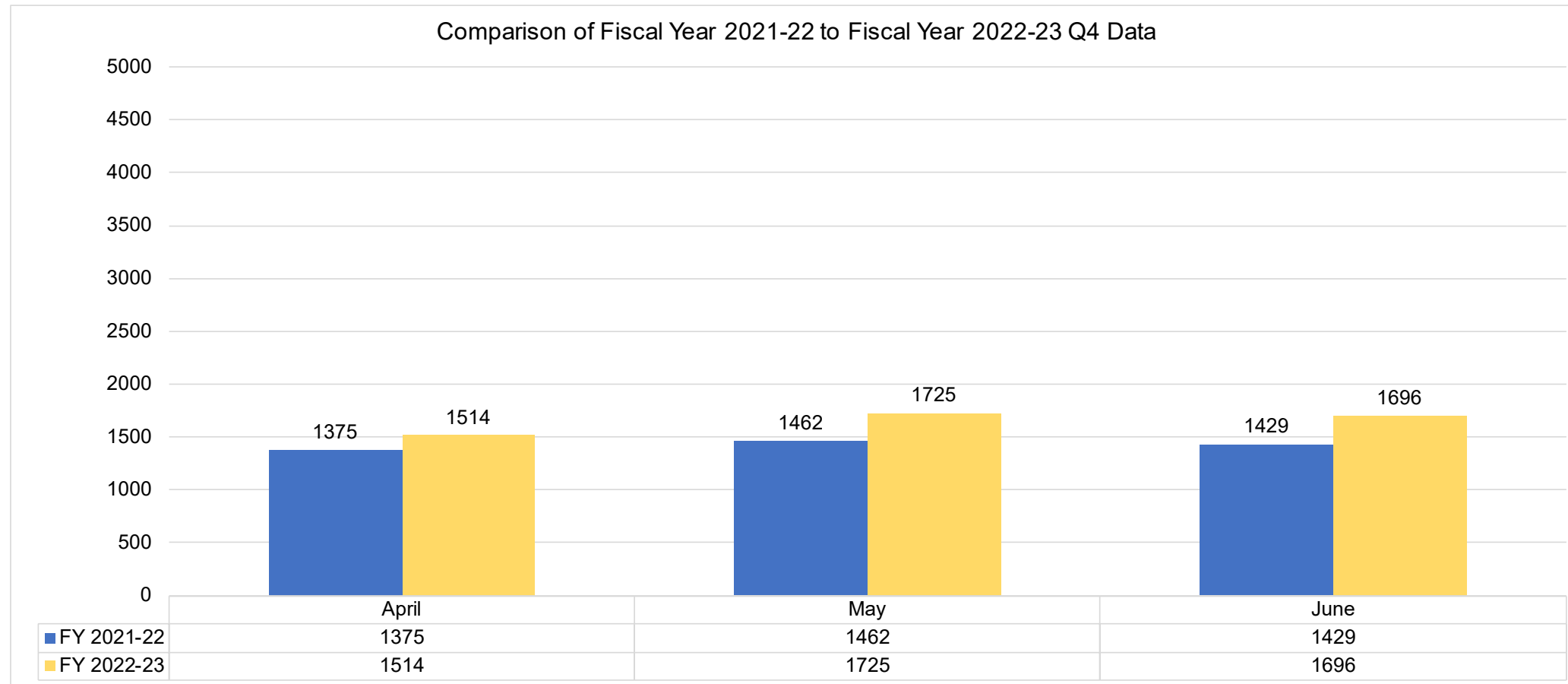
# Enforcement Performance Measures

The California Department of Consumer Affairs (DCA) collects, analyzes, and reports various types of enforcement statistics to track the department's efficacy at managing the consumer complaint process. The [Enforcement Performance Measures](#) categories are:

- PM1 - Total number of complaints received during the reporting period including BAR investigations
- PM2 - Average number of days from receipt of a complaint to assignment to an investigator (BAR goal is 10 days)
- PM3 - Average number of days to investigate and close a case not resulting in formal discipline (goal is 60 days)
- PM4 - Average number of days from the opening of a formal investigation to the decision effective date (goal is 540 days)
- PM7 - Average number of days from probation monitor assignment to first contact with probationer (goal is 10 days)
- PM8 - Average number of days from a confirmed probation violation to taking the appropriate action (goal is 10 days)

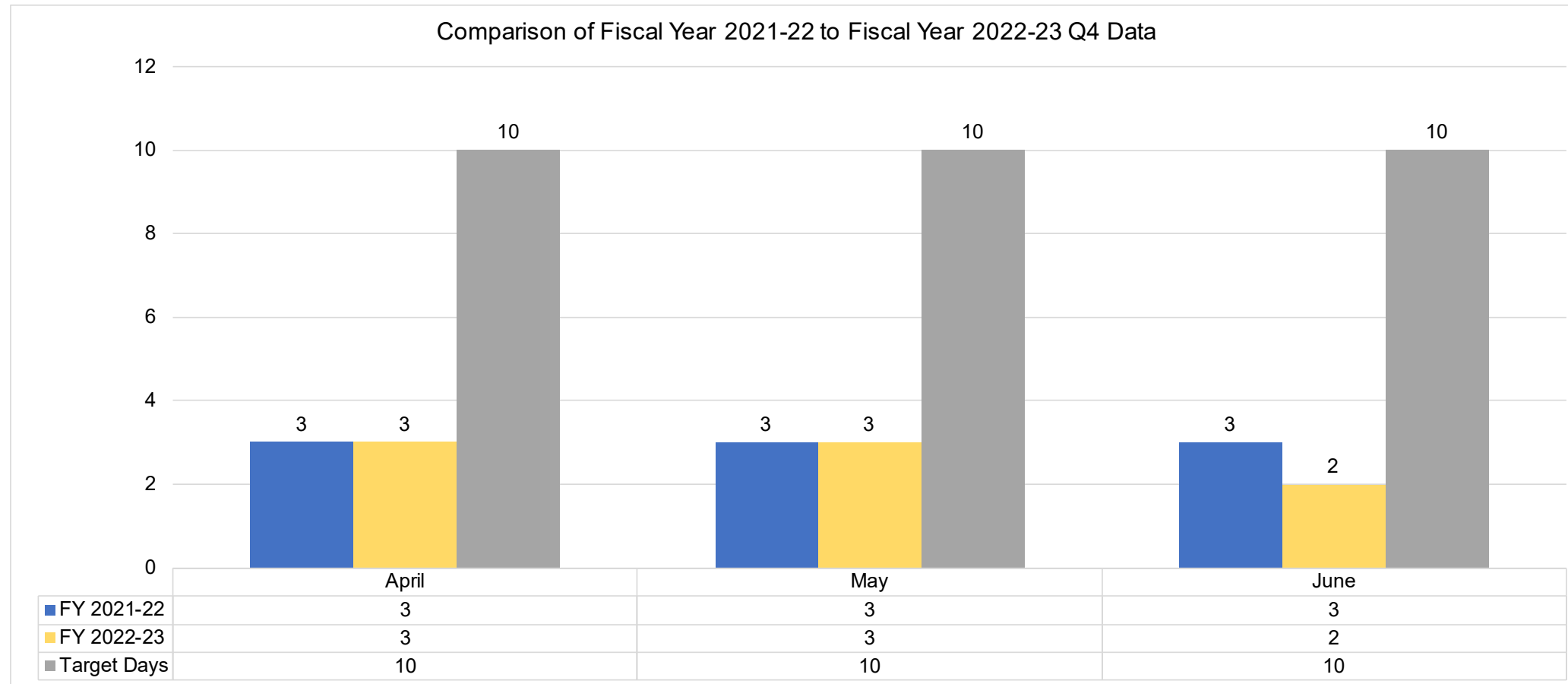
# Performance Measure 1 - Complaint Volume

Total number of complaints received during the reporting period including BAR investigations



# Performance Measure 2 - Complaint Assignment

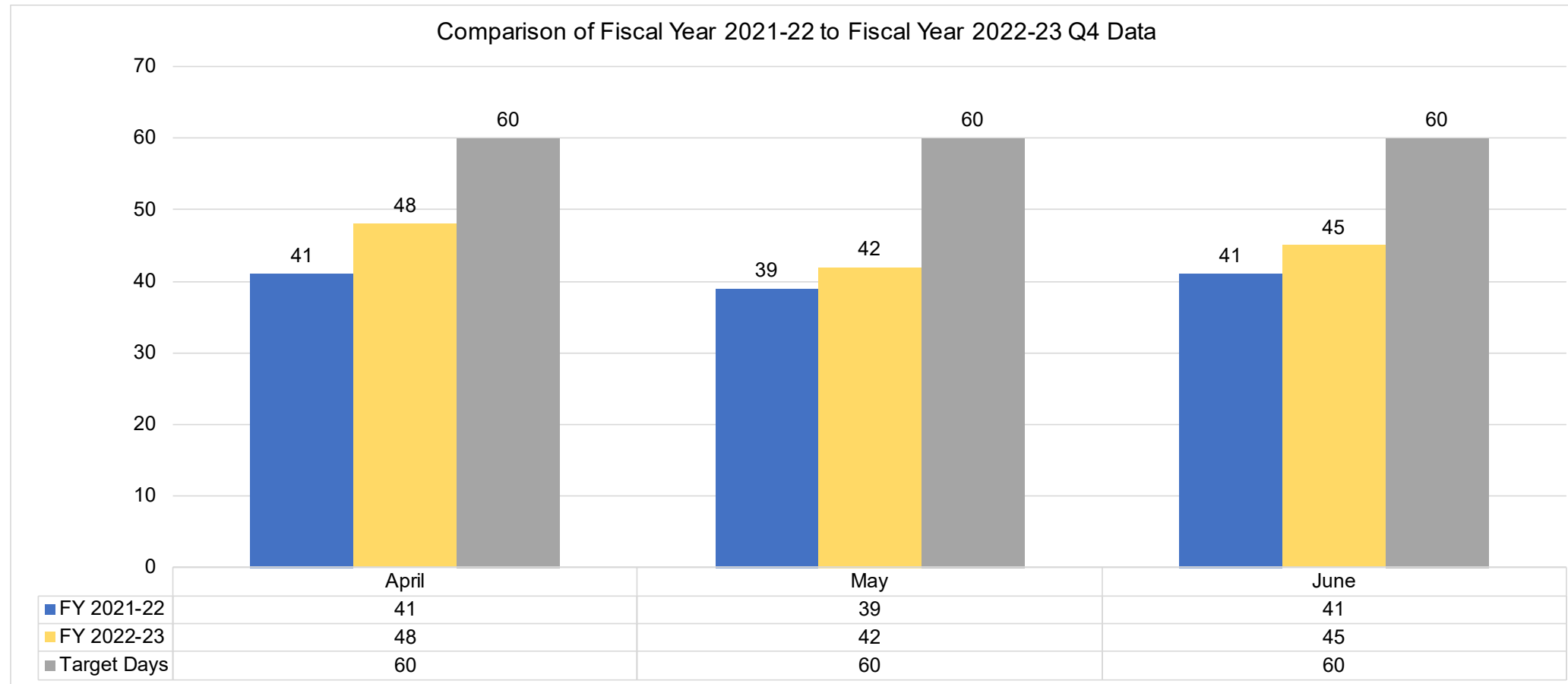
Average number of days from receipt of a complaint to assignment to an investigator\*



\*BAR goal is 10 days

# Performance Measure 3 - Complaint Cycle Time

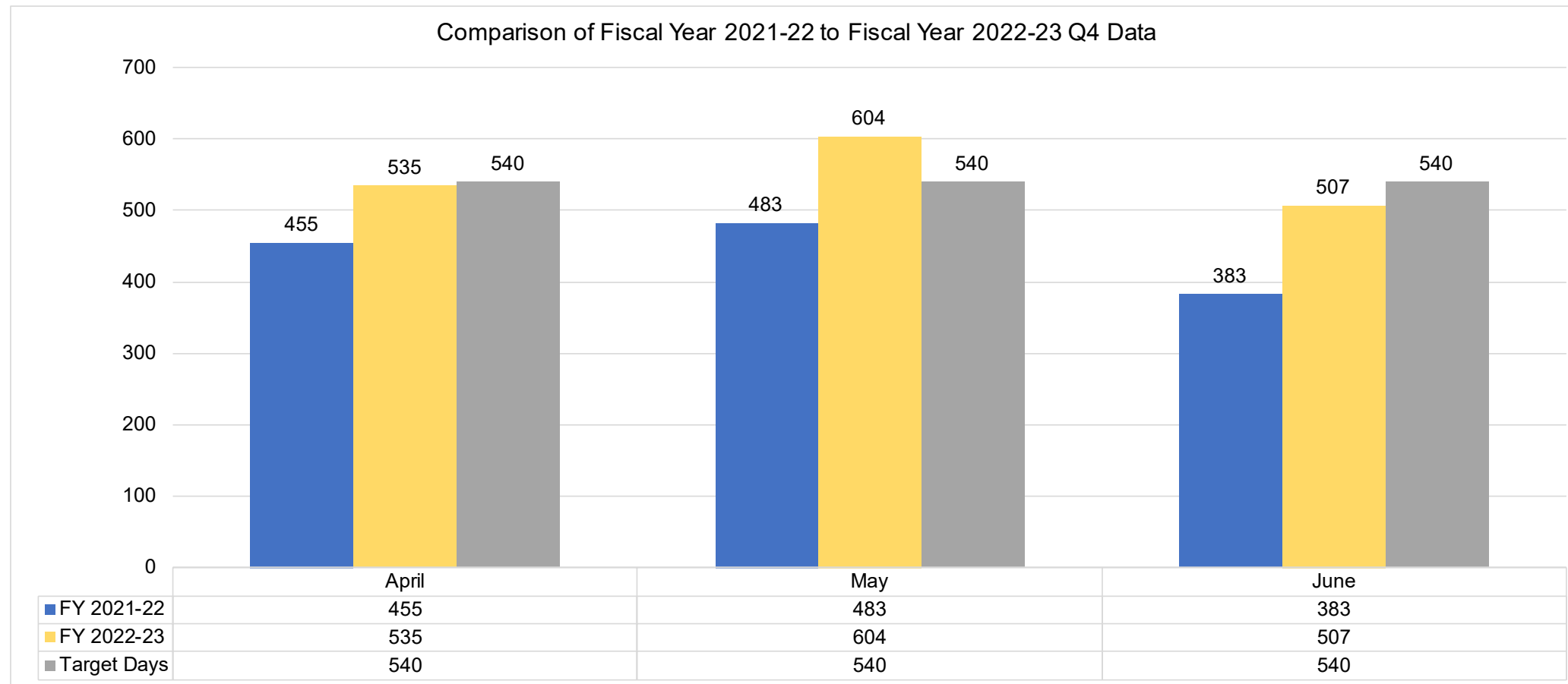
Average number of days to investigate and close a case not resulting in formal discipline\*



\*BAR goal is 60 days

# Performance Measure 4 - Formal Discipline Time

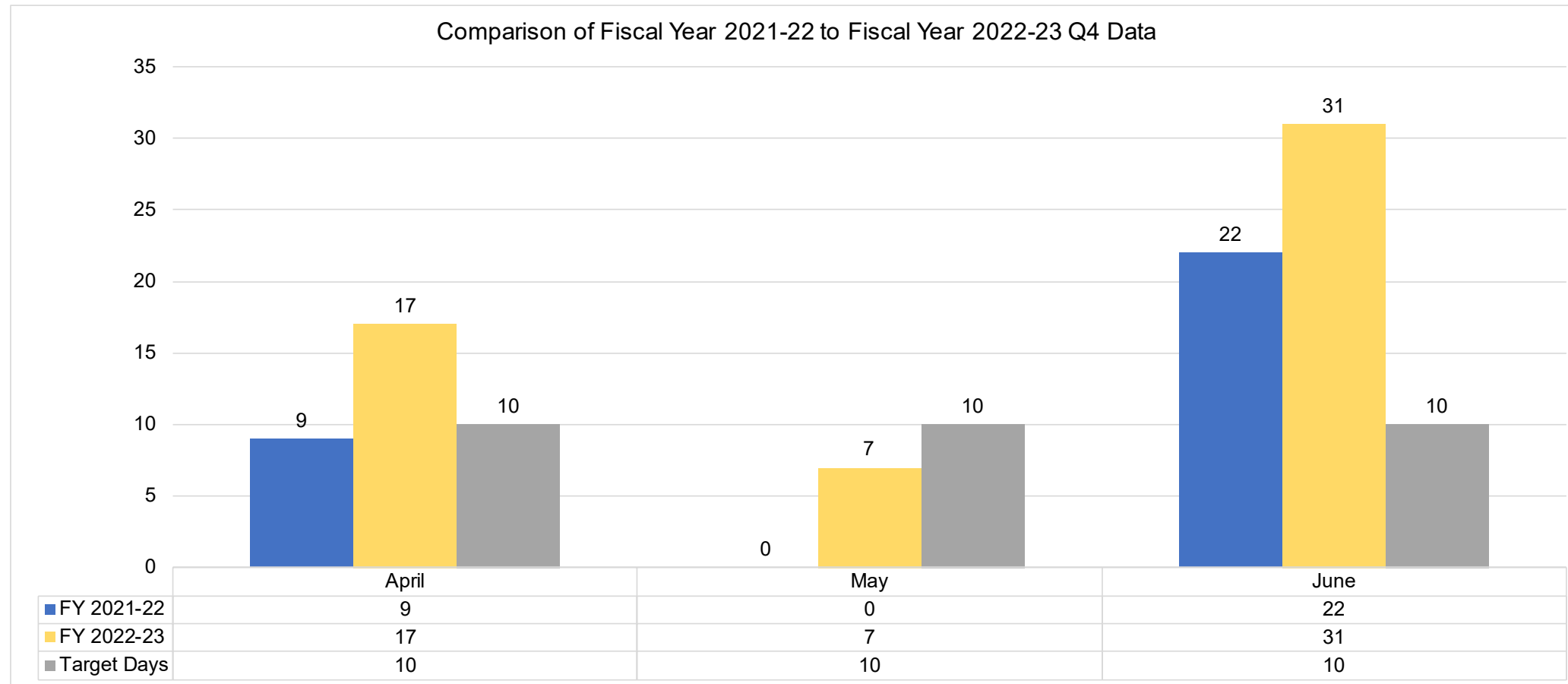
Average number of days from the opening of a formal investigation to the decision effective date\*



\*BAR goal is 540 days

# Performance Measure 7 - Probation First Contact

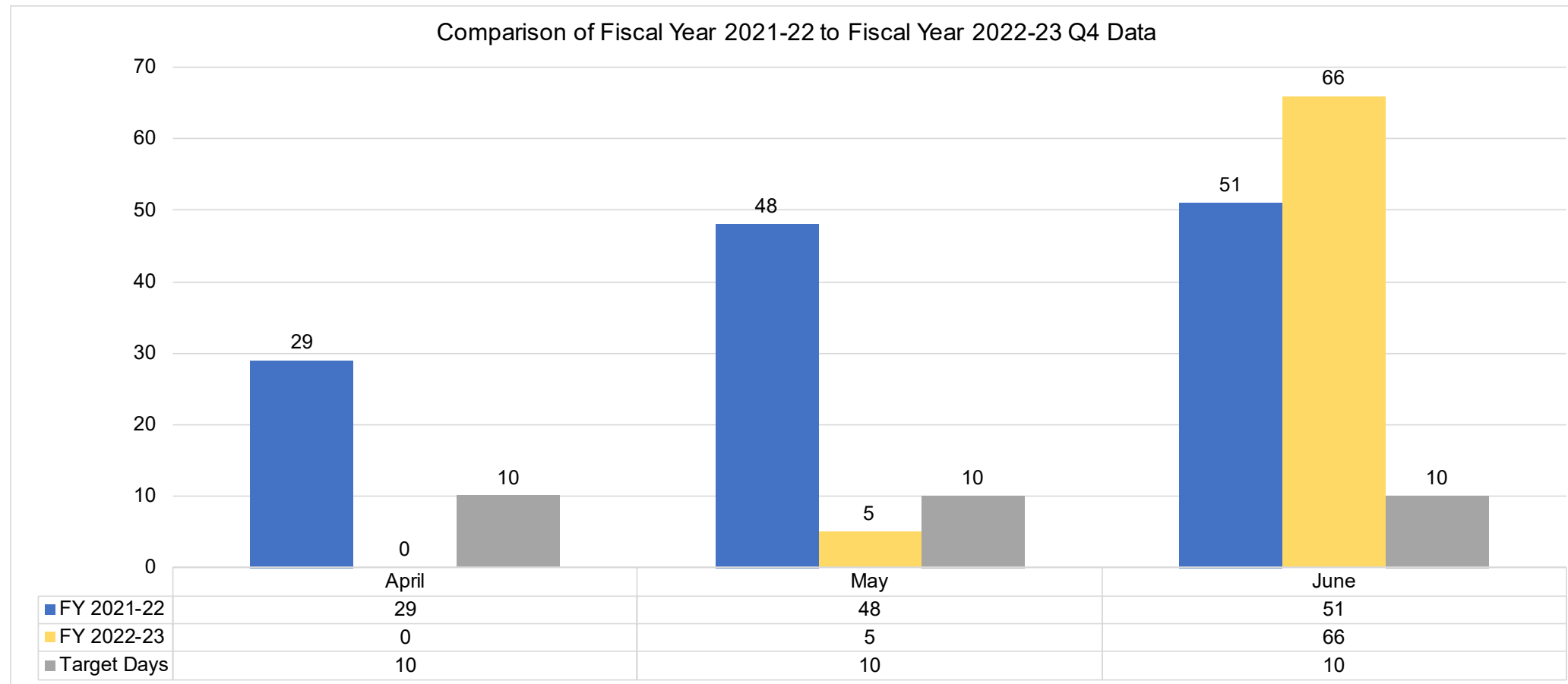
Average number of days from probation monitor assignment to first contact with probationer\*



\*BAR goal is 10 days

# Performance Measure 8 - Probation Violation Response

Average number of days from a confirmed probation violation to taking the appropriate action\*



\*BAR goal is 10 days



# Complaint Category And Allegations

- As part of every complaint investigation, the complaint category and up to three (3) consumer allegations are captured and recorded in order to monitor any trends or patterns of behavior by registrants and/or licensees with BAR.
- The complaint category is based on the specific area of repair in which the consumer was originally seeking services and these specific areas are then grouped into one (1) of ten (10) general categories.
- The complaint allegations are categorized by the consumer's experienced issues during the repair transaction and the specific area in which the issues relate to the laws and/or regulations within BAR's jurisdiction.
- The top five (5) allegations for each complaint category are displayed on some subsequent slides.
  - Please note that given the unique nature of each complaint there can and almost always will be more than five (5) types of allegations per complaint category and for that same reason can change from year to year, hence separate charts for fiscal year to fiscal year comparisons.

# Complaint Category Totals

Auto Body	Number of Complaints
Auto Body	2661
Auto Glass	140
<b>Total</b>	<b>2801</b>

Engine Repair and Engine Performance	Number of Complaints
Computer Controls	205
Cooling System	366
Engine Diagnosis	872
Electrical	818
Engine Overhaul / Replacement	594
Engine Repair	2111
Flushing	24
Fuel System	160
Machine Shop	10
Tune-Up	39
<b>Total</b>	<b>5199</b>

General Repair and Maintenance	Number of Complaints
Air Conditioning / Heat	252
Brakes	421
Drive Train	232
Exhaust	173
General Repair	65
Lube / Oil Change	678
Suspension / Steering	493
Tires / Wheels	409
<b>Total</b>	<b>2723</b>

Smog	Number of Complaints
Clean Gassing	0
Clean Piping	1
Clean Tanking	0
Clean Plugging	2
Delinquent Citation	0
Exhaust System (Smog)	125
Emission Test Procedure	21
Emissions Warranty	20
Functional Test Procedure	0
Gorss Polluter	0
NOX Failures	1
Referee	1
Repair Only (Smog)	6
Sublet (Smog)	7
Smog Cost Limit	20
Station	16
Smog Repair	199
Illegal Smog / Car Sale	122
Smog Test Procedures	345
Test Only	19
Technician	6
Visual Smog Check Procedure	16
Zero Emission Vehicle	5
<b>Total</b>	<b>932</b>

Towing and Storage	Number of Complaints
Lien Sales / Storage Charges	35
Storage Fees	69
Towing	113
<b>Total</b>	<b>217</b>

Transmission	Number of Complaints
Automatic Transmission	986
Manual Transmission / Clutch	118
<b>Total</b>	<b>1104</b>

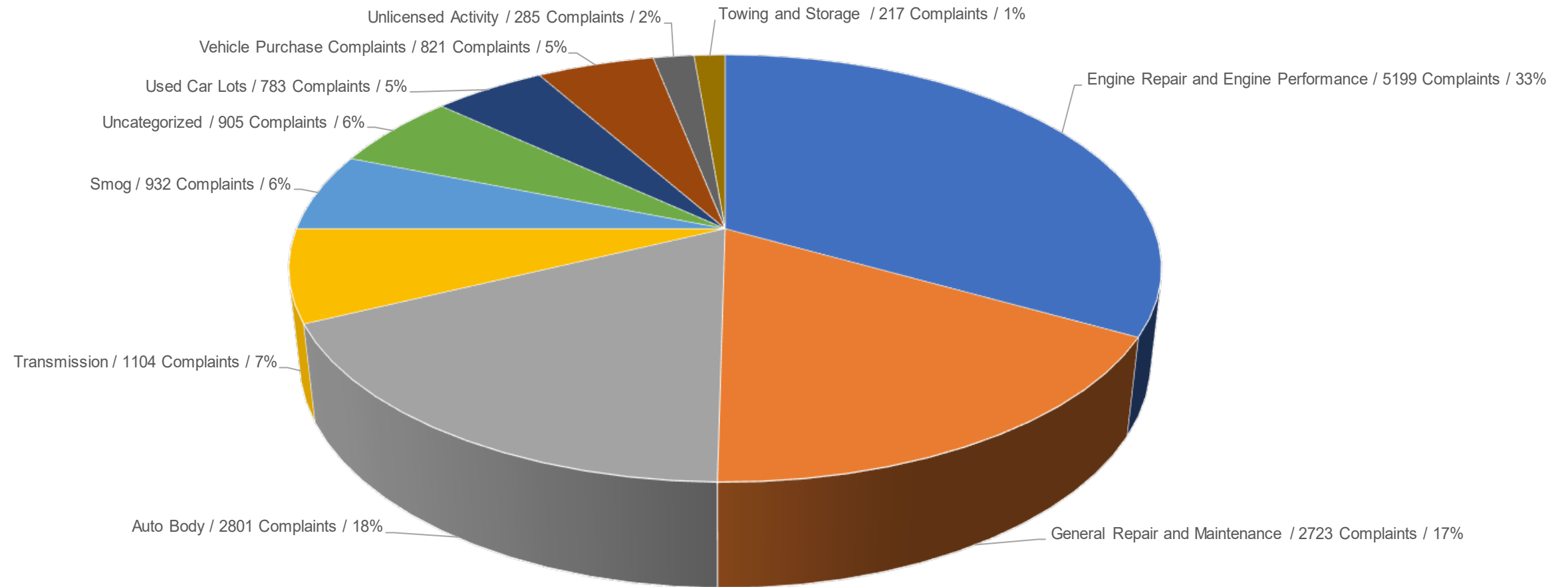
Uncategorized	Number of Complaints
Brake Certification	160
Boat Repair	7
Ignition Inerlock Device	14
Lamp Certification	6
Motorcycle Repair	97
Other	400
Part Sale	172
Upholstery	49
<b>Total</b>	<b>905</b>

Unlicensed Activity	Number of Complaints
Unlicensed Activity	285
<b>Total</b>	<b>285</b>

Used Car Lots	Number of Complaints
Used Car Lots	783
<b>Total</b>	<b>783</b>

Vehicle Purchase Complaints	Number of Complaints
New Car / Lemon Law	119
Vehicle Warranty	410
Repair Warranty	292
<b>Total</b>	<b>821</b>

# Complaint Category Summary

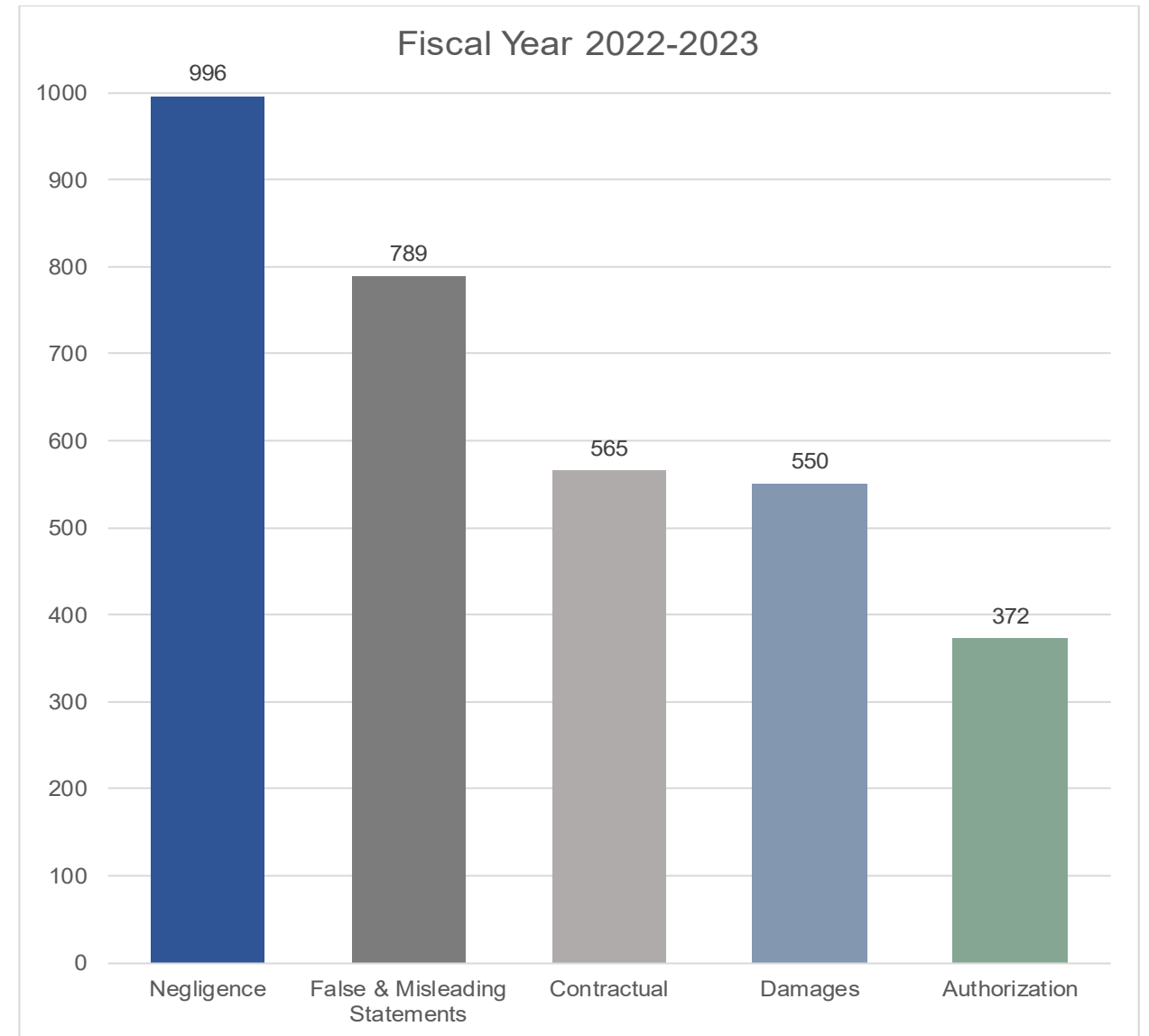
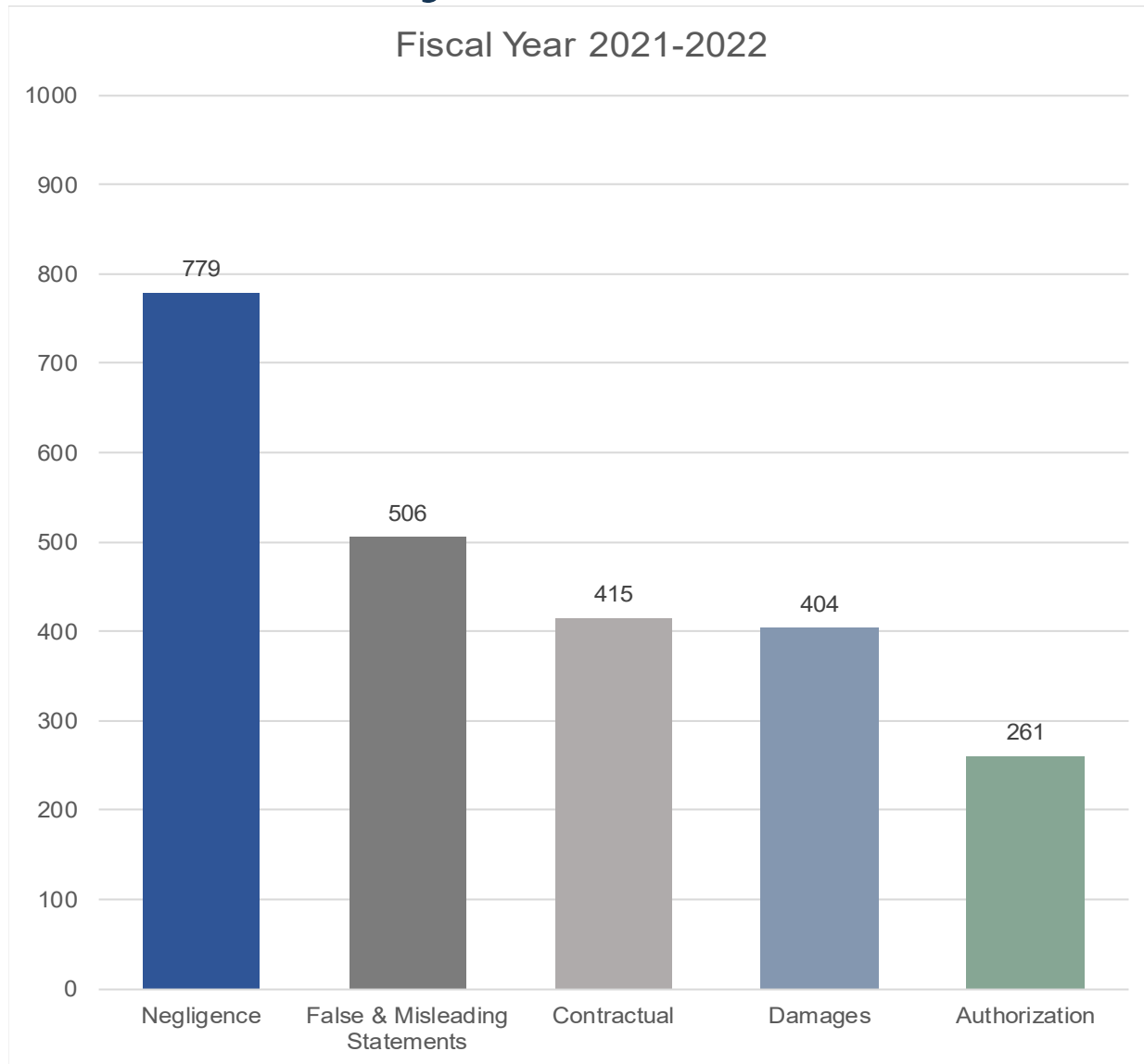


- Engine Repair and Engine Performance / 5199 Complaints / 33%
- General Repair and Maintenance / 2723 Complaints / 17%
- Auto Body / 2801 Complaints / 18%
- Transmission / 1104 Complaints / 7%
- Smog / 932 Complaints / 6%
- Uncategorized / 905 Complaints / 6%
- Used Car Lots / 783 Complaints / 5%
- Vehicle Purchase Complaints / 821 Complaints / 5%
- Unlicensed Activity / 285 Complaints / 2%
- Towing and Storage / 217 Complaints / 1%

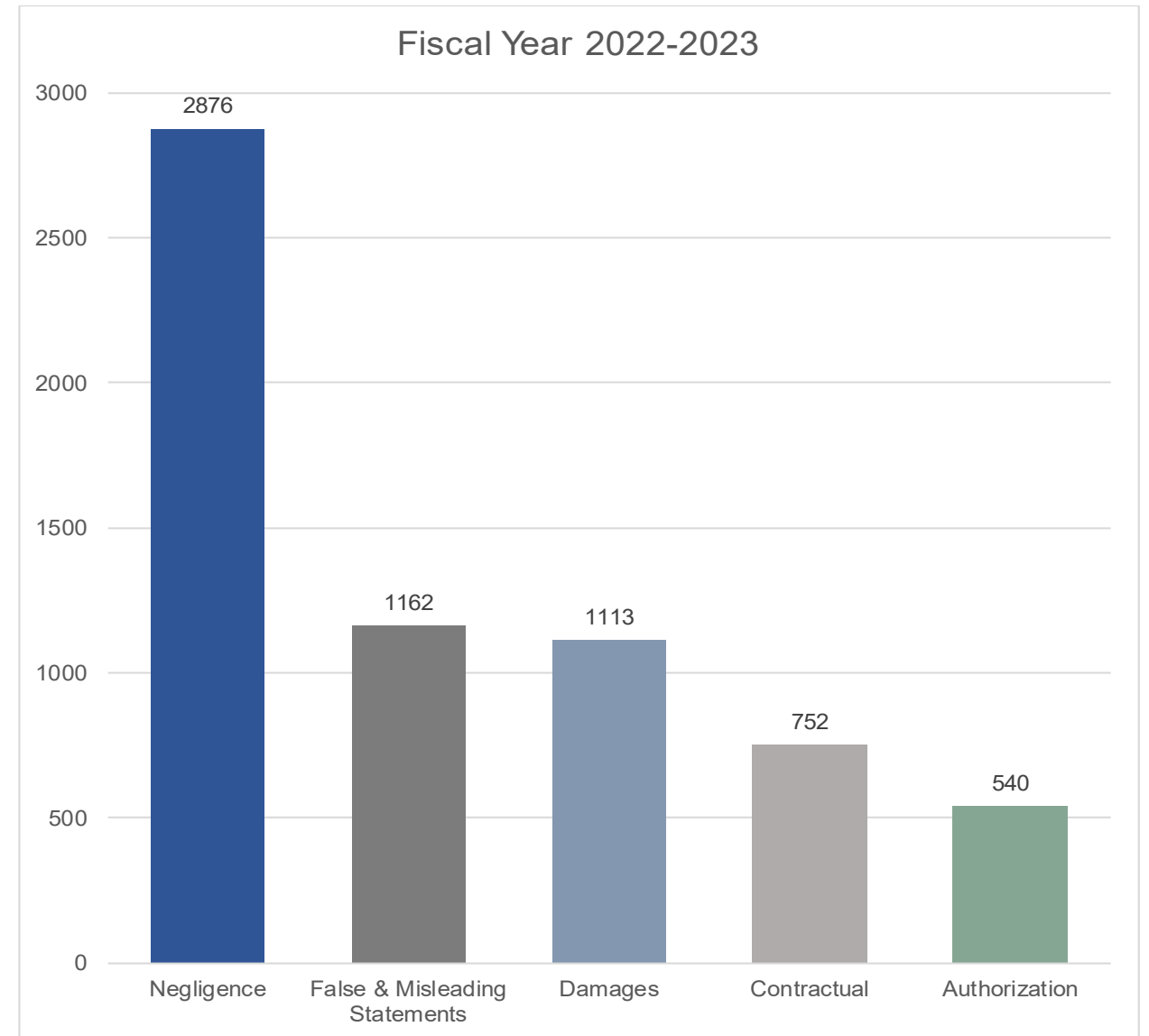
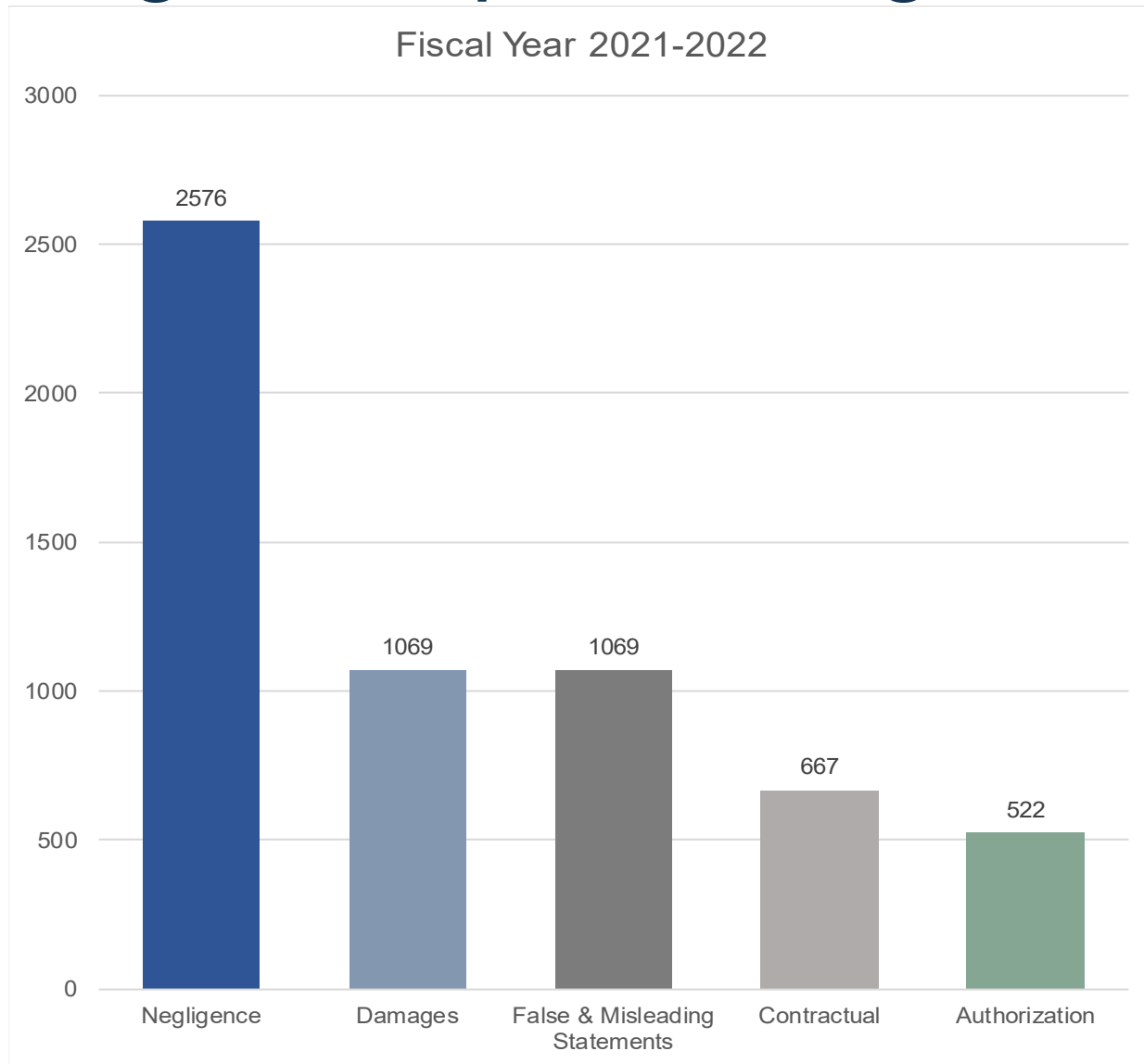
# Complaint Allegations

- False Advertising
- Authorization
- Bait and Switch
- Incompetence/Negligence
- Contractual
- Clean Piping
- Clean Plugging
- Damages
- Delinquent Citation
- Engine Failure
- Smog Equipment Maintenance/Calibration
- Estimates
- Failure to Honor a Warranty
- False & Misleading Statements
- Fraud
- Gross Negligence
- General Repair
- Health & Safety
- Improper Smog Inspection
- Invoice
- Illegal Lien Sale
- Other Allegations
- New Car/Lemon Law
- Non-Qualified Test/Repair
- Oversell
- Actual or Potential Harm
- Product Quality
- Repair Waiver
- Sexual Abuse
- Illegal Sublet
- Illegal Storage Fees
- Test/Repair Station Req
- Theft/Personal Property
- Unlicensed
- Unprofessional Conduct
- Unlicensed Station/Technician
- Warranty – New/Used Vehicles
- Warranty - Repairs

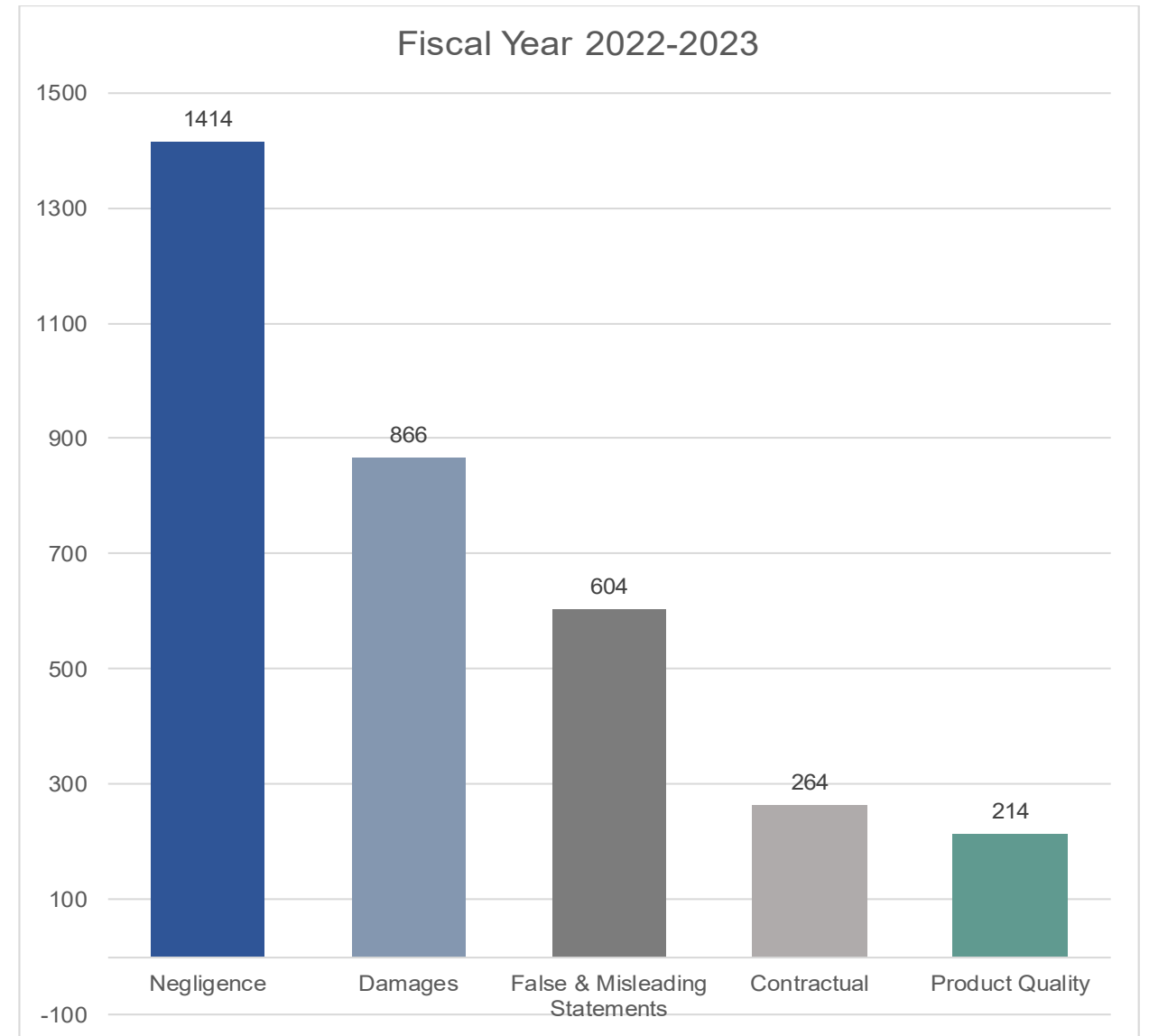
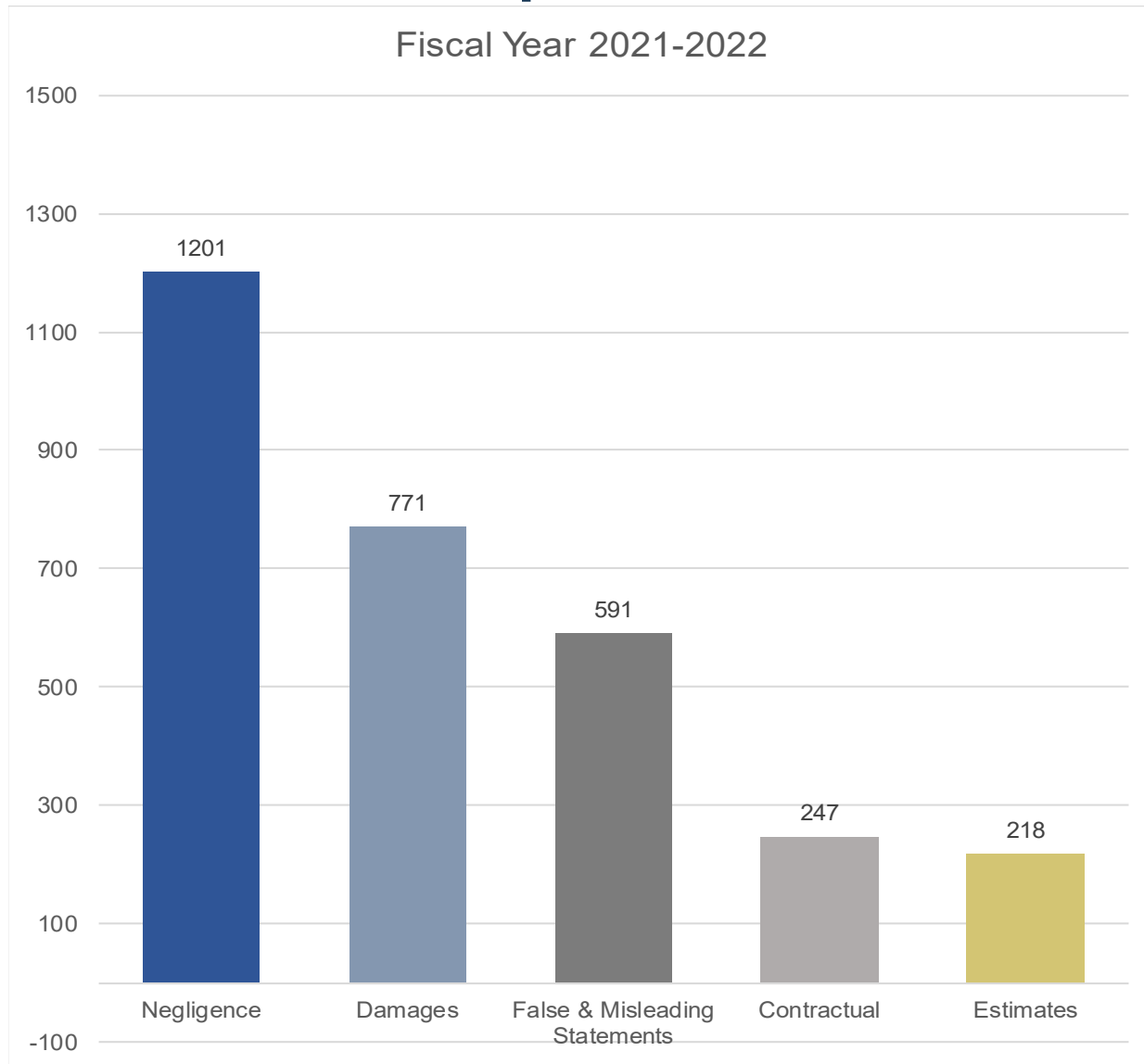
# Top Five Complaint Allegations Auto Body



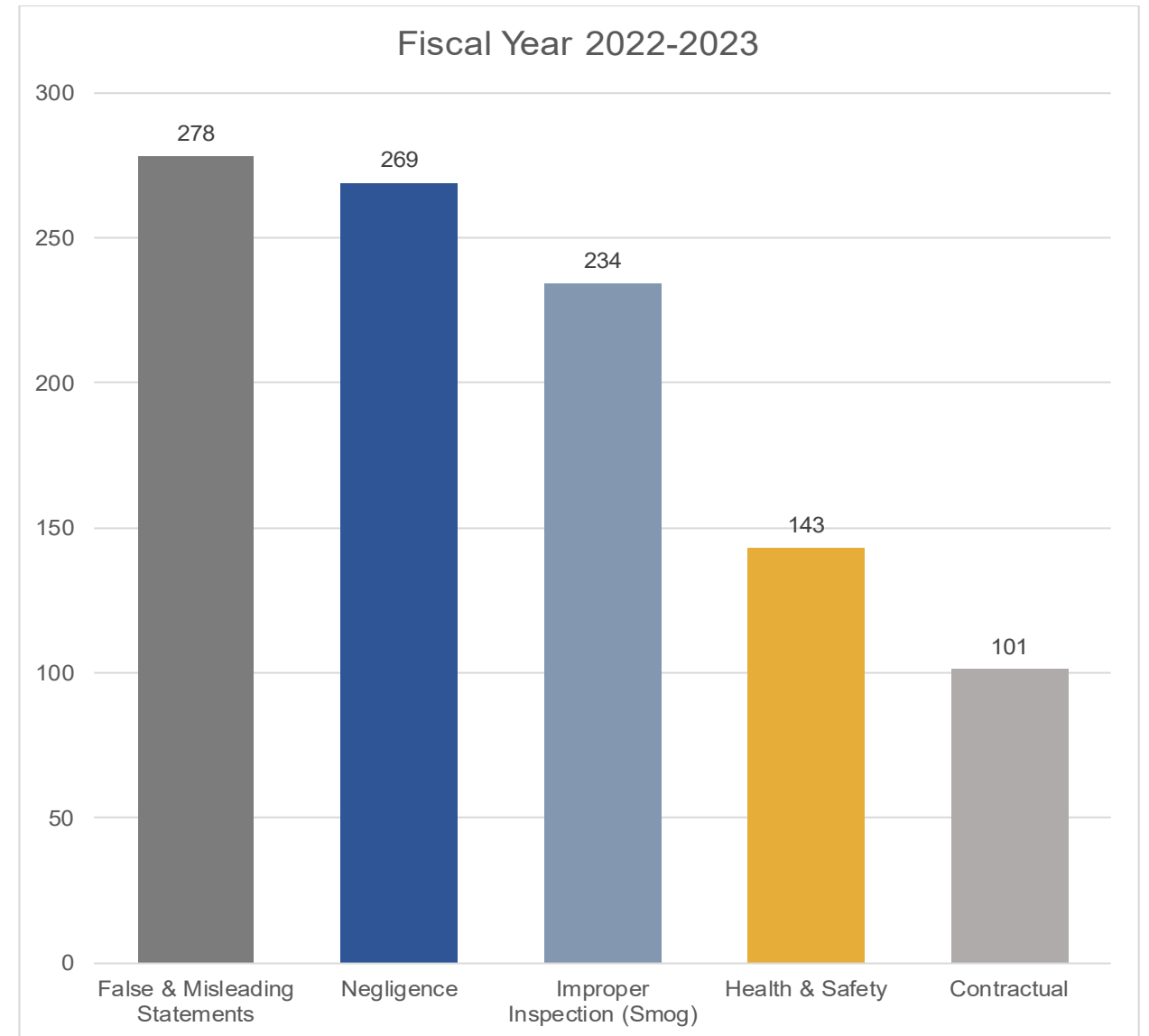
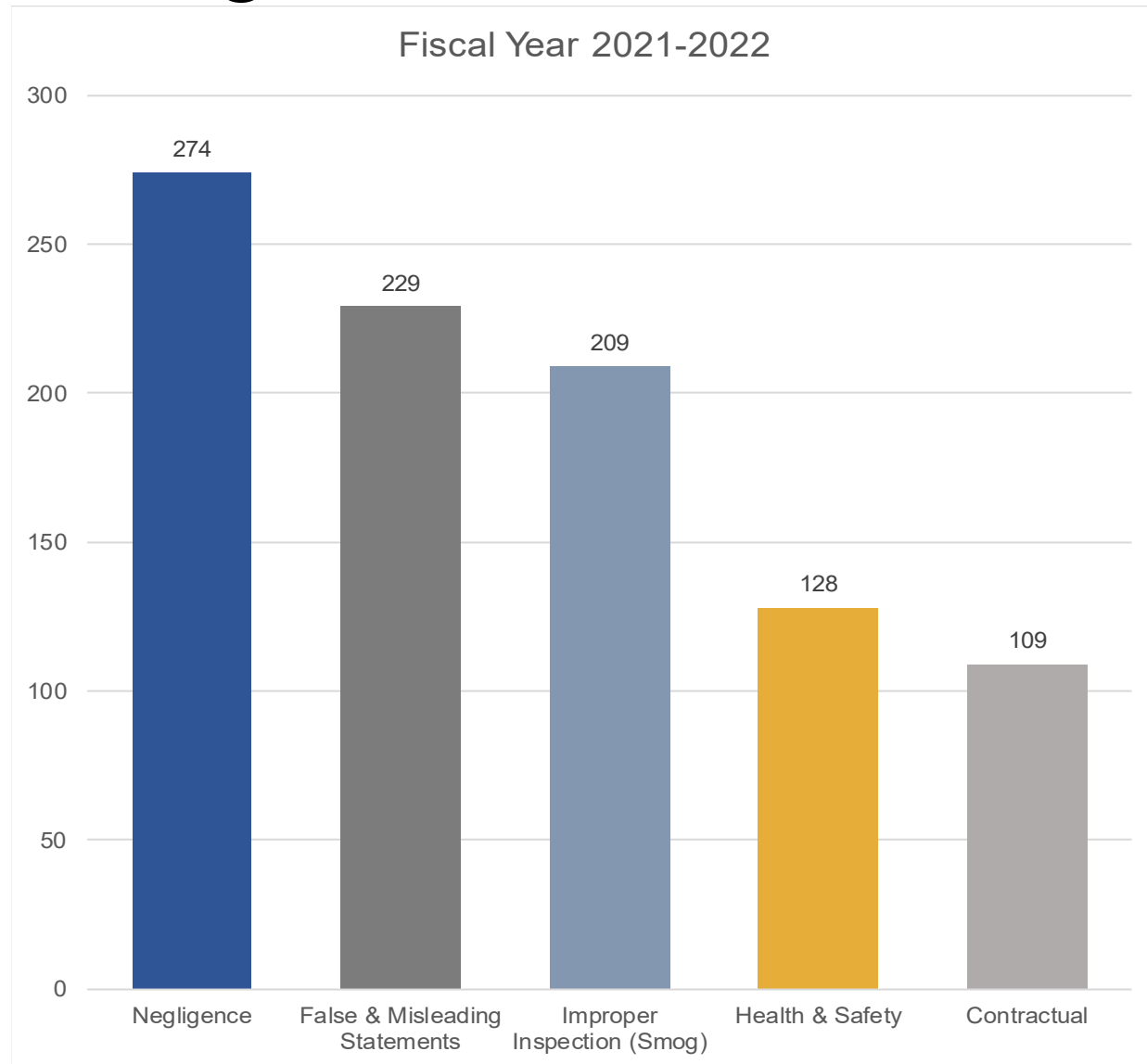
# Top Five Complaint Allegations Engine Repair & Engine Performance



# Top Five Complaint Allegations General Repair & Maintenance

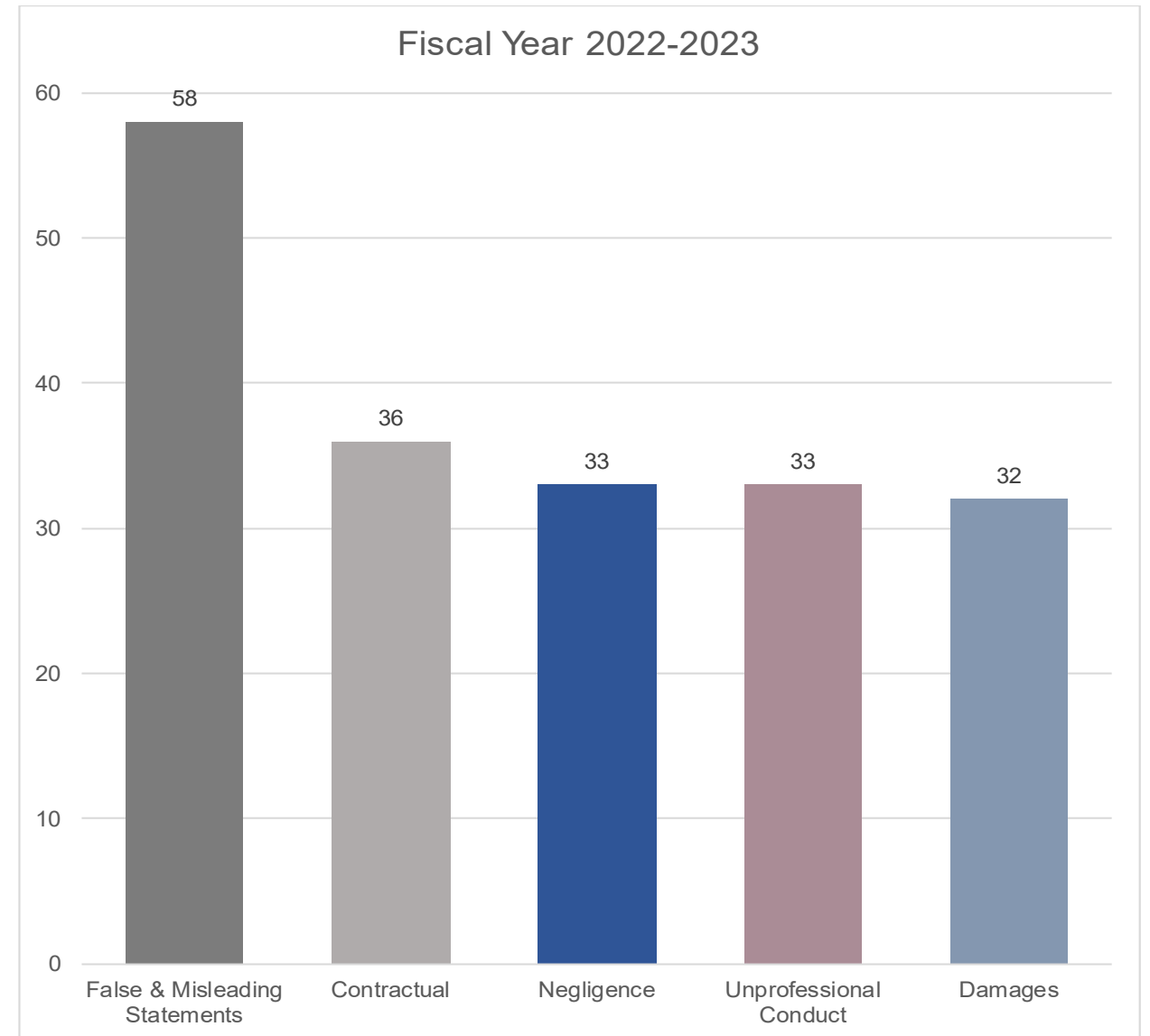
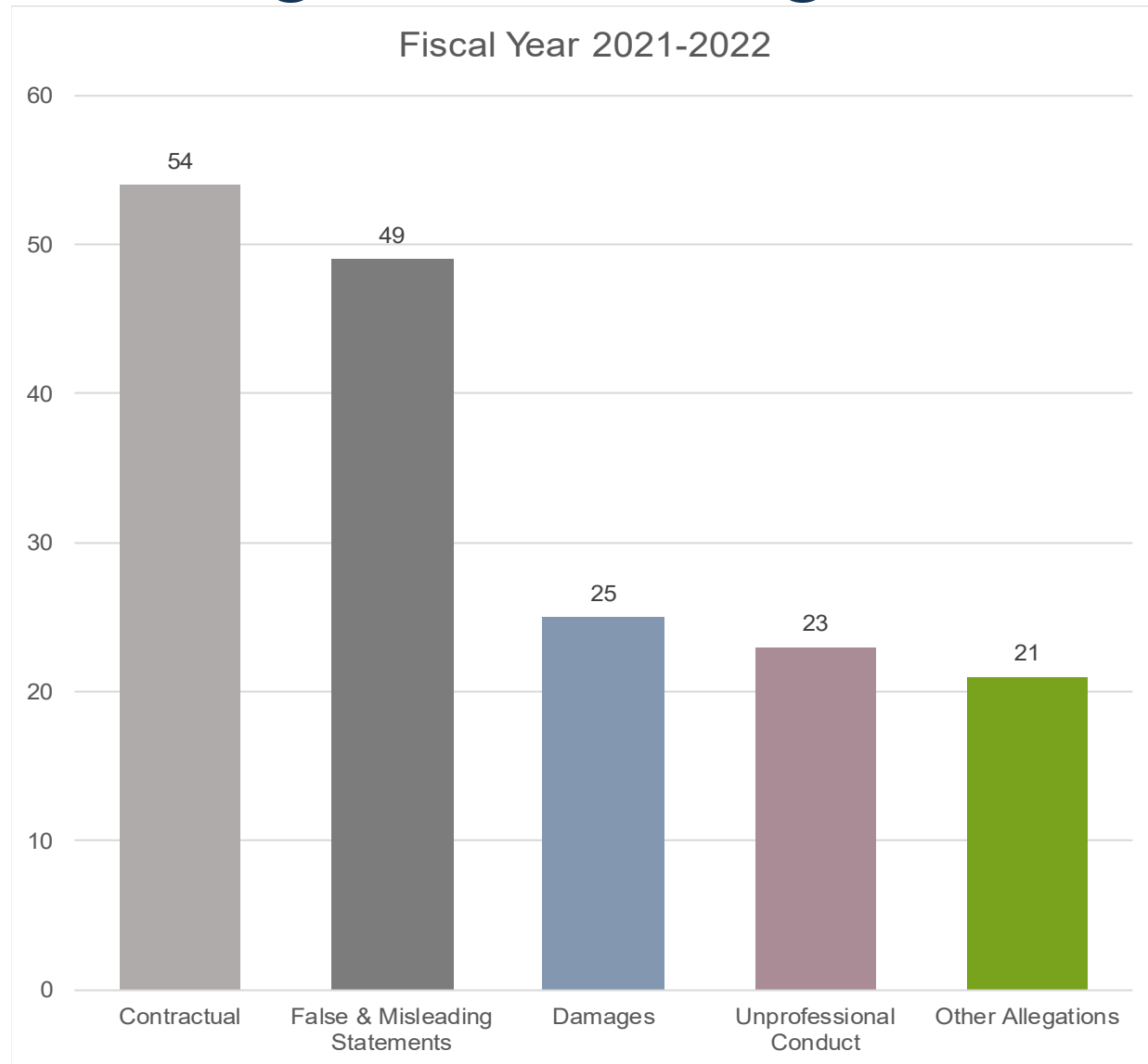


# Top Five Complaint Allegations Smog

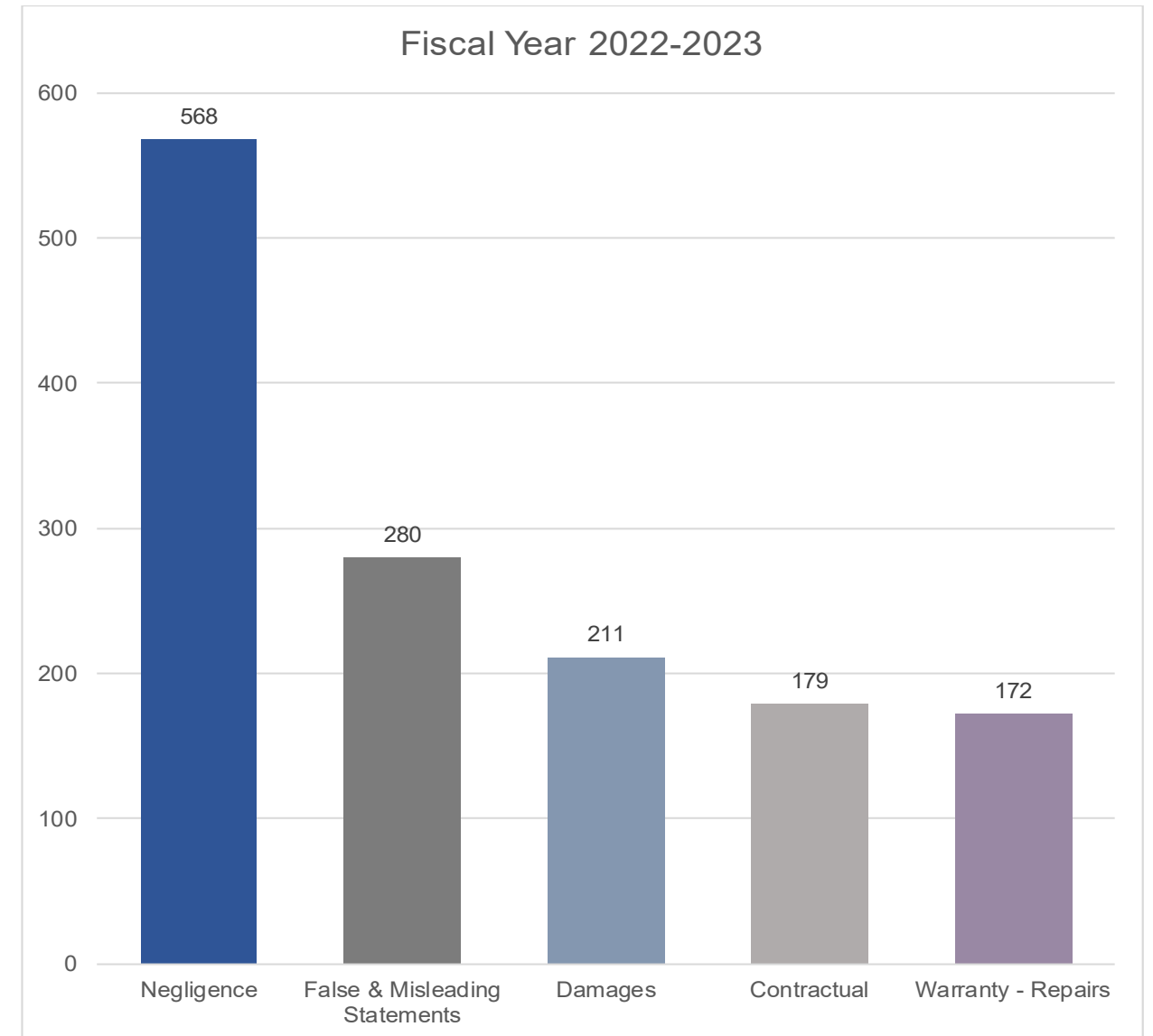
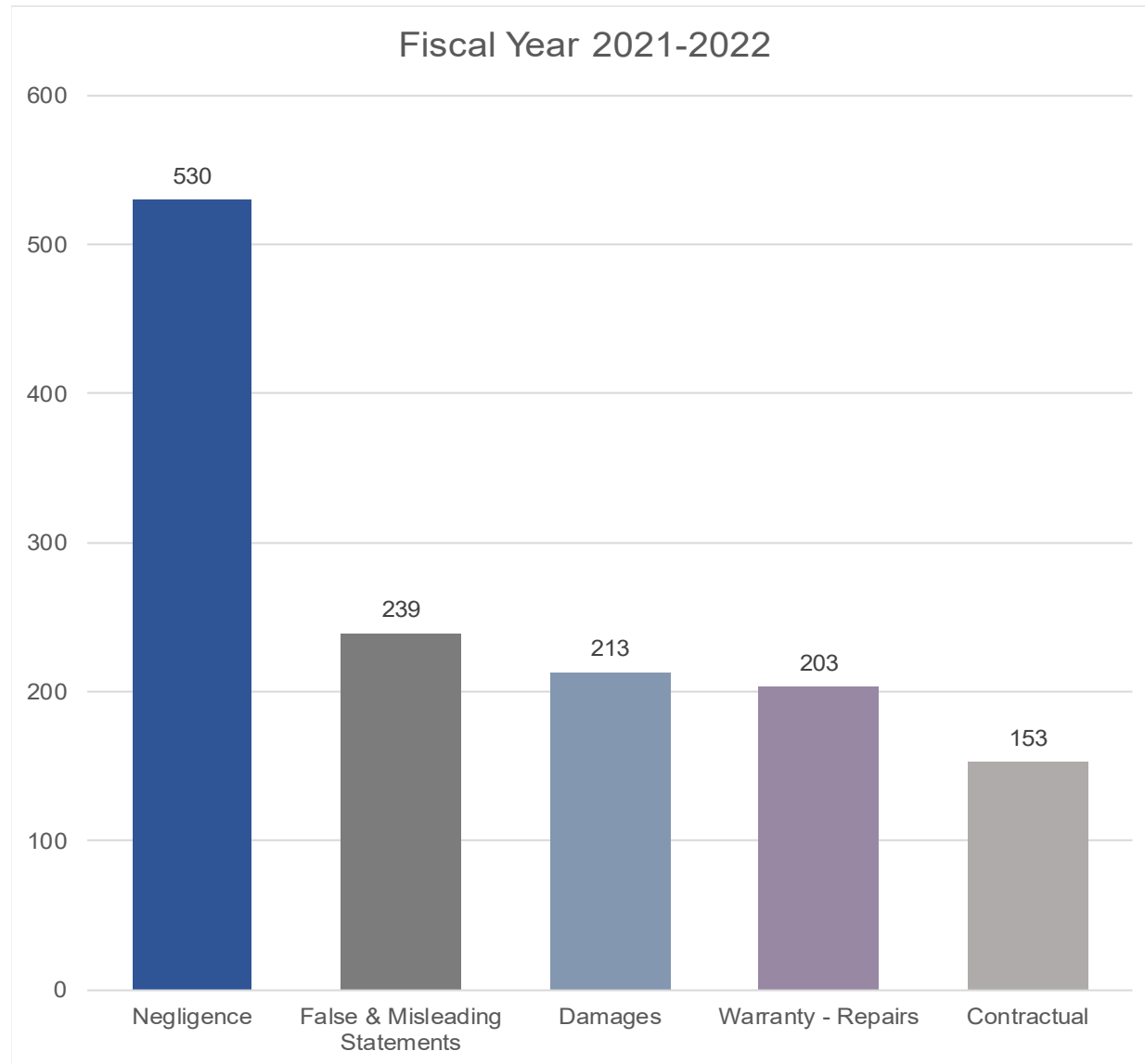




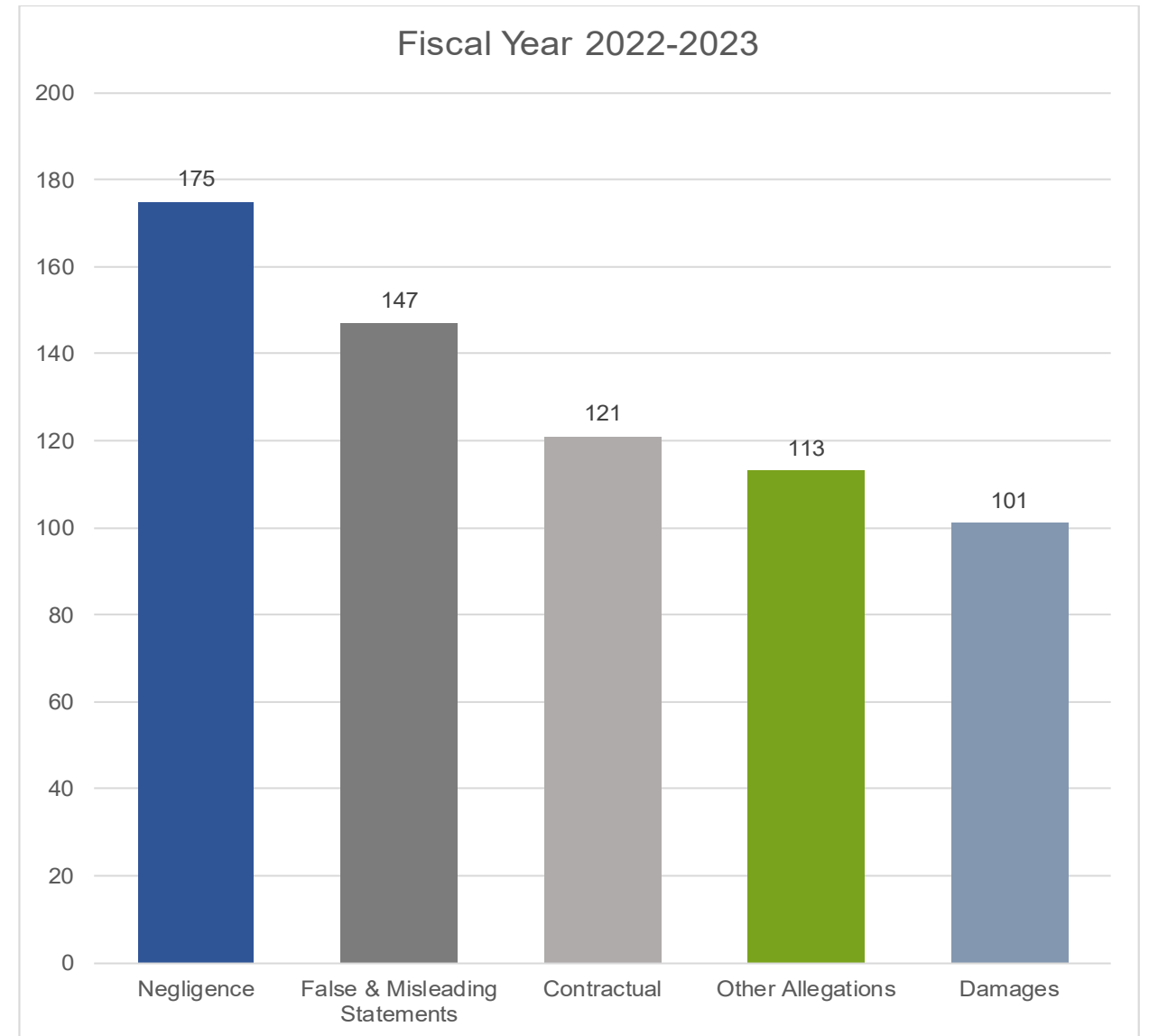
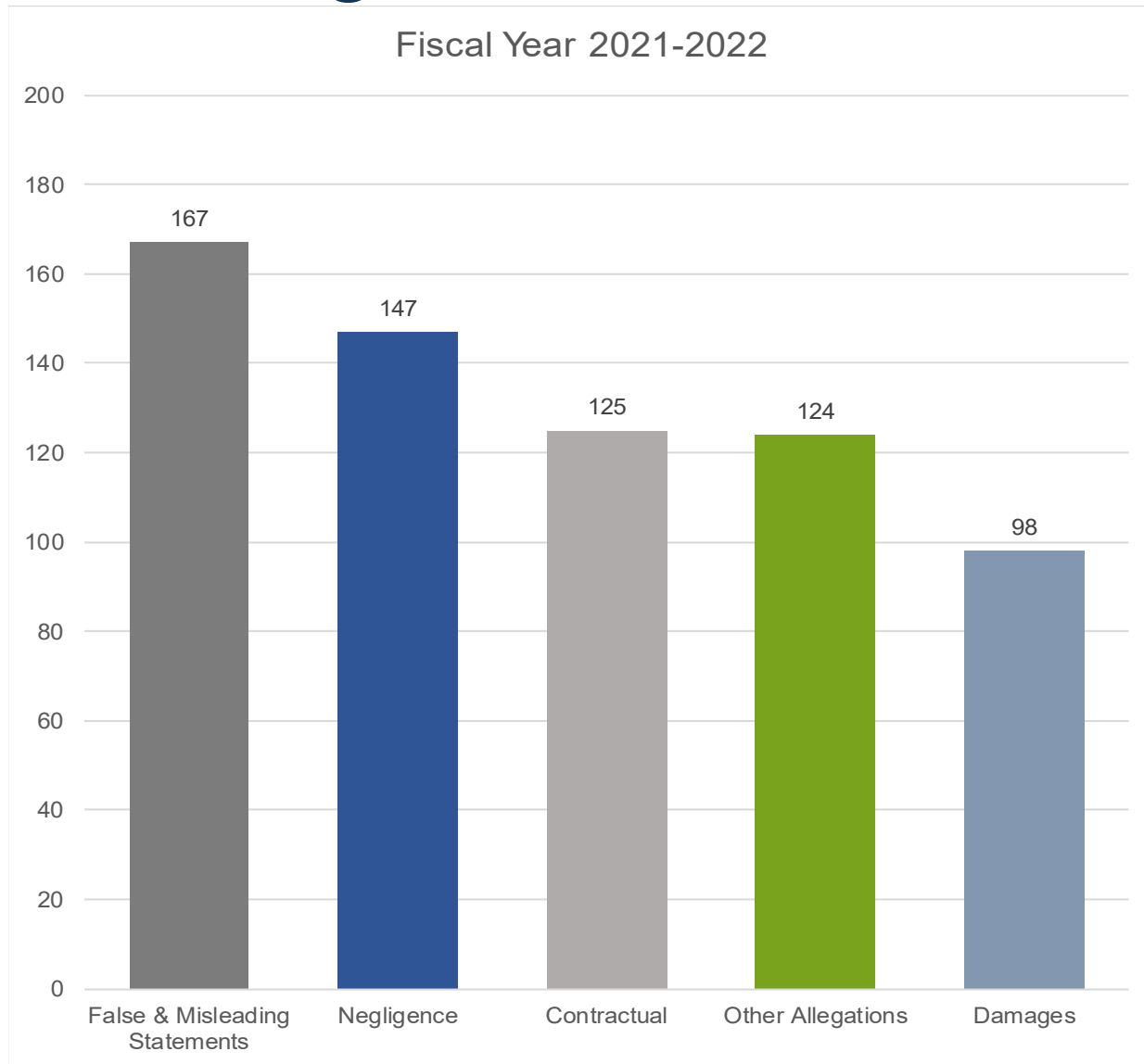
# Top Five Complaint Allegations Towing and Storage



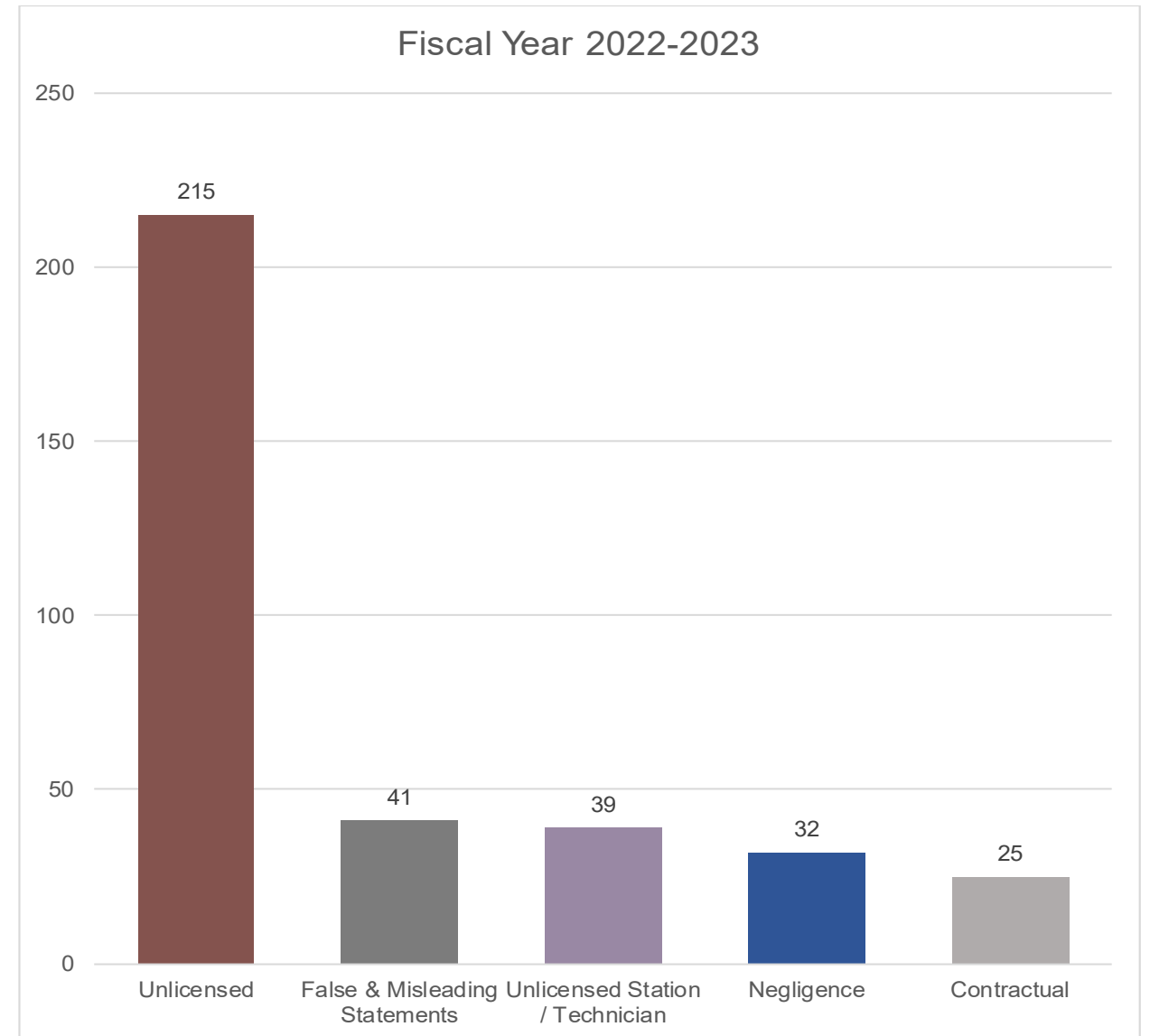
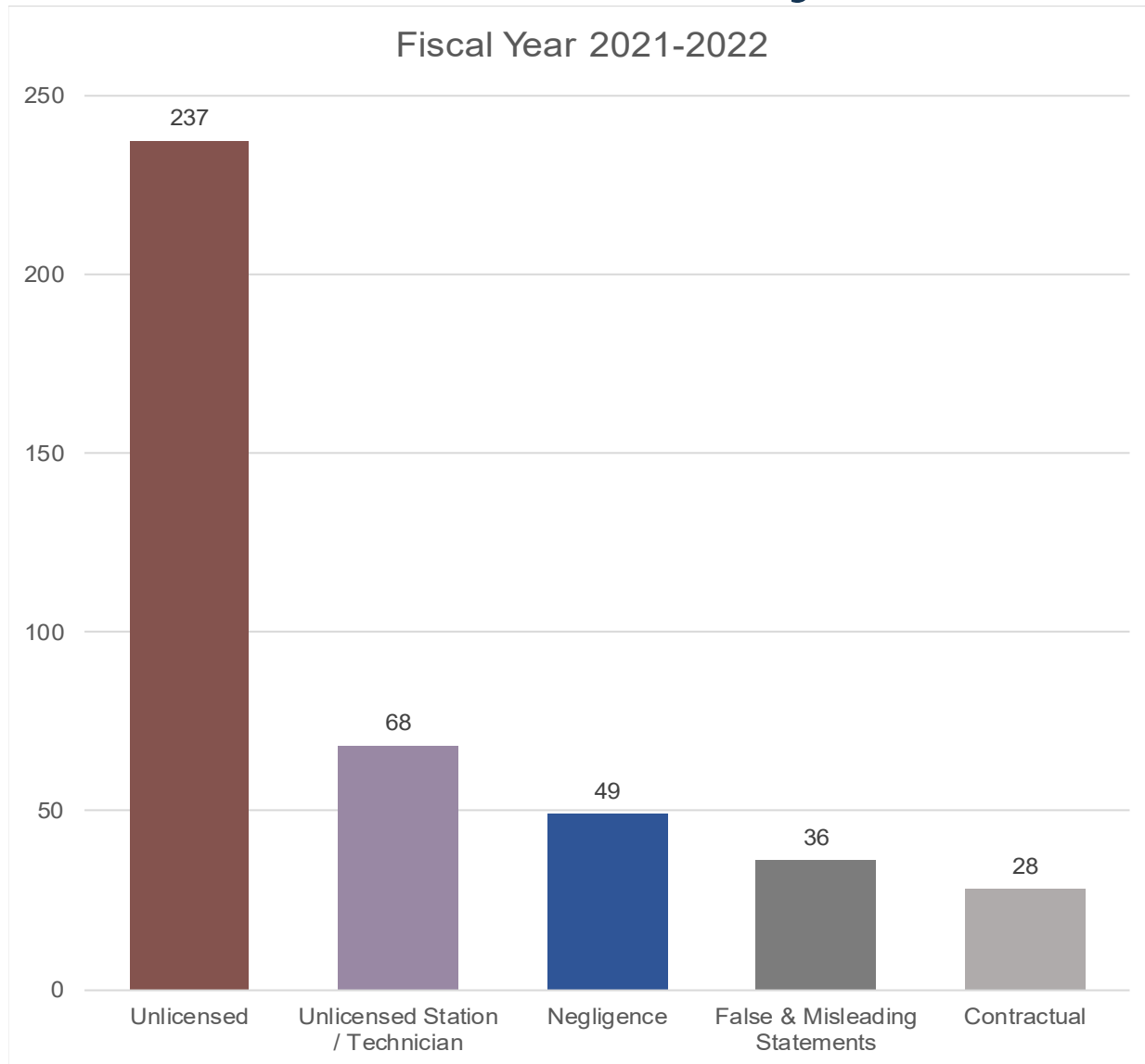
# Top Five Complaint Allegations Transmission



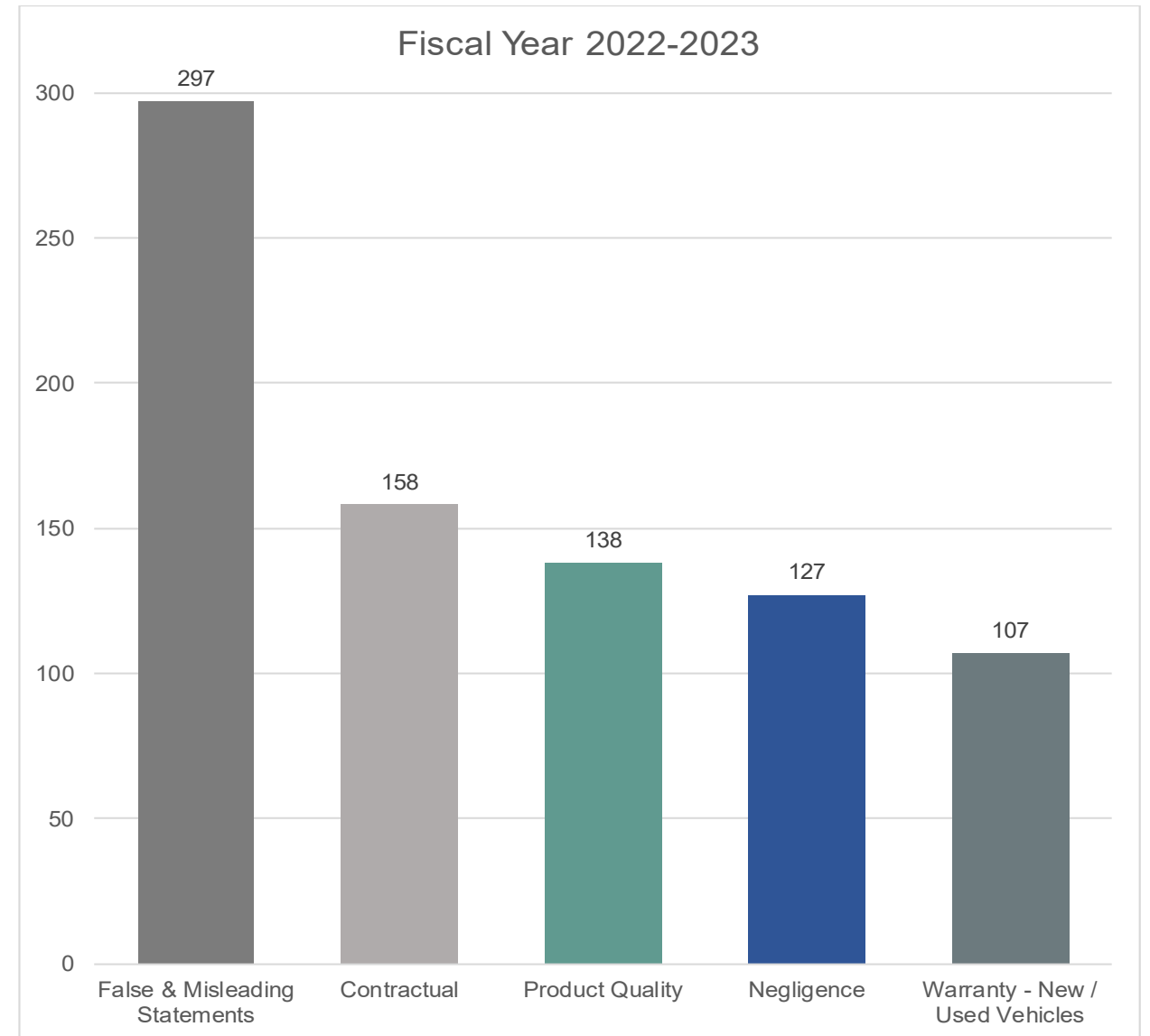
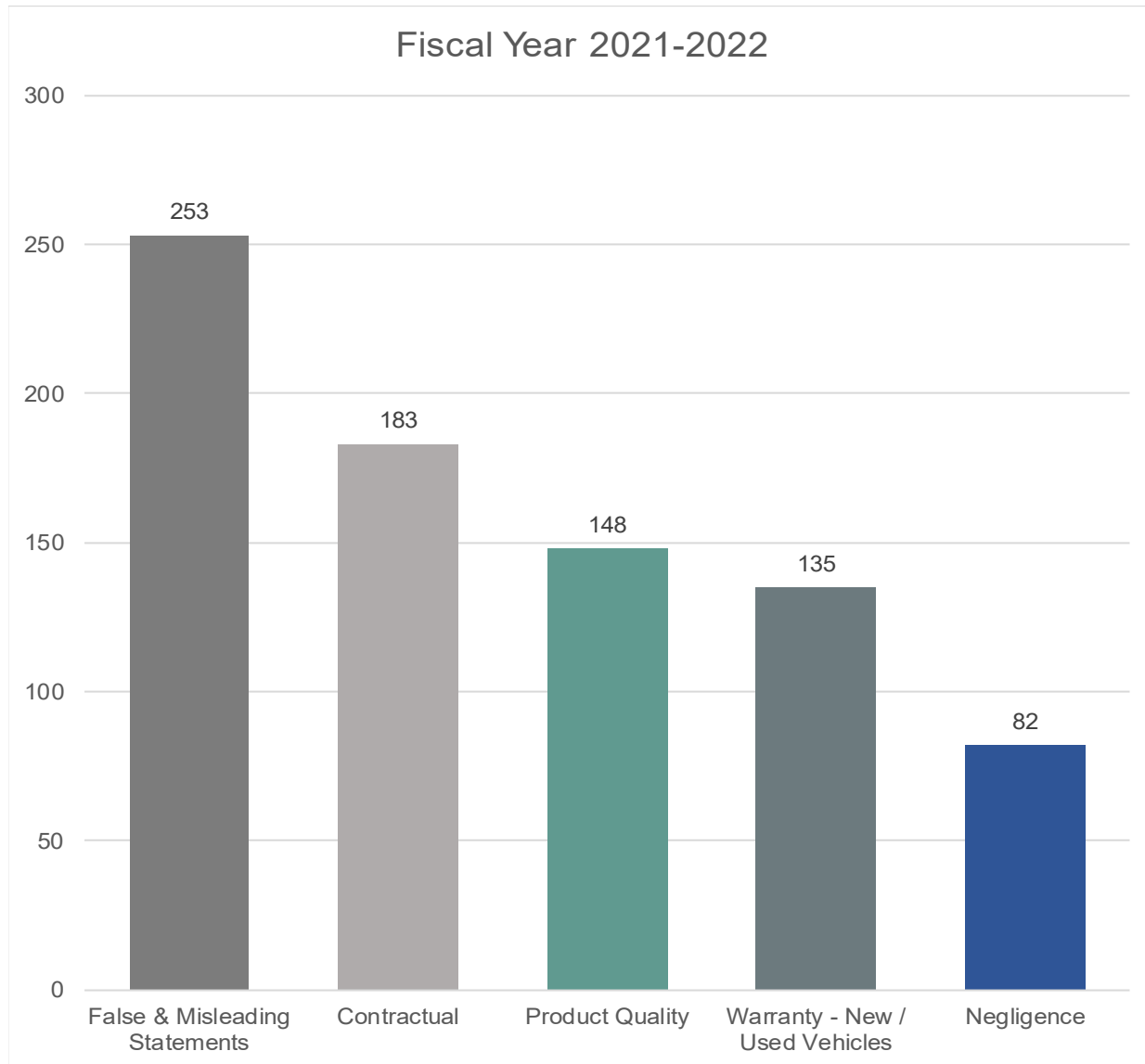
# Top Five Complaint Allegations Uncategorized



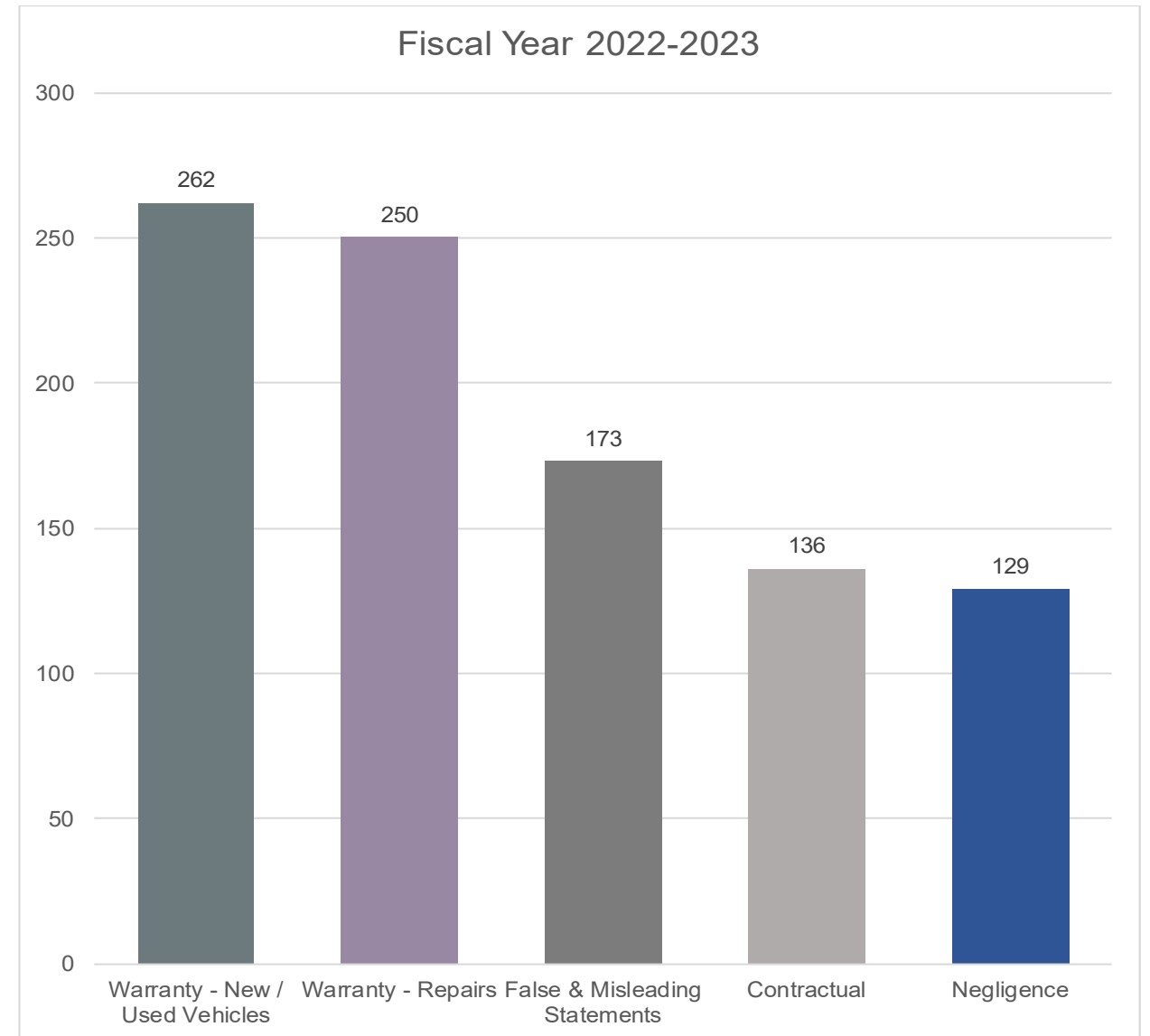
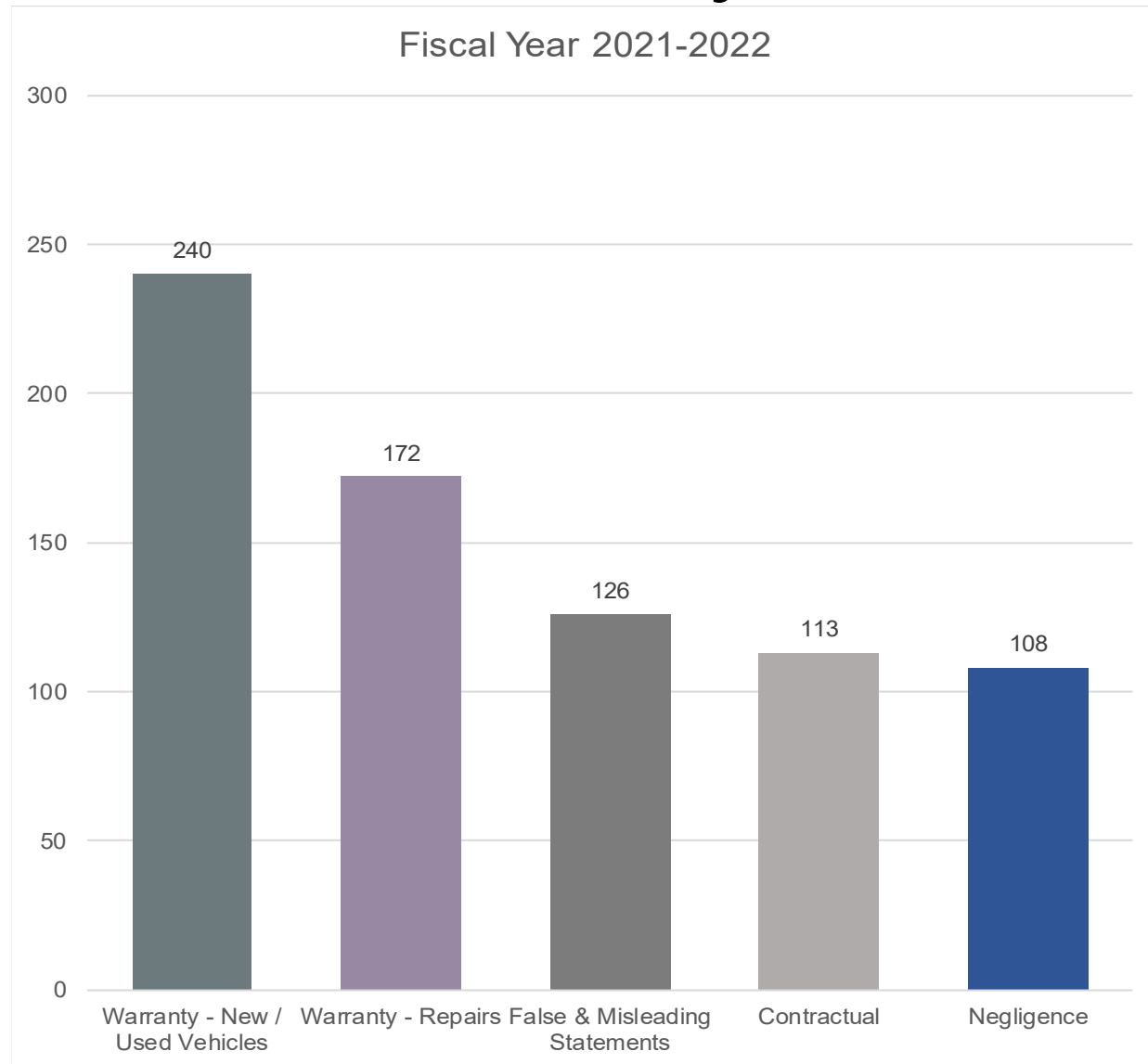
# Top Five Complaint Allegations Unlicensed Activity



# Top Five Complaint Allegations Used Car Transactions



# Top Five Complaint Allegations Vehicle Warranty



# Auto Body Inspection Program Statistics

Inspections and Complaints	Fiscal Year 2021-2022	Fiscal Year 2022-2023
Total Inspections Requested	245	342
Total Inspections Conducted	91	119
Total Complaints Filed After Inspection	33	42

The Bureau of Automotive Repair's (BAR) Auto Body Inspection Program offers no-cost inspections of collision-related repairs to help ensure the safety of California Motorists and their vehicles. As part of the inspection a BAR representative will examine the vehicle, address any questions or concerns that the consumer may have, and if the repair invoice is available will verify that all repairs listed on the invoice were performed correctly. If any issues are identified during the inspection, the representative will advise the consumer as well as ask if they would like to file a complaint to be investigated further by BAR.

# Contact Information

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