

California Department of Consumer Affairs, Bureau of Automotive Repair

ZEV Market Development Objectives

Bureau of Automotive Repair Background and Description of Related Profession:

In 1972, the Bureau of Automotive Repair (BAR) was established with the enactment of the Automotive Repair Act (Act), Business and Professions Code, Chapter 20.3, Section 9880 et. seq. The Act mandated a statewide automotive repair consumer protection program, including the requirement that automotive repair dealers (ARDs) be registered and regulated by BAR. The Act also gave BAR the authority to license and regulate stations and individuals that perform services in the area of brake and lamp inspection and repair. Aside from ARD licensing requirements, BAR has the authority to oversee disciplinary functions generally related to consumer disclosure and repair authorization requirements, fraud, false or misleading statements, and departure from acceptable trade standards.

In 1984, BAR implemented the biennial Smog Check Program (Program), which created Health and Safety Code, Chapter 5, Section 44000, et. Seq. This legislation authorized BAR to implement, maintain, and enforce the Program through the licensure of Smog Check stations and technicians. The Program is an interagency effort administered by BAR and involves the California Department of Motor Vehicles and the California Air Resources Board.

BAR also administers the Consumer Assistance Program (CAP), which is designed to help improve air quality by offering income eligible consumers whose vehicles fail a Smog Check up to \$1,200 in emissions related repairs. CAP also provides income eligible consumers \$1,500, and all others \$1,000, to retire a vehicle that fails a Smog Check.

Although BAR does not have the authority to regulate the quality of automotive repairs and training requirements for repair technicians outside of the Smog Check and brake and lamp programs, we will be committed to assisting with the Governor's California Zero-Emission Vehicle Market Development Strategy through the actions provided below or with any other feasible market strategy that may arise in the future through collaboration with partner agencies and organizations.

BAR ZEV Market Development Objectives

Key Collaborators: CARB, ETP, CWDB, Local and Regional Governments, Vehicle Manufacturers, Fleets, NGOs, Academia

Equity: Educate and protect consumers in the secondhand market.

Category	Action	Method/Tools/Partners
Consumer Confidence:	Share information BAR obtains from partnering agencies on ZEV vehicle reliability, minimal required maintenance, and general cost savings	<ul style="list-style-type: none"> Amplify ZEV program messaging on BAR's social media pages
	Promote air district programs that help income-qualified residents to purchase ZEV vehicles	<ul style="list-style-type: none"> BAR Website (https://www.bar.ca.gov/) Inserts in letters of eligibility to consumers who have applied for CAP vehicle retirement Amplify ZEV program messaging on BAR's social media pages
Maintenance and Repairs:	Mediate consumer complaints on ZEV vehicle repairs and other automotive repair dealer issues	<ul style="list-style-type: none"> Telephone complaints BAR website "File a Complaint" option (https://www.bar.ca.gov/Consumer/Complaint_Process_and_Form/)
	Provide license status information (suspension, probation, or other enforcement actions) on ZEV automotive repair dealers	<ul style="list-style-type: none"> BAR website "Auto Shop Locator" tool (https://www.bar.ca.gov/pubwebquery/ard/search.aspx)
	Collaborate with representatives from automotive organizations and other partnering agencies on strategies to increase access to and improve training for automotive technicians who repair ZEV vehicles. Focus on opportunities to increase priority community access.	<ul style="list-style-type: none"> BAR Advisory Group BAR Educational Advisory Group Schools and institutions with automotive repair training programs National Institute for Automotive Service Excellence
	Enhance training and certification opportunities in ZEV technology for BAR Representatives to increase proficiency in resolving complaints (maintenance and repairs)	<ul style="list-style-type: none"> Provide access to education containing robust ZEV technology curriculum National Institute for Automotive Service Excellence
Data:	Begin collecting ZEV complaint data (maintenance and repairs)	<ul style="list-style-type: none"> Track ZEV complaint trends on Consumer Affairs System (CAS) which houses licensing and enforcement data (service request has been submitted to add ZV category to CAS)
	Collect ZEV data from BAR's ZEV fleet	Installed telematics devices in November 2021