

March 2024

# Department of Consumer Affairs, Bureau of Automotive Repair (BAR)

**ZEV Role:** Protecting Californians through effective oversight of the ZEV repair marketplace.

**Equity Focus:** Educate and protect consumers in the secondhand market.

## ZEV Market Development Objectives

1. Provide consumers with the following information:
  - a. Automotive Repair Dealers that provide ZEV services and repairs
  - b. Automotive Repair Dealer license status information (suspension, probation, or other enforcement actions)

### **Key Collaborators:**

Bureau of Automotive Repair

### **Key Results & Actions:**

- Update BAR's website "Auto Shop Locator" tool to include ZEV vehicle services and repair facilities so consumers can make informed decisions on how to access services and determine license status information.
  - **2023 Outcomes:** BAR's new online Automotive Repair Dealer licensing application was implemented in March 2024. This application communicates with BAR's Auto Shop Locator to allow consumers to locate repair facilities who identified ZEV services and repairs as their primary or secondary business.

**2024 Targeted Key Results:** Refine BAR's online license application tool to include shops who perform electric vehicle repairs as a tertiary or lower repair specialty. In addition, the online license renewal process will capture current licensees who have not yet used the online application to identify their specialty.

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2. Mediate consumer complaints on ZEV vehicle repairs and other automotive repair dealer issues.

**Key Collaborators:**

Bureau of Automotive Repair and California consumers

**Key Results & Actions:**

- To ensure consumers are treated fairly in the ZEV automotive repair marketplace and to expedite resolution of repair disputes.
  - **2023 Outcomes:** Established a tracking mechanism for consumer complaints related to ZEV services and repairs.

**2024 Targeted Key Results:** Refine tracking systems to identify typical consumer repair concerns for ZEVs, as needed, to maximize enforcement efficiency and our ability to assist consumers.

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3. 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.

**Key Collaborators:**

California Air Resources Board, Employment Training Panel, California Workforce Development Board, Local and Regional Governments, Vehicle Manufacturers, Fleets, Non-Governmental Organizations, Automotive Repair Training Organizations, Automotive Repair Trade Organizations

**Key Results & Actions:**

- To facilitate the development of a well-educated technician workforce for ZEV vehicles.
  - **2023 Outcomes:** Through the BAR Advisory Group and BAR Educational Advisory Committee meetings, BAR has been actively engaging with industry stakeholders regarding ZEV repair technician training.

**2024 Targeted Key Results:** Leverage additional partnering opportunities to expand ZEV repair technician training.

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4. Enhance training and certification opportunities in ZEV technology for BAR Representatives to increase proficiency in resolving complaints (maintenance and repairs).

**Key Collaborators:**

California Air Resources Board, Employment Training Panel, California Workforce Development Board, Local and Regional Governments, Vehicle Manufacturers, Fleets, Non-Governmental Organizations, Automotive Repair Training Organizations, Automotive Repair Trade Organizations

**Key Results & Actions:**

- To develop BAR's automotive program representatives to ensure proficiency in resolving complaints (maintenance and repairs) and promote consumer confidence.
  - **2023 Outcomes:** Provided access to training through external vendors with specialty ZEV classes. Hosted hybrid and electric vehicle technology training at an internal BAR-wide conference.

**2024 Targeted Key Results:** Continue to provide access to training through external vendors. Explore developing internal courses through the BAR Technical Training Unit.

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5. Share information BAR obtains from partnering agencies on ZEV vehicle reliability, minimal required maintenance, and general cost savings.

**Key Collaborators:**

California Air Resources Board, Employment Training Panel, California Workforce Development Board, Local and Regional Governments, Vehicle Manufacturers, Fleets, Non-Governmental Organizations, Automotive Repair Training Organizations, Automotive Repair Trade Organizations

**Key Results & Actions:**

- To amplify ZEV program messaging on BAR's social media pages and promote consumer confidence.
  - **2023 Outcomes:** Considered messaging opportunities on BAR's social media pages and determined a more appropriate way of promoting consumer confidence might be through consumer complaint investigation mediation and possibly by offering links on BAR's website to other key collaborator's websites.

**2024 Targeted Key Results:** Discuss the addition of links on BAR's website to other collaborating entity websites in the ZEV industry.

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6. Promote air district programs that help income-qualified residents to purchase ZEV vehicles.

**Key Collaborators:**

California Air Resources Board, Local and Regional Governments, Non-Governmental Organizations

**Key Results & Actions:**

- Inform Consumer Assistance Program applicants about additional programs available to consumers to replace internal combustion vehicles with ZEV vehicles.
  - **2023 Outcomes:** Regional Air District Program websites, which lists options for replacing vehicles with ZEV technology, are linked to BAR's Consumer Assistance Program website page.

**2024 Targeted Key Results:** Actively pursue additional website links for options for consumers to replace vehicles with ZEV technology.

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7. Continue to collect ZEV complaint data (maintenance and repairs).

**Key Collaborators:**

California consumers

**Key Results & Actions:**

- Collect data on ZEV repair complaints and analyze trends to improve consumer protection and regulatory enforcement in the ZEV repair marketplace.
  - **2023 Outcomes:** BAR combined this item with item #2 above. Data collection is conducted through the tracking mechanism for consumer complaints related to ZEV services and repairs.

**2024 Targeted Key Results:** Combined with item #2 above for 2024.

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8. Collect ZEV data from BAR's ZEV fleet.

**Key Collaborators:**

Bureau of Automotive Repair

**Key Results & Actions:**

- Monitor telematics information collected on BAR's fleet to assist BAR in determining ways to promote consumer confidence.
  - **2023 Outcomes:** BAR's vehicle fleet was installed with GeoTab telematics devices to begin the data collection opportunities.

**2024 Targeted Key Results:** Gain access to expanded telematics data elements for BAR's fleet vehicles.