



DEPARTMENT OF CONSUMER AFFAIRS  
BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

**BUREAU OF AUTOMOTIVE REPAIR**

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## NEWS RELEASE

FOR IMMEDIATE RELEASE  
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### CONSUMER COMPLAINTS LEAD TO ACTION AGAINST SACRAMENTO AREA AUTO BODY SHOP

*Auto body shop accused of defrauding consumers of thousands of dollars.*

SACRAMENTO, CA – An accusation against California Customs & Collision Repair, an automotive collision repair dealer (auto body shop) located in Roseville, California, has been filed before the Director of the Department of Consumer Affairs by the Chief of the Bureau of Automotive Repair (BAR). The accusation, which alleges numerous violations of the Automotive Repair Act, including acts defrauding consumers of thousands of dollars, will be prosecuted by the Office of the Attorney General.

A BAR investigation into nine consumer complaints revealed a pattern of false and misleading statements, fraud, and other violations resulting in consumers providing California Customs & Collision Repair with down payments for collision repairs that were never performed. The accusation also alleges the auto body shop failed to provide adequate care of consumers' vehicles, resulting in vehicles damaged by the elements from being left outside unprotected. One consumer's vehicle was impounded after having been illegally parked on a public street.

BAR encourages other consumers who believe they may have been a victim of similar business practices to contact BAR at (800) 952-5210, or file a complaint online at [www.bar.ca.gov](http://www.bar.ca.gov).

[To read the accusation, click here.](#)

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**ABOUT THE BUREAU OF AUTOMOTIVE REPAIR:** The California Bureau of Automotive Repair's primary mission is to protect and serve California consumers through effective regulation of the automotive repair and Smog Check industry. Consumers can file automotive repair complaints by contacting the bureau at (800) 952-5210. Consumers may also file a complaint online at [www.bar.ca.gov](http://www.bar.ca.gov).

**ABOUT THE DEPARTMENT OF CONSUMER AFFAIRS:** The Department of Consumer Affairs promotes and protects the interests of California consumers while ensuring a competent and fair marketplace. The department helps consumers learn how to protect themselves from unscrupulous and unqualified individuals. The department also protects licensees from unfair competition by unlicensed practitioners. Consumers can file complaints against licensees by contacting the department at (800) 952-5210. Consumers can also file a complaint online at [www.dca.ca.gov](http://www.dca.ca.gov).