



NEWS RELEASE

FOR IMMEDIATE RELEASE
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CONSUMER COMPLAINT LEADS TO ACTION AGAINST DOWNEY AUTOMOTIVE REPAIR DEALER

Investigation revealed the consumer was charged thousands of dollars for repairs that were never performed.

SACRAMENTO, CA – An accusation against VRF Auto Service, a registered automotive repair dealer located in Downey, 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 of untrue or misleading statements and defrauding a consumer of thousands of dollars, will be prosecuted by the Office of the Attorney General.

A BAR investigation into a consumer complaint revealed VRF Auto Service represented specific repairs as being performed on a consumer's vehicle and collected payment for the repairs, when in fact the repairs were never performed. VRF Auto Service also failed to provide the consumer an estimate or invoice for the repairs, despite charging \$2,552.50.

The accusation requests the revocation or suspension of VRF Auto Service's automotive repair dealer registration. The matter has also been referred to the Los Angeles County District Attorney's Office for possible criminal prosecution.

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.

[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.

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.