

Bureau of Automotive Repair / Auto body repair shops

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Field Operations and Enforcement Division
December 10, 2025



Bureau of Automotive Repair

What we do

- License and regulate automotive repair dealers, Smog Check stations and technicians, and vehicle safety systems stations and technicians¹.
- Mediate automotive repair complaints, saving consumers millions of dollars each year through refunds, rework, and bill adjustments.
- Investigate and take disciplinary action against licensees who violate the law.
- Perform no-cost inspections of collision repairs to help keep consumers and their vehicle safe.
- Improve road safety by ensuring revived salvage vehicles meet safety standards.
- Help keep California's air clean by reducing vehicle emissions.

¹ Vehicle safety systems licenses replace brake and lamp licenses as of March 27, 2024. (Assembly Bill 471, Low, Chapter 372, Statutes of 2021).

Our programs (1 of 2)

- **Auto Body Inspection Program** – offers no-cost inspections of collision repairs.
- **Cars for Schools Program** – provides retired vehicles to schools across California to support hands-on student learning.
- **Consumer Assistance Program** – helps eligible consumers repair Smog Check failures or retire their vehicles.
- **Referee Program** – assists consumers with Smog Check issues and locating hard-to-find emissions parts.

Our programs (2 of 2)

- **Roadside Emissions Survey Program** – conducts voluntary emissions surveys on California roadways. The data collected helps improve the Smog Check Program and clean air efforts.
- **Smog Check Program** – helps improve air quality by identifying and repairing vehicles with excess emissions.
- **STAR Program** – certifies Smog Check stations meeting performance standards to inspect high polluting vehicles.
- **Vehicle Safety Systems Inspection Program** – ensures revived salvage vehicles meet safety standards before they return to the road.

No-cost collision repair inspections (1 of 2)

What the inspection covers

- We inspect collision repairs that were:
 - Performed after you purchased the vehicle.
 - Done by a repair shop in California.

We cannot:

- Inspect repairs completed before you owned the vehicle.
- Inspect repairs performed outside of California.
- Provide a second estimate for repairs.

No-cost collision repair inspections (2 of 2)

When you request an inspection:

- A BAR representative will contact you to schedule your inspection.
- The inspection can be done at a location that works for you—like your home or workplace.
- We'll check that the repairs were done right.
- We'll also verify that all repairs listed on the invoice are complete.
- If we find any problems, we'll explain your options for resolving the issue.

Automotive repair complaints (1 of 2)

- The Bureau of Automotive Repair (BAR) mediates and investigates complaints related to automotive repair transactions between auto shops and consumers. If you have concerns about a shop's work or service and cannot resolve those issues with the shop's management, we encourage you to file a complaint.

Automotive repair complaints (2 of 2)

BAR has jurisdiction to mediate and investigate complaints involving:

- Auto repairs and services.
- Smog Check inspections.
- Tire repairs or installation.
- Repairs performed by a tow company or storage lot.
- Warranty or service contract disputes involving automotive repairs performed by a new or used car dealership.
- Unlicensed and fraudulent activity.

Automotive repair transaction

Automotive repair dealers must comply with the Automotive Repair Act and related laws and regulations. This includes documentation and authorization requirements for repair transactions, such as:

- Keeping the customer informed.
- Providing estimates and invoices to the customer.
- Performing only the repairs authorized by the customer.
- Maintaining a record of all repairs performed and parts supplied.

Auto Shop Locator

- Auto shop locator
 - <https://www.bar.ca.gov/locator>

Auto Shop Locator

Search by location and/or service type

Location

Address, City, or Zip Code



Use My Location

Service Type

Smog Check

CAP Repair

Vehicle Safety Systems

Automotive Repair

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Contact information

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