

JANUARY 2023

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.
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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.
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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.
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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.
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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.
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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.
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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.
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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.