

April 2025

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.

2024 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.

2024 Outcomes: Identification of tertiary or lower repair specialties is pending development of a SimpliGov module for the online renewal process. Currently, only primary and secondary specialties show on BAR's Auto Shop Locator tool.

2025 Key Results: Complete SimpliGov module for the online license renewal process, including an opportunity for licensees to identify their repair specialties, including ZEVs.

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.

2024 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.

2024 Outcomes: Data collected does not show any significant consumer complaints received related to ZEV repair disputes at this time.

2025 Key Results: Continue to monitor data to identify trends in ZEV repair complaints. Address any issues in the Bureau's next Sunset Review report due January 2027.

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.

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

2024 Outcomes: Continue to discuss the necessity to expand ZEV repair technician training at the quarterly Bureau Advisory Group meetings.

2025 Key Results: Solicit presentations related to expansion of ZEV repair technician training opportunities at Bureau Advisory Group and Educational Advisory Group meetings. Promote these opportunities on the Bureau's website and in its newsletter.

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.

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

2024 Outcomes: Access to training continues to be offered through external vendors.

2025 Key Results: Continue to provide access to ZEV training through external vendors. Still exploring the feasibility and costs of developing an internal course(s) through the Bureau's Technical Training Unit.

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.

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

2024 Outcomes: Several discussions have occurred, and resources explored; posting of links is pending further analysis.

2025 Key Results: Continue analysis of this issue with the goal of posting links to other governmental agency websites that provide ZEV information such as purchase/lease rebates, reliability, and cost effectiveness of owning/leasing a ZEV.

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.

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

2024 Outcomes: Invited other agencies to present at Bureau Advisory Group meetings to discuss their vehicle retirement and replacement programs. Maintained links to local air district ZEV replacement programs.

2025 Key Results: Continue to maintain links to local air district vehicle retirement and (ZEV) replacement programs. Continue to solicit presentations for upcoming Bureau Advisory Group meetings.

7. 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.

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

2024 Outcomes: Obtained and in the process of reviewing expanded telematics data.

2025 Key Results: Analyze telematics data to determine if the ZEVs within BAR's fleet average fewer mechanically related faults than the gas vehicles within BAR's fleet (by percentage).