



Dianne Cornwall
Director
Department of Business and Industry

DEPARTMENT OF BUSINESS AND INDUSTRY
NEVADA CONSUMER AFFAIRS DIVISION
 Office of the Commissioner

Date: December 31, 2008

To: Lorne J. Malkiewich, Director
Legislative Counsel Bureau

From: James Campos, Commissioner
Consumer Affairs Division

Re: Annual Report Concerning Garages, Garagemen and Body Shops pursuant to NRS 597.5706

(A) The number of complaints relating to garages, garagemen and body shops for FY 08:

• **Garages and Garagemen Complaints Filed FY 08:**

LICTYPE #	DESCRIPTION	TOTAL # OF COMPLAINTS FILED
9000	AUTOMOTIVE REPAIR – MAJOR	381
9001	AUTOMOTIVE REPAIR – MINOR	113
9019	LUBE/TUNES	9
9023	MOTORCYCLE REPAIR – MAJOR	9
9024	MOTORCYCLE REPAIR – MINOR	0
	TOTAL:	512

• **Body Shop Complaints Filed FY 08:**

LICTYPE #	DESCRIPTION	TOTAL # OF COMPLAINTS FILED
9032	AUTO REPAIR-BODY SHOPS	44

Auto Repair/Body Shop Complaints Referred to DMV for FY 08: 30

(B) The number of investigations conducted by Nevada Consumer Affairs Division and Department of Motor Vehicles relating to garages, garagemen and body shops for FY 08:

Total Nevada Consumer Affairs Division Investigations FY 08: 431

(C) The outcomes of each investigation specified in paragraph (B) for FY 08:

Nevada Consumer Affairs Division Investigations and Dispositions FY 08:

Justified	189
Non-Justified	212
<u>No Jurisdiction</u>	<u>30</u>
Total:	431

Actions taken by Nevada Consumer Affairs Division for FY 08:

Referred Back to Consumer for Civil Action	140
Transfer to Attorney General's Office	49
General Transfers to Other Jurisdictions	18
Administrative Actions	15
Resolved for Consumer	41
No Violation Found	55
Assurances of Discontinuance	24
Department of Motor Vehicles	30

Total Nevada Consumer Affairs Division Assurances of Discontinuance for garages and garagemen for FY 08: **24**

Amount from Assurances of Discontinuance recovered from businesses by Nevada Consumer Affairs Division for FY 08: **\$12,600.00**

Amount from Assurances of Discontinuance recovered for Consumers by Nevada Consumer Affairs Division for FY 08: **\$ 4,308.35**

Amount of Restitution from garages and garagemen recovered by Nevada Consumer Affairs Division for FY 08: **\$ 10,545.41**

Department of Motor Vehicles Investigations and Dispositions

Justified	344
Non-Justified	99
<u>No Jurisdiction</u>	<u>59</u>
	493

Actions taken by Department of Motor Vehicles for FY 08:

Administrative Fine	17
Cease / Desist	159
District Attorney	1
Out of Business	150
Revoked	1
Remedial Training	16
Suspended	0
Consumer Affairs	30
Internal Referral	19
Referred to Other	10
Incompliance	75
Insufficient Evidence	7
Unsubstantiated	8

(D) Discussion of progress made concerning the joint efforts of Nevada Consumer Affairs Division and Department of Motor Vehicles for FY 08:

Nevada Consumer Affairs Division and Department of Motor Vehicles continue to work jointly pertaining to consumer complaints, investigations, and reporting. Nevada Consumer Affairs Division and Department of Motor Vehicles investigators worked jointly conducting investigations into unregistered garages, garagemen and body shops. Nevada Consumer Affairs Division and Department of Motor Vehicles have also worked jointly conducting special investigations regarding the integrity testing of garages and garagemen.

(E) Discussion of progress made by Nevada Consumer Affairs Division in enhancing electronic communications with Department of Motor Vehicles for FY 08:

Nevada Consumer Affairs Division's new Information Technology system went live during July 2008. Nevada Consumer Affairs Division anticipates the public database access portion of its new system will be live during January 2009. At that point, the Department of Motor Vehicles as well as the public will be able to verify whether a garage is registered with Division.

Nevada Consumer Affairs Commissioner and Department of Motor Vehicles Compliance Enforcement Division Administrator have had multiple in person and telephonic communications regarding enhancing electronic communications as well as overall communication activities needed to perform said duties. Investigators from both agencies also had multiple meetings in-order to coordinate efforts and enhance communication flow.