



555 Wright Way
Carson City, Nevada 89711-0900
Telephone (775) 684-4368
www.dmvnv.com

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L. C. B.
REGULATORY ANALYSIS DIVISION

Date: January 12, 2018

To: Legislative Commission

From: Terri L. Albertson, Director 
Karen Neill, CED Deputy Administrator

Re: Annual Report Concerning Garages, Garage Operators and Body Shops

Pursuant to NRS 487.557, the following is the Nevada Department of Motor Vehicles annual report concerning garages and body shops for the calendar year 2017.

The Compliance Enforcement Division (CED) works to ensure consumer protection by providing regular inspections, pursuing consumer complaints and conducting thorough investigations in order to resolve issues that affect the industry and the citizenry of Nevada.

- 1) The number of complaints relating to garages and body shops during the 2017 calendar year are listed below:
 - a. The total number of complaints related to body shops for 2017 was 97: 57% from individuals, 33% from CED, 7% from Field Services, 2% from Law Enforcement and 1% from other sources. Fifty-five percent of the individual complaints were due to consumer complaints, 13% due to deceptive trade, and 29% due to unlicensed activity. Fifty-six percent of CED complaints were due to expired licenses/bonds or insurance and 31% due to unlicensed activity.
 - b. The number of complaints that related to garages in 2017 totaled 450; 59% from individuals, 36% from CED, 2% from Field Services, 1% from Central Services as well as 1% from Law Enforcement and other sources. Seventy-three percent of individual complaints were due to consumer complaints, 10% to unlicensed activity, and 9% to deceptive trade. Seventy-three percent of CED complaints were due to expired licenses/bonds or insurance, 15% to unlicensed activity, and 12% to complaints.
 - c. DMV did not receive any complaints relating to garage operators during 2017.

- 2) The number of investigations conducted during 2017 were 547; 18% related to Body Shops and 82% to garages. No investigations were conducted on body shop operators.
- 3) The outcome of each investigation as specified in paragraph (b) of NRS 487.557 is highlighted in the attached documents as well as summarized below, to the extent any information relating to each investigation is subject to disclosure.

BODY SHOP OUTCOMES

- a. CED complaints had the following outcomes: 38% were in compliance, 28% were issued cease & desist, 9% received administrative fines, 9% were or went out of business, 6% were referred to an existing CED case for inclusion or resolution, 6% were considered unsubstantiated, and 3% were still being tracked at the close of 2017.
- b. Individual complaints had the following outcomes: 40% were considered unsubstantiated, 13% were issued cease & desist, 13% were in compliance, 13% were referred to an existing CED case, 5% received administrative fines, 5% were or went out of business, 4% were revoked, and 7% were still being tracked at the close of 2017.

SUMMARY – Combined, the body shop outcomes resulted in: 28% unsubstantiated, 22% in compliance, 18% cease & desist, 10% referred to an existing CED case, 7% received administrative fines, 7% were or went out of business, 6% still being tracked at the close of the year, and 2% revoked.

GARAGE OUTCOMES

- a. CED complaints had the following outcomes: 35% were or went out of business, 23% were issued cease & desist, 15% received administrative fines, 13% were in compliance, 9% were considered unsubstantiated, 3% were referred to an existing CED case, 1% were revoked, and 1% were still being tracked at the close 2017.
- b. Individual complaints had the following outcomes: 41% were considered unsubstantiated, 12% received cease & desist, 17% were in compliance, 6% were referred to an existing CED case, 7% were or went out of business, 6% received administrative fines, 4% had insufficient evidence, 2% were revoked, 2% were referred to another agency, and 3% were still being tracked at the close of 2017.

SUMMARY – Combined, the garage outcomes resulted in: 29% considered unsubstantiated, 18% were going or went out of business, 16% cease & desist, 15% considered in compliance, 9% administrative fines, 5% referred to an existing CED case, 3% insufficient evidence, 3% referred to another agency, and 2% still being tracked at the close of the year.

GENERALLY - The largest difference between body shop and garage outcomes for 2017 is that garages have a higher percentage of out of business status than body shops (18% compared to 7%). In contrast, body shop outcomes show a higher percentage in cease & desist (18% compared to 12%), and administrative fines (15% compared to 9%).

If you have any questions regarding this report, please contact Deputy Administrator, Karen Neill at (702) 486-8635.

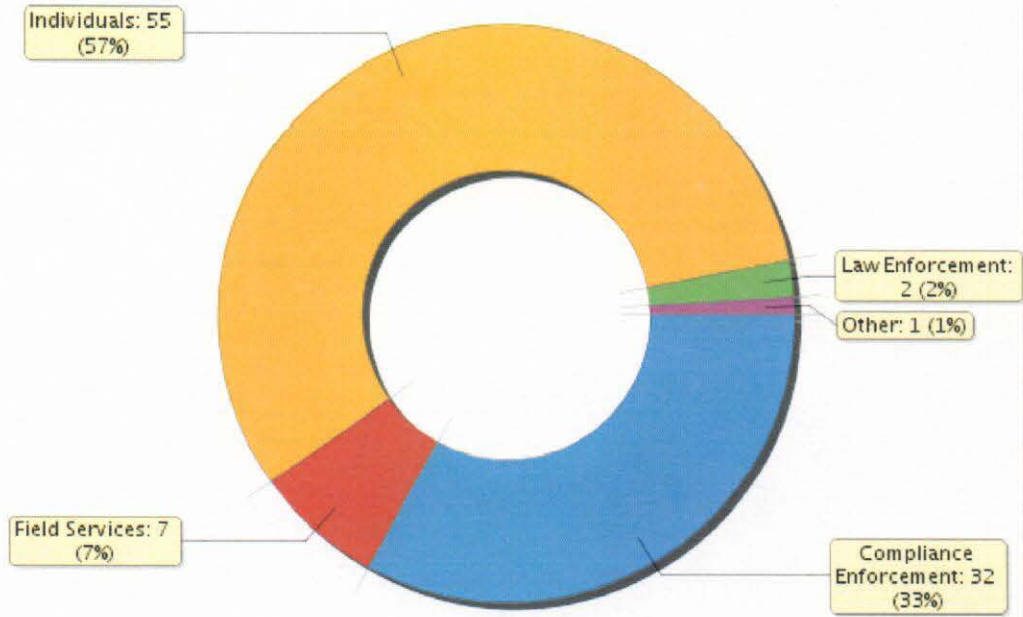
LCB Garage/Body Shop Report

LCB Garage/Body Shop Report, Last Calendar Year

CaseType: Body Shops

Business Type	Source	Subject	DispositionCode	Number of Cases		
Body Shops	Compliance Enforcement	Complaint	Cease and Desist.	1		
			Tracking	1		
			Expired License/Bond/Ins.	Cease and Desist.	1	
					In Compliance	12
					Out of Business	3
					Referred to master case	1
					Unsubstantiated	1
			Misuse of Plates	Cease and Desist.	2	
			Unlicensed Activity	Admin Fine	3	
				Cease and Desist.	5	
				Referred to master case	1	
				Unsubstantiated	1	
			Field Services	Complaint	Unsubstantiated	1
		Misuse of Plates		Cease and Desist.	2	
		Other		In Compliance	2	
		Unlicensed Activity		In Compliance	1	
		Individuals	Complaint	Referred to master case	1	
				Admin Fine	1	
				Cease and Desist.	4	
				In Compliance	5	
				Out of Business	2	
				Revoked	2	
				Tracking	2	
	Unsubstantiated			14		
	Deceptive Trade			Referred to master case	2	
				Tracking	1	
			Unsubstantiated	4		
			Expired License/Bond/Ins.	Admin Fine	1	
			Misuse of Plates	Cease and Desist.	1	
			Unlicensed Activity	Admin Fine	1	
		Cease and Desist.		2		
			In Compliance	2		
			Out of Business	1		
			Referred to master case	5		
			Tracking	1		
			Unsubstantiated	4		
	Law Enforcement	Other	Tracking	1		
		Unlicensed Activity	Arrest	1		
	Other	Misuse of Plates	Cease and Desist.	1		
				97		

LCB Garage/Body Shop Report



CaseType: Garages

Business Type	Source	Subject	DispositionCode	Number of Cases		
Garages	Central Services	Expired License/Bond.	In Compliance	1		
			Out of Business	2		
	Compliance Enforcement	Complaint	Admin Fine	3		
			Cease and Desist.	1		
			In Compliance	3		
			Out of Business	2		
			Tracking	1		
			Unsubstantiated	9		
			Deceptive Trade	Cease and Desist.	1	
				Referred to master case	1	
				Unsubstantiated	2	
			Expired License/Bond.	Complaint	Admin Fine	18
					Cease and Desist.	24
					In Compliance	15
					Out of Business	53
					Referred out- internal	1
					Referred to master case	4
					Revoked	2
					Unsubstantiated	2
	Other	Admin Fine			2	
		Cease and Desist.			1	
		Out of Business			2	
	Unlicensed Activity	Complaint			Admin Fine	1
					Cease and Desist.	10
					In Compliance	3
			Out of Business	1		
			Unsubstantiated	2		
			Field Services	Complaint	Insufficient Evidence	1
					Other	1
				Unlicensed Activity	Cease and Desist.	3
					Cease and Desist. In Compliance	1
					In Compliance	2
	Insufficient Evidence	1				
	Referred to master case	1				
	Tracking	1				
	Individuals	Complaint			Admin Fine	10
					Admin Stop	1
			Cease and Desist.	20		
			In Compliance	38		
			Insufficient Evidence	6		
			Other	1		
			Other Referred out - external	1		
			Other Registration Cancelled	1		
			Out of Business	15		
			Referred out - external	4		
		Referred to master case	11			
		Deceptive Trade	Complaint	Tracking	5	
				Unsubstantiated	81	
				Admin Fine	1	
				Cease and Desist.	1	
				In Compliance	3	
				Insufficient Evidence	2	
				Out of Business	1	
Referred to master case				3		
Tracking				1		
Unsubstantiated	11					

	Unlicensed Activity	Admin Fine	4
		Cease and Desist.	11
		Criminal Citation	1
		In Compliance	3
		Insufficient Evidence	3
		Out of Business	3
		Referred out - external	1
		Referred out - external Unsubstantiated	1
		Referred to master case	2
		Tracking	2
		Unsubstantiated	16
Law Enforcement	Unlicensed Activity	Criminal Citation	1
		Insufficient Evidence	1
Other	Complaint	Unsubstantiated	1
	Deceptive Trade	Out of Business	1
	Other	Cease and Desist.	3
	Unlicensed Activity	Cease and Desist.	1
			450

LCB Garage/Body Shop Report

