

# Service Drive Compliance by KPA

The Bureau of Automotive Repair (BAR) licenses and regulates automotive repair dealers, Smog Check stations and technicians, and brake and lamp stations and adjusters. BAR also administers the Smog Check Program. As part of its regulatory functions, BAR enforces the following laws and regulations:

- ♦ Business and Professions Code - Automotive Repair Act (Sections 9880-9889.68)
- ♦ Health and Safety Code - Motor Vehicle Inspection Program (Sections 44000-44127)
- ♦ California Code of Regulations (Sections 3300-3395.5)

BAR receives approximately 20,000 complaints per year filed by dissatisfied customers. These complaints include allegations of acts of fraud and negligence, documentation issues in estimates and invoices, false and misleading statements, and complaints of actual damages. Failure to comply with BAR regulations may lead to customer complaints, costly litigation, business operations suspensions, and irreparable reputation damage.



## Bureau of Automotive Repair (BAR) Audit

- ♦ Regulatory conformity
- ♦ Reputation control
- ♦ Customer satisfaction



## Proposition 65 Compliance

- ♦ Signs & required language
- ♦ Placement



## Repair Order Reviews

- ♦ High exposure issues
- ♦ Compliance comparisons
- ♦ Individual advisor evaluation



## Management Review

- ♦ Identify problems and inefficiencies
- ♦ Actionable insights

## Improve Safety. Lower Risk. Save Money.

KPA solutions help clients identify, remedy, and prevent workplace safety and compliance problems across their entire enterprise. The combination of KPA's consulting, software, and training helps dealers minimize overall risk so they can focus on the business of selling and servicing vehicles.

For more information visit  
**[www.kpa.io](http://www.kpa.io)** or call **866.356.1735**.

## How KPA Can Help

BAR regulations are complex and change frequently. KPA's expert consultants will visit your service facility and conduct the following:

- ◆ BAR (Bureau of Automotive Repair) Compliance Audit
- ◆ Proposition 65 Compliance Review
- ◆ Repair Order Review (Up to 20)
  - ◆ Review Initial estimates for complete content, description of labor and parts, waste fees and charges, and customer authorization
  - ◆ Review revised estimates and additional authorization processes
  - ◆ Review final Invoice and Repair order content for proper completion and work completion and documentation
  - ◆ Review repair order backer for complete disclosures and outline of rights and responsibilities of both parties
- ◆ Review of Findings with Management

### The Benefits for Your Business

- ◆ Educate your staff on best practices and customer satisfaction processes to reduce the likelihood of costly customer complaints
- ◆ Review and educate the service team on compliant repair orders and customer communication processes to reduce the likelihood of costly customer complaints
- ◆ Identify which employees provide the most significant risk