



PREVENTIVE LAW SERIES

AUTOMOBILE RELIEF REFERRALS



Prepared by:
Legal Assistance Department
Region Legal Service Office Southwest
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The following list of resources can be used when you believe you are the victim of unscrupulous car deals or unacceptable car repairs. Note that the remedies listed below are not a substitute for filing a lawsuit either in small claims court or through an attorney; they are designed only to make you aware of supplemental options that are available to you.

Bureau of Automotive Repair

California Department of Consumer Affairs
10240 Systems Parkway
Sacramento, CA 95827
1-800-952-5210
WEBSITE: www.dca.ca.gov

The Bureau of Automotive Repair (BAR), a California state agency, was established to prevent abuses in the auto repair industry. BAR gives consumers a formal way to take action against questionable repair shops. If you have a complaint, first try to resolve the matter directly with the repair shop. If you cannot solve the problem, you may want to file a formal complaint with the BAR. The BAR has authority to issue a Notice of Violation to the repair shop if any Auto Repair Act violations have occurred. The BAR may mediate on your behalf with the repair shop to facilitate a satisfactory settlement in some circumstances.

San Diego and Imperial Counties Better Business Bureau

(805) 963-8657
WEBSITE: www.sandiego.bbb.org

If you have a problem with a company located in San Diego or Imperial County and you have been unable to resolve it with the company, the San Diego and Imperial Counties Better Business Bureaus (BBB) can try to assist you. You may request a complaint form to be mailed or faxed to you by calling the 24-hour Consumer HelpLine. If the company is a BBB Member, they have pledged to respond to all customer complaints. Many of the members have also committed to arbitration should the BBB be unable to resolve the dispute through the normal complaint handling procedure.

County of San Diego District Attorney's Office

Consumer Protection Unit
Hall of Justice
330 W. Broadway
San Diego, CA 92101
(619) 531-4040
<http://www.sdcda.org/>

The Consumer Protection Unit is composed of deputy district attorneys, criminal investigators, and paralegals

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dedicated to protecting consumers and law-abiding businesses from fraudulent and unfair business practices within S.D. County. Services include: investigation of complaints from individuals and businesses, prosecution of civil and criminal consumer fraud violations, educating the public via publications and public speaking engagements, and referral to agencies with appropriate jurisdiction to assist complainants

Office of the City Attorney

City of San Diego
1200 Third Ave., Suite 1620
San Diego, CA 92101
Phone: (619) 236-6220
WEBSITE: <http://www.sandiego.gov/cityattorney/>

The San Diego Office of the City Attorney, Consumer and Environmental Protection Unit prosecutes misdemeanors only, including fraud, within the city limits.

California State Attorney General

Consumer Complaints
Office of the Attorney General
Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
1-800-952-5225 (within California) or (916) 322-3360 (outside California)
WEBSITE: www.caag.state.ca.us

The California State Attorney General's Office enforces state laws in California. The Consumer Law Division enforces laws against misrepresentations and unlawful and unfair business acts and practices. The Attorney General prefers to prosecute cases with statewide implications, and requires you to submit a written letter with copies of supporting documents to request them to initiate action.

U.S. Federal Trade Commission

877-382-4357
WEBSITE: www.ftc.gov

The U.S. Federal Trade Commission (FTC) enforces Federal laws governing interstate trade. The FTC can be used to report violations of laws that affect interstate trade, interstate debt collection, or other applicable Federal laws.

California Department of Motor Vehicles

General information: (619) 427-5550
Consumer Mediation Services: (619) 445-1888
WEBSITE: www.dmv.ca.gov

The DMV Investigations Division protects the programs and interests of the department and public through active fraud/counterfeit detection, investigation, audit, and enforcement services. The Investigations Division diligently enforces laws, rules, and regulations that apply to *new and used vehicle dealers, brokers, dismantlers, registrations services, vehicle verifiers, driving schools or traffic violator schools, and other vehicle-related businesses.*

LEGAL ASSISTANCE SERVICES

The Legal Assistance Department, as part of Region Legal Service Office Southwest, is separate from DSO West. A legal assistance attorney is available by appointment Monday from 0800 - 1100 and 1300 - 1500, Tuesday through Thursday from 0900 - 1100 and 1300 - 1500, and Friday from 0900 - 1045. Powers of attorney and notaries are available Monday through Friday at the same times. For more information, please contact the Legal Assistance

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Office, located in Building 56, 32nd Street Naval Station, San Diego, CA, by telephone at (619) 556-2211, or our office at Naval Air Station North Island – Coronado, Building 318 – Second Deck, above the Fleet and Family Support Center, Saufley Road, by telephone at (619) 545-6437.

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