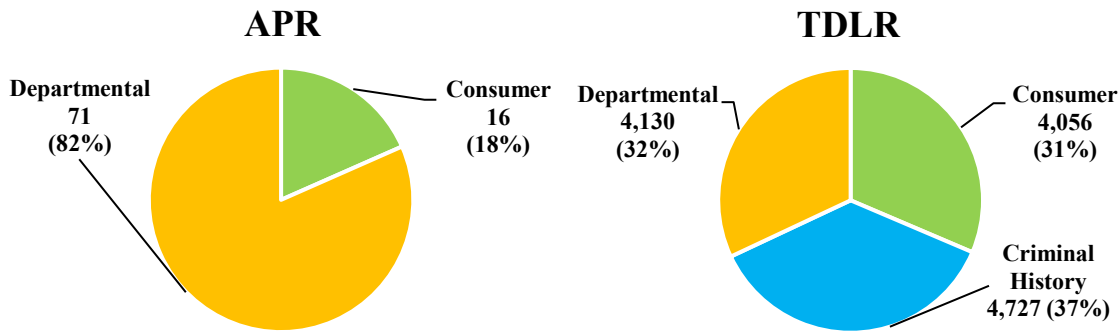


Used Automotive Parts Recyclers (APR)

Key Statistics	APR Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	664	1,019,176
Complaints Received by Source	233	134,663
Consumer complaints	44	12,216
Department initiated complaints	55	4,096
Criminal History Records reviewed for licensure	134	118,351
Cases Opened	87	12,913
Consumer	16	4,056
Departmental	71	4,130
Criminal History	0	4,727
Cases Closed	76	12,694
Consumer	19	4,467
Departmental	57	3,487
Criminal History	0	4,740
Average Time to Close (days)	180.01	206.68
% of Cases Resolved Within 6 Months	61.84%	64.46%
% of Cases Resulting in Disciplinary Action	7.89%	12.94%
% of Cases Not Resulting in Disciplinary Action	92.11%	87.06%
Open Cases Pending at End of Fiscal Year	42	7,651
Cases Referred to SOAH	1	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	APR Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	6	1,643
Agreed Orders	5	918
Commission Orders	0	20
Default Orders	1	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$2,166.67	\$3,095.17
Total Penalties Assessed	\$13,000	\$4,769,650
Total Penalties Collected	\$6,500	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	APR Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	3	4,993
Informally Resolved	1	526
Insufficient Evidence	21	2,516
Warning Letters	45	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



Top APR Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Operated without a license	28
Failed to maintain records	28
Insurance violation	26
Failed to maintain sales receipt	15
Failed to send titles or not timely to the DMV	13
Failed to have proper title from previous owner	11
Failed to remove license plates	6
Dismantled or disposal of vehicle without a certificate	3
Violated Municipal Ordinance	3
Employed unlicensed person	2

APR Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Operated without a license	2
Insurance violation	1
Failed to send titles or not timely to the DMV	1
Failed to remove license plates	1
Dismantled or disposal of vehicle without a certificate	1
Failed to maintain sales receipt	1
Refused or interfered with an inspection or investigation	1
Failed to have proper title from previous owner	1