

## Common Questions

### My vehicle is “not ready” what does that mean?

A “not ready” result means your vehicle’s computer has not had a chance to check all the parts of the emissions control system for problems.

### Why was my vehicle “not ready”?

- Your vehicle’s computer memory may have been reset by a scan tool, during a recent repair, or
- Your battery was recently disconnected or lost its charge, or
- Your vehicle has an emissions control system problem preventing it from self-testing.

### What should I do next if my vehicle was “not ready”?

Drive your vehicle to give the computer a chance to check the emissions control system. Two or three days of normal city and highway driving should provide enough data to get a vehicle “ready” for an emissions inspection. Don’t disconnect your battery, or you will have to start the process all over again.

1. Make sure your vehicle has been parked for 8 hours without a start.
2. Start the engine and let it idle in *drive* for about 2 ½ minutes with the air conditioning and rear defroster on.
3. Turn the air conditioning and rear defroster off.
4. Drive the vehicle for 10 minutes at highway speeds.
5. Drive the vehicle for 20 minutes in stop-and-go traffic.

### My vehicle did not pass inspection and it is the last day of the month. What next?

We recommend consumers do not wait until the last minute to get an inspection. Customers can take vehicles in for inspection up to two months before the inspection is due. Customers need to work with their mechanic/dealer to get the vehicle repaired as soon as possible. Always carry the vehicle inspection report (VIR) in the vehicle, showing that you are working towards compliance.

### Why do we have emissions testing?

Federal law requires Vermont to have an emissions testing program. Ensuring your vehicle is in proper working order allows for;

- Early detection of defects that lead to repairs that improve vehicle performance and fuel economy.
- Repairing a defect before it gets worse saves money.
- Protecting our environment and our health by identifying vehicle problems that cause increased air pollution.

### My check engine light has been on for years, why is it a problem now?

Previously vehicles were allowed a conditional pass allowing time for repairs prior to the next inspection. As of January 15, 2019, state law no longer allows for conditional pass.

## **What if my vehicle has an emissions problem?**

Have your emissions problem diagnosed and determine if the repair is covered under emissions warranty. You will need to make the repair and return for a re-test to get a pass sticker.

## **I can't afford to repair it, what can I do?**

1. Determine what is needed to repair the vehicle
2. Contact dealer to find out if the repair is covered under emissions warranty.
3. If not covered under the emissions warranty obtain a written repair estimate and talk to your mechanic to determine what options exist. You may be eligible for a time extension.

## **What does a time extension mean?**

A time extension is additional time (up to one year) for a consumer to make costly emissions repairs. It is an application process, not an automatic thing like the "conditional pass" was. To qualify the following criteria will need to be met:

1. The vehicle must have failed the OBD test for an emissions related problem (does not include "not ready" status).
2. The required repairs are not covered by the emissions warranty on your vehicle (different than the regular factory warranty)
3. The necessary emissions repairs (including the fee paid to diagnose the problem) are more than \$200

## **Definitions**

### **Emissions repairs**

Diagnosis of engine or emissions problems is easier with the test we use now – on-board diagnostics (OBD). The computer in your vehicle performs self-tests of the systems which could impact the vehicle emissions, fuel economy and performance. When a problem is found, the computer can report generally where to start looking to diagnose the vehicle. This can save time and costs needed to have a repair technician identify necessary repairs.

Engine and emissions control system repairs are important. Benefits to Vermonters include clean air, fuel economy savings and improved vehicle reliability.

### **Malfunction Indicator Light (MIL)**

Malfunction indicator light (MIL) or "check engine light" and it turns on only when your vehicle has an emissions related problem.

### **On-Board Diagnostics (OBD or OBDII)**

The OBD system, mandatory on all 1996 and newer vehicles, performs self-tests while the vehicle is being driven to "monitor" the emissions system and determine if the emissions controls are working properly. If a problem is found, the vehicle's "check engine" light or malfunction indicator light (mil) will come on, indicating the need for repair.

**Vehicle Inspection Report (VIR)**

Report generated by inspection mechanic detailing the results of the vehicle inspection.

**Vermont Emissions Warranty**

In addition to the “bumper to bumper” warranty offered by vehicle manufacturers, Vermont law requires that new vehicles come with a significantly more extensive warranty coverage of the emissions control system. Depending on the model year and mileage of a vehicle, the cost of emissions system repairs may be covered by the vehicle manufacturer. Vermont law requires the following:

1. A vehicle’s entire emissions control system be warranted for a minimum of 3 years or 50,000 miles, and up to 15 years and 150,000 miles;
2. High cost emissions components other than the computer and catalytic converter(s) be warranted for a minimum of 7 years or 70,000 miles;
3. Computer and catalytic converter(s) be warranted for a minimum of 8 years and 80,000 miles.



## OVERVIEW: CONDITIONAL PASS ENDING

As you know, Vermont's annual vehicle inspection program has advanced to an electronic data collection and management system, referred to as the Automated Vehicle Inspection Program (AVIP). Thank you for your continued support as we continue to modernize. Temporarily, a Conditional Pass was provided for vehicles failing the on-board diagnostic system (OBD) portion of the inspection, designed to provide an adjustment period and to provide motorists with additional time to complete emissions repairs.

**By statute, the Conditional Pass period ends January 15, 2019. Vehicles that present with an OBD failure will not pass the inspection.**

**Vehicles that pass safety and fail OBD, can return for an OBD retest without having to undergo another safety inspection. The passing safety result is valid for one year.**

Vehicles that pass the safety inspection but fail the OBD inspection may be able to receive an inspection sticker and a Vehicle Inspection Report indicating that the safety inspection passed, the OBD inspection failed, and the overall inspection result is a Time Extension.

## CRITERIA TO RECEIVE A TIME EXTENSION WAIVER

- Vehicle must pass the safety component inspection and have failed the OBDII inspection for an emissions component failure. Vehicles that fail for the vehicle being "not ready" will need to become "ready" to complete the testing.
- An emissions component repair estimate and/or amounts spent on the emissions repair must exceed \$200, including diagnostics.
- Emissions repairs must not be covered under warranty.
- Vehicle must not have received a time extension waiver the preceding inspection cycle.

Encourage motorists to repair their vehicles. Educate your customers that repairing the emissions components can increase vehicle performance, save fuel and money, and help reduce the largest source of air pollution in Vermont. Repairing the vehicle as soon as possible will also help prevent additional problems and more expensive repairs later. In any event, the vehicle must be brought into compliance with the inspection regulations prior to the next inspection. If the necessary repairs are not made to the vehicle, it will fail the inspection again and will not receive an inspection sticker. No consecutive waivers will be issued.

## EMISSIONS WARRANTY COVERAGE

Vermont law requires that vehicle manufacturers provide more extensive emissions warranty coverage than that provided under federal law, so depending on the vehicle's age and mileage, repairs may be covered by the vehicle manufacturer's emissions warranty. For more information, have the motorist consult the Owner's Manual or Warranty Booklet, contact a local dealer, or contact the vehicle's manufacturer through the toll-free Customer Assistance number listed in the Owner's Manual and Warranty Booklet.



### THE RULES TO OBTAIN A TIME EXTENSION WAIVER

- Vehicle must pass all safety inspection components
- Vehicle monitors must be “ready”
- Data Link Connector (DLC) cannot be missing or tampered with
- Vehicle must fail the OBD portion of the inspection
- Vehicle diagnostic must describe emissions repair required
- Emissions repairs must not be covered under the emissions warranty
- An estimate to bring the vehicle into emissions compliance must exceed \$200 or the vehicle owner must have spent over \$200 for emissions component repairs (including diagnostics)

### THE PROCESS TO OBTAIN A TIME EXTENSION WAIVER FOR A VEHICLE

- Download the authorization form from the tablet or your email.
- Fill out the form, with the customer’s input.
- Call the technical support hotline and use the application to respond to their questions.
- If the vehicle qualifies for a time extension waiver, the TSH agent will provide you with a waiver authorization number. Record that on the application and issue the pass sticker to the vehicle.
- Retain the application for one year.

NOTE: Once the AVIP tablet software has been updated, you will no longer be required to print out a paper application or call the technical support hotline for authorization. The process will be handled electronically through the AVIP tablet. The same business rules will apply.

QUESTIONS? Call your investigator.



## Time Extension Waiver Application

Date	Official Inspection Station #	AVIP Inspection Mechanic ID #	
VIN		License Plate	
Has the vehicle received an AVIP inspection in 2019 where a failed Vehicle Inspection Report (VIR) was issued?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does the Fail VIR indicate that all safety items are Pass?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does the Fail VIR indicate that the vehicle failed the OBD Test?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does the Fail VIR indicate that OBD Readiness Monitor Results are Pass?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is the vehicle California certified?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Locate the VECI label. What is the Test Group number?			
Has the vehicle been diagnosed to determine the cause of emissions faults?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Using the estimate provided by the motorist, please enter the following repair data information:			
a. Repaired Parts Amount		\$	
b. Diagnostic fee and Repaired Labor Amount		\$	
c. Estimated Parts Amount		\$	
d. Estimated Labor Amount		\$	
Total		\$	
Does the cost to complete the repairs, including diagnostics, exceed \$200?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Has the vehicle owner confirmed that the repairs required are not covered under emissions warranty?		Yes <input type="checkbox"/>	No <input type="checkbox"/>

To receive approval and waiver authorization number contact the AVIP Technical Support Hotline at (877) 445-9486. Each waiver authorization requested will incur a standard inspection fee and sticker fee.

Waiver Authorization # \_\_\_\_\_

Sticker # \_\_\_\_\_

*By signing below, I certify the information I provided on this form is true and correct to the best of my knowledge.*

Inspector Name (Print) \_\_\_\_\_

Inspector Signature \_\_\_\_\_

This copy must be retained by the station for a period of 1 year.

## FAQs

- **Where do I get a Time Extension Application form?**  
It will be available under user messages on the AVIP tablet, and will also be sent via email to all inspection mechanics and station owners.
- **Why do I have to fill out a paper form?**  
The tablet will be updated over the first quarter of the year to handle electronic applications. Once your tablet has been updated, you will no longer have to use the manual process. Look for additional notifications in the next few weeks.
- **On the previous inspection VIR, the vehicle fail reason is not ready. Can the motorist apply for a waiver?**  
No. The waiver is only applicable to OBD code failures.
- **The motorist says she checked the warranty but doesn't have proof. Can I take her word for it?**  
Yes, no proof of warranty verification is required.
- **Can the diagnostic fee count towards the \$200 amount?**  
Yes.
- **What is a VECI label?**  
EPA's vehicle emissions label is titled: "Vehicle Emission Control Information" and it contains the manufacturer's name, and trademark of the manufacturer, an unconditional statement of compliance with EPA emission regulations.
- **Where is the VECI label?**  
It is usually located under the hood or in the engine compartment.
- **The vehicle passed safety on the initial test, but the tires look bad to me. What should I do?**  
Inform the motorist of your findings. The initial safety "pass" result is valid for one year.
- **What do I charge the motorist for this service?**  
The fee is market driven. Your station will incur the standard inspection fee for the waiver authorization and the standard sticker fee for the sticker issued.
- **How long is the Time Extension waiver good for?**  
The PASS sticker is valid for one inspection period (one year.) The next time the vehicle is inspected, all components will need to be in compliance in order to receive a PASS sticker. No consecutive waivers will be issued.
- **Where can I get more information on Warranty, Readiness, OBD failures, the Time Extension Waiver?**  
The State has posted information on the front page of the AVIP website at [vt-avip.com](http://vt-avip.com). There are handouts available under the "forms" tab, for use by the public and inspection stations.

Available  
**SUMMER  
2019**

# VERMONT DRIVER'S LICENSES AND ID CARDS

NEW LOOK AND NEW SECURITY FEATURES  
VT Photo Identification Credentialing System (VTPICS)

## Facts

### Who does this change affect?

All Vermont driver's license and ID card holders.

### Is my current license/ID card still valid?

Yes, driver's licenses and ID cards with the previous design will remain valid until their normal expiration date. New cards will be issued when you apply for a renewal or replacement. Current standard renewal or replacement fees will be incurred.

### Does this change the way I renew and receive my license?

You will continue to visit a Vermont DMV office to apply for a new or replacement credential, but will no longer receive your new credential during your visit. A temporary document will be issued during your visit. All permanent licenses and ID cards will be printed and mailed from a high-security facility within seven to ten days after your visit.

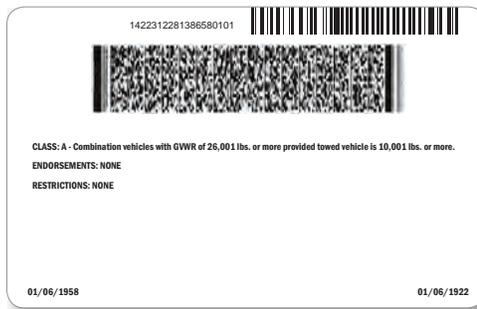
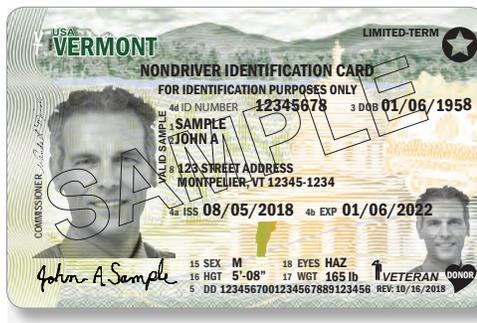
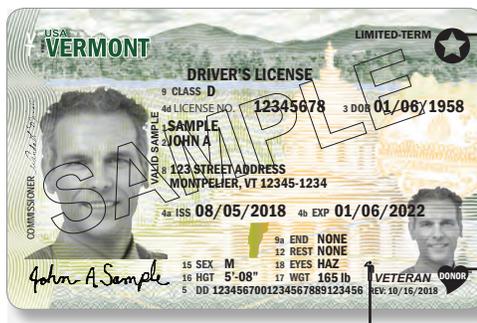
## Temporary Driver's License

You will leave the DMV with a 30-day temporary document to be used for driving purposes only until your permanent credential arrives in the mail. A secondary form of identification may be required for other identification purposes.



## Vermont is issuing newly-designed driver's licenses and ID cards.

These products were last updated in 2004 and the antiquated technology is vulnerable to counterfeiting and fraud. The new cards use the latest technology and are among the most secure licenses in the U.S.



**PLAN AHEAD. RENEW EARLY!**

**For more information, contact:**

State of Vermont DMV, 120 State Street, Montpelier, VT 05603  
(802) 828-2000 | [VTPICS.VERMONT.GOV](http://VTPICS.VERMONT.GOV) | 01/2019



## VERMONT DMV MOVES TO CENTRAL ISSUANCE (CI) OF NEW DRIVER'S LICENSES AND ID CARDS

DMV will be moving to "Central Issuance" for **all** Driver's License, Permits and ID Cards this summer. The Enhanced Driver's License (EDL) introduced in February of 2009 has always been Central Issue (CI).

Driver's Licenses and ID cards will no longer be printed during a visit to a Vermont DMV office. The newly-designed card will be printed and mailed from a high-security facility (like the way credit cards or passports are issued).

Customers will be issued a paper temporary license/ID to use while waiting for the permanent license/ID to arrive.

- 40 US States use Central Issue
- Central Issue allows for more advanced security features
- Central Issue removes hardware and supplies susceptible to break down or theft from our offices

These are some of the question's constituents may ask;

- How long before I receive my license or ID card? 7-10 days
- Will I get a temporary ID while it's being processed? In person, yes. By mail, no.
- Can I use the temporary license to board a plane? Check with TSA for current rules
- Can I use the temporary license to rent a car? Contact the rental agency
- Can I use the temporary license to cash a check? Contact you bank
- Can I go to my local DMV office and get a license while I wait? No
- Is the temporary license Real ID compliant? No
- Is my current license/ID card still valid? Yes, current cards are good until the expiration date printed on the card.
- Can I drive outside of Vermont with a temporary license? Yes
- Can I use the temporary license to cross the Canadian border? No
- I have a non-photo license; can I get that in an office? No
- Can I use the temporary license for identification? It is important to remember that temporary driver's licenses are for driving purposes only and a secondary form of identification may be required for identification purposes

Due to this change the DMV is urging Vermonters to plan ahead and renew early! Licenses and ID cards may be renewed up to 6 months in advance. DMV is working statewide with law enforcement, businesses and community leadership to spread the word on the updated process of issuing License/ID cards.

Vermont Photo Identification Credentialing System | [vtpics.vermont.gov](http://vtpics.vermont.gov)



Coming  
April  
2020

# COMMERCIAL VEHICLE OPERATIONS ADMINISTRATIVE SYSTEM

## What's Happening?

A modern administrative system is being implemented that will replace the current paper-based system used by the CVO Unit. IFTA, IRP and motor fuel (rental, diesel, gas, and aviation) taxes will all be handled in the new system.

## Where Are We Now?

At the moment, the project is being independently reviewed to ensure that the proposed solution is a sound technology and to make sure that the State is prepared to successfully implement the desired solution.

## Who Benefits from the New System?

- Everyone who files motor fuel taxes
- IFTA & IRP Customers
- DMV and AOT staff (Customer Service and Finance Units)

## Efficiencies & Opportunities with New System

- Move applicants from paper-based to electronic submissions
- Dramatically reduce the number of returns
- Collect IFTA, IRP and motor fuel taxes online
- Increase number of audits performed and speed at which they are performed

## Why Are We Getting a New System?

The contract for our current system has run out and the vendor has decided to no longer provide these types of services. The system in use today will no longer be supported and creating an internal solution with limited support resources is very risky for the State of Vermont.

## What's Next?

Beginning in early 2019, project space will be configured and staff from DMV and the vendor will begin the initial planning phase. Planning is expected to kickoff in March with the project in full-swing by April 2019.

We anticipate an implementation and go-live in April 2020.

