

## NEED HELP? REPAIR ADVICE

Vehicles that fail or reject four emissions tests during one test cycle will be scheduled for a FREE appointment with Clean Air Car Check's Repair Advisor. At this appointment, a qualified mechanic will inspect the vehicle and perform testing and to give you advice that should help get the vehicle to pass the emissions test.

Clean Air Car Check's Customer Service Hotline can help you. A Customer Service Operator can explain the resources and programs available to help motorists struggling to pass the test. When you call our hotline, you can also ask to speak to our mechanic over the phone to get repair advice and recommended next steps.

Our Customer Service Hotline is open six days a week, Monday through Saturday from 9am to 5pm.

## NEED MORE TIME?

For your convenience, we offer Indiana Bureau of Motor Vehicles registration services at Clean Air Car Check stations. If your vehicle does not pass and you need more time to make repairs you may be able to buy a 30 day temporary permit. Once a vehicle passes the test or receives a waiver, our Drive-thru. Renew! Service can also renew your vehicle's registration. Additional fees apply. We accept cash, check, Visa and MasterCard.

Call 1-888-240-1684 for more information about additional BMV services available at Clean Air Car Check.

**888.240.1684**  
**CleanAirCarCheck.com**



### HOURS OF OPERATIONS TESTING LOCATIONS

Tues to Sat | 9am to 5pm

### CUSTOMER SERVICE HOTLINE

Mon to Sat | 9am to 5pm

Closed State Holidays  
[www.CleanAirCarCheck.com](http://www.CleanAirCarCheck.com)  
1.888.240.1684



## UNDERSTANDING ON-BOARD DIAGNOSTICS (OBD)

**MODEL YEARS 1996 & NEWER**



All cars, light duty trucks and vans sold in the United States since 1996 have an On-Board Diagnostics (OBD) computer that monitors the vehicle's major systems, including those that control emissions. While checking for potential problems, the OBD system finds emissions-related problems before they might be noticed otherwise.

When the OBD system finds a problem, a "Diagnostic Trouble Code" is stored in the computer's memory and the "Check Engine" light, turns on. This dashboard light can only be activated if the vehicle has an emissions-related problem.

### WHAT DOES A REJECT TEST RESULT MEAN?

Vehicles that are model year 1996 and newer have special software in the On-Board Diagnostics computer that makes sure the emissions system is working correctly. This software is made up of a series of Monitors that check different parts and systems in the vehicle. If a Monitor sees enough information to perform a self-test it will update its status to "Complete." If the Monitor does not see enough information to complete a self-test of the system or part it is checking, its status will be marked "Incomplete." If Monitors are incomplete, the OBD system is not providing enough information to determine if the vehicle is passing or failing its test. Instead, the test result will be "Reject."

### WHAT CAUSES INCOMPLETE MONITORS?

- The on-board computer isn't receiving enough information because the vehicle has not been driven enough
- Low battery voltage causes the computer to lose memory
- A scan tool was used to clear information stored in the computer
- The vehicle has a failing part that has not turned on the Check Engine Light yet
- The on board computer sees a "pending" Diagnostic Trouble Code (DTC)

### WHAT TO DO IF YOUR TEST RESULT IS REJECT

We recommend driving the vehicle for three to five days, doing both city and highway driving during that time. This will provide the system an opportunity to reset. Once this has been done, come back to Clean Air Car Check for a retest. If the vehicle gets a Reject test result again, you may need to take it to a qualified repair facility for diagnostic testing. The Monitors check for problems in different driving conditions over time, so we cannot tell you exactly how much time or mileage to drive. This is why we advise driving at least three to five days before retesting.

To find an Indiana State Certified Emissions Repair Facility, you can refer to the Vehicle Emission Repair Index (VERI) brochure or our website, [www.cleanaircarcheck.com](http://www.cleanaircarcheck.com). You can also call 1-888-240-1684 to talk to a Customer Service Operator.

### WHAT DOES A FAIL TEST RESULT MEAN?

A vehicle that has one or more Diagnostic Trouble Codes (DTC) stored in the On-Board Diagnostics computer will fail an emission test. Vehicle manufacturers decide which DTCs they consider emissions-related. Federal law requires a Check Engine Light to be turned on for an emissions-related code. If your Check Engine light is on, your vehicle will fail the emissions test.

DTCs point to emissions components or systems that needs further diagnosis. A DTC does not tell you exactly what is wrong with the vehicle, but it tells mechanics where to look to find the problem. Diagnostic testing and repairs should be performed by a person or shop with proper training and tools.

When the right repairs are done correctly, the OBD system will clear the trouble code and turn off the Check Engine Light. If a mechanic clears the trouble codes by resetting the on-board computer, the vehicle will then need to be driven for three to five days with both highway driving and stop and start city-type driving before coming back for a retest. If the vehicle is retested too soon after repairs, it may receive a REJECT test result.

### THE FOLLOWING CRITERIA MUST BE MET FOR VEHICLES 1996 OR NEWER TO QUALIFY FOR A WAIVER:

MODEL YEAR	AMOUNT SPENT	REPAIRS PERFORMED BY	MILEAGE	IMPROVEMENT	EMISSIONS CONTROLS
Must be at least 8 model years of age	At least \$450 since initial failure	Indiana Certified Emission Repair Facility	At least 150k miles	Must have fewer Diagnostic Trouble Codes than initial failure; A REJECT result does not qualify for a waiver	Must be present and visually operational

### WAIVER QUALIFICATIONS

Some vehicles may be able to get a one-time waiver when specific conditions are met. A waiver gives the owner extra time to make additional repairs before the next time the vehicle needs an emissions test. Only one waiver, good for one test cycle, can be given for the lifetime of the vehicle. Call our Customer Service Hotline at 1-888-240-1684 to see if your vehicle may be able to get a waiver, or to find out what other resources may be available to help you.