

WE ARE HERE TO HELP!

CUSTOMER SERVICE HOTLINE: Clean Air Car Check's Customer Service Hotline can help. A Customer Service Operator can explain the resources and programs available to help motorists struggling to pass the test.

TECHNICAL REPAIR ADVICE PROGRAM: 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 to give you repair advice that should help the vehicle pass the emissions test.

REPAIR ASSISTANCE PROGRAM: This program is designed to provide help for motorists who face financial hardship when their vehicle fails an emissions test. Motorists whose households are at or below 150% of the Federal Poverty Level Guidelines are eligible for this program. To apply for help through the Repair Assistance Program, visit www.CleanAirCarCheck.com or call our Customer Service Hotline. You will need the following information available when you call or click:

- Indiana Vehicle Inspection Report (Emissions Test Results)
- Household size (how many people you are financially responsible for that live in your home)
- Monthly household income for all sources (before taxes)
- Any current repair receipts or estimates for recommended repairs

NEED MORE TIME?

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 we can also renew your vehicle's registration. Additional convenience fees apply. We accept cash, check, Visa and MasterCard.

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

GIVE US A CALL AT 1.888.240.1684



HOURS OF OPERATION

TESTING LOCATIONS

Tuesday to Saturday | 9am to 5pm

CUSTOMER SERVICE HOTLINE

Monday to Saturday | 9am to 5pm

CLOSED STATE HOLIDAYS

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 On-Board Diagnostics (OBD) computers that monitors the vehicle’s major systems, including those that control emissions. While checking for 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 Malfunction Indicator Light (MIL) or “Check Engine” light, turns on. This dashboard light can only be turned on when the vehicle has an emissions-related problem.

WHAT DOES A REJECT TEST RESULT MEAN?

Model year 1996 and newer vehicles have software in the on-board 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. These Monitors check things like speeds, temperatures, fluid levels and various pressures. When a Monitor has seen enough information to perform a self-test it will update its status to “Complete.” If the monitor is not seeing enough information to complete its self-test, its status will be marked “Incomplete.” To pass the emissions test all Monitors need to be marked Complete (except for the EVAP Monitor since it relies of weather conditions that a driver can’t control).

WHAT CAUSES INCOMPLETE MONITORS?

- The on-board computer does not have 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 or the battery has been disconnected
- 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. If everything is working normally, this should give the Monitors a chance to complete. 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 during different driving conditions over time. 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.

WHAT DOES A FAIL TEST RESULT MEAN?

A vehicle that has one or more Diagnostic Trouble Codes (DTC) stored in the on-board computer will fail an emission test. 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 need 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 someone with proper training and tools.

When the right repairs are done correctly, the on-board computer will clear the trouble code and turn off the Check Engine Light. After repairs, the vehicle will 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 because the system has not had enough time to check for problems.

WHAT NEXT? REPAIR AND RETEST

The Indiana Vehicle Inspection Report (VIR) tells you why your vehicle did not pass the emissions test. Carefully look over this form and make the repairs necessary to address the reason for failure. You may want to choose an Indiana State Certified Emissions Repair Facility from the Vehicle Emission Repair Index (VERI) brochure or our website, www.cleanaircarcheck.com.

Before you come back to Clean Air Car Check for a retest, the person who made the repairs on your vehicle needs to fill out and sign the back of your Vehicle Inspection Report (VIR). Repair facilities must include their federal tax ID number. If this form is not filled out, your vehicle may not be tested.

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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.

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