

Appendix S

When a vehicle fails an emissions test, the customer is provided with the following information which will aid the consumer in making the necessary repairs.

- EPA publication 420-F-92 003 “If Your Car Just Failed an Emission Test”
- EPA publication 420-F-88 001 “What You Should Know About Your Auto Emissions Warranty”
- Vehicle Inspection Report of the emissions reading at the time of failure and given to the customer for diagnosing the failure by a repair technician.
- Information that will suggest likely causes for high hydrocarbons (HC) readings. (DMV Brochure that is given to each customer whose vehicle fails the emission test.
- A list of auto technicians that have been certified by the Department and the Division to do waiver repairs and given to all customers who fail the emissions tests.

Additional Aids for I/M Customers

- The State of Delaware has a toll free help line (800) 464-4357 in Kent and Sussex counties and 577-3000 in New Castle County to direct customers to State Agency personnel who will handle consumer complaints. This number is in the Verizon telephone book in the blue pages of the state government numbers. The individual DMV office phone numbers are printed on the customer brochure given out at the inspection lane.
- The following pages are the DMV procedure for Resolution of Customer Inspection Challenges

Resolution Of Customer Inspection Challenge

1.0 Purpose:

To describe the implementing steps required to resolve a customer challenge to a Division of Motor Vehicle (DMV) inspection result.

2.0 Applicability

The following shall be applicable to all analyses performed by certified DMV Inspectors at all Division facilities.

2.1 A customer challenge shall be addressed if the customer advises the Division of the questionable result within five (5) working days of the initial examination;

2.2 No customer challenge shall be accepted without the verification by a State Certified Emission Repair Technician or Certified Manufacturer Emission Repair Technician possessing a valid State Certificatoin.

3.0 Associated Material

3.1 Delaware Division of Motor Vehicles Vehicle Inspection Program Brochure

3.2 Customer Claim Report (Form No. ---)

3.3 Vehicle Inspection Report (Form No. ---)

3.4 Vehicle Repair Form (Form No. ---)

4.0 Procedure

4.1 All DMV inspection personnel shall perform an immediate retest on any failed emissions or evaporative system failure;

4.2 In the event the second retest confirms the failure, the DMV Inspector shall indicate to the customer that a failure condition is confirmed, provide the customer with a Vehicle Inspection Report (VIR) print-out indicating the failed item(s), and provide a copy of the Delaware Division of Motor Vehicles Vehicle Inspection Program Brochure.

4.2.1 If the second test indicates a passing condition, the vehicle shall PASS the attribute in question.

- 4.3 Should the customer believe that the DMV Inspection Process is in error, the Division recommends that the vehicle be taken to a State Certified Technician for repair or evaluation.
- 4.4 If the State Technician's evaluation indicates the DMV is in error the following shall occur in the prescribed sequence;
- 4.4.1 The State Certified Technician shall properly complete the Vehicle Repair Form by indicating the discrepancy and authenticating the form by signature and Certification No.
 - 4.4.2 The completed form shall be brought to the original DMV inspection facility and presented to the Inspection Lane Supervisor;
 - 4.4.3 The Lane Supervisor (at discretion) shall submit the vehicle for re-inspection of the failed attribute;
 - 4.4.4 If a PASS is indicated, the vehicle record shall be amended to permit registration; if, in the opinion of the Lane Supervisor, the Division committed a gross error, a Customer Claim Report shall be provided with specific instructions as to proceed;
 - 4.4.5 If a FAILURE condition persists, the customer shall not be provided documentation to proceed with registration;
 - 4.4.6 If the customer remains dissatisfied, the customer shall be directed to discuss the matter with the facility's Lane Manager and the Clean Air Administrator if the latter discussion proves unfruitful;
 - 4.4.7 The Clean Air Administrator shall have final approval of the challenge process. The customer shall provide original copies of all relevant information, test results, repairs, etc. for verification;
 - 4.4.8 After completing the verification process, the Clean Air Administrator shall advise the customer in writing of the Division's decision. Should the decision be in favor of the customer and a valid monetary reimbursement be applicable, the appropriate paperwork shall be provided to initiate a claim;
 - 4.4.9 Should the Administrator's decision be in favor of the Division, the customer shall be directed to have the vehicle properly repaired by a State Certified Technician if a waiver application is planned.