

# What you need to know

## Vehicle inspection report

Your Vehicle Inspection Report (VIR) was provided with this brochure. Be sure to show it to your repair technician because it contains specific information that will help the technician repair your vehicle.

## What if my vehicle doesn't pass the re-test?

- If your vehicle does not pass a re-test or otherwise comply with program requirements within 60 days of its initial inspection, the Registry of Motor Vehicles may suspend your registration.
- If a Registered Emissions Repair Technician repaired your vehicle, it may be eligible for a one-year emissions waiver.
- If your vehicle has a major malfunction (e.g., you need to rebuild the transmission or engine), and you received an estimate for the repairs needed from a Registered Emissions Repair Technician, you may qualify for a one-year repair extension.

## Know your rights

You have the right to complain if you disagree with your vehicle's test results. For more information on the complaint process, call 1-844-358-0135 or visit [www.mass.gov/vehiclecheck](http://www.mass.gov/vehiclecheck).

## To help you prepare for a re-test:

- Massachusetts Vehicle Check Customer Service is open Monday through Saturday from 7 a.m. to 5 p.m., with extended hours until 8 p.m. Tuesday and Thursday. Call 1-844-358-0135.
- Use the Vehicle Check website to find a Registered Emissions Repair Facility near you: [www.mass.gov/vehiclecheck](http://www.mass.gov/vehiclecheck).

## Why should I use a Registered Emissions Repair Facility?

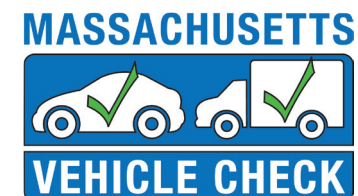
Registered Emissions Repair Technicians are the only ones who can provide the necessary documents, should you need to apply for an emissions waiver or extension. They are certified by the National Institute for Automotive Service Excellence and have completed specialized courses in emissions repairs.

## Find out more

Your VIR contains a list of nearby repair shops. To find out more about a repair shop's re-test success rate or to locate a Registered Emissions Repair Facility near you, call Massachusetts Vehicle Check Customer Service or visit the website.

# My Vehicle Failed its Inspection

## What Do I Do Now?



# Follow these steps to prepare for a re-test

If you return your vehicle to the same inspection station by the date printed on the Vehicle Inspection Report (VIR), the re-test is free.

## 1 Repair safety defects immediately

- Repair safety defects right away to avoid traffic citations and insurance surcharges.
- If, after your vehicle's initial inspection, you receive a referral to a Motorist Assistance Center (MAC), consult experts there before having your vehicle repaired.
- Until your vehicle is re-inspected, keep your repair receipts in your vehicle as proof that you are in compliance with the law. This is especially important for safety defects because you are required to have them repaired immediately. It's also good practice to keep emissions-related repair receipts in case your vehicle does not pass its re-test and you need to apply for a waiver or extension.

## 2 Repair emissions defects within 60 days

- If your vehicle fails due to an emissions problem, you need to get it fixed and re-tested within 60 days of the initial inspection. Since these defects can negatively affect your vehicle's gas mileage and our air quality, it's better to have your vehicle repaired as soon as possible, preferably by a Registered Emissions Repair Technician. They are the only ones who can help qualify you and your vehicle for an emissions waiver or extension.
- Make sure your vehicle is ready for its re-test. After certain emissions repairs are completed, vehicles need to be driven under specific highway and city conditions to get their internal computers ready. Please ask your Registered Emissions Repair Technician or the vehicle's dealer for more information.

### What does my inspection sticker mean?



Black "R" = Your vehicle failed its emissions test.

Red "R" = Your vehicle failed its safety inspection or both its safety inspection and emissions test.

Black "Number" = Your vehicle passed the safety inspection and emissions test!

## 3 Pass the re-test

- Your vehicle must pass a re-test within 60 days of its initial inspection. If, within those 60 days, you return your vehicle to the same location where your vehicle's initial inspection was performed, the re-test is free.
- If your vehicle failed its emissions test and safety inspection, it will be re-checked for both at the same time.
- If your vehicle is repaired by a Registered Emissions Repair Technician and fails its re-test, it may qualify for a one-year emissions waiver. If your vehicle requires a major repair, such as a transmission or engine overhaul, you may qualify for a non-renewable one-year economic hardship extension. Obtaining either a waiver or an extension will meet program requirements, but must be completed within 60 days of your initial inspection.