CONSUMER ASSISTANCE PROGRAM

REPAIR ASSISTANCE OPERATIONS MANUAL

JANUARY 2013

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

This Operations Manual describes the Consumer Assistance Program (CAP) procedures that STAR stations shall follow in order to comply with the CAP Standard Agreement.

Laws and Regulations pertaining to automotive repair dealers, licensed Smog Check stations, and Licensed Smog Check technicians may be referenced in this manual. These laws and regulations are typically expressed in the following manner: Business & Professions Code (B&P); Health & Safety Code (H&S); California Code of Regulations (CCR).

Written suggestions for improvement to this manual are welcome. They should be directed to the:
Department of Consumer Affairs
Bureau of Automotive Repair
Consumer Assistance Program
10949 North Mather Boulevard
Rancho Cordova, CA 95670

This manual supersedes all previous manuals. Discard all prior versions.

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General Information

1.1 Overview - Consumer Assistance Program

The Bureau of Automotive Repair (BAR) is required to offer a Repair Assistance program that provides financial assistance to qualified California consumers, whose vehicles fail a biennial Smog Check inspection. To meet these obligations, BAR administers the Consumer Assistance Program (CAP).

The statutory authority for CAP is found in the Health & Safety Code (§§ 44000-44126) and is implemented through regulations adopted by BAR. (title 16 of the California Code of Regulations §§ 3340.1-3340.50.5; See also §§ 3392.1 et. seq. & 3394.1 et. seq.) Participation in CAP is limited to available funds.

1.2 STAR Stations

The STAR program is designed to make the Smog Check Program more convenient for motorists. The STAR program allows a licensed Smog Check station, which meets higher performance standards, to provide a variety of inspection and repair services to California consumers.

STAR stations in the Basic and Enhanced program areas of the state offer Repair Assistance to qualified consumers and are reimbursed for repairs according to the terms of the CAP Standard Agreement.

For information on the STAR certification process contact BAR's STAR unit at 916.403.8070.

1.3 Hours of Operation/Telephone and Fax Numbers

Public phone lines operate Monday through Friday, from 8:10 a.m. to 4:30 p.m., excluding State holidays. See **Appendix A**, for a current list of State holidays. To contact CAP:

- Telephone Numbers: 866.272.9642 or 916.403.8800
- Fax Numbers for Repair Notifications: 888.336.8334 or 916.464.1212

1.4 Help Desk

CAP has established a Help Desk whereby STAR stations may call with questions regarding the operations manual, technical repair strategies, technical resource availability, fax receipt status, etc.
Stations may contact the CAP Help Desk at 866.361.3933.

1.5 Mailing Address

Applications, billing invoices, and all other required documentation should be mailed to:

Bureau of Automotive Repair
Consumer Assistance Program
10949 North Mather Blvd.
Mather, CA 95670

1.6 Applications

Stations may request a supply of English and Spanish CAP applications by faxing an Application Reorder Form to CAP **(Appendix B)**.

Consumers may also obtain applications by calling the Department of Consumer Affairs, Consumer Information Center (CIC) at 800.952.5210, Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding State holidays.

Station Responsibilities

2.1 Laws and Regulations

Stations shall comply with all laws and regulations that govern the operation of a registered Automotive Repair Dealer (ARD), a licensed Smog Check Test-and-Repair station, and a certified STAR station.

2.2 Standard Agreement

STAR stations are required by law to participate in the Consumer Assistance Program under the terms set forth in the CAP Standard Agreement in order to maintain their STAR certification. Stations that do not participate in the Consumer Assistance Program may be terminated from the STAR Program.

STAR stations are responsible for assisting consumers through the Smog Check process and helping the state achieve the most efficient and cost-effective emissions reductions.

STAR stations shall not make any false statements to consumers or exclude, refuse, or discourage consumers from obtaining CAP repair assistance at their station.

2.3 Operations Manual

STAR stations are required by the CAP Standard Agreement to comply with the provisions of the most current Repair Assistance Operations Manual (OPS Manual) while conducting Repair Assistance transactions.

Stations shall maintain a copy of the most current version of the OPS Manual on their premises during business hours.

2.4 Station Questionnaire

Station personnel shall complete a STAR Station Questionnaire **(Appendix C)**. The STAR Station Questionnaire shall include:

- Station's contact information
- Authorized personnel
- Smog Check technician and license number
- Posted labor rates
- Labor guides used
- All smog inspection fees
- Days and hours of operation
- Number of smog check analyzers

An updated Questionnaire must be submitted any time a change to any of these areas is made.

STAR stations must submit a questionnaire via fax at **916.464.1275** at least three business days prior to the effective date.

Stations will receive an e-mail confirmation with the effective date confirmed.

After receiving the confirmation from CAP the station shall update their Repair Notification Form and Invoice form **(Appendix E & F)** to reflect the desired changes.

New rates and/or fees cannot take effect until an updated STAR Station Questionnaire has been processed by CAP. Only authorized station employees shall authorize CAP transactions and approve reimbursement invoices.

Please note: CAP cannot retroactively adjust station rates and fees.

2.5 Maintenance of Records

Stations shall retain CAP records for a period of not less than **three years from date of repair.** CAP records shall remain on-site, secure and available for review by BAR representatives.

When records are disposed of it must be in a manner in which all information in the records is destroyed, such as by shredding. California Civil Code, §1798.81 requires that records containing consumer information be destroyed or modified to make them unreadable when discarded.

For each CAP vehicle repaired, the station shall maintain the following documents:

- Consumer's original Letter of Eligibility **(Appendix D)**.
- Copy of the CAP Repair Notification Form **(Appendix E)**.
- Completed Repair Assistance Invoice Form **(Appendix F)**.
- The CAP "Designee" Designation Form **(Appendices G and H)**, used in circumstances when the qualified applicant cannot personally deliver the vehicle to the station prior to the original estimate and baseline test.
- Copy of estimates, work orders, final invoices, and vehicle inspection reports.
- Copy of receipts for parts and any sublets.

Stations **shall not** photocopy or retain copies of any consumer's photo identification.

2.6 False Records

CCR §3373 of title 16 states:

"No automotive repair dealer or individual in charge shall, in filling out an estimate, invoice, or work order, or record required to be maintained by section 3340.15 (f) of title 16 of the CCR, withhold there from or insert therein any statement or information which will cause any such document to be false or misleading, or whereby the tendency or effect thereby would be to mislead or deceive consumers, prospective consumers, or the public."

2.7 Station Audits

During normal business hours, BAR personnel may inspect any vehicle participating in CAP, including work in progress, parts removed or installed and repaired vehicles on the station's premises.

Stations shall allow BAR staff access to inspect and audit any and all records pertaining to CAP.

2.8 Consumer Disputes

Stations may contact CAP regarding disputes with CAP consumers. CAP and/or the local BAR field office will attempt to assist the station in resolving the matter.

2.9 Advertising

Stations may advertise their CAP participation, and the ability to perform state-subsidized repairs.

STAR stations with Acceleration Simulation Mode (ASM) capability may advertise that they are authorized to perform Smog Check inspections for directed vehicles.

Stations are responsible for complying with advertising laws and regulations.

2.10 Change of Business Ownership, Name / Address

Stations are responsible for notifying BAR's Licensing Unit prior to conducting any business change affecting a STAR CAP Standard Agreement, Automotive Repair Dealer (ARD) or Smog Check station license.

Contact BAR's Licensing Unit at 916.403.8477 if you have any questions.

The STAR CAP Standard Agreement is non-transferable. Any change in business ownership or ownership structure requiring a new ARD or Smog Check station license will invalidate the CAP Standard Agreement; CAP repairs must cease immediately.

Note: A change of business name and/or address (not involving a change of ownership) does not require a new ARD, Smog Check station license or a new CAP Standard Agreement. However an amendment to the CAP Standard Agreement is required to reflect the new name and/or address. Stations may continue to perform CAP repairs during the CAP Standard Agreement amendment process, unless otherwise advised.

Contact CAP at 866.361.3933 for assistance.

Station Requirements

3.1 Station Hours of Operation

Stations shall offer CAP services during all normal station business hours.

3.2 Station Equipment

In addition to the equipment necessary to inspect, test and repair vehicles consistent with applicable laws and regulations, stations shall have on-site:

- Current, nationally recognized labor estimating guides for automotive repair in hard copy or an online version.
- All required Smog Check and STAR station equipment must be maintained in working order throughout the life of the CAP Standard Agreement.
- Copy machine capable of making copies of all CAP related documents.
- Fax machine with a dedicated telephone line. Use of the dedicated fax line for credit card processing as a business telephone, or any other use, except fax communication and for downloading the data from the LPFET machine, is prohibited.
  The fax machine must have the following items accurately set and kept current:
  - Date;
  - Time;
  - Station fax number;
  - Station name;
  - Auto answering feature, set to answer on three rings or less;
  - Sufficient memory to allow reliable simultaneous transmissions and receiving of faxed documents;
  - Confirm fax delivery using automatic activity and confirmation reports.

3.3 Smog Check Inspections

Station personnel shall perform Smog Check inspections in a manner consistent with all laws and regulations.

Aborting a Test

- Stations shall not abort any test sequence unless it is based on Emissions Test Abort Conditions as outlined in the Smog Check Inspection Procedures Manual.
- Stations shall not abort a test to circumvent a transmission to the Vehicle Information Database (VID).

Smog Test Entry Error

- If the smog technician makes a bona fide error when entering data into the Emissions Inspection System (EIS) (i.e., “tampered” instead of “defective”), another test must be performed to accurately reflect the vehicle information and test results.

If the data entry error resulted in the vehicle receiving a certificate of compliance, CAP will not pay for any repairs performed after the certification.

Repair Data Entry

- All emissions-related repairs must be entered into the EIS.
- Failing to enter or properly enter the repair data into the EIS may result in action taken by BAR.

Repair Process

4.1 Consumer Arrives at Station

Upon arrival, the CAP consumer will present the station with the Letter of Eligibility (LOE) **(Appendix D).** The station shall verify that the person identified in the LOE is the same person as shown in the photo identification (i.e. driver’s license, military identification, etc.), or the representative on the original CAP Designation Form **(Appendices G and H)** authorized to complete the transaction. The station shall also verify that the delivered vehicle is the vehicle listed on the LOE.

If the information does not match, inform the consumer and contact CAP for further instructions

Stations shall not photocopy or retain copies of the CAP consumer’s photo identification.

STAR stations have the discretion of not accepting vehicles for any of the following reasons:

- The vehicle is unsafe or untestable.
- The station does not have the expertise to diagnose and repair the vehicle.
- Station advertises they don’t work on the type of vehicle needing repairs.
- The consumer is uncooperative or unwilling to work within CAP guidelines.

Note: STAR stations shall perform testing, diagnosis, and repairs within the station’s usual and customary timeframes.

4.2 Letter of Eligibility (Appendix D)

The following types of Letters of Eligibility are acceptable:

A) Blue Letter of Eligibility:

This Letter of Eligibility is printed on “blue security paper” and appears normal until photocopied. When photocopied the photocopy displays a visible security imprint “**VOID**” or other security message.

Blue Letters of Eligibility shall be photocopied by the station. If the security imprint “Void” becomes visible on the photocopy it is a valid letter. The station shall retain the original blue letter with the CAP vehicle’s repair records and provide the consumer with the photocopy.

B) Voided Letter of Eligibility:

If a station receives a Letter of Eligibility with a “VOID” or other security message imprint before photocopying, station personnel shall contact CAP to verify consumer eligibility. A consumer may produce such a copy if they have been to another CAP station where part of the CAP funds may have been used. It is the station's responsibility to contact CAP to confirm the amount of available

funds remaining, if any. Any time a station is unsure of the letter's authenticity and/or suspects a counterfeit, contact CAP immediately.

If repairs are made, retain the original Letter of Eligibility (LOE) and provide a photocopy to the consumer. Stations may not be reimbursed for repairs on eligible vehicles if the station does not retain the original letter. If no repairs are done return the original LOE to the consumer.

All Letters of Eligibility have an expiration date. CAP will not reimburse a station if they accept a LOE that has expired, unless the station obtains prior approval from CAP.

Note: In order to verify a LOE you must contact the CAP help desk (see section 1.4) and speak to one of the technical staff. You must document the date and time of the call, the name of the CAP representative with whom you spoke and the instructions on your work order.

4.3 Consumers Changing Stations

If a consumer elects to change STAR stations after the CAP repairs have started, CAP will pay the initial station for all appropriate emissions-related repairs performed and the consumer will leave with a reduced amount of CAP funds.

Stations must not start a CAP transaction unless they intend to, and are capable of finishing the repairs.

4.4 Consumer Co-Payment

The consumer shall pay the total cost of testing and diagnosing the emissions-related failure as co-payment for participating in CAP.

The co-payment shall be paid directly to the station that performs the state subsidized emissions-related repair work under agreement with the BAR.

4.5 Testing and Diagnostic Fees

The charge for testing and diagnosing of CAP vehicles shall not exceed the station's usual and customary charge. Stations are responsible for verifying and documenting the current condition of the vehicle as it relates to the smog check failure, before any repairs are made.

Note: CAP will not reimburse the station for any testing, diagnostic labor costs, or completing OBD II Drive Cycles.

All diagnosis and repair service work must be provided and documented in compliance with title 16 §CCR 3356, §3340.41(d) and §3340.41.3 and B&P §9884.8.

4.6 Initial Estimate and Consumer Authorization

Stations must provide a written estimate to the consumer, and obtain authorization to proceed with repairs.

"Every automotive repair dealer shall give to each consumer a written estimated price for parts and labor for a specific job. No work shall be done and no charges shall accrue before authorization to proceed is obtained from the consumer." (B&P §9884.9; 16 CCR §3353)

For more details, refer to the BAR Laws and Regulations, and BAR's "Write it Right" guide.

4.7 Labor Pricing

Labor charges for CAP repairs shall not exceed the station's usual labor rate or the station's usual and customary fees. The time charged to CAP for the repair shall not exceed the standard amount of time recognized in a nationally distributed and periodically updated labor estimating guide.

Charges for labor time not listed in a nationally recognized labor estimating guide must have the reason clearly stated on the final invoice.

4.8 Parts Pricing

Mark-up of parts for CAP repairs shall not exceed the station's usual and customary mark-up.

CAP will pay shipping costs invoiced by a parts supplier for specially ordered parts.

Shipping costs must be itemized separately on the consumer's final invoice under the labor column. Include shipping cost in the labor category when entering repairs into the EIS.

4.9 Sublet Repairs

No service shall be done by someone other than the licensee or its employees without consent of the consumer. Sublet mark-up for CAP repairs shall not exceed the station's usual and customary mark-up.

Title 16 CCR §3340.15(i)

(i) A licensed smog check station shall not sublet inspections or repairs required as part of the Smog Check Program, except for the following:

(1) Repairs of a vehicle's exhaust system which are normally performed by muffler shops, provided that the malfunction has been previously diagnosed by the specific smog check station originally authorized by the customer to perform repairs to the vehicle.

(2) Repairs of those individual components that have been previously diagnosed as being defective and that have been removed by the specific smog check station originally authorized by the customer to perform repairs to the vehicle.

(3) Repairs of diesel-powered vehicles provided the specific smog check station has obtained authorization from the customer to sublet repairs to the vehicle.

(4) Repairs to a vehicle's transmission provided the specific smog check station has obtained authorization from the customer to sublet repairs to the vehicle.

(5) Corrections to the vehicle's on-board computer systems' software provided that the malfunction has been previously diagnosed by the specific smog check station originally authorized by the customer to perform repairs to the vehicle.

(j) With respect to the sublet of repairs, the smog check station originally authorized by the customer to perform the repairs shall be responsible for any repair in the same manner as if station or its employees had done the repair.

4.10 Other Fees

Consumer charges are limited to the cost of all testing and diagnosis, the certificate of compliance ($8.25), and consumer authorized repair costs beyond the CAP limit of $500.00.

Prohibited Fees: Stations may not charge consumers or CAP other costs, such as electronic transmission fees, or initial check processing fees.

Diagnosis and Repair

5.1 Diagnostic Data Form

A Diagnostic Data Form has been included in this manual **(Appendix I)**. The form is not required, but is designed to aid the repair technician in recording basic diagnostic information.

The Diagnostic Data Form is not to be viewed as the total diagnosis required by CAP. Other tests may be required to completely diagnose the reason for the emissions failure(s).

5.2 Vehicle Passes Pre-Test

Once a vehicle is certified, CAP is unable to reimburse for any repairs performed.

5.3 Tampered Emissions Control Systems

If tampers are found during testing or diagnosing of the vehicle, **STOP** and notify the consumer.

CAP will not reimburse stations for repairs performed to “missing,” “modified,” or “disconnected” (MMD) emissions control equipment. These repairs must be performed and paid for by the consumer prior to performing CAP repairs.

“MMD” repairs shall be described on the final invoice. Repairs to systems identified, as “defective” rather than “MMD” shall be described on the final invoice in such a manner so the consumer and BAR personnel can understand the condition of the component(s) and repairs made.

Note: CAP will NOT determine if a vehicle is tampered. Refer to section 1.4.0 thru 1.4.4 of the Smog Check Inspection Procedures Manual and title 16 CCR §3340.41.5 for the definition of a tamper. If further clarification is needed refer the consumer to the Referee for inspection or contact your local Bureau of Automotive Repair field office.

5.4 Untestable Vehicle

Stations can reject a vehicle for testing/diagnosis if they determine that the vehicle is unsafe or not in an operable condition adequate for testing/diagnosing (H&S §44012(h)). Examples of untestable vehicles are:

- Excessive fluid leaks in the engine, transmission or fuel system;
- Engine overheating or excessively noisy;
- Unsafe drive axle, tire or wheel (dynamometer test only).

The cost of *non-emissions* related repairs necessary to make a vehicle testable are the consumer’s responsibility. If the station determines that the untestable condition is directly related to an emissions failure, and is seeking to use CAP funds to correct the condition, you must contact CAP for authorization.

5.5 Repair Standards

Title 16, Chapter 33, CCR §3340.41 (d) defines repair standards as follows:

“The specifications and procedures required by section 44016 of the Health & Safety Code shall be the vehicle manufacturer’s recommended procedures for emission problem diagnosis and repair or the emission diagnosis and repair procedures found in industry-standard reference manuals and periodicals published by nationally recognized repair information providers. Smog Check stations and Smog Check technicians shall, at a minimum, follow the applicable specifications and procedures when diagnosing defects or performing repairs for vehicles that fail a Smog Check test.”

Systematic Approach

Stations and repair technicians should follow a systematic diagnostic approach, in accordance with standard industry protocols, that obtains relevant data about the engine and emissions control systems on the vehicle, based on the type of Smog Check failure.

The systematic approach includes a diagnostic routine that provides sufficient data to diagnose and repair emissions failures in a cost-effective and efficient manner. Data may include, but is not limited to, compression readings, leak down percentages, intake manifold vacuum readings, scan tool data, condition of grounds, other electrical connections along with wiring, oxygen sensor testing, and other industry accepted factory testing procedures. Diagnostic and repair procedures specified by the vehicle manufacturer should take precedence over generic procedures.

The diagnosis must ensure that the vehicle's engine is in good mechanical condition. This should include an inspection of basic engine operation (i.e., fuel control, individual cylinder contribution, cylinder seal, internal engine noises, oil burning, etc.) and a comprehensive visual inspection. All defects should be noted on the station's work order.

Diagnostic strategies must have the goal of achieving maximum emissions reductions for CAP repair funds spent.

A Good Practice: As the technician performs repairs to reduce emissions, compare the emissions readings after the repair (new emissions baseline) to the first baseline emissions readings. By comparing these readings, the repair technician can establish if the vehicle's emissions readings have increased, decreased, or stayed the same due to the repair.

CAP routinely conducts post audit reviews of repairs performed by STAR stations. In the course of conducting those reviews, BAR has determined that it is not uncommon for technicians to overlook Technical Service Bulletins (TSBs), Special Service Messages (SSMs) and manufacturer recalls when diagnosing and repairing vehicles. Failure to consult these resources can result in stations performing unnecessary and costly repairs.

Remember, TSBs, SSMs and manufacturer recalls are available through major automotive information providers as well as manufacturer Web sites and should always be checked as part of the diagnostic process

Catalytic Converters: All "upstream" repairs should be addressed first before any catalytic converter (CAT) work is performed. As taught in the BAR Clean Air Car Course, installation or replacement of a CAT on a vehicle that is not in fuel control is not an accepted trade standard for good and workmanlike automotive repair.

Regulatory Changes: As of January 1, 2009, Air Resources Board changed the requirements for aftermarket catalytic converters. For information visit the ARB website at www.arb.ca.gov.

5.6 Reimbursable Repairs

Repairs to motor vehicles failing the Smog Check inspection that are subsidized through the Consumer Assistance Program shall be based on appropriate emissions-related repairs that achieve the most cost-effective emissions reduction possible.

The general categories for emissions repairs include but are not limited to the following:

- Positive Crankcase Ventilation Systems
- Exhaust Gas Recirculation Systems
- Evaporative Emissions Control Systems
- Computer Systems
- Ignition Systems
- Fuel Systems
- Engine and mechanical systems related to emissions performance
- Exhaust Emissions Control Systems

Maintenance Items: CAP will only reimburse stations for regularly scheduled maintenance items that are the direct cause of the emissions failure.

5.7 Non- Reimbursable Items

CAP will not reimburse stations for the following:

- Additives
- Air filters
- Batteries
- Body repairs
- Brakes
- Charging and starting system
- Completing OBD II Drive Cycles (The station may allow consumer to complete.)
- Cooling system flushes
- Fuel
- Fuel filters
- Glass repairs
- Heating Ventilation and Air Conditioning repairs
- Ignition Components (Except those that are directly related to an emissions failure.)
- Injection flushes (Except as recommended by the manufacturer for emissions related repairs.)
- Locking Gas Caps (Unless it is the only available option.)
- Motor and transmission mounts
- Mufflers
- Oil change and oil filters
- Oil and fluid top-offs
- Oil Treatments
- Radiators
- Repairs performed after the vehicle is certified
- Repairs performed without the consumer's authorization
- Safety related equipment (i.e., air bags, seat belts)
- Suspension
- Tailpipes
- Tires
- Top engine cleaning (Except as recommended by the manufacturer for emissions-related repairs.)
- Transmission flushes
- Water pumps

5.8 Repair Notifications

Once the station determines the required repairs, **and prior to performing those repairs**, the station must promptly complete and fax a legible Repair Notification Form **(Appendix E)** to CAP. The station shall record the cost of testing and diagnosis as specified on the Repair Notification Form. This information must be sent to CAP even if the consumer declines to have any repairs performed. If the Repair Notification Form is strictly for diagnosis only, a brief statement must be included to indicate why no repairs were performed. (e.g. "Consumer declined engine replacement").

Note: Incomplete, inaccurate, and illegible Repair Notification forms will be returned to the station for correction.

Directions for properly completing this form can be found in **Appendix E.**

Repair Notifications may be faxed to CAP after business hours.

Repair Notification fax numbers are 888.336.8334 or 916.464.1212.

Upon receipt, CAP will fax a computer generated Repair Notification Summary back to the station within three (3) business days

Contact CAP if you have not received a response within three (3) business days.

Note: The station may begin emissions-related repair work on the consumer's vehicle prior to CAP faxing back the Repair Notification Summary.

Revisions or Additions to the Repair Notification Form: Any time there is a cancellation or change in parts price, repair cost, or the method of repair, the station must fax a revised Repair Notification Form to CAP listing the changes prior to performing those repairs. Any cancellation or change must be noted as a **"Revision"** on a Repair Notification Form. The Repair Notification Forms must be consistent with the final repair invoice provided to the consumer.

Note: It is the station's responsibility to obtain the consumers authorization for a change in the method of repairs or an increase in the estimate. (see title 16 CCR §3353(c))

5.9 Post-Repair Test

The charge to the consumer for testing a CAP vehicle shall not exceed the station's usual and customary charge.

Note: CAP will not reimburse the station for repairs performed after the vehicle is certified.

5.10 Final Repair Invoice

Upon completion of the repair process, the station must provide the consumer with a legible copy of the final repair invoice (B&P §9884.8; 16 CCR §3356; & §3340.41.3).

Title 16 CCR §3340.41.3 says;

"The invoice for service, adjustments or repairs performed as part of the smog check program shall describe all service work done and parts supplied to reduce emissions, in the manner prescribed by section 9884.8 of the Business & Professions Code. A general description, such as "low emissions tune up," "scope and adjust," "reduce emissions," or the like is insufficient to satisfy the requirements of section 9884.8 of the Business & Professions Code."

5.11 CAP and Non-CAP Repairs

All CAP and non-CAP repairs shall be recorded on the same work order and the same final invoice, and itemized separately on each. If a station is unable to record all repairs on one invoice, all invoices must be cross-referenced.

5.12 Repair cost Waiver

A consumer may qualify for a repair cost waiver if their vehicle is unable to pass a Smog Check Inspection. The consumer must have spent a minimum of $450 on repairs at a Smog Check station, which may include CAP-funded repairs. Some exceptions apply for Visible Smoke Test failures. Contact the state Referee at 800.622.7733 for more information.

Refer to the Smog Check Inspection Procedures Manual for further information.

If all appropriate emissions-related repairs have been performed to achieve the maximum amount of emissions reduction possible and the station has determined that no adjustment or repair can be performed that will further reduce emissions within the available CAP funds, the station shall inform the consumer of their options listed below:

- Continue with Repairs: Consumer pays for needed repairs in excess of available CAP Funds.
- Apply for Vehicle Retirement.
- Apply for a Repair Cost Waiver. The consumer contacts the Referee Scheduling Center (RSC) at 800.622.7733 to schedule an appointment.

Note: A Post-Repair test must be performed before the consumer goes to the Referee.

Reimbursement Procedures

6.1 Accounting

The Station shall maintain an accurate and up-to-date accounting of CAP repairs performed and billed to CAP.

6.2 Program Funding

Repair Assistance is subject to the availability of funds. BAR will monitor funding for the program and notify stations of any changes affecting consumer participation.

Stations must comply with the requirements set forth by CAP during any suspension of the program that may be necessary due to insufficient funding or other reason.

Prior to any suspension of the CAP program STAR stations will be notified by CAP via ET Blast and E-mail.

6.3 Reimbursement Invoices

Stations shall submit in a timely manner, a CAP Repair Assistance Invoice Form **(Appendix F)**, itemizing the amount requested for reimbursement for each vehicle repaired under CAP.

Directions for properly completing this form can be found in **Appendix F.**

The station shall be responsible for submitting accurate and legible invoices in accordance with the invoice schedule specified in this manual. Inaccurate or illegible invoices will be returned to the station and will need to be resubmitted.

Stations may not bill/invoice CAP for repairs that have not yet been performed or completed.

Station invoices shall contain a “Grand Total” amount and shall include the following information:

- CAP identification number(s)
- Vehicle license plate number(s)
- Repair order date(s)
- Amount charged or credited to the State for services performed
- Station Billing Invoice Number.
    - Each station shall create a billing numbering/alpha system to uniquely identify each invoice submitted by the station.
    - If a billing numbering/alpha system is not on the invoice, the invoice will be returned.
- Station CAP Standard Agreement Number.
    - The station CAP Standard Agreement number must be filled out accurately to ensure prompt payment.
    - If a CAP Standard Agreement number is not recorded, your invoice will be returned.
    - The CAP Standard Agreement Number is located in the top right hand corner of your CAP Standard Agreement. It must be entered on your invoice exactly as it is written on your Standard Agreement.

6.4 Invoice Package

Stations shall send to CAP for processing and payment an invoice package of all CAP repaired vehicles. The package must include the following documents:

- The final CAP Repair Notification Summary;
- Photocopy of the station's final invoice provided to the consumer;
- All diagnostic information including the diagnostic data form (if applicable);
- Completed Repair Assistance Invoice Form **(Appendix F)** with original signature in blue ink as required by the State Controller's office to process payment.

Stations shall submit invoices via mail to:

Bureau of Automotive Repair
Consumer Assistance Program
Invoice Unit
10949 North Mather Blvd.
Rancho Cordova, CA 95670

6.5 Reimbursement Requirements

Stations should not combine claims for repairs that involve different CAP Standard Agreements. See the first page of the station CAP Standard Agreement(s) for the effective date(s), and CAP Standard Agreement number.

Repairs performed in different fiscal years must be submitted on separate invoices.

The State of California's fiscal year **(FY)** begins July 1 and ends June 30. For accounting purposes, invoices cannot cross or combine fiscal years. Do not combine June and July billings in one invoice package. When fiscal years are combined on the same invoice, the invoice will be returned and will need to be resubmitted before payment can proceed.

Repairs that begin in June (previous FY) but are completed in July (current FY) will be considered performed in the previous fiscal year.

Appendices

A. **State Holidays**

B. **CAP Application Reorder Form**

C. **STAR Station Questionnaire**

D. **Letter of Eligibility for Repair Assistance**

E. **Repair Notification Form**

F. **Repair Assistance Invoice Form**

G. **CAP Designee Form (English)**

H. **CAP Designee Form (Spanish)**

I. **Diagnostic Data Form**

J. **Station Request for Status Change**

K. **CAP Contact List**

L. **Repair Assistance Frequently Asked Questions (Consumer)**

State Holidays

All BAR offices are closed on the following holidays:

New Year's Day
Martin Luther King Jr. Day
Presidents Day
Cesar Chavez Day
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

Appendix B

Consumer Assistance Program (CAP)

APPLICATION REORDER FORM

To obtain additional CAP applications, you may:

1. Complete the form below and fax to 916.464.1757; or
2. Visit BAR's website at www.smogcheck.ca.gov; or
3. Contact the Department of Consumer Affairs at 800.952.5210.

REORDER FORM (PLEASE PRINT LEGIBLY)

Name of Station/Office: _____

Attention: _____

Address: _____

City, State, Zip: _____

Phone: _____

Quantity*: _____

*CAP application is now a single page (Back to Back, English/Spanish)

Allow up to two weeks for delivery.

DEPARTMENT OF CONSUMER AFFAIRS

STATE OF CALIFORNIA • STATE AND CONSUMER SERVICES AGENCY • GOVERNOR EDMUND G. BROWN JR.

BAR
Bureau of Automotive Repair

Consumer Assistance Program
10949 North Mather Blvd.
Rancho Cordova, CA 95670

916.403.8800 Telephone 1.866.361.3933 Toll Free
916.464.1275 Fax
www.smogcheck.ca.gov

STAR STATION QUESTIONNAIRE

Station Name:	License Number:
Address:	Phone Number:
City Zip:	Fax Number:
County – BAR Field Office:	County Tax Rate:

Contact Person Trained by CAP	Name / Title:

List all persons authorized to sign the Billing Invoices and the Repair Notification Forms

Title	Print Name	Signature
Title	Print Name	Signature
Title	Print Name	Signature

List name and license numbers of all Smog Technicians performing CAP repairs

License Number	Print Name	Signature
License Number	Print Name	Signature
License Number	Print Name	Signature

Posted Labor Rate Per Hour	Labor-Estimating Guide Used	Smog Inspection Fee Light Duty Trucks and Cars	Smog Inspection Fee (if different) Heavy Trucks and/or Motorhomes
$		**ASM $** **TSI $**	**ASM $** **TSI $**

Email Address	Operating Days/ Hours	Number of Working Bays/Analyzers
		# of Bays **# of Analyzers**

Performs or sublets diesel emission related diagnosis/repairs: **Yes** ◯ **No** ◯

Owner Signature	Owner Signature
Print Name Date	Print Name Date

DEPARTMENT OF CONSUMER AFFAIRS

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Bureau of Automotive Repair

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Consumer Assistance Program
10949 North Mather Blvd.
Rancho Cordova, CA 95670
916.403.8800 Telephone 1.866.272.9642 Toll Free
916.464.1270 Fax
www.smogcheck.ca.gov

LETTER OF ELIGIBILITY FOR REPAIR ASSISTANCE

7/1/2012

CAP Operations Manual
10949 North Mather Boulevard
Rancho Cordova, CA 95670

Vehicle License Plate: 1PLATE
VIN: 3C4FY48B83T544349

CAP ID#: **2101020**

We are pleased to inform you that your application for the Consumer Assistance Program (CAP) Repair Assistance option has been approved. You are eligible to receive **up to $500** in emissions-related repair services on your vehicle. As financial assistance is based on the availability of funds, we encourage you to initiate CAP repairs as soon as possible.

Co-Payment Requirement

Participation in Repair Assistance requires that as a co-payment, you must pay the total costs associated with the testing and diagnosis of the emissions-related failures for your vehicle. The payment shall be made directly to a Gold Shield station that has entered into an agreement with CAP to perform state subsidized emissions-related repair work.

YOUR LETTER OF ELIGIBILITY IS VALID THROUGH 9/29/2012

Example

The next step in the Repair Assistance process is for you to schedule an appointment with one of the Gold Shield stations currently under agreement with CAP. A list of Gold Shield stations approved to perform CAP funded repairs is available online at the Consumer Assistance Program (CAP) link located in the "Quick Hits" section at www.smogcheck.ca.gov or by calling 800.952.5210. CAP repairs may only be performed at these stations.

When you present your vehicle for repairs, you must provide the Gold Shield station with the following:

- This original letter
- Your driver's license or identification card
- Your vehicle registration renewal notice from the Department of Motor Vehicles (DMV)
- Payment to the station for the testing and diagnosis of your vehicle (Co-Payment Requirement)

The Gold Shield station will retain this original Letter of Eligibility and provide you with a copy.

Thank you for helping to improve California's air quality through your participation in CAP. If you have any questions please contact us toll free at 866.272.9642 or visit us on the web at www.smogcheck.ca.gov.

Para obtener información en español sobre su elegibilidad, por favor llame a CAP en 866.272.9642.

Consumer Assistance Program (CAP)
Repair Notification Form Instructions for Appendix E

Section 1 – Vehicle Information
CAP ID Number – Enter the CAP ID number found at the top left side of the Letter of Eligibility.
Vehicle License Number – Enter the license plate characters from the vehicle being repaired.
Customer Name – Enter the name of the person who brought the vehicle in and signed the estimate. This person should be the one named on the Letter of Eligibility and matches DMV registration form.

Section 2 – Diagnostic and Testing Charges
Diag Charge – Enter the labor amount you charged the consumer for diagnosis.
Testing Charge – Enter the amount you charged the consumer for Smog Testing the vehicle.
Already spent – If CAP money has already been used at another facility, enter the total amount over what CAP has left. Contact CAP for details and balance available.

Section 3 – CAP Station Information
Station Name – The name of the station is automatically populated from what is entered on the Invoice screen.
Station License Number – The station's BAR license number is automatically populated.
Station Labor Rate –The stations hourly labor rate is automatically populated.
Labor Guide Used – From the drop down menu choose the name of the estimating guide used to estimate the cost of the recommended repair.
Station Phone Number – The stations phone number is automatically populated.
Repair Order Reference Number – Enter the identifying number on the station's repair order.
Tech Lic# – Enter the technician EO license number of the technician performing the repair.

Section 4 – Repair Information
Repair Notification #1 – The first repair strategy to be performed by station.
Labor – Click on the box and a drop down menu will appear. Select, from that menu, the repair that you are performing. If no selection matches the repair you are doing enter a brief description of repair to be performed.
Labor Units – Enter in the Labor units that coincide with the repair performed. The time charged shall not exceed the standard amount of time recognized in a nationally distributed and periodically updated labor estimating guide.
Labor Total – Enter the total amount of labor charges based on your labor units times your labor rate.
Parts Quantity – Enter quantity of parts.
Parts Price – Enter parts price.
Parts Total– Will automatically be calculated based on your parts price times your parts quantity.
Tax – Will automatically be calculated based on your tax rate times your parts total.
Consumer Paid – Will automatically be calculated based on the amount over the CAP limit.
Notification #1 CAP Total –Will automatically be calculated based on the line total, less the consumer paid not to exceed $500.00.
Repair Notification 2 & 3 – The 2nd and 3rd strategy to be performed by station. All entries are noted as above, labor, parts, etc.

Section 5 – Signature and Date
Print Name – The printed name of the person who prepared the Repair Notification Form and whose name appears on the Station Questionnaire on file with CAP.
Preparer's Signature – The signature of the person who prepared the Repair Notification Form and whose name appears on the Station Questionnaire on file with CAP.
Title – Title of individual signing Repair Notification.
Date – The date the Repair Notification is prepared and submitted.
Station Fax Number – The Station's Fax number is automatically populated.
CAP Total – The total that CAP will be charged for the repair will automatically be calculated.

Rev. July 2012

NOTE: The Repair Notification Form is designed to be used as a Microsoft Excel spreadsheet. The use of this form as a spreadsheet is highly recommended by CAP.

SECTION 1 - VEHICLE INFORMATION	
CAP ID#	
Lic Plate#	
Cust Last Name	
SECTION 2 - Diagnostic and Testing Charges	
Diag Charge	
Testing Charge	
Testing Charge	

Over available funds

SECTION 3- STATION INFORMATION	
Name	
ARD #	
Labor Rate	
Labor Guide	
Phone #	
RO Ref #	
Tech Lic #	

SECTION 4 - REPAIR INFORMATION

Repair Notification #1	Labor Units	Labor Total	Parts Quantity	Parts Price	Parts Total
Notification 1 Subtotals					
			Tax	Consumer Paid Over $500.00	Notification #1 CAP Total

Repair Notification #2	Labor Units	Labor Total	Parts Quantity	Part Price	Part Total
Notification 2 Subtotals					
			Tax	Consumer Paid Over $500.00	Notification #2 CAP Total

Repair Notification #3	Labor Units	Labor Total	Parts Quantity	Part Price	Part Total
Notification 3 Subtotals					
			Tax	Consumer Paid Over $500.00	Notification #3 CAP Total

All diagnosis and repair service work must be provided in compliance with Sections 3340.41(d) and 3340.41.3 of the California Code of Regulations and Section 9884.8 of the California Business and Professions Code.

SECTION 5 - SIGNATURE / DATE		Labor Total	Parts Total	Tax	Over $500.00	CAP Total
Print Name						
Signature						
Title	Date	Tax Rate		Station Fax #		

Consumer Assistance Program (CAP)
Invoice Form Instructions for Appendix F

ARD - Enter your stations ARD number.
Name - Enter stations name as on file with the Bureau of Automotive Repair.
Address- Enter address
City,ST - Enter city, state, and zip code
Phone# - Enter stations phone number
FAX# - Enter stations FAX number
Station invoice billing number - Enter your invoice billing number. Each station shall create a billing numbering/alpha system, which is used to uniquely identify each invoice submitted by the station during the billing process. This numbering/alpha system makes it easier to identify the invoice for follow-up purposes.
CAP Agreement/Vendor Number - Enter CAP Agreement Number. This number is located in the top right hand corner of your CAP Standard Agreement. It must be entered on your invoice exactly as it is written on your Standard Agreement.
Labor Rate - Enter the labor rate that you have on file with CAP. If a change is made to the labor rate the station shall immediately submit a new STAR Station Questionnaire to CAP on a Station Questionnaire (Appendix I) with the correct labor rate to (916) 255-4506.
Tax Rate - Enter the tax rate that you have on file with CAP. If a change is made to the tax rate the station shall immediately submit a new STAR Station Questionnaire to CAP.
***NOTE: As you complete these areas the Repair Notification Forms will automatically be populated with the information.**

Repair Form #
Row 1:

- **CAP ID Number**- Is automatically populated as the Repair 1 tabbed notification is filled out.
- **Repair Order Date** - Is automatically populated as the Repair 1 tabbed notification is filled out.
- **Vehicle License Number** - Is automatically populated as the Repair 1 tabbed notification is filled out.
- **Labor** - Is automatically populated as the Repair 1 tabbed notification is filled out.
- **Parts** - Is automatically populated as the Repair 1 tabbed notification is filled out.
- **Sales Tax** - Is automatically populated as the Repair 1 tabbed notification is filled out.
- **Consumer Paid** - Is automatically populated as the Repair 1 tabbed notification is filled out. Consumer's co-pay and if the total invoice is over $500.00, write down the amount over $500.00 - DO NOT include the $8.25 for the cost of certificate. Itemize the $8.25 cost of certificate on your final invoice.
- **Total CAP Reimbursement** - Is automatically populated as the Repair 1 tabbed notification is filled out. The total amount CAP owes you ***NOT including the $8.25 for the cost of certificate*** (It can not exceed $500.00).

Row 2 through Row 10; repeat the process for Row 1.

Claimant Signature

- **Owner/Manager's** signature in **Blue Ink** (claimant's name must be the same as on Station Questionnaire form).
- **Date** - today's date that this form is being signed.
- **Printed Name** (claimant's printed name)
- **Grand Total** Is automatically totaled as the Repair notifications are filled out.

NOTE: The Invoice Form is designed to be used in conjunction with the Repair Notification Form as a Microsoft Excel spreadsheet. The use of this form as a spreadsheet is highly recommended by CAP.

DEPARTMENT OF CONSUMER AFFAIRS
BAR
Bureau of Automotive Repair

SUBMIT THIS INVOICE TO:
CONSUMER ASSISTANCE PROGRAM
10949 North Mather Blvd
Rancho Cordova, California 95670
ATTN: INVOICE UNIT

Toll Free Phone (866) 361-3933

ARD	
Name	
Address	
City, St	
PH #	
FAX #	

Stations Billing Invoice #	Labor Rate	For CAP Use Only
		*Approved By:
CAP Agreement/Vendor #	**Tax Rate**	
		Date:

Repair Form #	CAP ID Number	Repair Order Date	Vehicle License Number	Labor	Parts	Sales Tax	(-) Consumer Paid	Total CAP Reimbursement
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Claimant Signature	For Accounting Use Only **1313/418.11/58216**	**Grand Total**	
Printed Name	Date		

***Approval of this invoice is hereby given for services rendered in conformance with Section 44062.1 of the Health & Safety Code, by a "Gold Shield" station certified per Section 44014.2 of the Health & Safety Code.**

(Rev. 07/01/2012)

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

STATE OF CALIFORNIA • STATE AND CONSUMER SERVICES AGENCY • GOVERNOR EDMUND G. BROWN JR.

Consumer Assistance Program
10949 North Mather Blvd.
Rancho Cordova, CA 95670
916.403.8800 Telephone 1.866.361.3933 Toll Free
916.464.1212 Fax
www.smogcheck.ca.gov

"***DESIGNATION OF PERSON TO AUTHORIZE CONSUMER ASSISTANCE PROGRAM (CAP) REPAIRS"***

I hereby designate the individual named below to authorize CAP repair work to my vehicle.

Name of Designee: _____*Phone Number:* _____

(Please Print)

Fax Number: _____*E-Mail Address:* _____

Name of CAP Applicant: _____*CAP ID No.:* _____

I have read this document carefully and understand that by signing it, I have granted permission to another person to authorize emissions-related repairs to be performed on my vehicle as part of the Consumer Assistance Program.

_____

(CAP Applicant's Signature) *Date:*

Rev. July 2012

DEPARTMENT OF CONSUMER AFFAIRS

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"PERSONA DESIGNADA PARA AUTORIZAR LAS REPARACIONES DEL PROGRAMA DE ASISTENCIA AL CONSUMIDOR

(CAP)"

Por la presente designo a la persona cuyo nombre aparece a continuación para que autorice las reparaciones de CAP a mi vehículo

Nombre del designado: _____ Número de teléfono: _____

(Con letra de imprenta)

Número de Fax: _____ Dirección de E-Mail:_____

Nombre del aspirante de CAP: _____

Numero de identificación de CAP: _____ Número de ID de CAP_____

He leído este documento con detenimiento y entiendo que al firmarlo le estoy dando permiso a otra persona para que autorice las reparaciones relacionadas con las emisiones de escape realizadas en mi vehículo como parte del Programa de Asistencia al Consumidor.

_____

(Firma del Aspirante CAP) Fecha:

Appendix I

DIAGNOSTIC DATA FORM

The following chart is designed to assist the CAP station technician in the diagnosis and repair of failing CAP vehicles. Each vehicle and its emission failure(s) are unique and may require further tests than those listed below. Not all vehicles may require these tests. **Factory test procedures take precedence over any generic test. These tests are not in the order of importance.**

CIRCLE YES (Y), NO (N) OR READING/EXPLANATION.

CAP ID#	Year / Make / Model	Vehicle License #	Technician #	Date
			Work order #	

Are there any Factory Technical Service Bulletins (TSBs), recalls/warranties related to the emission failure? **Y / N**

Confirm basic engine condition:

Engine condition: Is there any knocking, **Y / N** head gasket leakage **Y / N** or any other degraded engine condition(s) **Y / N**

Is the engine smoking during the test or at any time? **Y / N**

(*As needed*) Relative compression, compression test, cylinder balance test, leak down test results (whichever test was appropriate)

#1 _____ #2 _____ #3 _____ #4 _____ #5 _____ #6 _____ #7 _____ #8 _____

Vacuum readings _____Is the vacuum steady? **Y / N** Base/Advanced timing _____ Coolant Temp _____

Are there any Diagnostic Trouble Code(s) stored? **Y / N** Are they emission related? **Y / N** If yes, record the code(s)

_____

Is the vehicle OBDI? **Y / N** If yes, did you clear the codes? **Y / N** Did they return? **Y / N**

Is the vehicle OBDII **Y / N** If yes, what is recorded in "Freeze Frame Data"? _____

Have all monitors run to completion? **Y / N** Has the monitor(s) for the repaired system(s) run to completion after repair? **Y / N**

If no, why?_____

Ignition system: overall condition, are there any misfires? **Y / N** HC failures? **Y / N** What is the specific component of the ignition system that needs to be replaced / repaired? _____

Is the fuel pressure within specs? **Y / N** Results?_____Does the pressure hold after the pump stops? **Y / N**

Air Injection System (if applicable) Is the AIS functioning correctly? **Y / N** If no, why _____

EGR system (if applicable) Is system functioning correctly? **Y / N** Is valve getting vacuum? **Y / N**

Does engine stumble/die when valve is manually raised? **Y / N** Is EGR valve defective? **Y / N** Is system restricted? **Y / N** Is system plugged? **Y / N**

Other:_____

What is the amount of intake manifold vacuum drop when EGR is applied?_____

As applicable: Is the **Air Fuel Ratio Sensor** operating correctly? **Y / N** If no, what is wrong with the sensor?_____

Oxygen Sensor: Low Voltage: _____mv High Voltage: _____mv Rise time: _____ms

NOTE: min/max/ measured while artificially manipulating air/fuel mixture full lean to full rich rise time is measured from 175mv to 800mv

Average voltage: _____ Is O2 sensor functioning correctly? **Y / N** Is vehicle in fuel control? **Y / N** If no is O2 biased? Rich **Y / N** Lean **Y/N**

Will computer respond to an artificial O2 signal? **Y / N**,

If no, why?,_____

NOTE: If O2 sensor wave form is erratic, (Signal Hash) this may indicate a misfire or other problem and must be corrected prior to Catalytic Converter replacement.

Fuel Trim:

What are fuel trim numbers under failing conditions?_____

Is the vehicle adding fuel or taking fuel away under failing conditions? _____

Final Diagnosis / What component(s) or system(s) need to be repaired or replaced and why?_____

_____

CATALYTIC CONVERTER DIAGNOSTIC ROUTINE

Factory diagnostic/testing procedures take precedence over generic tests.

Cat tests are valid or useful to the extent the vehicle is in fuel control. CAT tests require certain conditions be created by upstream systems in order to be valid. Fuel control is not just a varying O2S and/or fuel metering device. Fuel control is defined as the vehicle's ability to control fuel in response to the O2S input signal keeping the air/fuel ratio at 14.7 to 1 (stoichiometric). CAT replacement is generally the last repair.

Do not replace a CAT with other repairs associated with its efficiency.

DO NOT REPLACE A CAT ON A VEHICLE THAT IS NOT IN FUEL CONTROL.

RECORD ON THE WORK ORDER "THE VEHICLE IS IN FUEL CONTROL".

O2 snap test	CO2 cranking test	Pre CAT / Post CAT (intrusive test)	Factory specific temperature test
O2% _____ %	HC: _____ ppm	Pre CAT: _____ Post CAT: _____	temp in _____ temp out _____
	CO2: _____	CAT efficiency: _____%	

Two CAT tests are more conclusive than one. A generic temperature test alone is not acceptable. Temperature tests are best used to confirm another test. An intrusive test is an optional test to confirm the effectiveness of the reduction portion of the catalyst.

Appendix J

DEPARTMENT OF CONSUMER AFFAIRS

BAR

Bureau of Automotive Repair

STATE OF CALIFORNIA • STATE AND CONSUMER SERVICES AGENCY • GOVERNOR EDMUND G. BROWN JR.

Consumer Assistance Program
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916.464.1212 Fax
www.smogcheck.ca.gov

STAR & CONSUMER ASSISTANCE PROGRAM (CAP)
REQUEST FOR STATUS CHANGE
INACTIVE OR PROGRAM WITHDRAW

Station Name	**Date**
Phone Number	**License Number**

INACTIVE STATUS REQUEST

I hereby request that this station be placed on **Inactive status** from the STAR and Consumer Assistance Program (CAP).

Requests to continue **inactive status** beyond 90 days will be considered on a case by case basis.

Approximate date of return to active status:_____

WITHDRAWAL REQUEST

I hereby request to **withdraw** from the STAR and Consumer Assistance Program (CAP). I understand that my STAR certification and CAP Standard Agreement will be **canceled**.

Withdrawal date:_____.

REASON

I understand that I will no longer be able to perform the following:

- Conduct CAP Repairs
- Certify Gross Polluters
- Certify Failed Test-Only Directed Vehicles
- Conduct Initial Test on Test-only Vehicles
- Display STAR Station Signage

Owner/President/Partner Signature	Date
Print Name	Date

Contact List

Department of Consumer Affairs
Consumer Assistance Program (CAP)

Main Telephone Number:	
Consumers	866.272.9642
Stations Only (Tech line)	866.361.3933
Fax Number:	
Local	916.464.1212
Toll Free	888.336.8334

BAR/CAP Supervisor & Technical Advisor:	Randy Powers 916.403.8764 Randy.Powers@dca.ca.gov
Invoice Processing Supervisor:	Terri Linggi 916.403.8763 Terri.Linggi@dca.ca.gov
Contract Information:	Jerry Van Sant 916.403.8712 Jerry.Vansant@dca.ca.gov
	Mike Nguyen 916.403.8723 Michael.Nguyen@dca.ca.gov
Program Manager:	Tim Corcoran 916.403.8761 866.272.9642 Tim.Corcoran@dca.ca.gov
Mailing Address:	Bureau of Automotive Repair Consumer Assistance Program 10949 North Mather Blvd. Rancho Cordova, CA 95670

Department of Consumer Affairs	
Consumer Information Center (CIC)	800.952.5210
State Referee Center	800.622.7733

DEPARTMENT OF CONSUMER AFFAIRS
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July 2012
STATE OF CALIFORNIA
DEPARTMENT OF CONSUMER AFFAIRS
BUREAU OF AUTOMOTIVE REPAIR
CONSUMER ASSISTANCE PROGRAM
REPAIR ASSISTANCE – FREQUENTLY ASKED QUESTIONS

Where can I go to get my vehicle repaired?

Only STAR repair stations are authorized to repair vehicles participating in CAP. A list of authorized STAR stations is available online at the Consumer Assistance Program (CAP) link located in the "Quick Hits" section at **www.smogcheck.ca.gov** or by calling **800.952.5210**.

If I take my vehicle to a non-STAR repair station, will CAP provide financial assistance toward the cost of repairs?

No, CAP is only authorized to pay for repairs that are completed by STAR repair stations under agreement with BAR.

What cost am I initially responsible for?

Participation in Repair Assistance requires that as a co-payment, you must pay the total costs associated with the testing and diagnosis of the emissions-related failures for your vehicle. The payment shall be made directly to a STAR station that has entered into an agreement with CAP to perform state subsidized emissions- related repair work.

What other charges will I be responsible for?

The certificate of compliance ($8.25), and any repairs you authorize beyond the $500 CAP benefit.

What do stations charge for diagnosis, testing, and repairs?

STAR stations are independently owned and operated, the hourly rate they charge and the time required to perform the repairs varies. You should obtain more than one estimate prior to authorizing testing or repairs to ensure you get the best price and value.

Will I be reimbursed for repairs that helped my vehicle pass Smog Check prior to applying with CAP?

No, CAP cannot reimburse you for tests or repairs performed.

Why does the station test and diagnose my vehicle before making repairs?

STAR stations are responsible for verifying and documenting the current condition of the vehicle as it relates to the smog check failure, before repairs are made.

Can a STAR station decline to work on my vehicle?

STAR stations have the discretion of not accepting vehicles for any of the following reasons:

- The vehicle is inaccessible, unsafe or untestable
- The station does not have the expertise to diagnose and repair your specific vehicle; or
- The vehicle owner is uncooperative or unwilling to work within CAP guidelines

What types of repairs are covered?

CAP will only pay for emissions-related repairs.

What types of repairs are not covered by CAP?

CAP will not pay for non-emissions related repairs or regularly scheduled maintenance items unless it is the direct cause of the emissions failure. Non-reimbursable items include:

- Additives
- Air filters
- Batteries
- Body repairs
- Brakes
- Charging and starting system
- Cooling system flushes
- Fuel
- Fuel filters
- Glass repairs
- Heating Ventilation and Air Conditioning repairs
- Injection flushes
- Motor and transmission mounts
- Mufflers
- Oil change and oil filters
- Oil and fluid top-offs
- Oil Treatments
- Radiators
- Repairs performed after the vehicle is certified
- Safety related equipment (i.e. air bags, seat belts)
- Suspension
- Tailpipes
- Tires
- Top engine cleaning
- Transmission flushes
- Water pumps

What are my options if the repairs exceed what CAP can pay?

- You may continue with the repair process and pay for additional repair costs yourself.
- You may be eligible for the CAP Vehicle Retirement option.
- You may be eligible for a one time repair cost waiver through the Referee. Please talk with your STAR station about this option.

Is there a deadline for repairing my vehicle through CAP?

Yes, repairs on your vehicle must start before the expiration date indicated on your *Letter of Eligibility*.

Where can I get more information?

Visit the Bureau of Automotive Repair's (BAR) Web site **www.smogcheck.ca.gov** or call CAP at **866.272.9642.** CAP hours of operation are Monday through Friday, 8:10 a.m. to 4:30 p.m. Please note that BAR offices are closed on Saturdays, Sundays, and state holidays.