

CONSUMER ASSISTANCE PROGRAM

10949 North Mather Boulevard, Rancho Cordova, CA 95670

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VEHICLE RETIREMENT PROGRAM

Frequently Asked Questions

1. What is the Vehicle Retirement Program?

The Vehicle Retirement Program is administered by the Bureau of Automotive Repair (BAR) Consumer Assistance Program (CAP) and is designed to help improve California's air quality. Through CAP, a consumer may retire a qualified vehicle and receive \$1,000 or \$1,500 if the consumer meets low income eligibility guidelines.

2. What are the requirements to retire my vehicle through CAP?

Eligibility requirements are available on BAR's website, www.smogcheck.ca.gov.

3. How do I participate in Vehicle Retirement?

You must submit a completed CAP application. To obtain a CAP application, visit BAR's website at www.smogcheck.ca.gov, or contact the Department of Consumer Affairs' Consumer Information Center at (800) 952-5210.

4. Are there documents I should submit with my application?

If your household income meets the low income eligibility requirement (225% of the federal poverty level), you may be required to provide documentation verifying your household income. For more information, visit BAR's website, www.smogcheck.ca.gov.

5. How will I be notified if I qualify?

After your application is processed, you will be mailed a determination letter. In general, CAP applications are processed in approximately eight (8) weeks from the date of receipt.

6. If approved, what can I expect?

If approved, you will receive a Letter of Eligibility which will provide specific instructions on how to successfully retire your vehicle through CAP. Included will be a list of auto dismantlers authorized by BAR to retire your vehicle.

7. Where do I take my vehicle?

You must choose from the list of auto dismantlers authorized by BAR to retire CAP vehicles. The list is available online at www.smogcheck.ca.gov or by calling the Department of Consumer Affairs, Consumer Information Center at (800) 952-5210. Always contact the dismantler prior to arriving to ensure they are able to accept CAP vehicles. Some dismantlers require appointments.

8. Is there a deadline to take my vehicle to the dismantler?

Yes. You must take your vehicle to a CAP contracted dismantler prior to the expiration date indicated on your Letter of Eligibility.

9. What if I do not have the original title to my vehicle or the title to my vehicle is altered (i.e., crossed out information)?

If you do not have the original title or have an altered title, you must contact the auto dismantler you plan to visit for further instructions.

10. Do all owners listed on the vehicle's registration need to be present at the dismantler site to retire the vehicle?

Yes. If any of the registered owner(s) cannot be present, a DMV Power of Attorney form (REG 260 or REG 262) must be completed by the owner(s) designating someone else permission to retire the vehicle on their behalf.

11. Where can I get the Department of Motor Vehicles (DMV) forms I need?

You can obtain DMV forms at DMV's website, www.dmv.ca.gov, at any DMV office, or by contacting the DMV Call Center at (800) 777-0133.

12. Do I need to show the dismantler photo identification?

Yes. All registered owners and designees must present their driver license or other photo identification. Designees must also provide a copy of the registered owner(s) photo identification.

13. When will I get paid for my vehicle?

If your vehicle passes the equipment and operational inspection, the dismantler will immediately issue a check made out to the registered owner(s).

14. Can the dismantler give me a ride home?

No. You are responsible for arranging your own transportation home.

15. Where can I get more information?

Visit BAR's website, www.smogcheck.ca.gov, or call CAP at (866) 272-9642. CAP agents are available to answer calls Monday through Friday, 8:10 a.m. to 4:30 p.m. BAR offices are closed on Saturdays, Sundays, and state holidays.