



*Consumer Assistance Program  
Repair Assistance Operations Manual  
July 2016*



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 916.403.8060.

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

### 1.4 CAP Station 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.

CAP Help Desk phone lines operate Monday through Friday, from 8:00 a.m. to 4:50 p.m., excluding State holidays at 866.361.3933.

**NOTE:** This number is for repair stations only. DO NOT give this number to the consumer.

### 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.  
Rancho Cordova, 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
- All smog inspection fees

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 this chapter, 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.

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.

**A new station questionnaire (appendix C), and a new Payee data record (STD 204) are required to be completed prior to the agreement being amended.**

Stations must use the complete "Payee's Legal Business Name" that matches their FEIN, or SSN for a sole proprietor, when completing the STD 204, e.g.: ACME Inc. DBA Smog Shop

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.
- A computer and printer with a current edition of Microsoft Excel or Open Office installed.
- 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.
- Either a fax machine or an active email account to send and receive repair notifications that meet the following requirements:
- A 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.

- An active E-mail account. A station that chooses to use this method of sending and receiving Repair Notification Forms must be able to do so as outlined in Section 5.8 under E-Mail Option.

### 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) or OBD Inspection System (OIS) (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 or OIS.
- Failing to enter or properly enter the repair data into the EIS or OIS 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. Do NOT mail this letter to CAP.**

**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 posted labor rate that is on file with CAP. The time charged to CAP or the consumer 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.

**NOTE- Catalytic Converter labor charge:** CAP will allow 1.0 hour or the time indicated in a nationally recognized labor estimating guide, times the repair stations posted labor rate, whichever is greater. This is for Catalytic Converters that are bolted in, welded in or sublet to another facility.

**Wiring repair labor charge:** CAP will allow a maximum of 1.0 hour to make a wire repair or the time indicated in a nationally recognized labor estimating guide. Locating a bad wire is considered part of the diagnosis.

**EGR cleaning labor charge:** CAP will allow a maximum of 1.0 hour for cleaning the EGR passageways unless a labor time is given in a nationally recognized labor estimating guide. If components (e.g. an intake manifold) need to be removed to clean the EGR passageways the station shall use the time indicated in a nationally recognized labor estimating guide.

#### 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 or OIS.

#### 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. Sublet repairs must be noted as such on the stations repair order and the parts and labor be itemized.

Title 16 CCR §3340.15(h) and (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 check processing fees or shop supplies.

## 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. If the diagnostic data form is not used the diagnostic information must be recorded on the stations invoice. The diagnostic information is required to be faxed to CAP at the time you fax the Repair Notification Form.

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 Baseline Test Required

As part of the diagnostic process CAP requires a baseline pretest be performed on the vehicle. This test must be performed at the time of repairs on every vehicle even if the station performing the repairs is the same station that performed the initial smog test that got the vehicle into the CAP program. CAP recommends performing any baseline test in "pretest mode". Testing the vehicle in pretest mode provides the opportunity to make emissions related repairs to reduce tailpipe emissions on vehicles passing at or near the "cut points." A pre-test also allows the station to identify and correct intermittent problems e.g. Malfunction Indicator Light (MIL) codes, prior to testing the vehicle in certification mode. 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:** After repairing tampers, perform a pre-test to show tampers are clear and the vehicles current condition.

**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 from 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, the Repair Notification submitted to CAP, and the effectiveness of those repairs verified and documented, before any catalytic converter (CAT) work is submitted for, and performed. Do NOT submit for “upstream” repairs and Catalytic converter at the same time. 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](http://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 Smog Check inspection failure related repairs that achieve the most cost-effective repair possible. CAP can only pay for repairs that have been identified on the Vehicle Inspection Report as a failure.

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

## 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
- Coolant hoses
- Fuel
- Fuel filters
- Glass repairs
- Heating Ventilation and Air Conditioning repairs
- Injection flushes (Except as recommended by the manufacturer for emissions related repairs.)
- Locking Gas Caps (Unless it is the only available option.)
- Maintenance Items (Except those that are the direct cause of the Smog Check failure.)
- Motor and transmission mounts
- Mufflers
- Oil change and oil filters
- Oil and fluid top-offs
- Oil Leaks (Except for oil leaks into the spark plug well that cause the spark plug wires to deteriorate and result in a Smog Check Inspection Failure)
- 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
- 2004 and older Nissan product Knock Sensor (See Attachment M)

## 5.8 Repair Notifications

Once the station determines the required repairs, **and prior to performing those repairs**, the station must promptly complete and fax or e-mail a legible Repair Notification Form, (**Appendix E**) the station's work order, and the vehicle diagnostic information to CAP.



**Begin repairs immediately after sending the notification to CAP.  
Do NOT wait for CAP to return it to you to begin repairs.**



The station is required to use the computer generated Repair Notification / Invoice Form. Handwritten forms will be rejected. This form along with a video training on its proper use is available on the BAR web site.

The station shall record the cost of testing and diagnosis in section 2 only, of the Repair Notification Form. This information must not exceed what is on file with CAP and must match what is on the repair stations consumer invoice. 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.**

Repair Notifications may be faxed or emailed to CAP after business hours.

**Repair Notification fax numbers are 888.336.8334 or 916.464.1212.**

**FAX OPTION:** Upon receipt, CAP will fax a copy of the Repair Notification Form stamped "received" back to the station within three (3) business days. Contact CAP if you have not received a response within that time.

**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))

**Submitting for a Catalytic Converter:** The submission for a catalytic converter shall not be sent in with any other repair. It shall be the **LAST** submission after all upstream repairs are submitted for, completed, and verified as to their effectiveness.

**E-MAIL OPTION:** You have the option of sending the required Notification Information by e-mail. To do this the station **MUST** follow the directions for e-mailing documents. CAP will not accept e-mail documents unless they are properly sent.

1. Download and use the latest Repair Notification Form from the BAR web site.
2. Insert your station's e-mail address in place of the station's fax number
3. Send the Repair Notification Form, the station work order, the diagnostic information, and any other information as a PDF document. CAP will not provide instruction or assistance in creating PDF documents.

4. Send the documents as an attachment to the e-mail.
5. E-Mail to : [ERNF@DCA.CA.GOV](mailto:ERNF@DCA.CA.GOV)
6. The notification will be e-mailed back to you at the address you provided on the Repair Notification Form.

### **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 \$650 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.

The station is required to use the computer generated Repair Notification / CAP Repair Assistance Invoice Form. Handwritten forms will be returned. This form along with a video training on its proper use is available on the BAR web site.

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 CAP Repair Assistance Invoice Forms 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
- The station address on the CAP Repair Assistance Invoice Form should be the address where you want the reimbursement check sent.
- 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:

- Photocopy of the station's final invoice provided to the consumer;
- All diagnostic information including the diagnostic data form (if applicable);
- Completed CAP Invoice Form 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.

**NOTE:** The address on the CAP invoice form must match the "Mailing Address" on the Payee Data Record (STD 204). CAP reimbursements will be mailed to the "Mailing Address" as submitted on the STD 204. Additional STD 204 requirements are:

1. The "Payee's Legal Business Name" on the STD 204 must match IRS records exactly as your Federal Employer Identification Number (FEIN).
2. A "Sole Proprietor" must match the Social Security Number (SSN) with the full name as shown on the SSN card.
3. If a "DBA" is used, you must clearly indicate both names, e.g. ACME Inc. DBA Smog Shop

## **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. CAP 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)**
- M. Nissan Knock Sensor Repair**

## 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

## 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](http://www.smogcheck.ca.gov); or
3. Contact the Department of Consumer Affairs at 800.952.5210.

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**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.



BUSINESS, CONSUMER SERVICES, AND HOUSING 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  
 916.464.1275 Fax  
[www.smogcheck.ca.gov](http://www.smogcheck.ca.gov)



**STAR STATION QUESTIONNAIRE**

Station Name:	ARD Number:
Address:	Phone Number:
City Zip:	Fax Number:

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

Title	Print Name	Signature

E-Mail Address	Smog Inspection Fees	Smog Inspection Fee Light Duty Trucks and Cars	Smog Inspection Fee (if different) Heavy Trucks and/or Motorhomes
	<p><b>NOTE:</b> Include the total price of the Smog Inspection Fee.</p>  <p><b>DO NOT</b> Include the cost of the certificate.</p>	<p>OIS \$ _____</p> <p>ASM \$ _____</p> <p>ASM w/ LPFET \$ _____</p> <p>TSI \$ _____</p> <p>TSI w/ LPFET \$ _____</p>	<p>OIS \$ _____</p> <p>ASM \$ _____</p> <p>ASM w/ LPFET \$ _____</p> <p>TSI \$ _____</p> <p>TSI w/ LPFET \$ _____</p>

Posted Hourly Repair Labor Rate \$	Posted Hourly Diagnostic Rate \$	Sales Tax Rate %
------------------------------------	----------------------------------	------------------

Form Instructions	Notes:
For initial STAR certification this form must be mailed with original signature to CAP. Once STAR certified all changes to rates, fees, or personnel may be faxed.	

Owner Signature	Owner Signature
Print Name Date	Print Name Date

**CONSUMER ASSISTANCE PROGRAM**

10949 North Mather Boulevard, Rancho Cordova, CA 95670

Toll-Free (866) 272-9642 Local (916) 403-8800 | [www.bar.ca.gov](http://www.bar.ca.gov)**LETTER OF ELIGIBILITY FOR REPAIR ASSISTANCE**

«LetterPrintDate»

«ConsumerLine»

«AddressBlock»

Vehicle License Plate: «License»

VIN: «VIN»

EXPIRATION DATE: «Deadline»

CAP ID#: «CAPID»

**«CustomText»**

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. Because financial assistance is based on the availability of funds, we encourage you to initiate CAP repairs as soon as possible.

The next step in the Repair Assistance process is for you to contact and schedule an appointment with a STAR Test-and-Repair station currently under agreement with CAP. A list of STAR Test-and-Repair stations approved to perform CAP funded repairs is available online at [www.bar.ca.gov](http://www.bar.ca.gov) or by calling (800) 952-5210. CAP repairs must be performed at one of these stations. Note: The State does not have authority to reimburse consumers for test, diagnosis, or repairs performed.

When presenting your vehicle for repair, you must provide the STAR Test-and-Repair station with all of the following:

1. This original letter (**the station will retain the original and provide a copy to you**).
2. Your driver's license or identification card.
3. Your vehicle registration renewal notice from the Department of Motor Vehicles (DMV).
4. Payment to the station for the testing and diagnosis of your vehicle (Co-Payment Requirement).

**Co-Payment Requirement**

To Participate in Repair Assistance, you must pay, as a co-payment, 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 Test-and-Repair station that has entered into an agreement with CAP to perform state subsidized emissions-related repair work.

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.bar.ca.gov](http://www.bar.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**  
**Vehicle License Number**  
**Customer Name**

This information located on the consumers Letter of Eligibility. Check consumer identification and verify the vehicle information to the vehicle presented to you.

## Section 2 – Diagnostic and Testing Charges

**Diagnostic Charge** – Enter the amount that you charged this consumer for diagnosing their vehicle. This amount must match exactly to what is on the consumers Repair Order.

**Testing Charge** – Enter the amount that you charged the consumer for Smog testing the vehicle. Do NOT include the cost of the certificate. This amount must match exactly to what is on the consumers Repair Order.

## Section 3 – CAP Station Information

**Station Name**  
**Station License Number**  
**Station Labor Rate**  
**Labor Guide Used** – Choose a labor time guide from the drop down menu. It must be a nationally recognized labor time guide.  
**Station Phone Number**  
**Repair Order Reference Number**  
**Tech Lic#** - Enter the technician license number of the Technician performing this repair.

## Section 4 – Repair Information

### Repair Notification #1

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 performing enter a brief description of the repair being performed.

**NOTE: Do NOT enter a catalytic converter in this area if any upstream repair is being performed on this vehicle. The ONLY time a catalytic converter can be entered here is if it is the ONLY repair being performed on the vehicle.**

**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 part(s). **Parts Price** – Enter part(s) price.

**Parts Total** – Will automatically be calculated based on your part(s) price times your part(s) quantity.

**Tax** – Will automatically be calculated based on your tax rate times your part(s) 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

After completing the first repairs and verifying the effectiveness of those repairs, if further repairs are needed they will be added to these areas. Also if there is any change to Repair notification 1, such as parts price, it will be entered here.

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

**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 STAR Station Questionnaire on file with CAP.

**Title** – Title of individual submitting the Repair Notification.

**Date** – The date the Repair Notification is prepared and submitted.

**Station Fax Number or e-mail address** – This information is automatically populated.

**CAP Total** – The total that CAP will be charged for the repair will automatically be calculated.

**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.**

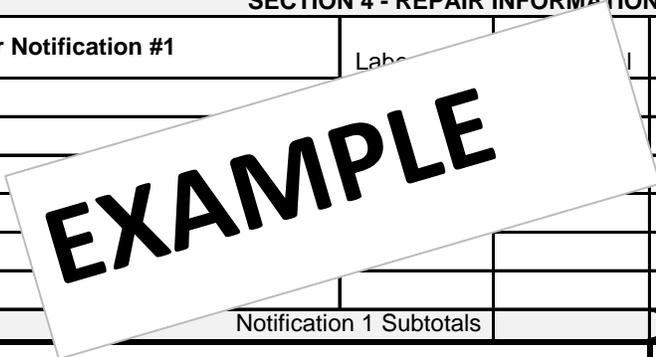
Repair Notification Form

Fax To: 888.336.8334

E-Mail: ERNF@dca.ca.gov

SECTION 1 - VEHICLE INFORMATION		SECTION 3- STATION INFORMATION	
CAP ID#		Name	
Lic Plate#		ARD #	
Cust Last Name		Labor Rate	
SECTION 2 - Diagnostic and Testing Charges		Labor Guide	
Diag Charge		Phone #	
Testing Charge		RO Ref #	
Testing Charge		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						
Title	Date			Station Fax# or E-Mail Address		
		Tax Rate				

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

**ARD** - Enter station's ARD number

**Name** - Enter station's name as on file with the Bureau of Automotive Repair

**Address**- Enter station's address that matches the stations payee data record.

**City,St** - Enter city, state, and zip code

**Phone#** - Enter station's phone number

**FAX or E-Mail Address#** - Enter station's fax number or e-mail address

**Station invoice billing number** – Enter station's 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 fax a new STAR Station Questionnaire (Appendix I) to CAP with the correct labor rate to (916) 464-1275.

**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. 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 the STAR Station Questionnaire form).
- **Date** – The date this invoice form is being prepared and 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.**

# CAP Invoice Form



**MAIL 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					Stations Billing Invoice #	Labor Rate	For CAP Use Only	
City, St, zip							*Approved By:	
PH #					CAP Agreement/Vendor #	Tax Rate		
FAX # or E-Mail Address							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				

EXAMPLE

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

DEPARTMENT OF CONSUMER AFFAIRS

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



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
916.464.1212 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:

DEPARTMENT OF CONSUMER AFFAIRS

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



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

916.464.1212 Fax

[www.smogcheck.ca.gov](http://www.smogcheck.ca.gov)



**“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:

**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.



**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](http://www.smogcheck.ca.gov)



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

<b>Station Name</b>	<b>Date</b>
<b>Phone Number</b>	<b>License Number</b>
<b>INACTIVE STATUS REQUEST</b>	
<p>I hereby request that this station be placed on <b>inactive status</b> from the STAR and Consumer Assistance Program (CAP).</p> <p>Requests to continue <b>inactive status</b> beyond 90 days will be considered on a case by case basis.</p> <p>Approximate date of return to active status: _____</p>	
<b>WITHDRAWAL REQUEST</b>	
<p>I hereby request to <b>withdraw</b> from the STAR and Consumer Assistance Program (CAP). I understand that my STAR certification and CAP Standard Agreement will be <b> canceled</b>.</p> <p>Withdrawal date: _____.</p>	
<b>REASON</b>	
<p><i><b>I understand that I will no longer be able to perform the following:</b></i></p> <ul style="list-style-type: none"> <li>• Conduct CAP Repairs</li> <li>• Certify Gross Polluters</li> <li>• Certify Failed Test-Only Directed Vehicles</li> <li>• Conduct Initial Test on Test-only Vehicles</li> <li>• Display STAR Station Signage</li> </ul>	
<b>Owner/President/Partner Signature</b>	<b>Date</b>
<b>Print Name</b>	<b>Date</b>

## 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:**

<i>Local</i>	916.464.1212
<i>Toll Free</i>	888.336.8334

BAR/CAP Supervisor:	Randy Powers 916.403.8764 Randy.Powers@dca.ca.gov
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Invoice Processing Unit:	916.403.8830
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Contract Information:	Jerry Van Sant 916.403.8712 Jerry.Vansant@dca.ca.gov
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	Mike Nguyen 916.403.8723 Michael.Nguyen@dca.ca.gov
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Mailing Address:	Bureau of Automotive Repair Consumer Assistance Program 10949 North Mather Blvd. Rancho Cordova, CA 95670
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<b>Department of Consumer Affairs</b>	
Consumer Information Center (CIC)	800.952.5210
State Referee Center	800.622.7733

DEPARTMENT OF CONSUMER AFFAIRS



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 1.866.272.9642 Toll Free

916.464.1270 Fax

[www.smogcheck.ca.gov](http://www.smogcheck.ca.gov)



**July 2015  
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](http://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 Smog Check Inspection Failure 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 repairs that have been identified on the Vehicle Inspection Report as a failure.

### 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
- Completing OBDII Drive Cycles
- Cooling system flushes
- Coolant hoses
- Fuel
- Fuel filters
- Glass repairs
- Heating Ventilation and Air Conditioning repairs
- Injection flushes
- Locking gas caps
- Maintenance Items
- Motor and transmission mounts
- Mufflers
- Oil change and oil filters
- Oil and fluid top-offs
- Oil leaks
- 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
- 2004 and older Nissan product Knock Sensor

### 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](http://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.

## Nissan Product Knock Sensor Codes

Please be advised that all model year 2004 and older OBD 2 Nissan, Infiniti and Mercury Villager models will upon detection of a knock sensor problem inappropriately store a knock sensor DTC in SAE J1979 Mode \$03. This mode is reserved for reporting of active emission related faults.

Knock sensor faults on these vehicles are not emission related, will **not** illuminate the MIL, and associated repairs should **not** be considered an OBD requirement for Inspection and Maintenance testing and repair programs.

This applies to all Nissan, Infiniti and Mercury Villager models that have the ability to set the P0325 code. Many Nissan models were fully OBD2 compliant in 1995 such as 200SX, 240SX, Altima, and the Maxima. Only the G20 was OBD2 compliant in 1995 for Infiniti. The rest of the line became OBD2 compliant in 1996. In 1997 the Infiniti Q45 came out with a 4.1 liter V8 that uses 2 knock sensors. Infiniti uses a P0330 in addition to the P0325.

The following is a list of the knock sensor DTCs that apply to 1996-2004 Nissan, Infiniti and Mercury Villager models:

**M.Y.**            **Knock Sensor codes**

1996-2001    P0325

2002-2004    P0327, P0328

These codes will only be printed on the VIR if it is accompanied by another code which commanded the MIL to be illuminated. All other codes should be addressed first.

**CAP funds are never to be used to address any of these Knock Sensor DTCs!**

For all model year 2005 and subsequent model year vehicles, knock sensor faults will **neither** set an emission related DTC Mode \$03 nor illuminate a MIL with the following exceptions:

Infiniti M56 and Q56

**M.Y.**            **Knock Sensor codes**

2011-2012    P0327, P0328, P0332, P0333

For these exceptions knock sensor failures are emission related. The MIL will illuminate and will cause the vehicle to fail the State Smog inspection.