

(Continued from inside)

10. It is illegal to solicit, offer and/or accept a bribe to pass a vehicle. **Violators will be prosecuted.** To report an incident of bribery, call DMV at (203) 805-6243.

11. If you question the validity of your vehicle's emissions test, you are entitled to challenge the results free of charge within 15 business days by calling (203) 805-6243. If necessary, DMV will schedule a challenge test for you.

12. You may contact the toll-free Emissions Test Hotline with any questions, comments or concerns at (888) 828-8399, Monday-Saturday 8 a.m. to 6 p.m., or visit the ctemissions.com web site.

13. You may also contact the DMV directly with questions, comments and concerns. You may visit the web site at dmvct.org or call the DMV Telephone Center at (860) 263-5700 (within the Hartford area or outside of Connecticut) or (800) 842-8222 (elsewhere in Connecticut). Hours with operators on duty are: Monday, Tuesday, Wednesday and Friday 8 a.m. to 4:45 p.m., Thursday 8 a.m. to 7 p.m. and Saturday 8 a.m. to 12:30 p.m.

CONNECTICUT EMISSIONS PROGRAM

Customer Bill Of Rights.



MORE INFO

ctemissions.com

Emissions Testing Hotline:
(888) 828-8399 (toll-free)
Mon.- Sat. 8 a.m. to 6 p.m.

This message is sponsored by Agbar Technologies Inc.
and the Department of Motor Vehicles.



The Department of Motor Vehicles has revised its Customer Bill of Rights so that customers have an easy reference guide to several important points in the emissions testing program.



The DMV has also taken a number of steps to detect instances of fraud in the emissions test program and to protect consumers from fraudulent activities. These steps signal the commitment of both DMV and Agbar Technologies, Inc. to provide oversight that focuses on the integrity of the testing process.

1. You have no obligation to purchase any goods or services from emissions test centers as a condition of receiving an emissions test.
2. **Test Hours:**
Monday–Friday8 a.m. to 5 p.m.
Saturday8 a.m. to 1 p.m.
3. **Motorist Test Fee** \$20 (Sales Tax Free)
4. You may either make an appointment for a test or drive up to the test center of your choice.
5. Every effort will be made to complete your test promptly. However, occasionally unexpected delays may occur.
6. If your vehicle fails its test, you are allowed **one** free re-test at the **original test center within 30 days**.
7. You do not need to have your vehicle repaired where it is tested. You can obtain emissions repairs from any repair facility or repair the vehicle yourself. However, you must use a **certified emissions repair facility** should you want to apply for a waiver of testing following a failure and making substantial emissions-related repairs. For a full list of **certified emissions repair facilities**, visit ctemissions.com or call the toll-free Emissions Test Hotline at (888) 828-8399.
8. The minimum emissions-related repair expense required to be eligible for a waiver is \$660. To be eligible, these repairs **must be performed at a certified emissions repair facility**. Keep your receipts.
9. At the conclusion of your vehicle’s test, you will receive a vehicle inspection report (VIR). If your vehicle fails its test, you will also receive information regarding repairs and re-tests. Remember to get an estimate and approve the estimate prior to having repairs done. If you believe work was done inappropriately or unnecessarily, you can call the DMV Emissions Division at (203) 805-6243.

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