



Bureau of Automotive Repair

**Consumer Assistance Program**10240 Systems Parkway  
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## **CAP BLAST**

### **CAP Repair Assistance Program Changes**

Effective March 1, 2008, The Bureau of Automotive Repair (BAR), Consumer Assistance Program (CAP) will implement a significant program change. The intent of the program change is two-fold: 1) for Gold Shield stations to determine the most appropriate course of action in diagnosing and performing emissions related repair work and 2) to allow Gold Shield stations the flexibility to begin repairs outside of normal business hours and on weekends. Specifically, repair requests submitted by a Gold Shield station to CAP will no longer require "prior approval" to proceed with any necessary emissions related repairs.

A Repair Notification Form (formerly called Repair Request Form) and related invoices are still required to be submitted to CAP (refer to Repair Notification/Invoice Submittal Process). CAP technical staff will be assigned to conduct post repair audits of repair notification and invoice records to ensure that state funds are being spent responsibly and the Gold Shield stations are complying with all applicable laws and regulations, as well as the terms and conditions of the CAP contract agreement. Violations of laws and regulations will be brought to the attention of the BAR Enforcement Division, which will respond accordingly.

The CAP Repair Assistance Operations Manual and all applicable forms are being updated. The forms will be placed on a CD and mailed to the Gold Shield stations, along with the updated operations manual, no later than mid-March.

Lastly, CAP is establishing a Help Desk whereby Gold Shield stations may call in with questions regarding the operations manual, technical repair strategies, technical resource availability, fax receipt status, etc.

Although we believe these changes will lessen the burden on stations and consumers, should you object as it pertains to your station's contract you must notify BAR prior to March 1, 2008.

If you have any questions relating to this new process please contact us at (916) 255-0719 or (888) 272-9642.

Tonya Blood  
CAP Program Manager  
Bureau of Automotive Repair

## Repair Notification/Invoice Submittal Process

CAP will no longer approve or deny the repair notification or any necessary revisions.

### Repair Notification:

- The current process will continue whereby the initial Repair Notification Form and any necessary revisions must be faxed to CAP by the Gold Shield station prior to beginning work.
- The Gold Shield station may begin emissions related repair work on the consumer's vehicle prior to CAP faxing back the Repair Notification Form marked "Received." Repairs must comply with all applicable laws and regulations [Sections 44016, 3340.41, 3392.2, 9884.8].
- Upon receipt, CAP will mark the Repair Notification Form "Received" and fax it back to the Gold Shield station by close of business, the following business day.
- For all vehicles, the CAP authorized diagnostic flat fee for an ASM failure is 2.3 times the Gold Shield station's posted hourly labor rate (for one hour) and 1.8 times the station's posted hourly labor rate (for one hour) for a TSI failure. The diagnostic fee includes both the pre-repair and post repair baseline tests. **CAP will not pay for additional diagnostic time.**
- Pretest mode will be used to perform the baseline test, rather than certification mode as previously required. This test shall be performed for purposes of diagnosing the cause of the emissions failure. The updated CAP Repair Assistance Operations Manual will provide specific details related to the testing requirements.

### Invoicing:

- In order for the invoice to be processed for payment, the Gold Shield station must ensure repairs are in compliance with the Operations Manual and submit to CAP by mail the following items:
  - CAP Invoice Form.
  - Repair Notification Form (initial repair and any necessary revisions marked "Received" by CAP).
  - Any and all diagnostic detail.
  - **Photocopy of the final invoice as provided to the consumer.**

**IMPORTANT NOTE:** In the interim until the updated Repair Notification Form is provided, continue to use the current Repair Request Form. Upon receipt, CAP staff will mark the request "Received," rather than checking the "Approved" or "Denied" box.