



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: Nov. 2, 2018

TO: Deputy Commissioner Parker
DMV Headquarters

FROM: Lt. R. A. Rodriguez
Inspections Unit
DMV Headquarters

SUBJECT: Re-inspection Options

There are three options available to customers that reside in one of the 26 counties that are losing emissions inspections and who have had a failed emissions inspection prior to Dec. 1, 2018.

The options are as follows:

1. Have the customer visit their local License & Theft Bureau office from 8:00 a.m. to 10:00 a.m. and request an inspector review the vehicle inspection report or look up the vehicle in MILES to determine if the vehicle passed both the safety and tamper portions of the inspection. Once verified, the inspector can update the vehicle and remove the inspection block. The inspector should direct the customer to renew their registration online or at a license plate agency (LPA).
2. Have the customer call the DMV Customer Contact Center at 1 (877) 421-0020 and request the registration block be lifted on the vehicle. The representative can look up the vehicle in MILES to determine if the vehicle passed both the safety and tamper portions of the inspection. Once verified, the representative can update the vehicle to show a passed inspection. The representative should advise the customer to renew their registration online or at an LPA.
3. Have the customer go directly to the LPA and present the vehicle inspection report given to them by the inspection station. The LPA should verify the vehicle passed both the safety and tamper portions of the inspection. Once verified, the LPA can update the vehicle and show a passed inspection which will allow the customer to renew their registration.

This should only be an issue for the 60-day period prior to Dec. 1, 2018 as inspections older than 60 days require an initial inspection again.

Mailing Address:
NC DEPARTMENT OF TRANSPORTATION
NCDMV LICENSE AND THEFT BUREAU
3130 MAIL SERVICE CENTER
RALEIGH, NC 27699

Telephone: (919) 615-5017
Fax: (919) -715-6390
Customer Service: 1-800-715-7000

Location:
1100 NEW BERN AVE.
RALEIGH, NC 27699

Website: www.ncdot.gov