



Talking points for Inspection Stations

Final 08_29_2022

Dear Inspection Station Partner:

Thank you for your continued partnership as we implement updates to the **Vehicle Inspection Report and the Inspection Sticker Calendar**.

To support you in answering any questions from customers, we are sharing with you a list of FAQs as suggested talking points. Public engagement continues with additional outreach across the state.

If you have any questions, please send an email to contactus@mavehiclecheck.com or call customer service at 844-358-0135. Thank you.

Go green – Go online!

Vehicle Inspection Report (VIR) Update– Effective October 1, 2022

Customer question

1) What is different with my motor vehicle inspection?

Inspector response

- You will no longer get a printed paper (Vehicle Inspection Report) after your vehicle passes inspection which shows you passed inspection. However, anyone who has a vehicle failing the inspection, will get a printed Vehicle Inspection Report.

- The Registry does have electronic information about the status of vehicles and will know if your vehicle passed or failed an inspection.
 - If you want a copy of the Vehicle Inspection Report showing you passed, you may go online to [Mass Vehicle Check](#) and print a copy.
 - You may also use your cell phone and scan the QR code on the poster displayed in the waiting area. The QR code will bring you to [Mass Vehicle Check](#).
 - To look up your report online, make sure you have your license plate number and vehicle identification number (VIN). This information can be found on your vehicle registration document.

Customer question

2) Why can't I get a printed copy of my Vehicle Inspection Report if my vehicle passes inspection?

Inspector response

- We're saving paper, which is better for the environment and means less paper in landfills.
- There is no requirement that you have to have a printed copy with you in your vehicle showing you passed a vehicle inspection.

Customer question

3) Are there any changes to fees for vehicle inspections?

Inspector response

- There are no changes to inspection fees

Don't be late – Check the date!

Sticker Expiration Update – Effective November 1, 2022

Customer question

4) What is new with the expiration sticker?

Inspector response

- Vehicles with an expired sticker at the time of inspection may not receive a new sticker that's valid for a full calendar year.
 - If your vehicle inspection was due in any month prior to the time of inspection, and within this calendar year, the vehicle will get the sticker with the month the inspection was due.
 - If your vehicle inspection was due last calendar year or any prior year, the vehicle will get a January sticker of the current calendar year.

Customer question

5) Why change the inspection calendar for customers with an expired sticker on their vehicle?

Inspector response

- It's essential to the safety of the Commonwealth's environment and roadways that customers have their vehicles inspected in a timely manner – and it's the law. ([Per MA General Law chapter 90](#))
- Also, driving your vehicle with an expired sticker, or driving an uninspected vehicle, may result in a moving violation, additional fines, a suspension, and even a surchargeable incident that increases your insurance costs.

Customer question

- 6) Does the sticker expiration update affect customers who have their vehicles inspected on time or before their sticker expires?

Inspector response

- No, the sticker expiration calendar remains the same for customers who get their vehicles inspected on time or before the due date.

Customer question

- 7) What are some examples of vehicles not receiving a sticker for a full calendar year?

Inspector response

- If your vehicle is inspected after the month that it is due, yet in the same year, such as your vehicle has a sticker with an expiration of September 2022 and your vehicle is inspected (after the due date) in October 2022 – you will receive a sticker with a September 2023 expiration date.
- If your vehicle is inspected beyond the next calendar year after expiration, such as your vehicle has a sticker with an expiration date of October 2021 and your vehicle is inspected (after the due date) in June 2022 – you will receive sticker with a January 2023 expiration date.