

# THE SPARK PLUG

Virginia Automotive Association's Twice Monthly Member Update

## Posters FOR SALE

As a reminder, there's a provision in Virginia Law that requires each automobile repair facility to display in a conspicuous place at any point where vehicles are normally received for repairs a sign which states a customer's rights.

**A VAA endorsed Customer Rights poster is now available to purchase for \$30\*!**

In addition to the customer rights information, shops must have a Virginia Vehicle Inspection poster on display.

Our office has developed the most up-to-date Inspection information for our members.

**A VAA endorsed Vehicle Inspection poster is now available to purchase for \$30\*!**



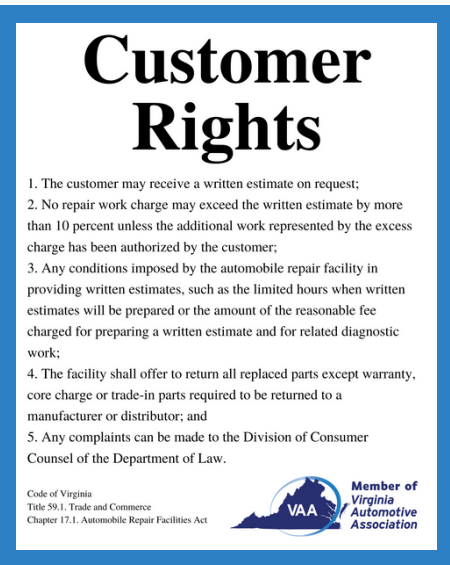
**Required Official Inspection Procedure**  
Commonwealth of Virginia  
Department of State Police

**THIS NOTICE MUST BE POSTED CONSPICUOUSLY AT THE PLACE OF INSPECTION**

Each inspection consists of the following items:

- 1. REMOVE OLD INSPECTION STICKER.**
- 2. DRIVE VEHICLE INTO INSPECTION LANE.**
- 3. INSPECT FRONT END:**
  - Worn, damaged, or missing parts.
  - Worn, contaminated, or defective brake pads or shoes.
  - Worn, contaminated, or defective disc pads or disc rotors.
  - Steering: A minimum of two wheels, one front and one rear, must be inspected.
  - If the vehicle is equipped with three brakes or has checks that do not allow visual access to the braking system, then the inspected wheels shall be inspected.
- 4. INSPECT PARKING BRAKE FOR:**
  - Broken or missing parts.
  - Proper adjustment.
  - Standard safety engagement or operation.
- 5. INSPECT HEADLIGHTS FOR:**
  - Approved type, aim, and output.
  - Condition of lamps, lenses, wiring, and switch.
  - High beam indicator.
- 6. INSPECT OTHER LIGHTS FOR:**
  - Approved type, proper bulbs, and condition of lenses, wiring, and switch.
  - Proper adjustment.
  - Standard safety engagement or operation.
- 7. INSPECT SIGNAL DEVICE FOR:**
  - Approved type, proper bulbs, and condition of lenses, wiring, and switch.
  - Current operation of device.
  - Distinction of flashing and proper use only.
- 8. INSPECT STEERING & SUSPENSION FOR:**
  - Check up front end as shown in "Official Motor Vehicle Safety Inspection Manual."
  - wear in balljoints, knuckles, ball joints, wheel bearings, and tire ends.
  - Excessives of gear box or frame, condition of drive link and steering arms.
  - Play in steering wheel, linkage of power steering fluid in the system.
  - Wheel alignment and axle alignment.
  - Broken coil springs, spring leaves, and worn shackles.
  - Shock absorbers.
  - Broken or missing engine mounts.
  - Lift blocks.
- 9. INSPECT TIRES, WHEELS & RIMS FOR:**
  - Condition of tire including tread depth.
  - Missing caps and/or tire pins.
  - Wheels that are cracked or damaged or far as to affect safe operation.
- 10. INSPECT WIPERS FOR:**
  - Regularity of sweeping.
  - Condition of reflecting surface.
  - Check for road visibility 200 feet to the rear.
  - Other: Trim system must extend at least halfway beyond edge of body.
- 11. INSPECT HORN FOR:**
  - Harmonized, continuous, sounding, and horn button.
  - Excess sound capable for a minimum of 200 feet.
- 12. INSPECT WINDSHIELD AND OTHER GLASS FOR:**
  - Approved type safety glass.
  - Cracks, chipped, or broken glass.
  - ALL UNAUTHORIZED STICKERS MUST BE REMOVED.
  - Smudging material or windshield displaying words, letters, numbers, or pictures that does not extend below the A1 line is prohibited. In the absence of an A1 line, smudging material on the windshield displaying words, letters, numbers, or pictures cannot extend more than three inches downward from the top of the windshield, unless authorized by the Virginia Department of Motor Vehicles and indicated on the vehicle registration.
  - Operation of left front door glass.
- 13. INSPECT WINDSHIELD WIPER/POSTER FOR:**
  - Operating condition.
  - Condition of wiper blades.
- 14. INSPECT EXHAUST SYSTEM FOR:**
  - Exhaust line, manifold, gaskets, pipes, mufflers, connections, etc.
  - Lackage of gases at any point from engine to point discharged from system.
- 15. INSPECT REAR LICENSE PLATE FOR:**
  - Distinction of plate.
- 16. INSPECT HOOD AND AREA UNDER HOOD FOR:**
  - Operating condition of hood latch.
  - Presence of emission system, evidence that any essential parts have been removed, rendered inoperative, or disconnected.
  - Fluid levels that are below the proper level:
    - Brake fluid.
    - Power steering fluid.
  - Power steering belt, proper tension, wear, or absence of belt.
- 17. INSPECT AIR POLLUTION CONTROL SYSTEMS OF PPS AND SUBSEQUENT MODELS FOR:**
  - Installation.
  - No parts removed, disconnected, or rendered inoperative.
- 18. INSPECT DRIVER'S SEAT FOR:**
  - Adjustage.
  - Condition.
- 19. INSPECT SEATBELTS FOR:**
  - Approved type.
  - Installation.
- 20. INSPECT DOORS AT THE RIGHT AND LEFT SIDE OF THE DRIVER'S SUBSEQUENT MODELS FOR:**
  - Handle or opening device which will permit the opening of the door from the outside and inside of the vehicle.
  - Latching system which will hold door in its proper closed position.
- 21. INSPECT FUEL SYSTEM FOR:**
  - Any part that is not securely fastened.
  - Liquid fuel leakage.
- 22. INSPECT FLOOR PAN FOR:**
  - Fluid leaks (oil, air, gas) to premises.
  - Holes which allow exhaust gases to enter occupant compartment.
  - Conditions which create a hazard to the occupant.
- 23. ISSUE STICKER:**
  - If approved, place completed approval sticker on the vehicle and give the receipt of certificate to the operator.
  - If REJECTED, ADVISE THE OPERATOR: "ALL EQUIPMENT DEFECTS MUST BE CORRECTED AND THE VEHICLE REINSPECTED WITHIN FIFTEEN (15) DAYS. OPERATION OF THE VEHICLE WITH ANY DEFECT STILL PRESENT COULD RESULT IN A TRAFFIC SUMMONS." (Note: the validity period of the inspection sticker shall include fifteen (15) days in addition to the day of inspection.)


**THE MAXIMUM INSPECTION FEES ARE AS FOLLOWS:**  
**\$5.00** for each inspection of any (i) tractor, (ii) truck that has a gross vehicle weight rating of 26,000 pounds or more, or (iii) motor vehicle that is used to transport passengers and has a seating capacity of more than 19 passengers, including the driver.  
**\$2.00** for each inspection of any other vehicle, including trailers and motor homes.



## Customer Rights

- The customer may receive a written estimate on request;
- No repair work charge may exceed the written estimate by more than 10 percent unless the additional work represented by the excess charge has been authorized by the customer;
- Any conditions imposed by the automobile repair facility in providing written estimates, such as the limited hours when written estimates will be prepared or the amount of the reasonable fee charged for preparing a written estimate and for related diagnostic work;
- The facility shall offer to return all replaced parts except warranty, core charge or trade-in parts required to be returned to a manufacturer or distributor; and
- Any complaints can be made to the Division of Consumer Counsel of the Department of Law.

Code of Virginia  
Title 59.1, Trade and Commerce  
Chapter 17.1, Automobile Repair Facilities Act



Posters have been designed and made to meet state standards and requirements. If you are interested in purchasing this poster through the VAA, please complete an order form on our website [here](#). You will be prompted to sign into your VAA account for exclusive member only purchasing.

Two options are available for delivery: ship the poster to your shop/address for an additional fee\* or pick up your pre-ordered poster at the 2024 convention at the Omni Homestead Resort in April ([register here](#)).

[Click to order your posters now!](#)



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Nearly 70% of millennials prefer to buy automotive  
repair and maintenance services online.\*

\*Lang Marketing

- Increase lead win rate with one-click appointment confirmation CRM
- Online scheduling with real-time POS calendar integration
- Reach new customers with Google Shopping Local tire listings

