



Vehicle Inspection Directive Pursuant to Section 100.7 of the *Highway Traffic Act*

Schedule 3

Inspection Procedures and Equipment & Performance Standards for Issuance of Safety Standards Certificates

For Passenger / Light Duty Vehicles: Cars, Light Trucks, SUVs, Minivans, Recreational Vehicles, Three-Wheeled Vehicles, & Low-Speed Vehicles

Version 2.2

Pursuant to subsection 100.7(5) of the *Highway Traffic Act*, it shall be deemed to be a term and condition of every Performance Contract that the Vehicle Inspection Centre operator shall comply with all applicable directives.

King's Printer for Ontario 2026

If you have difficulties reading this document, please contact the VIC Assistance Line at 1-833-420-2110 or Email: VIC@driveonportal.com

Table of Contents

Section 1: Technician Inspection Qualifications	i
1.1 310S Technicians may perform Inspections on:	i
Section 2: Vehicle Inspection Standards.....	1
2.1 Passenger / Light-Duty Vehicles	1
2.2 Low-Speed Vehicles - Inspection Requirements.....	1
2.3 Low-Speed Vehicle Warning Label Requirements:	2
2.4 Three-Wheeled Vehicle - Inspection Requirements	2
2.5 Historic Vehicle	3
Section 3: Inspection Procedures	3
3.1 Application.....	3
3.2 Technicians	4
3.3 Login to Inspection Tablet	4
3.4 Technician Messages.....	4
3.5 Select Vehicle Type.....	4
3.6 Vehicle Identification	5
3.7 Vehicle Identification Photos and Licence Plate.....	5
3.8 Optional Pre-Inspection Photos	5
3.9 Vehicle Compliance Label Photos.....	6
3.10 Gross Vehicle Weight Rating (GVWR).....	6

3.11 Vehicle Identification Number (VIN)	6
3.12 VIN and Vehicle Verification	7
3.13 Vehicle Specific Inspection Messages	7
3.14 Instrument Cluster Photo with Odometer	7
3.15 Connect Tablet to Diagnostic Link Connector	8
Section 4: Inspection Procedures	8
4.1 LDV Standard Sections:.....	8
4.2 General Inspection Procedures.....	8
4.3 Road Test.....	9
4.4 Inspection Results and Documentation.....	10
4.5 Measurement and Recording.....	11
Section 5: Emission Control Systems	13
5.1 Increase in the Registered Gross Weight (RGW) of a Light Duty Vehicle	13
5.2 Potential Tampering of Emissions Control Components	13
Section 6: Vehicle Inspection Reports (VIR)	13
6.1 Vehicle Inspection Reports (VIR)	13
6.2 Tablet Emails VIRs	13
6.3 Safety Standards Certificates (SSC)	14
6.4 Failed Vehicle Inspection Reports (VIRs)	14
Section 7: Re-inspections Following a Failed Initial Inspection.....	14

Appendix 3A – Definitions	15
Appendix 3B – Contact List	19
Public Contact Centre Services	19
Vehicle Inspection Centre Assistance Line	19
Vehicle Registration	20
Appendix 3C – Examples of Proper Inspection Photographs	21
Appendix 3D – Technician Qualifications for Inspection Types	30
Light Duty Vehicles (LDV) and Three Wheeled Vehicles are inspected to LDV Standards and Directive Schedule 3.....	30
LDV Motorcycles and Motor Tricycles are inspected to standards in Directive Schedule 4	31
Commercial Vehicles are inspected to NSC11B Standards and to standards in Directive Schedule 2	31
Appendix 3E - Passenger/Light-Duty Vehicle Inspection Standard Reference Handbook (October 2015)	36

Section 1: Technician Inspection Qualifications

Technicians will only be permitted to perform Inspections according to their Certificate of Qualification. See [Appendix 3D](#).

1.1 310S Technicians may perform Inspections on:

- Cars, SUVs, minivans, light trucks and Low-Speed Vehicles having a manufacturer's GVWR of 9,000 kilograms or less, and not equipped with air, or air-over-hydraulic service brakes.
- Recreational Vehicles not equipped with air, or air-over-hydraulic service brakes.
- Three-wheeled vehicles

Section 2: Vehicle Inspection Standards

2.1 Passenger / Light-Duty Vehicles

The standards for Light-Duty Vehicle Inspections are set out in the Passenger/Light-Duty Vehicle Inspection Standard (**LDV Standard**), Reference Handbook, October 2015 ([Appendix 3E](#)) and this Schedule 3 of the Directive.

The LDV Standard contains the mandatory standards to which all applicable vehicles will be inspected by a Technician at a VIC to issue Safety Standards Certificates (**SSC**).

2.2 Low-Speed Vehicles - Inspection Requirements

Technicians must follow the LDV Standard with the exception of the following provisions which do not apply if a Low-Speed Vehicle is not equipped with the components or systems as listed below:

1. Section 8, subsection 1 (b) that refers to the hood latch.
2. Section 1, subsections 1.3, 2, 11, 12 and Section 5, subsection 6 that refer to the fuel and exhaust systems.

3. Section 3, subsection 12 and Section 11, subsection 2 that refers to the Electronic Stability Control (ESC) system.

2.3 Low-Speed Vehicle Warning Label Requirements:

A Safety Standards Certificate (**SSC**) shall not be issued for a Low-Speed Vehicle if the vehicle does not bear a warning label, affixed by the manufacturer or the importer, in a location or locations plainly visible to the driver and to any passenger, that states, in English in characters at least four millimetres high, the following:

- This Low-speed Vehicle cannot attain a rate of speed greater than 40 kilometres per hour.
- This Low-speed Vehicle is not equipped with the safety features customarily found in passenger cars, and Low-speed Vehicle owners and drivers are advised to confirm the vehicle's safety features with the manufacturer or importer.
- The operation of this Low-speed Vehicle is restricted to highways the rate of speed for which is not greater than 50 kilometres per hour and may be subject to other operating requirements imposed by law. Low-speed Vehicle owners and drivers are advised to confirm the operating requirements that apply with respect to the highways on which they intend to operate the vehicle.
- This Low-speed Vehicle emits little or no noise, and Low-speed Vehicle owners and drivers are advised that, as a result, other road users may not be alerted to the presence of the vehicle.

2.4 Three-Wheeled Vehicle - Inspection Requirements

Technicians must follow the inspection requirements and performance standards contained in the LDV Standard for all Three-Wheeled Vehicles subject to the following modifications:

- The provisions dealing with electronic stability controls do not apply to a Three-Wheeled Vehicle not manufactured with a stability control system.
- The chain, belt or driven sprocket shall not be excessively worn, frayed or loose and no fasteners in connection with those parts shall be missing, loose, cut or damaged.

2.5 Historic Vehicle

Definition:

Historic Vehicle' means a motor vehicle that

- a) is at least 30 years old, and
- b) is substantially unchanged or unmodified from the original manufacturer's product.

Historic Vehicles

An historic vehicle inspected under Directive Schedule 3 Inspection Procedures shall be inspected in accordance with the inspection procedures, equipment and performance standards set out in this schedule.

Section 3: Inspection Procedures

3.1 Application

This Schedule 3 of the Directive applies to the following vehicle types:

- Light Vehicle
 - Cars
 - Light trucks (< 4,500 kg)
 - SUVs
 - Minivans

- Recreational Vehicles (no air brakes)
- Three-Wheeled Vehicles
- Low-Speed Vehicle

3.2 Technicians

Only registered Technicians with the appropriate Certificate of Qualification from Skilled Trades Ontario (STO) are permitted to perform Inspections. See [Appendix 3D](#) for a full listing of certifications required to perform each Inspection Type. Apprentices are not eligible to perform Inspections or operate Tablets. Technicians shall be proficient in recording specific measurements as they relate to suspension, steering, brakes and tires.

3.3 Login to Inspection Tablet

On the first Tablet login of each day, Technicians will receive a multi factor authentication text or email with a security code to be entered into the Tablet.

Tablets must only be used by the Technician who is logged in. The Technician cannot authorize, collaborate or delegate other staff to complete Inspections, Inspection components or enter Inspection results into the Tablet. The Technician's username and password or logged-in Tablet are not to be shared or used by anyone except the Technician who originally logged into the Tablet.

3.4 Technician Messages

Technicians are required to read and acknowledge any messages displayed on the Tablet before they can begin an Inspection.

3.5 Select Vehicle Type

- The Tablet will display the types of vehicles eligible for Inspection based on the Technician's Certificate of Qualification, the vehicle's GVWR and brake type.

- The Tablet will prompt the Technician to specify the vehicle type under Inspection. Each selected vehicle type will display a corresponding Inspection menu.

3.6 Vehicle Identification

- Follow the screen prompts on the Tablet to perform vehicle identification correctly.
- All vehicle information to be entered into the Tablet must match the vehicle being Inspected.
- Photos must be clear, properly focused, and without any obscuring glare from the flash.
- The Technician must verify that the VINs in the screen showing the compliance label photo, and the VIN entered or manually scanned by the Technician match. If the VINs do not match, refer to sections 3.11 and 3.12.

3.7 Vehicle Identification Photos and Licence Plate

The Tablet will prompt the Technician to:

1. Take a photo of the rear of the vehicle which includes the licence plate and vehicle make.
2. Manually enter licence plate data or indicate that the vehicle is unlicensed.

If a photo is unclear, the Technician must re-take the photo. Select only photos that are properly lit and in focus. See [Appendix 3C](#) for examples of good photos.

3.8 Optional Pre-Inspection Photos

The Tablet will prompt the Technician to take up to five (5) optional pre-inspection vehicle photos to document vehicle condition. For example, Technicians may wish to photograph pre-existing damage to the vehicle.

3.9 Vehicle Compliance Label Photos

Photograph the compliance label showing GVWR and VIN. For vehicles with multiple compliance labels, photograph the label that matches the VIN on the registration. If the label is too large for one (1) photo, take up to three (3) photos. If the compliance label is missing, use the VIN plate on the dashboard or chassis. You may also include notes describing the photos. A photo of the Vehicle Permit /vehicle registration is **not** acceptable.

3.10 Gross Vehicle Weight Rating (GVWR)

Technicians must enter the GVWR (in kilograms) of the vehicle being Inspected. If the vehicle has no GVWR on the driver's door, doorpost, or tire pressure decal, the Technician must enter 1,500 kg.

If you are still unsure as to what GVWR should be entered, please contact the VIC Assistance Line at 1-833-420-2110 for further assistance.

3.11 Vehicle Identification Number (VIN)

The Technician must ensure that the VIN on the vehicle being inspected matches the VIN scanned or manually entered into the tablet. Tablet software will check the VIN for errors and may display error messages.

If the VIN is correct, press Proceed.

If the VIN is incorrect, the Technician must select "Re-enter" and enter the VIN until no error message is received. Upon VIN entry, data fields will be automatically populated by the VIN decoder.

During manual VIN entry, the Technician must ensure that the VIN is entered exactly as it appears on the vehicle. While most vehicles use the standard 17-character VIN format, some older vehicles (generally pre-1981) and certain specialty vehicles may have fewer than 17 characters. The system will accept VINs with fewer than 17 characters in these cases.

3.12 VIN and Vehicle Verification

All vehicles must have a Vehicle Identification Number (VIN) that matches the VIN recorded on the Vehicle Permit/Registration. If the VIN is missing from the vehicle or does not match the Vehicle Permit, the vehicle **must not** be inspected. In such cases, the registered owner must be directed to ServiceOntario (1-800-387-3445) to correct the VIN or the Vehicle Permit before the inspection can proceed. A photograph of the Vehicle Permit is not a substitute for a photo of the VIN plate on the windshield or the Statement of Compliance Label.

Technicians are responsible for ensuring the VIN entered during the issuance of an Inspection Certificate is accurate. Once submitted, VIN errors cannot be corrected, and if a certificate is refused at a ServiceOntario centre due to any inspection error, the Technician must provide corrective action at no cost to the customer.

When completing the Vehicle Information Summary, scanning the VIN barcode with the Tablet will populate most vehicle information fields. Any remaining mandatory fields must be entered manually, and the Technician must correct any errors generated by the VIN decoder. Failure to correct decoder-supplied errors will result in an audit.

3.13 Vehicle Specific Inspection Messages

Technicians are required to read and acknowledge any vehicle specific, or Auditor specified Inspection messages, requirements, or warnings displayed on the Tablet before they can begin an Inspection.

3.14 Instrument Cluster Photo with Odometer

The vehicle odometer reading must be entered accurately. If the odometer is not working or is unreadable, the vehicle fails the Inspection.

Photograph the instrument cluster with the odometer information displayed. The instrument cluster photograph must match the manually entered odometer reading.

The software will allow the inspector to select odometer readings to be entered in Miles or Kilometres.

3.15 Connect Tablet to Diagnostic Link Connector

The Tablet will require the Technician to connect the OneOBD device to vehicles manufactured with Diagnostic Link Connectors. This will download the vehicle's electronic fingerprint and safety related information.

Section 4: Inspection Procedures

The Technician will perform the Inspection and record required results on the Tablet. There are 11 sections in the vehicle Inspection which can be completed in any order.

4.1 LDV Standard Sections:

- Section 1 – Power Train
- Section 2 – Suspension
- Section 3 – Brake Systems
- Section 4 - Steering
- Section 5 - Instruments & Auxiliary Equipment
- Section 6 – Lamps
- Section 7 – Electrical System
- Section 8 – Body
- Section 9 – Tire and Wheel
- Section 10 – Coupling Devices
- Section 11 – Road Test

4.2 General Inspection Procedures

- Technicians are required to:

- Follow and comply with all Tablet screen prompts, instructions, messages and warnings.
- Take measurements with appropriate devices, that are calibrated and in working order. Measurement's must be entered in metric units (i.e., Millimetres for when the manufacture date is not available; lining thickness and tire tread depth; kilopascals for tire pressure).
- Photograph and provide measurements for tire and brake inspections. Disassembly or removal of wheels, and/or brake parts, is required to facilitate full inspection of all components. See [Appendix 3C](#) for examples of good photos.
- Identify components or systems that fail or have been repaired to meet Inspection Standards.
- Record Inspection information on the Tablet.

4.3 Road Test

Technicians are required to road test the vehicle to enable the detection of safety concerns in the vehicle which may not be found while the vehicle is stationary. Elements of a comprehensive road test must include, at a minimum:

- Must be driven at a speed in excess of 40 km/h
- Complete both a left and right turn at full lock (maximum steering-wheel travel, against stop)
- From a minimum speed of 40 km/h, perform at least one heavy application of the service brakes, decelerating the vehicle to a complete stop
- Application and assessment of parking brake performance
- Drive over at least one bump equivalent to approximately 5 cm in height

- If the vehicle does not pass the road test, the Technician is required to document the failure. Refer to Section 11 of the LDV Standard for complete Road Test requirements.

4.4 Inspection Results and Documentation

Technicians can select one of three Inspection results: Pass, Fail, or Repaired.

Where a vehicle was not originally equipped by the manufacturer with a specific component/system, the Technician is not required to inspect or record results for that component or system. Technicians will conduct the vehicle Inspection and enter data only for those components or systems that fail to meet Standards or have been repaired to meet the Standards. Technicians are not required to enter information regarding systems or components that Pass or are not applicable.

The only exception to the above occurs when a Technician is being audited. The Technician may be audited on a specific section of the Inspection procedure and in such cases will be required to select Pass where applicable. When the vehicle under audit is not equipped with components or systems that are part of the audit requirement, the Technician will be required to select Pass.

4.4.1 Pass Inspection Results

Technicians may choose to select Pass and enter notes, upload photographs or short videos to support a pass result on a specific component or system.

4.4.2 Fail Inspection Results

Technicians must select Fail when a component or system does not meet the LDV Standard, and the vehicle owner declines a repair.

The Tablet will advise Technicians when notes, photos or videos are required to document the Fail result. Technicians will always have the option to include notes, photos or videos to support their findings when the Tablet does not require such documentation.

The LDV Standard requires that if a component does not meet the Standard, it is “rejected”. “Reject if” means a condition that, if present at time of Inspection, or if present after repairs, results in a failed Inspection. In other words, “Reject if” is the same as Fail on the Tablet.

4.4.3 Repaired Inspection Results

If a component or system does not meet LDV Standard and is repaired during the Inspection, Technicians are required to select Repaired. Selecting Repaired will result in a Pass for the Inspection of the repaired component or system.

Technicians will have the option to include notes, photos, or videos to document their repairs, regardless of whether the Tablet requests such documentation.

4.5 Measurement and Recording

The following Inspection items require measurement, recording and photographs, including measuring devices in active use with clear and readable results:

Tire Tread Depth

- Photos must include:
 - Depth Gauge
 - Tire tread
 - The measurements must be entered in metric units (i.e., Millimetres)
 - Tire depth is a whole number
- Disc Brakes
 - Rotor Thickness

Express Modification to the Passenger Light Duty Standard (Sections 3(2.2) and 3(9)(b)-Limited Application).

Notwithstanding sections 3(2.2) and 3(9)(b) of the Passenger Light Duty Standard, and solely in respects of vehicles equipped with Original Equipment Manufacturer (OEM) rotors for which no minimum thickness specification is published, and serviceability is instead prescribed by weight and/or density measurement, the Technician shall assess the rotor in accordance with the OEM prescribed procedure.

If the rotor meets OEM specifications based on the prescribed weight and/or density measurement, the Technician shall enter “1” in the applicable rotor measurement field in the inspection tablet to indicate the rotor meets manufacturer specifications.

- Pad (Friction) Material Thickness of Inner and Outer Brake Pad
- Drum Brake System
 - Brake Shoe Lining Thickness
 - Brake Drum Inside Diameter

The following Inspection items require measurement and recording, but no photographs:

- Tire Inflation Pressure
- Initial and final tire pressures if corrected by more than 35kPa
- Tell-Tales indicating a fault, including those that do not result in failure of the vehicle to pass the Inspection
- Fuel Tank Level

Section 5: Emission Control Systems

5.1 Increase in the Registered Gross Weight (RGW) of a Light Duty Vehicle

If the Registered Gross Weight (RGW) on the vehicle registration increases above 4500 kg, the vehicle is now classified as a heavy-duty vehicle, and the Technician would need to refer to Schedule 2 of the Directives.

5.2 Potential Tampering of Emissions Control Components

Tampering includes removing, bypassing, defeating or rendering inoperative all or part of a motor vehicle's emission control system; or modifying a motor or motor vehicle in any way from which it was originally designed or certified by the manufacturer of the motor or motor vehicle.

If the Technician notices or suspects that any part of a vehicle's emission control system has been tampered with, the Technician should contact the VIC Assistance Line at 1-833-420-2110 or Email: VIC@driveonportal.com.

Section 6: Vehicle Inspection Reports (VIR)

6.1 Vehicle Inspection Reports (VIR)

Vehicle Inspection Reports (**VIR**) are generated by the Tablet following a vehicle Inspection.

6.2 Tablet Emails VIRs

Technicians or VICs are required to offer to send electronic VIRs to the customer's email address. Technicians are required to enter the customer's email address (if provided) into the Tablet during the inspection, and the VIR will be automatically emailed to the customer. Customers shall be advised that they can obtain their VIR from the Public Web Site.

The Tablet will automatically email all VIRs to the VIC owner and any Delegates for their records.

6.3 Safety Standards Certificates (SSC)

SSC are VIRs issued to vehicles that meet LDV Inspection Standards. SSC pass inspection results will be automatically downloaded to ServiceOntario and are valid for 36 days for vehicle transactions.

6.4 Failed Vehicle Inspection Reports (VIRs)

Vehicles that Fail to meet the LDV Standard will result in VIRs that cannot be used for vehicle transactions at ServiceOntario.

Section 7: Re-inspections Following a Failed Initial Inspection

A Re-Inspection is a limited vehicle Inspection performed by the same Vehicle Inspection Centre that issued an initial fail result no more than 10 days previous. Inspections can be limited to the previously failed component(s). Technicians will have the option to fail the vehicle for any other compliance issue.

The vehicle owner will not be charged for the re-inspection unless it is necessary to remove the wheels. If it is necessary to remove the wheels, the Technician or VIC must obtain the vehicle owner's permission.

Re-inspections become full Inspections when the Technician enters new failed or repaired system or component items into the Tablet.

The Technician who completes the Re-Inspection will be responsible for the complete Inspection result.

Appendix 3A – Definitions

310S: means the Ontario Certificate of Qualification as per the Building Opportunities in the Skilled Trades Act, 2021, S.O. 2021, c. 28. Journeypersons Class (JP), 310S - Automotive Service Technician.

Apprentice: means an individual who, pursuant to a registered training agreement, is receiving or is to receive training in a trade that is required as part of an apprenticeship program.

Auditor: means the vendor's program compliance assurance personnel responsible for reviewing specific Inspection records to detect non-compliance with the Directive or SOP by Vehicle Inspection Centres, Technicians and or vehicles.

Certificate of Qualification: means a valid STO certification under the Building Opportunities in the Skilled Trades Act which is neither suspended, revoked nor expired.

Delegate: means a person authorized by the Vehicle Inspection Centre Owner to act as a responsible representative of the VIC and act on the VIC Owner's behalf.

GVWR: means **Gross Vehicle Weight Rating** which is the gross weight as specified by the manufacturer; often attached as a decal on the door post or door of a vehicle.

Highway Traffic Act [Highway Traffic Act, R.S.O. 1990, c. H.8 | ontario.ca](#)

LDV Standard: means the mandatory standards as set out in the **Passenger/Light-Duty Vehicle Inspection Standard** and the Directive, Schedule 3 to which all applicable vehicles will be inspected by a Technician at a VIC to issue a Safety Standards Certificate.

Low-Speed Vehicle: means a motor vehicle that,

- a) meets the definition of low-speed vehicle in subsection 2 (1) of the Motor Vehicle Safety Regulations made under the Motor Vehicle Safety Act (Canada), and

- b) meets the requirements for low-speed vehicles set out in Schedule III to the Motor Vehicle Safety Regulations made under the Motor Vehicle Safety Act (Canada).

OneOBD: means the scan tool device of the Vehicle Inspection System that connects to a vehicle to download the vehicle's electronic fingerprint and safety related information to the Tablet.

Passenger/Light-Duty Vehicle Inspection Standard: means the Reference Handbook entitled "Passenger/Light-Duty Vehicle Inspection Standard" in English and "Norme d'inspection des véhicules de tourisme et des véhicules utilitaires légers" in French, dated October 2015, published by the Ministry and available on a Government of Ontario website and found in [Appendix 3E](#) to this Directive.

Recreational Vehicle: means a motor vehicle commonly known as a recreational vehicle or as a motor home, other than a motor vehicle,

- a) carrying commercial cargo or tools or equipment of a type normally used for commercial purposes, or
- b) carrying animals or non-commercial tools, equipment or vehicles that occupy one-half or more of its floor space.

STO: means **Skilled Trades Ontario** which replaces the Ontario College of Trades and will be used to promote the trades and develop training standards.

SSC: means **Safety Standards Certificate** which is the Certificate issued to a vehicle that has completed a Safety Inspection in accordance with the LDV Standards in this Directive and meets the required equipment and performance standards with a pass result that certifies it is fit to be plated for on road use.

Standards: please refer to [Appendix 3D](#) – Technician Qualifications for Inspection Types.

Statement of Compliance Label: means a label that confirms that a vehicle complies with all applicable motor vehicle safety standards in effect on the date of manufacture. It is usually found inside of the driver's door pillar.

STO or Skilled Trades Ontario: replaces the Ontario College of Trades and will be used to promote the trades and develop training standards.

Tell-Tales: means a device or object that automatically gives a visual indication of the state or presence of something.

Technician: means a person who has successfully completed training provided by the Ministry and is registered with the Ministry. Technicians that only provide Emissions Inspections, as set out in the Directive, Schedule 1, must successfully complete the online emissions training, approved by the Director. All Safety Inspections, set out in the Directive, Schedules 2 through 4 must be conducted by Technicians according to their Skills Trade Ontario Certificate of Qualification as per the Building Opportunities in the Skilled Trades Act, 2021 and excludes Technicians that have been denied registration by the Ministry or whose registration has been suspended or revoked.

Three-Wheeled Vehicle means a motor vehicle, other than a motor tricycle as defined in Regulation 587 under the *Highway Traffic Act*, that:

- a) is designed to travel on three wheels in contact with the ground,
- b) has not more than four designated seating positions, and
- c) has a manufacturer's gross vehicle weight rating of 1,000 kilograms or less or, if it does not have a manufacturer's gross vehicle weight rating, the sum of its unloaded vehicle mass and the product obtained by multiplying its seating capacity by 68 kilograms is 1,000 kilograms or less.

Vehicle Inspection System means the complete package of specialized inspection equipment hardware and software that will enable a VIC to complete a Safety Inspection.

VIC means **Vehicle Inspection Center** which is the vehicle service stations with a Performance Contract and provides Inspection services.

VICN means **Vehicle Inspection Certificate Number** which is the unique number applied to a Safety Standards Certificate for vehicle transfer and registration purposes.

VIN means **Vehicle Identification Number** which is most commonly a 17-character combination of numbers and letters (excluding letters I, O, Q) that can be used to help identify the make, model, model year and engine size of a vehicle.

VIR means **Vehicle Inspection Report** which is the document issued by a Vehicle Inspection Centre following a vehicle Inspection that contains the vehicle emissions and/or safety equipment, and performance standards information collected on the date the document was issued.

Appendix 3B – Contact List

Public Contact Centre Services

Public Contact Centre Services at 1-833-420-2103 info@driveonportal.com

The Contact Centre is staffed by people trained on all aspects of the DriveON Program. All consumer or public inquiries, such as Certificate reprints, consumer complaints and smoking vehicle reports, that cannot be answered by VIC staff, should be directed to the Contact Centre.

The Contract Centre also provides information on VIC accreditation procedures and general program information for VICs joining the program. The hours of operation are Monday to Friday from 8:00 am to 6:00 pm, Saturday and Sunday 9:00 am to 3:00 pm.

Vehicle Inspection Centre Assistance Line

Vehicle Inspection Centre Assistance Line at 1-833-420-2110 or VIC@driveonportal.com

VICs are to use this contact phone number, email, or chat for most of their day-to-day issues. This is a free Technician technical information service to assist with any of the following:

- Standard Operating Procedures
- Vehicle Inspection Directives
- New VIC Accreditation
- Training Department
- Inspection Equipment communication issues
- Banking Information questions regarding test fee payments
- Lockout of the Inspection Equipment

Vehicle Registration

Vehicle owners that may have inquiries about their vehicle registration or if their vehicle is missing a vehicle identification number (VIN), may be directed to [ServiceOntario](#) at 1-800-387-3445, or to visit a [ServiceOntario](#) location.

Appendix 3C – Examples of Proper Inspection Photographs

Technicians are responsible for ensuring Inspection photos are taken properly. Inadequate photo quality (e.g., blurry) may result in compliance action against the VIC. Technicians should re-take photos or take additional photos if the quality of the initial photos is questionable. Photo quality must be clear, sharp and 'in focus'. No shadows, glare or flash reflection can appear in the photo. Information entered into the tablet should correspond to the measurement of the image of the tool.

Photos must not be re-used for a different inspection, and screenshots are not permissible. Photo's must include the measuring device and the item being measured with a clear image of the actual measurement.

Photo Quality Requirements:

Inspection photos must be:

- clear, sharp and in focus
- no shadows, glare, or flash reflection



example of a good photo



example of a bad photo

Compliance Label Photo

Photos must include:

- VIN
- GVWR



example of a good photo



example of a bad photo

Rear of Vehicle Photo

Photos should include:

- Make
- Licence Plate (when attached)



example of a good photo



example of a bad photo

Vehicle Instrument Cluster Photo

Photos must include:

- Odometer
- Malfunction Indicator Light (MIL); if illuminated
- Fuel Level



example of a good photo



example of a bad photo

Brake Rotor Thickness Measurement

Photos must include:

- Proper brake rotor measuring device
- Digital readout if possible
- Brake rotor section being measured
- The measurements must be entered in metric units (i.e., Millimetres; **rotors** thickness measurements must be recorded to a **tolerance of ± 0.05 mm**; lining thickness and tire tread depth; kilopascals for tire pressure)



example of a good photo

Brake Pad Thickness Measurement

Photos must include:

- Depth gauge measurement
- Brake pad
- Brake pad removal is optional to obtain a measurement
- The measurements must be entered in metric units (i.e., Millimetres; lining thickness and tire tread depth; kilopascals for tire pressure)



example of a good photo



example of a good photo

Brake Drum Diameter Measurement

Photos should include:

- Entire drum
- Inside diameter measurement device
- Digital readout if possible
- Drums that have been removed must be photographed



example of a good photo

Brake Shoe Measurement

Photos must include:

- Depth Gauge
- Brake shoe (on or off vehicle)
- Digital readout if possible
- The measurements must be entered in metric units (i.e., Millimetres)



example of a good

Tire tread depth measurement

Photos must include:

- Depth Gauge
- Tire tread
- The measurements must be entered in metric units (i.e., Millimetres)



example of a good photo

Appendix 3D – Technician Qualifications for Inspection Types

If you have any questions or concerns regarding technical qualifications for inspection types please contact the VIC Assistance Line at 1-833-420-2110 or Email:

VIC@driveonportal.com.

Light Duty Vehicles (LDV) and Three Wheeled Vehicles are inspected to LDV Standards and Directive Schedule 3

Light Duty Vehicles (LDV) and Three Wheeled Vehicles are inspected to LDV Standards and Directive Schedule 3

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
LDV SSC Cars, SUVs, Minivans, Light Trucks, and Low-speed Vehicles up to 9,000 kg & no air brakes. Non-commercial Recreational Vehicles with no air brakes; Personal use trucks with GVWR $\leq$ 6,500 kg & no air brakes	Yes	No	No	No
LDV Three wheeled Vehicle SSC Three Wheeled Vehicle, Two front wheels, maximum 3 wheels	No	No	No	Yes

LDV Motorcycles and Motor Tricycles are inspected to standards in Directive Schedule 4

LDV Motorcycles and Motor Tricycles are inspected to standards in Directive Schedule 4

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
LDV Motorcycle SSC Motorcycles: one front wheel, maximum 3 wheels	Yes	No	No	Yes
LDV Motor Tricycle SSC Motor Tricycles: Two front wheels, maximum 3 wheels	No	No	No	Yes

Commercial Vehicles are inspected to NSC11B Standards and to standards in Directive Schedule 2

Commercial Vehicles are inspected to NSC11B Standards and to standards in Directive Schedule 2

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
HDV AIC Trucks, Tow Trucks, Mobile Equipment Vehicles GVWR <= 4,500 kg & no air brakes	Yes	No	No	No
HDV AIC Trucks, Tow Trucks, Mobile Equipment Vehicles GVWR 4,501 kg to 9,000 kg & no air brakes	Yes	Yes	No	No

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
HDV AIC Trucks, Tow Trucks, Mobile Equipment Vehicles GVWR > 9,000 kg & no air brakes	No	Yes	No	No
HDV AIC Trucks, Tow Trucks, Mobile Equipment Vehicles GVWR > 4,500 kg with air brakes (incl. air over hydraulic)	No	Yes	No	No
HDV SAIC Bus, School Bus (chrome yellow), School Purposes Vehicle, Accessible Vehicles, U10 Vehicles GVWR < 3,400 kg & no air brakes	Yes	No	No	No
HDV SAIC Bus, School Bus (chrome yellow), School Purposes Vehicle, Accessible Vehicle, U10 Vehicles GVWR 3,400 kg to 9,000 kg & no air brakes	Yes	Yes	No	No

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
HDV SAIC Bus, School Bus (chrome yellow), School Purposes Vehicle, Accessible Vehicle, U10 Vehicles GVWR over 9,000 kg & no air brakes	No	Yes	No	No
HDV SAIC Bus, School Bus (chrome yellow), School Purposes Vehicle, Accessible Vehicle, U10 Vehicles GVWR > 3,400 kg with air brakes (incl. air over hydraulic)	No	Yes	No	No
HDV AIC Trailers & Trailer Converter Dollies GVWR <= 4,500 kg & no air brakes	Yes	No	No	No
HDV AIC Trailers & Trailer Converter Dollies GVWR 4,501 kg to 9,000 kg & no air brakes	Yes	Yes	Yes	No

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
HDV AIC Trailers & Trailer Converter Dollies GVWR over 9,000 kg & no air brakes	No	Yes	Yes	No
HDV AIC Trailers & Trailer Converter Dollies Any GVWR with air brakes (incl. air over hydraulic)	No	Yes	Yes	No
RV SSC Recreational Vehicles Used for Commercial purposes GVWR <= 4,500 kg & no air brakes	Yes	No	No	No
RV SSC Recreational Vehicles Used for Commercial purposes GVWR 4,501 kg to 9,000 kg & no air brakes	Yes	Yes	No	No
RV SSC Recreational Vehicles Used for Commercial purposes GVWR > 9,000 kg & no air brakes	No	Yes	No	No

Inspection Type	310-S Technician	310-T Technician	310-J Technician	310-G Technician
RV SSC Recreational Vehicles Used for Commercial and Non-Commercial purposes GVWR > 4,500 kg with air brakes (incl. air over hydraulic)	No	Yes	No	No

Appendix 3E - Passenger/Light-Duty Vehicle Inspection Standard Reference Handbook (October 2015)

<https://ontario.ca/files/2022-03/mto-passenger-light-duty-vehicle-inspection-standard-en-2022-03-18.pdf>