

TN Department of Safety

Compliance Based Removal Process

(Only applies to clients who were arrested of a DUI July 1, 2016 and beyond)

TN Code Annotated 55-10-425

1. Client will receive a **TN Compliance Review Notice** via email from TNRemoval@smartstartinc.com within 3 business days after the client's 365 day program completion.
2. Client is to call their local service center to schedule a TN Compliance Review Calibration service. The client **MUST** bring the **TN Compliance Review Notice** to the service appointment (printed or electronic).
3. Smart Start's system runs an automatic check for any violations on your account.
4. The TN Department of Safety will review the information on the report to verify any violation(s). This takes an average of 10-14 business days. The following steps will occur depending on the report information. (Please see pages 2-3 to review violations)

<u>NO VIOLATION(S)</u>	<u>VIOLATION(S)</u>
5. The client will receive an email with the Interlock Restriction Release Authorization form from TNRemoval@smartstartinc.com	5. The client will receive an email with a NonCompliance Notice from TNRemoval@smartstartinc.com within 3 business days.
6. Client takes the Interlock Restriction Release Authorization form to the DMV to obtain their valid Drivers License. <i>(There cannot be a restriction code of 15 or 16)</i>	6. Due to extension of your program, the NonCompliance Notice will have the date of your next compliance review and noted violation.
7. Schedule your removal with your local service center.	7. Continue regular service until you reach your NEW Compliance Review date. To request reconsideration of NonCompliance, email safety.interlock@tn.gov .
8. Client must show either the TN Department of Safety completion letter, a Smart Start Interlock Restriction Release form to tech, or their new license.	8. On or after your NEW Compliance Review date, contact your service center to schedule a Compliance Review. You MUST show your NonCompliance Notice to the service center technician.

ALWAYS BRING YOUR NOTICES TO THE SERVICE CENTER
FAILURE TO DO SO WILL DELAY THE REMOVAL PROCESS

- We do not charge for compliance review calibrations
- The client must pay a \$75 removal fee
- Be sure to keep your email up-to-date with Smart Start and add TNRemoval@smartstartinc.com to your address book to avoid being flagged as SPAM
- If you do not receive an email, please contact us at TNRemoval@smartstartinc.com with your name, Drivers License number, installation date and arrest date
- Monthly lease fees apply if extended due to court order, noncompliance or voluntary.