

KEYS TO SUCCESS

Completing the TN Department of Safety IID Program without Extension



TABLE OF CONTENTS

★	Keys to Success	Pages 2-3
★	User Instructions	Pages 4-5
★	TN Compliance Based Removal	Page 6
★	TN Department of Safety IID Law	Page 7
★	Smart Start of TN Locations	Page 8

24/7 CUSTOMER SERVICE CENTER
www.smartstartinc.com/tennessee
800-880-3394



Find us on Facebook
[@smartstartoftennessee](https://www.facebook.com/smartstartoftennessee)

KEYS TO SUCCESS

Completing the TN Department of Safety IID Program without Extension

KNOW YOUR VIOLATIONS: Violations may result in an extension of your program

1. **ROLLING RETESTS:** Rolling retests are an extremely helpful measure for your program. They ensure that there is no drinking and driving at all. The IID will prompt for a rolling retest at random intervals. State regulations allow for up to 6 minutes to perform the rolling retest. This gives you some time to pull over, put your vehicle in park and take a breath test that will only last a few seconds. Missing or failing a rolling retest is a VIOLATION. **TAKE EVERY TEST** that is requested.
2. **ALCOHOL VIOLATIONS:** the device is calibrated to fail at .02 BrAC. Smart Start Devices have fuel cell technology and do not produce false readings. Some products that we use every day have a low amount of alcohol, such as mouthwash. Therefore, when you get in your car and take your initial test after using mouthwash, the Interlock Device will detect that alcohol in the product. Smart Start recommends you swish your mouth with water before taking every test.
3. **ALWAYS RETEST:** You have 10 minutes to perform your retest after a FAIL warning on your headset. **EVEN IF** you are pulling into your parking spot you must take the retest or the device will violate you for skipping the test. If your retest indicates a fast decline in BrAC level, this can help confirm that you were not consuming alcohol at the time the reading was recorded.
4. **VIEW OF CAMERA:** All tests must be taken in view of the camera. You will get a violation, even if you pass a test, if you are not in view of the camera. It is a violation to have another person test for you if you are driving. If another individual is driving the car, they will need to blow into the device, this will NOT violate you.
5. **APPOINTMENT DATES:** **You are required to have your device calibrated every 30 days.** Failure to calibrate your device could result in an extension of the program for 365 days. Your monthly calibration service date can always be found on your service ticket/ receipt. Alternatively, use #1 on your device to obtain your appointment.

SCHEDULING: We want to service you properly

1. **ALWAYS SCHEDULE:** Lockouts, missed calibration appointments, transfers and removals can be scheduled by calling your local service center. The 1-800-880-3394 number found on your device does not handle scheduling. See page ... for shop locations and contact information.
2. **MISSED CALIBRATION APPOINTMENTS:** If you are not going to be able to make your scheduled calibration appointment, you **MUST** call 48 HOURS in advance to reschedule to avoid missed appointment fees. Missing your monthly calibration could result in an extension of the program for 365 days.
3. **LOCKOUTS:** If you go into lockout, you must first call your service center for an appointment. After setting your appointment, call 1-800-880-3394 to obtain your lockout code to be able to start your vehicle. Once you enter your lockout code, your device will begin a countdown to which you must be serviced before it ends. **DO NOT USE ANY UNLOCK CODE** until you know you have a scheduled appointment. If the lockout code expires before you are in for service, you risk having

to tow your vehicle. Be aware, you are limited on the number of lockout codes during your program.

4. **TOWING:** DO NOT tow your vehicle to any service location, for any reason, until you have permission by your service center. Vehicles towed to a service location will be towed away at the client's expense.

WAIT THERE'S MORE: This may be some of the most important info you need

1. **VEHICLE WORK:** There may be times a vehicle with a Smart Start IID installed will need to be serviced by a mechanic. You can apply for a TN Department of Safety Toll Period to pause your interlock program. Request this Toll form by calling 1-800-880-3394 or email TNRemoval@smartstartinc.com.
 - a. Missing your monthly calibration while your vehicle is in for service could result in an extension of the program for 365 days.
 - b. It is important that your car battery and alternator is performing adequately. Low voltage will cause intermittent power issues for your IID. This can cause missed tests and therefore violations.
 - c. For more information on TN Toll Period visit <https://tnignitioninterlock.zendesk.com/hc/en-us/articles/360031421954-I-ve-wrecked-my-car-now-what->
2. **TECHNICAL SUPPORT:** If you get a code on your device, please see page for quick reference. If you continue to have issues, please call your local service center (see page ...) or Smart Start customer service, 1-800-880-3394.
3. **MISCONDUCT:** unauthorized removal of the IID can result in prosecution of a **Class A Misdemeanor**. Failure to return a device can result in a **Class E Felony** after 60 days for Theft of Property.
4. **REMOVAL PROCEDURE:** IIDs in Tennessee cannot be removed without approved authorization from the TN Department of Safety. Please refer to page ... on the TN Department of Safety Compliance Based removal process. If you choose to have the IID removed before completing the TN requirements, you must sign an "Early Removal Form." You can obtain this form from your local service center, or by emailing TNRemoval@smartstartinc.com. Be aware, early removal will cause your license to be revoked/suspended.

ALL SMART START of TN COMMUNICATION IS THROUGH EMAIL OR MAIL

Please be sure that TNremoval@smartstartinc.com is not going to your junk mail

Smart Start/ Simple USER INSTRUCTIONS

1-800-880-3394 | SmartStartInc.com

The SSI 20/30 is a breath-alcohol ignition interlock device which requires the user to take and pass a breath test before the vehicle will start. If the breath alcohol sample submitted is at or above the preset fail level, the vehicle will not start.

HOW TO TAKE A TEST:

1. When you turn on the vehicle's ignition, the unit will activate and the LCD will display **WAIT ####**. The device is preparing for a test. *Take this time to drink WATER to eliminate breath contaminants.*
2. Once the unit has initialized, the LCD will display the word **BLOW**.
3. You can only take a test when the LCD displays the word **BLOW**.
4. The best way to take a proper test is to blow steadily into the mouthpiece of the unit for approximately 2 seconds and then transition to a hum by saying the word "**WHO**". Keep blowing steadily during the transition. During the test the LCD will display the word **TEST**.
5. Keep blowing into the mouthpiece while humming "**WHO**" until the unit clicks and the sound of the beep changes to a higher tone to let you know when to stop (approximately 7 seconds).
6. If you do not successfully complete the test, the LCD will display the word **ABORT**, followed by thereason.
7. After successful completion of the test, the LCD will display the word **ANALYZING**.
8. The unit will then analyze the breath sample and display **PASS, WARN, FAIL, or VIOL**.
9. During normal operation of the unit, the LCD will display "******", indicating engine running.

AFTER YOU TAKE A TEST, 1 OF 5 THINGS WILL HAPPEN:

1. The LCD display will show the word **PASS** and you may now start your vehicle
2. The LCD display will show the word **WARN** and you may now start your vehicle
3. The LCD display will show the word **FAIL** and you **will not** be able to start your vehicle
4. The LCD display will show the word **VIOLATION** and you **will not** be able to start your vehicle
5. The LCD display will show the word **ABORT** and you **will not** be able to start your vehicle

When you blow an **ABORT** or a **FAIL**, you must take and pass another breath test before your vehicle will start. After blowing a **FAIL**, the LCD will display **FAIL**, cycle back to **WAIT ##** and then **BLOW**. **ABORT** is generally caused by blowing too hard "**ABORT HARD**", for not a long enough period of time "**ABORT EARLY**", or not performing the voice tone properly "**ABORT HUM**". An **ABORT** will simply require you to take another test. Once your vehicle is started, the device will ask for a random retest by beeping and indicating **BLOW** plus a timer reading. Failure to take these retests is a violation. The retest time gives you a predetermined amount of time to safely pull over if you are not comfortable testing while driving. The retest time is determined by each state. The technician will inform you of your retest timer during training. If you fail to take the retest, the unit will indicate "**MISSED TEST**". This will result in a lost violation

Once your vehicle is started, the device will ask for **RETESTS** by beeping and flashing the word **BLOW**. *Be sure to drink WATER prior to each and every test.* Failure to take the retest is a violation. *(When using the device, always practice safe driving habits and keep your eyes on the road. You should find a safe place to park before taking a retest.)*

Handset mount - You have been provided with a handset mount to keep your device within easy reach and out of harm's way. If your mount needs replacing, advise our service personnel and we will secure a new one.

LOCKOUTS The LCD displays the number of violations left when you press the pound sign and the number three. The counter starts with the maximum available violations and counts down. Each time a violation is registered, the unit will deduct 1 from that number. The device will "**lockout**" and not allow you to take a test under the following 4 conditions.

1 - 15 MINUTE LOCKOUT

A fifteen **minute lockout** is indicated by an LCD display of **FAIL /LOCK ###**. This happens when you blow 3 fails in a 15 minute period. The device will **TEMPORARILY LOCKOUT** for **ONLY 15 minutes**. This can happen before you start your vehicle OR after you start the vehicle and then fail 3 **RETESTS!** During this **15 minute lockout** the device **will not** allow you to re-test. Use this time to drink water, take some deep breaths and test again when the device resets. **NOTE:** If this happens while you are driving, the device will not reset until you turn off your vehicle for 15 minutes. A **15 minute Lockout** may require you to return for service.

2 - RESTRICTED DRIVE TIME LOCKOUT

A **drive time lockout** is indicated by an LCD display of "**RESTRICTED DRIVE TIME**". This only occurs if the unit is programmed with restricted driving times as ordered by the monitoring authority. During the **restricted lockout** time, the device **will not** allow you to take a test or start your vehicle.

3 - SERVICE LOCKOUT

A **service lockout** is indicated by an LCD display of **SRVC / L ###**. This is the number of hours remaining before the device shuts down due to missing your service date. Once the device displays "**LOCK,**" it **WILL REQUIRE** you to call your service provider for an Unlock Code. There may be a charge for this code. **DO NOT IGNORE THE SERVICE WARNING** grace period

4 - VIOLATION LOCKOUT

A **violation lockout** is indicated by an LCD display of "**LOCKOUT VIOL**". This will occur after you use your last violation **AND** you exceed the allowed lockout grace period. A violation is caused by a **HIGH LEVEL** breath failure, OR by missing a re-test, OR by starting the vehicle without passing a test OR by disconnecting the head while the device is turned on. These violations are counted between service visits. The LCD display will show the number of hours left until the violation lockout occurs (**L##**) Once the device displays "**LOCKOUT VIOL**", it **WILL SHUT DOWN** and require you to call your service provider for an unlock Code. There may be a charge for this code. **DO NOT IGNORE THE LOCKOUT WARNING** graceperiod.

QUICK REFERENCE INFORMATION

AFTER HOURS SERVICE

If you need service after normal business hours, call us toll free at **800-880-3394**. Our voice recording will direct you accordingly. Please follow the directions. **If you leave a message be sure to include your area code, phone number and full name or we may not be able to return your call.**

UNLOCK CODES

Smart Start is the FIRST interlock provider that offers REMOTE UNLOCKING. This service is available if you go into lockout and cannot get to a service center. You will be given a code from our corporate office. The code can be entered into the device using the keypad. This code will extend your lockout grace period for a predetermined amount of time that is set by each state. The technician will inform you of your retest timer during training. The code is only good ONE TIME and the device will operate as normal. You are required to take and pass a test before starting the vehicle. The code DOES NOT bypass the device.

HELPFUL HINTS AND ANSWERS

LCD DISPLAYS	DESCRIPTION
WAIT ##	The unit is preparing for a breath test.
BLOW	The unit is ready to accept a breath test.
TEST	The unit is accepting the test.
SRVC / L ###	A reminder of the number of hours remaining before the unit goes into lockout due to missing your monthly service appointment.
BLOW / VLOCK @ # D ##	A reminder of the days remaining before lockout due to violations.
LOCKOUT VIOL	The device is in lockout due to violations. You must call to get an unlock code that is only valid for 6 hours.
APPT ##### / MM/DD/YY	A reminder, your appointment date is approaching. Starts flashing 5 days before your appointment date.
VIOL REMAIN #####	The number of violations remaining before the unit goes into the lockout grace period. Press the # sign and the number three (3) on the keypad to see this display.

- *You must drink WATER prior to each and every breath test. This will eliminate breath contaminants. Remember, always take a DEEP BREATH immediately before taking a test.*
- The interlock device has no effect on the engine operation and cannot turn your engine off once it is running.
- Anyone can drive your vehicle, but they must use the device, and *YOU are responsible for all readings recorded by the device.*
- **If you are the driver of the vehicle, letting someone else take a test for you is a program violation.**
- If your vehicle needs service, have the service technician call Smart Start for instructions. Keep receipts from the shop indicating the date and time it was in for service as well as the date and time it was picked up.
- If you need to replace your battery or starter, keep the receipt of purchase and keep the time between disconnecting the battery and reconnecting it as short as possible.
- You have several minutes to respond to a retest. Find a safe place to park before taking a retest. Missing a retest is a violation and will be recorded by the device.
- Once the device begins asking for a retest, be sure to take the test **before** turning off your ignition or you will lose a violation.
- *When using the device, always practice safe driving habits.*
- Do not use a breath freshening agent just before taking a test. Most of these agents contain a high level of alcohol.
- Place the device where you can see the LCD display. If a Retest is requested and you are driving with the radio playing loud or a window down, you may not hear the Beeping sound that the unit will make. If you can see the LCD display, you will probably notice the retest indication. An optional LED light is available for clients who are hearing impaired.
- *Do not place the interlock where it is prone to damage:* on the floor, under your ashtray, or where you can't see it or hear it. Also, do not expose the unit to moisture from liquids. *You are responsible for damages due to negligence or abuse of the device.*

If your unit locks out or is not operating properly, we may ask you to tow your vehicle to the nearest Smart Start location. If the problem is found to be with the device, we will credit your account for the amount of the tow bill. You will be responsible for the tow bill if the problem is not unit related. Please contact your local service center for a phone number to a preferred towing company in your area. *Towing which may exceed \$100 MUST be arranged through the Smart Start service center manager.*

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 5-7 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. Client must email TNRemoval@smartstartinc.com a photo of the new unrestricted Drivers License. Within 2 business days we will mark your account "eligible for removal."	7. Continue regular service until you reach your NEW Compliance Review date. To request reconsideration of NonCompliance, email safety.interlock@tn.gov .
8. Smart Start will reply with confirmation of receipt of your Drivers License. Only then can you contact your service center to schedule your removal appointment.	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.



Ignition Interlock Program
1150 Foster Ave
Nashville, TN 37243
615-743-4960

For offenses occurring July 1, 2016 and after: A person required to install and use only a functioning ignition interlock device is prohibited from removing or causing to be removed the ignition interlock device from the vehicle for which it was ordered, and the person shall be required to maintain the device in working order for a three hundred sixty-five (365) consecutive day period or for the entire period of the driver license revocation period, whichever is longer.

In addition to the minimum three hundred sixty-five (365) consecutive day period during which **the ignition interlock device shall be attached, functioning, and maintained on the motor vehicle for which it is ordered**, the ignition interlock device cannot be lawfully removed from the vehicle, except for necessary maintenance, replacement, or repair as determined by the department, unless the person has operated the ignition interlock equipped vehicle without violation for the last one hundred twenty (120) days of the period for which it is required.

If at any time during the three hundred sixty-five (365) consecutive day period, the department determines that the person removes or causes to be removed the ignition interlock device, the device shall be reinstalled and the three hundred sixty-five (365) consecutive day period shall start again from the date of the reinstallation.

During the final one hundred twenty (120) day period for which the ignition interlock device is required, the person shall not violate any of the following conditions:

- Tampering with, circumventing, or attempting to start the vehicle with a breath alcohol concentration in excess of the two-hundredths of one percent (0.02%) blood alcohol concentration calibration setting required by § 55-10-417(c); provided, however, that a person shall not be in violation of this subdivision (d)(1)(A) for attempting to start the vehicle, if a subsequent retest within ten (10) minutes shows a breath alcohol concentration of two-hundredths of one percent (0.02%) or less and review of the digital images associated with each test confirms that the same person performed both tests;
- Failing to take or skipping a rolling retest when required by the ignition interlock device; provided, however, that a person shall not be in violation of this subdivision (d)(1)(B) for failing to take or skipping a rolling retest if a review of the digital images associated with the test confirms that the vehicle was not occupied by the driver at the time of the retest;
- Failing a rolling test required by the ignition interlock device with a breath alcohol concentration in excess of two hundredths of one percent (0.02%); provided, however, that a person shall not be in violation of this subdivision (d)(1)(C) for failing a rolling test, if a subsequent retest within ten (10) minutes shows a breath alcohol concentration of two-hundredths of one percent (0.02%) or less and review of the digital images associated with each test confirms that the same person performed both tests;
- Removing or causing to be removed the ignition interlock device at any time during the three hundred sixty-five (365) consecutive day period; and
- Failing to appear at the ignition interlock device provider when required for calibration, monitoring, or inspection of the device.

If at any time during the final one hundred twenty (120) days of the time period the person is required to use a functioning ignition interlock device, the department determines that the person has committed a violation the one hundred twenty (120) day period shall start again from the date of the violation.

Upon completion of the period for which the person is required to use an ignition interlock device, the person shall request that the ignition interlock provider certify that the person has complied with the conditions for the required periods. The provider shall determine whether the person has been compliant with the conditions for the required periods and either issue a certificate of compliance to the person or notify the person of noncompliance and the resulting extension of the ignition interlock requirement.

If the data file from the final download and other relevant information shows that the person has been ignition interlock compliant for the requisite periods of time, the department shall inform the person on a compliance form developed by the department that the person may apply for driver license reinstatement and that the ignition interlock device may be lawfully removed.

The program participant may take the Certificate of Compliance issued by the manufacturer and the Compliance Form issued by the department to the DMV and apply for an unrestricted driver's license. **After receiving the unrestricted driver's license, the program participant shall return to the installation facility for an authorized removal of the ignition interlock device.**

Beginning on January 1, 2023 ignition interlock program participants will be required to service every 30 days, failure to service every 30 days will result in an extension of the program.

Please reference the below section of the Ignition Interlock Program Rule 1340-03-06-.11.

Ignition Interlock Program Rule Section 1340-03-06-.11 MONITORING REQUIREMENTS.

(3) Servicing, inspecting, and monitoring of each BAID and all of its components shall occur thirty (30) days after the initial installation and at least every thirty (30) days thereafter.

The thirty (30) day BAID calibration schedule is calculated to begin with the date of the previous calibration service.

Beginning January 1, 2023, failing to appear at the ignition interlock device provider when required for calibration, monitoring, or inspection of the device will result in the ignition interlock usage period starting over.

Please reference the Tennessee Code Annotated Sections listed below:

TCA 55-10-417 (d) (3)

(3) Require the person to have the system monitored for proper use and accuracy by an entity approved by the department of safety at least every thirty (30) days, or more frequently as the circumstances may require;

TCA 55-10-425 (c)

(c)

(1) A person required to install and use only a functioning ignition interlock device pursuant to this section is prohibited from:

(A) Removing or causing to be removed the ignition interlock device from the motor vehicle;

(B) Failing to appear at the ignition interlock device provider when required for calibration, monitoring, or inspection of the device; and

(C) Tampering with or circumventing the ignition interlock device.

(2) Unless as otherwise provided in subsection (h), the person must maintain the device in working order for the ignition interlock usage period.

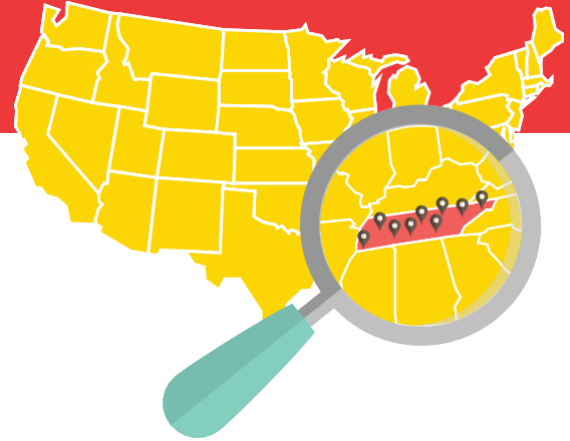
(3) Failure to comply with the requirements of this subsection (c) will result in the ignition interlock usage period starting over. Effective January 1, 2023 any of the above violations listed in TCA 55-10-425 subsection (c) will result in the ignition interlock usage period starting over.

Sincerely,



Research, Planning, & Development
 TN DOS [Ignition Interlock Program](#)
 1150 Foster Avenue
 Nashville, TN 37243

THE SMART START ADVANTAGE



ATHENS

Elite Audio & Window Tinting
2515 Hwy 11 South
Athens, TN 37303
423-744-9119

CHATTANOOGA

Smart Start of Chattanooga
5959 Shallowford Rd Suite 102
Chattanooga, TN 37421
423-330-4608

CLARKSVILLE

Interlock Xpress
2415A HWY 41A Bypass
Clarksville, TN 37043
615-206-7800

COLLIERVILLE

Smart Start of TN
107 Hwy 72
Collierville, TN 38017
901-481-9867

COLUMBIA

Custom Window Tinting &
Off-Road
110 Nashville Hwy Columbia,
TN 38401 931-381-5466

COOKEVILLE

Roberts Auto Repair
625 E Spring St
Cookeville, TN 38501
931-526-1980

CROSSVILLE

Top Gun Auto Spa
437 Old Lantana Rd
Crossville, TN 38555
931-787-2169

DICKSON

PDR Specialist
148 Circle U Dr
Dickson, TN 37055
615-560-5146

FRANKLIN

Interlock Xpress
201 Beasley Drive, Suite I
Franklin, TN 37064
615-206-7800

GREENEVILLE

North Main Audio Customs,
INC
509 N. Main Street
Greenville, TN 37745
423-638-4931

GALLATIN

Interlock Xpress
1315 South Water Avenue
Gallatin, TN 37066
615-206-7800

HALLS

Smart Start of TN
6820 Tice Lane
Knoxville, TN 37918
865-603-1963

JACKSON

Dennis Mitchells Automotive
Center Inc.
896 Hollywood Drive
Jackson, TN 38301
731-424-1486

JOHNSON CITY

Smart Start of Johnson City
513-515 W Market St
Johnson City, TN 37604
423-794-0121

KNOXVILLE

Smart Start of TN
211 Center Park Dr,
Suite 3010
Knoxville, TN 37922
865-603-1963

LAWRENCEBURG

Pro Lube
2114 N Locust Ave
Lawrenceburg, TN 38464
931-766-2300

LEBANON

Interlock Xpress
201 E Adams Ave
Lebanon, TN 37087
615-206-7800

MANCHESTER

Lawrence Family Motor Co.
1807 Woodbury Hwy
Manchester, TN 37355
931-954-1077

MEMPHIS

Smart Start of TN
2170 Business Center Dr
Suite 11
Memphis, TN 38134
901-481-9867

MURFREESBORO

Interlock Xpress
918 Allen Ave
Murfreesboro, TN 37129
615-206-7800

NASHVILLE

Interlock Xpress
606 Lafayette St
Nashville, TN 37203
615-206-7800

PULASKI

Shaffer Muffler Shop
1040 Mills Street
Pulaski, TN 38478
931-762-5900

RUSSELLVILLE

Hurst Auto Repair
5756 Old Russellville Pike
Russellville, TN 37860
423-312-0892

SEVIERVILLE

Smart Start of Sevierville
1458 Chapman Hwy
Unit 3
Sevierville, TN 37876
865-250-2371

UNION CITY

Safe-N-Sound
204A North First St
Union City, TN 38261
731-599-2525