



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

BEVERLY EAVES PERDUE  
GOVERNOR

DIVISION OF MOTOR VEHICLES

EUGENE A. CONTI, JR.  
SECRETARY

**TO:** N.C. Vehicle Inspection Stations

**FROM:** Ronald G. Kaylor, Jr., Deputy Commissioner  
N.C. Division of Motor Vehicles

**SUBJECT:** Update of Statewide Inspection System

**DATE:** October 3, 2012

Beginning November 3, 2012, the Division's statewide inspection system will be operated by a new company, Systech International. This change will enable Systech to develop North Carolina's new Motor Vehicle Inspection and Law Enforcement System (MILES). The new system includes the design, development, implementation and maintenance of a statewide data management system that will provide a real-time link between DMV and the over 6,000 private inspection stations conducting an average of 6.4 million inspections each year.

During the implementation phase of the new system, Systech will continue to support operations much the same as in the past. The DMV License & Theft Bureau will begin taking calls in support of the new program from stations and technicians needing assistance with eSticker purchases. The new system will be completed in phases and deployed into operation. This new system is projected to become an online web-based solution, replacing the current dial-up system. DMV expects the new statewide system to be more efficient and business friendly. This new system should be fully implemented over the next two years.

DMV encourages you to continue your service as usual during the upcoming implementation. With the web-based tools being designed, DMV anticipates that future computer connections to the new system will be more efficient and less expensive for the inspection stations. Therefore, stations should consider delaying as far as possible purchases of current generation analyzers until the new system is fully implemented.

Thank you for your cooperation and continued dedicated service to North Carolina vehicle owners. DMV appreciates your assistance and looks forward to implementing this new system as quickly as possible.