



STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

ROY COOPER  
GOVERNOR

J.R. "JOEY" HOPKINS  
SECRETARY

December 29, 2023

**MEMORANDUM**

**To:** Members of the N.C. Dealers Association  
N.C. Inspection Station Owners and Operators  
**From:** Wayne Goodwin, Commissioner, N.C. Division of Motor Vehicles

Earlier this year, I initiated an approach requiring all vehicle inspection stations to begin utilizing a secure virtual private network (VPN) as the standard communication protocol between analyzers and the state's vehicle inspection database (VID).

The new system will end the need for a modem bank supporting dial-up communication, which has been the standard for many years.

Beginning January 1, 2024, newly licensed safety and emissions inspection stations will be required to use only VPN-capable inspection analyzers, and newly licensed safety-only inspection stations (or those stations converting to safety-only status) will be required to utilize the state's WebSafety application. Those inspection stations using older dial-up analyzers must convert to either a VPN-capable or WebSafety analyzer prior to 12:00 a.m. on July 1, 2024.

As a result of the growing cost to maintain the modem bank and the development of the new VPN communication protocol, the Division is ending support of dial-up communication at 12:00 a.m. on July 1, 2024. The DMV Inspections Unit of the License and Theft Bureau has been communicating these proposed changes to all inspection station owners, technicians, and inspection analyzer vendors.

Inspection station owners will have two options to upgrade their inspection analyzer: (1) Owners can purchase a new VPN-capable analyzer from one of the three approved state vendors, or (2) some vendors have a lease option which requires a down payment and a monthly leasing fee. Those stations desiring to convert may contact their local License and Theft Bureau office or the Bureau's Inspections Unit at 877-421-0020.

Further information will be provided monthly to all inspection station owners, technicians, and inspection analyzer vendors until July 1, 2024.

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