

## **Zero-Emission Assurance Project (ZAP) Consumer Guide**

Version 1

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# Zero-Emission Assurance Project

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# Zero-Emission Assurance Project

## Definitions:

**Applicant:** Any person who meets the basic eligibility criteria for the ZAP program and has submitted a questionnaire but has NOT yet completed an authorized Diagnostic Appointment.

**Automotive Repair Dealer:** A business registered by the Bureau of Automotive Repair (BAR) who, for compensation, repairs and/or diagnoses malfunctions of motor vehicles, or engages in the business of collecting compensation for automotive repair services that are referred or sublet to someone other than the dealer or their employees.

**Battery Electric Vehicle (BEV):** A vehicle that operates solely by use of a battery or battery pack, or that is powered primarily using an electric battery or battery pack but uses a flywheel or capacitor that also stores energy produced by the electric motor or through regenerative braking to assist in vehicle operation.

**California Air Resources Board (CARB):** The California state agency charged with protecting the public from the harmful effects of air pollution and developing actions to fight climate change. For more information, please visit CARB: <https://ww2.arb.ca.gov/homepage>.

**California Climate Investments:** The statewide initiative that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas emissions, strengthening the economy, and improving public health and the environment—particularly in disadvantaged communities. <http://www.caclimateinvestments.ca.gov/>

**Clean Cars 4 All (CC4A):** A program that focuses on providing incentives through California Climate Investments to lower-income California drivers to scrap their older, high-polluting car and replace it with a zero- or near-zero emission replacement. The program aims to focus the benefits of the program to low-income and disadvantaged communities and has a heavy emphasis on consumer protections, education about the new technologies, and coordination with other clean transportation programs.

**Credit Repair Needed:** Refers to problems with an individual's credit history, such as repossession or charge offs, which are making it harder for them to get a low interest loan.

**Down Payment Assistance:** A grant provided directly to the dealer from the ZAP administrator to pay down the vehicle price for a prequalified participant purchasing a qualifying clean vehicle.

**Franchise Dealer:** Vehicle dealerships that are directly associated with an automobile



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manufacturer.

**Fuel Cell Electric Vehicles (FCEV):** A vehicle that receives propulsion energy from both an on-board fuel cell power system and either a battery or a capacitor. An FCEV is equivalent to a “hybrid fuel cell vehicle”.

**Grant:** Money given to a person, business, government, or other entity that is designated for a specific purpose and that does not need to be repaid as long as the grant terms are met.

**Gross Annual Income:** The amount of money a person or household earns in one year before taxes, deductions, expenses, or depreciation. This includes income from all sources and is not limited to income received in cash. Note: Gross annual income is not adjusted gross income (AGI) or modified adjusted gross income (MAGI).

**Household:** The applicant, their spouse, and/or any dependent(s) listed by name and Social Security Number (SSN) on the applicant's federal tax return transcript. It also encompasses all individuals who are financially supported by the household's income and who can be claimed as dependents.

**Judgment lien:** An involuntary lien imposed by a court order for an unpaid debt. Creditors can obtain a monetary judgment, and if the debtor fails to pay, the creditor can levy the vehicle (often involving seizure and sale) to satisfy the judgment. This lien is legally imposed, not voluntarily granted by the owner.

**Open Recall/Recall/Customer Satisfaction Programs:** A recall is issued when manufacturers, often in conjunction with government agencies, identify safety risks or noncompliance with federal safety standards, offering free repairs. Customer Satisfaction Programs (CSPs) are initiated by manufacturers for non-safety issues that affect performance or reliability, typically providing free fixes for common complaints.

**Participant:** Any person that has completed a Diagnostic Appointment, has applied for assistance through one of the two pathways available in this program, AND their application has been approved.

**Plug-in Hybrid Electric Vehicles (PHEV):** Hybrid electric vehicles that have zero emission vehicle range capability, in addition to a combustion engine that uses gasoline, an on-board electrical energy storage device, and an on-board charger. They are rechargeable from an external connection to an off-board electrical source.

**Program Pathway:** The distinct options available to qualified applicants within the ZAP



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program, outlining the specific assistance, requirements, and responsibilities associated with each route.

**Near-Zero Emission Vehicle (NZEV):** Plug-in hybrid electric vehicle (PHEV)

**Recycle (Vehicle Retirement):** Taking a vehicle or unusable components to an authorized dismantler for retirement.

The DCAP Consumer Guide provides an overview of the funding and assistance available to eligible consumers, the requirements for eligibility and instructions for how to access the program offerings.

**Qualifying Circumstance:** Situations where ownership is legally transferred within a family or household unit.

**Qualifying Issue:** A diagnosed degraded battery pack, fuel cell, or covered system components.

**Replacement Vehicle:** The vehicle that a participant purchases or leases through the Vehicle Replacement Grant pathway.

**Traditional Lien (Consensual Lien/Security Interest):** A common type of auto lien that occurs when a borrower grants a creditor an interest in the vehicle for a loan. The loan agreement specifies the vehicle as collateral, and the lien is perfected by noting it on the title. The lien is released upon loan repayment, resulting in a clear title.

**Unqualifying Issue:** Any repair other than repairs of degraded battery packs, fuel cell, or covered system components, or repairs covered by an extended warranty, manufacturer warranty, or manufacturer recall. This includes but is not limited to tire rotations, brake pad replacement, fluid changes, or repair of suspension components or windshield wipers.

**Vehicle Inspection Report:** A document issued by the contractor, or a licensed dealer or repairer authorized by the commissioner to conduct emissions inspections, which, when validated by a pass or fail mark, constitutes proof of inspection.

Waiver, failure, and repair report, diagnostics, vehicle test results, vehicle description information, and certification of inspection are all parts constituting the vehicle inspection report.

**Zero-Emission Motorcycle (ZEM):** A motorcycle that produces no pollution while running, usually because it's powered by electricity.

**Zero-Emission Vehicle (ZEV):** Any vehicle certified to zero-emission standards. This category includes BEVs and FCEVs.



# Zero-Emission Assurance Project

**Both the Terms and Conditions and the Consumer Guide in place at the time of eligibility questionnaire submission will determine the applicant's eligibility for the program.**

## ZAP Program Overview:

The Zero-Emission Assurance Project (ZAP) is designed to assist Californians who have purchased used zero-emission vehicles (ZEVs) or near-zero-emission vehicles (NZEVs) through a California Air Resources Board (CARB) incentive program and suspect that their vehicle's battery or fuel cell components require major repair. The CARB incentive programs include the Driving Clean Assistance Program (DCAP), Clean Vehicle Assistance Program (CVAP), and Regional Air District Clean Cars 4 All (CC4A).

ZAP supplements these clean transportation initiatives by offering diagnostic and repair services for eligible vehicles. The program addresses the concerns associated with owning used ZEVs and NZEVs, specifically the high costs of replacing degraded battery packs or fuel cells. Under this program, recycling a vehicle means taking it to an authorized dismantler for retirement. Zero-emission vehicles (ZEVs) or near-zero emission vehicles (NZEVs) covered in the program are: battery electric vehicle (BEV), plug-in hybrid electric vehicle (PHEV), and fuel cell electric vehicle (FCEV). Conventional hybrids are excluded. This project is funded by CARB and administered by the Community Housing Development Corporation (CHDC).

After completing the eligibility questionnaire, case management review, vehicle diagnostic appointment, and the final cost repair estimate and explanation, the participant may qualify for one or more of the following program pathways.

1. **Vehicle Repair Assistance (Route #1)** - Offers qualified applicants funding toward the repair of qualifying issues for their vehicle up to \$7,500 through a ZAP partner repair facility. ***(The applicant is responsible for any additional repair costs.)***
2. **Vehicle Replacement Grant (Route #2)** - Offers qualified applicants a grant toward the replacement of their vehicle of up to \$10,000 **ONLY IF** the final cost estimate for qualifying repairs to their vehicle, including labor cost, meets or exceeds \$7,500. ***(The applicant is responsible for any additional replacement costs.)***



# Zero-Emission Assurance Project

## Eligibility Requirements:

ZAP has several eligibility requirements specific to the applicant, vehicle purchased through a CARB incentive program, and current vehicle warranty status.

1. Eligible applicants for ZAP must be current California residents.
  - a. The applicant will be required to submit a copy of their valid California driver's license.
  - b. If the applicant's address does not match their California driver's license, additional information will be requested. This may include Current Year Rental/Lease Agreement, Mortgage/Lease/Rental Payment (Dated within 60 Days), or Utility Bills (Water, Trash, Electric, Gas) (Dated within 60 Days).
  - c. Other residency documents can be reviewed on a case-by-case basis.
2. Eligible applicants must have participated in any of the CARB vehicle incentive programs and purchased a used vehicle.
  - a. Acceptable CARB incentive programs: Clean Vehicle Assistance Program (CVAP), Regional Air District Clean Cars 4 All, or Driving Clean Assistance Program (DCAP).
3. Eligible applicants must demonstrate continuous ownership of the purchased used vehicle from the CARB incentive program. Registration will need to be verified via California Department of Motor Vehicle lookup. ***If the grant funded vehicle was sold or transferred to anyone outside of the household, the vehicle is ineligible for the ZAP program.***
  - a. If an applicant has inherited the vehicle from a family member within a household, due to death or another qualifying circumstance, they are considered eligible.
4. The vehicle owner must maintain insurance, registration, and any other fees incurred with ownership of the used vehicle.
  - a. The applicant will be required to submit proof of registration for the current and previous year.
5. The vehicle must be free of judgment liens to be eligible for ZAP.
6. Traditional liens are acceptable.





# Zero-Emission Assurance Project

## Case Management & Support:

ZAP will assign a case manager to each applicant to assist with eligibility verification, diagnostic and repair appointments, final repair cost estimates, or the referral process for vehicle replacement pathway.

Case Management Steps
1. Participant suspects qualifying vehicle issue(s). Checks eligibility via ZAP website or call center
2. Participant directed by ZAP to the nearest approved diagnostic facility for vehicle diagnosis
3. Participant directed by ZAP to the nearest approved diagnostic facility for vehicle diagnosis
4. Vehicle is diagnosed with a qualifying issue(s)
5. Diagnostic facility submits supporting documents to ZAP for review.
6. ZAP refers diagnostic information to the nearest networked repair facility for a repair estimate.
7. The participant is provided the final cost repair estimate during a consultation with their case manager

## Eligibility Verification:

A questionnaire can be found on the ZAP website [drivingcleanca.org/zap](http://drivingcleanca.org/zap) or can be filled out over the phone with a call center representative (1-833-202-3227 Press 7 for ZAP). The questionnaire will be reviewed by ZAP to determine if the applicant is eligible. Applicants must be current California residents and have participated in any of the eligible CARB vehicle incentive programs and purchased a used vehicle.

Category	Most Common Documents
Eligibility Verification	<ul style="list-style-type: none"><li>• CA Driver's License or approved documentation of California residency</li><li>• Vehicle Registration (2 Years)</li><li>• Proof of continuous insurance (2 Years)</li><li>• Proof of inheritance or qualifying circumstance</li></ul>



# Zero-Emission Assurance Project

## Vehicle Diagnostic:

ZAP will work with the applicant to schedule a diagnostic appointment. ZAP will coordinate with the nearest diagnostic center to the applicant's current California residence.

### Diagnostic appointment limits:

ZAP will only allow 1 diagnostic appointment request per suspected qualifying issue once every 6 months per applicant.

### Diagnostic appointment requirements:

- Arrive at ZAP specified location at specified appointment time.
  - 15-minute grace period
  - If an appointment is missed, a penalty will be determined. Please refer to the most current version of the Participant Terms and Conditions for details.
- Provide ZAP documentation to the repair facility staff if they don't already have it from ZAP staff.
- Vehicle must be driven or towed to the diagnostic location.
  - If the vehicle needs to be towed in, it must be towed to an approved diagnostic facility, selected by ZAP, that is also approved to perform repairs.
- The applicant must be present with a valid California Driver's license.

### Diagnostic appointment process:

- If the appointment is estimated at 2 hours or less, a place to wait will be available on the premises of the diagnostic center location.
- The applicant will be provided with a rental vehicle if their diagnostic appointment is estimated to be longer than a workday or 8 hours.
- Upon the completion of the diagnostic appointment, a brief explanation of the diagnostic testing will be explained by the professional performing the diagnostic test or an approved employee of the diagnostic center.
- The vehicle is returned to the applicant and given a diagnostic receipt.



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- If a rental vehicle was provided, it must be returned prior to receiving the diagnosed vehicle.
- If the diagnosed vehicle was towed in and the owner agrees to accept repair assistance, the vehicle will remain on site until repaired. The owner will not need to return the rental vehicle until the qualifying repairs have been completed or until it has been determined that the repairs cannot be completed. (Please refer to the Participant Terms and Conditions document section Vehicle Transport, Storage, and Rentals subsection Towing and Transportation).
  - The owner will have three business days to agree to any repair after receiving a final cost repair estimate and explanation.
- The applicant will be contacted by ZAP for a complete explanation of the diagnostic testing results. They will have five business days to agree to any repair(s).

## Diagnostic results and repair estimate explanation:

The diagnostic testing results will be reviewed and ZAP will contact the applicant to explain the results of the diagnostic testing.

### List of possible results:

- The vehicle has a qualifying issue.
- The vehicle does not have a qualifying issue.
  - Any unqualified issue or issues will be explained by ZAP.
  - Unqualified issues will not be eligible for the program.
  - The applicant will not be charged for an unqualified issue diagnosis.

ZAP will contact the nearest approved repair facility to the applicant's current California residence and share the diagnostic results to receive a final cost estimate for repairs from the approved repair facility.

ZAP reviews final cost repair estimate and contacts the applicant to explain diagnostic results and the final cost repair estimate.

- Only qualifying issues will be eligible for repair costs to be covered by the program up to \$7500. The unqualified repairs will be the responsibility of the participant.



# Zero-Emission Assurance Project

The applicant may qualify for one or more of the following program pathways. ZAP will provide support throughout the decision process.

## Program Pathway:

**Vehicle Repair Assistance (Route #1)** - Offers qualified applicants funding toward the repair of qualifying issues for their vehicle up to \$7,500. **(The applicant is responsible for repair costs exceeding \$7,500 and costs for any unqualified repairs.)**

***Note: This pathway requires an approval, without application, from ZAP and an agreement from the applicant to proceed with qualifying repairs.***

**Vehicle Replacement Grant (Route #2)** - Offers qualified applicants a grant toward the replacement of their vehicle, which will be surrendered to the program, of up to \$10,000 ONLY IF the final cost estimate for qualifying repairs to their vehicle, including labor cost, meets or exceeds \$7,500. Replacement vehicle must be purchased through the DCAP dealer network. **(The applicant is responsible for any additional replacement costs.)**

***Note: This pathway requires a Vehicle Replacement Grant application for approval with or without an additional loan application.***

## Qualified Applicant Program Pathway Selection:

Once the qualified applicant chooses which pathway they will apply for, ZAP will guide them through the selected pathway process.

## Vehicle Repair Assistance Agreement:

The applicant will be approved for Vehicle Repair Assistance by agreeing to the final cost estimated repairs provided to them via:



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1. The ZAP Call Center

**OR**

2. The Repair Estimate email

## Vehicle Replacement Grant Referral:

The applicant will apply for a vehicle replacement grant by completing the application provided to them via:

1. Emailed with secured link to an online ZAP portal.

**OR**

2. Assisted application (See Assistance with applications section)

## Assistance with applications:

ZAP has partnered with community-based organizations across California to support community members in learning more about the program and helping them submit completed applications. You can find a list of participating organizations, their coverage areas, and how to contact them on our partner webpage at <https://drivingcleanca.org/ZAP>. At any point in the application process, you can call: 1-833-202-3227 Press 7 for ZAP and speak with a representative to learn more about the program and how to participate.

## Vehicle Repair Assistance:

### Repair appointment:

ZAP will work with the participant to schedule a repair appointment. ZAP will coordinate with the nearest repair facility to the applicant's current California residence.

### Repair appointment requirements:



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- Arrive at ZAP specified location at specified appointment time.
- Provide ZAP documentation to the repair facility staff if they don't already have it from ZAP staff.
  - If an appointment is missed, a penalty will be determined. Please refer to the most current version of the Participant Terms and Conditions for details.
- Vehicle must be driven or towed to the repair facility location.
- If the vehicle needs to be towed to the repair facility, it will be the owner's responsibility to arrange and pay for the towing costs. (Please refer to the Participant Terms and Conditions document section Vehicle Transport, Storage, and Rentals subsection Towing and Transportation).
- The applicant must be present with a valid California Driver's license.

## Repair appointment process:

- If the appointment is estimated at 2 hours or less, a place to wait will be available on the premises of the diagnostic center location.
- Participants will be provided with a rental vehicle if their repair appointment is estimated to be longer than a workday or 8 hours.
- Upon the completion of the repair appointment, a brief explanation of the performed repairs will be explained by the professional performing the repairs or an approved employee of the repair facility.
- The vehicle is returned to the applicant and given a repair receipt.
  - If a rental vehicle was provided, it must be returned prior to receiving the repaired vehicle.

## Vehicle Replacement Grant:

### Referral to DCAP Network of Vehicle Dealers for Vehicle Replacement:

Upon application approval, a ZAP staff member will refer the participant to the Driving Clean Assistance Program (DCAP) to explain the process of identifying a replacement vehicle and providing any financial assistance, if necessary, to the participant.



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## Financing Assistance:

Additional documentation will be collected by ZAP for participants in need of an interest-rate capped loan to complete the Vehicle Replacement program pathway only.

Category	Most Common Documents
Income - Employed	<ul style="list-style-type: none"><li>• Previous Year Tax Transcript (tax filers)</li><li>• 2 Most Recent Pay Stubs (non-filers)</li></ul>
Income - Categorical Eligibility	<ul style="list-style-type: none"><li>• Previous Year Tax Transcript</li><li>• SSI Award Letter</li><li>• VA Benefits Award Letter</li><li>• SSA Award Letter</li></ul>
Income - Self Employed	<ul style="list-style-type: none"><li>• Previous Year Tax Transcript with Schedule C</li><li>• 6 Months of Bank Statement (Rideshare and Food Delivery Services Only)</li></ul>
Residency	<ul style="list-style-type: none"><li>• CA Driver's License</li><li>• Most Recent Utility Bill</li><li>• Most Recent Phone or Internet Bill</li></ul>

## Vehicle Purchase/Lease Requirements:

Approved applicants may apply their grant funds to the purchase, or lease, of a new or used light-duty passenger clean vehicle. This includes battery electric vehicles (BEV), plug-in hybrid electric (PHEV), zero-emission motorcycles (ZEM), and fuel cell electric vehicles (FCEV). No vehicles purchased/leased through the program can have modifications to the chassis and/or emissions control systems (California Vehicle Code section 27156). No vehicles purchased/leased through the program can have a salvage title (California Vehicle Code section 544) and/or open recall per the National Highway Traffic Safety Administration (NHTSA).



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Eligible vehicles must be purchased or leased in California. Vehicles delivered or received out-of-state, including vehicles ordered online and delivered or received outside California, are not eligible for the grant. The seller's/lessor's address, as reflected on the purchase or lease agreement, must be in California.

New vehicles that are BEV, PHEV, ZEM, or FCEV must be purchased or leased from an approved dealer. New vehicles must be on CARB's Vehicle Eligibility List. Dealership network eligibility includes franchises or members of the Credit Union Direct Lending (CUDL) Network.

Used vehicles that are BEV, PHEV, FCEV, or ZEM must be purchased from a franchise dealer, dealer that is a member of CUDL, or through a DCAP broker. Used ZEMs must have a Certificate of Conformity from the United States Environmental Protection Agency. In addition, used vehicles:

1. Must be eight model years old and newer, calculated by subtracting seven from the current calendar year of the transaction;
2. Cannot have been purchased/leased previously with CARB funds;
3. Must have 75,000 odometer miles or less;
4. Must be inspected by an automotive repair dealer;
5. Must have a vehicle history report; and
6. Cannot have an open recall per the National Highway Traffic Safety Administration (NHTSA).

Program participants can find information on the DCAP Dealership Network here <https://drivingcleanca.org/>.





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## Vehicle Identification:

Once approved, participants will receive a list of authorized dealerships in California where they can shop to purchase or lease their new or used clean vehicle. Dealerships must be a franchise or a member of the Credit Union Direct Lending (CUDL) platform. These dealerships will have been trained in grant redemption, vehicle requirements, tax exemption process, and available incentives. Before finalizing the purchase or lease of the vehicle, participants must provide the dealerships with the Grant Redemption Checklist from their approval packet and, if applicable, a loan pre-approval letter. The dealerships will use the grant as a down payment to reduce the vehicle's cost. Participants should not be asked to provide any form of collateral, including a check, credit card, or vehicle, in place of the DCAP grant.

Additionally, DCAP has a network of auto brokers to assist participants who need extra help finding a qualifying vehicle. Auto brokers will act in the same capacity as a dealership; however, they can search inventory across California to find qualifying vehicles. This service is designed to help participants on a limited budget or with specific vehicle needs.

## Grant Redemption Process:



Participants will have access to a list of authorized dealerships in California that have completed the required training. To find a list of participating dealerships, visit the Car Shopping page at (<https://DrivingCleanCA.org/carshopping>). After selecting a dealership, participants should review the available inventory to choose a vehicle that meets their needs and the program's requirements.



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Before finalizing the purchase or lease of the vehicle, participants must provide the dealership with the Grant Redemption Checklist from their approval packet and, if applicable, a loan pre-approval letter. The dealership will use the grant as a down payment to reduce the vehicle's cost. Participants should not be asked to provide any form of collateral, including a check, credit card, or vehicle, in place of the ZAP grant.

**Note:** Participants who lease a vehicle are not eligible for a grant to purchase the vehicle, whether at the end of the lease term or if the vehicle is returned early.

## Vehicle Retirement:

Once the participant's vehicle has been replaced, the surrendering of ownership must take place prior to receiving the replacement vehicle. The donation process cannot be undone for any reason once it has been initiated. The retired vehicle will be donated to the ZAP program, where the vehicle would be used for educational and training purposes within the ZAP Education & Training Partner Network.

## Rental Vehicle:

Participants will be provided with a rental vehicle if their diagnostic and/or repair appointments are estimated to be longer than a workday or 8 hours, unless there is a driver disqualifying circumstance. If a rental vehicle is provided, it must be returned prior to receiving the diagnosed or repaired vehicle.

- The rental vehicle will be provided upon arrival at the diagnostic and/or repair facility.
  - Driver disqualifying circumstances may include:
    - Depending on the vendor, only persons over the age of 21 will be permitted to operate the rental vehicle.
    - Banned by vendor
  - Rental Vehicle Insurance requirements:
    - Preselected insurance per contract(s) with vendor(s), refer to the rental



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contract upon receiving the vehicle.

- Additional coverage can be purchased by the applicant/participant

## Repair Assistance & Grant Approval:

Approved applications will receive an email with the approval, and instructions for the next steps. **Applicants are advised to add the administrator's email domain, @DrivingCleanCA.org, to their safe senders list.** All applicants with approved applications will be assigned to a loan counselor for support in the counseling and grant redemption process.

If an application is not approved, the applicant will receive written information via email explaining the decision. It is not guaranteed that every participant who has completed the application will receive funding. If ZAP funds are depleted for each region, a notice will be posted on the ZAP webpage.

## Financial Counseling and Referral to DCAP Network of Lenders:

Even with down payment assistance, many people still need a loan to purchase/lease a vehicle. DCAP has built a network of vetted, community-based lenders who offer loans capped at an 8% interest rate. To access DCAP's lending network, individuals must participate in at least one financial counseling session with one of DCAP's certified credit-loan counselors.

The financial counseling sessions include a review of the applicant's income, expenses, and credit to help determine loan options. A lender may request additional information, such as alimony, child support, or separate maintenance. There is no minimum credit score to participate. The primary requirement to access an interest-rate capped loan is the ability for the applicant to pay back the loan monthly. The counselor will also review any derogatory marks (such as vehicle repossession) in a credit report and support the applicant in taking actions to resolve derogatory marks.



# Zero-Emission Assurance Project

Simple Budget Example	
Category	Amount
Monthly Income	\$2500
Monthly Expenses	
-Grocery	\$150
-Rent	\$1500
-Cell Phone	\$75
Total Expenses	\$1725
Available Budget	\$775

Participants will be given up to **one** month of counseling services. During the one month, the participant must demonstrate the ability to pay back the loan. If the participant is unable to provide proof of a budget surplus, they will be provided with tools and recommendations to qualify for the loan at a later time. A rental vehicle will not be provided during this period of time.

For participants who can demonstrate the ability to pay back a loan, financial counseling will conclude when the applicant's loan application is submitted and reviewed by the lender. In some instances, the counseling will conclude with the applicant not moving forward with a loan or vehicle purchase/lease. Participants in ZAP are not guaranteed a loan.

Approved participants will receive an Approval Packet containing an approval letter, grant redemption checklist, charging information, tax exemption certificate (if applicable), and loan pre-approval letter for the applicant to take with them as they go car-shopping.

## Third Party Loans or Cash Purchases:

Applicants can get financing from a third-party lender, but this financing must have an interest rate capped at 8% and not exceed \$45,000. Participating dealerships will submit a copy of the vehicle purchase/lease agreement at the point of sale, which must include the loan terms.

Applicants can purchase/lease the vehicle in cash, without getting a loan, and will be asked to



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provide a receipt showing the cash payment. The purchase price of the replacement vehicle cannot exceed \$45,000. Down payment assistance refers to the grant that an approved applicant can use towards the purchase/lease of an eligible vehicle at the point of sale. Please note, all payments are made directly to participating dealerships.

## 1. Replacement grant

- a. A grant amount of up to \$10,000 for eligible applicants.

The down payment assistance grants do not need to be repaid and are applied at the point of sale of the vehicle. For example, if an approved participant is purchasing or leasing an eligible vehicle that costs \$40,000 after taxes, fees, and optional contracts, the grant will reduce the total cost by \$7,500.

Participants must redeem their grant between the grant approval issue date and the approval expiration date provided in the Approval Letter otherwise the grant will expire, and participants will have to reapply. While the dealership will primarily handle the submission of documents to the program, participants are responsible for ensuring that all required paperwork is received and processed within 10 days of completing the purchase.

## Required Documents for Payment:

### 1. Qualifying Lease or Purchase Agreement

- a. The Price of the Vehicle Cannot Exceed \$45,000
  - i. Purchases: The cap applies to line "1A Cash Price of Motor Vehicles and Accessories."
  - ii. Leases: The cap applies to the "Gross Capitalized Cost."

### 2. History Report (ex. Carfax) - Used Vehicles Only

### 3. Inspection Report - Used Vehicles Only

Once all the documents have been received and processed, the grant payment will be made directly to the dealership. The participant will be responsible for paying off any loans that are outstanding on the vehicle that will be replaced prior to surrendering the vehicle to the program.



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## Application Communications:

Communications will be sent via email unless otherwise requested by the applicant. It is the applicant's responsibility to ensure that their contact information (email address and phone number) is accurate. Applicants should verify that their email settings allow messages related to the Zero-Emission Assurance Project (ZAP) and regularly check their emails. Applicants are also advised to add the administrator's email domain, @DrivingCleanCA.org, to their safe senders list and to ensure their phone settings do not block or filter any phone numbers associated with ZAP.

## Consequence of Noncompliance:

Participants are responsible for ensuring the accuracy of the information on all grant applications and required documentation submitted to ZAP. Submission of false information on any required documents may be considered a criminal offense and is punishable under the penalty of perjury under the laws of the State of California. CARB or its designee may recoup the ZAP funds which were received based upon misinformation or fraud, or for which the dealership, manufacturer, or vehicle purchaser or lessee is in significant or continual noncompliance with this Consumer Guide, the Terms and Conditions, or State law. CARB also retains the authority to prohibit any entity from participating in ZAP due to noncompliance with project requirements or fraud. CARB or its designee reserves the right to forward applicant or grant recipient information to the Franchise Tax Board or any other appropriate agency. Applicants and grant recipients also should be aware that the California False Claims Act permits the Attorney General to bring a civil law enforcement action to recover treble damages and civil penalties against any person who knowingly makes or uses a false statement or document to either obtain money or property from the State or avoid paying or transmitting money or property to the State.



# Zero-Emission Assurance Project

## Program Policies:

### Open Application Expiration Policy:

ZAP applications will expire if they have not been completed and submitted 60 calendar days after the application was created. Two emails will be sent to participants with inactive applications to remind them to complete the application before the expiration date. If an application expires, the participant can begin a new application if the program is accepting new applications at that time.

### Approval Expiration Policy:

Participants with an Approval Letter will have to shop for and purchase or lease a vehicle between the date their ZAP application is approved through their expiration date. The approval expiration date will be listed on the participant's approval letter. The date on the participant's purchase or lease contract must be on or within the approval date and the expiration date. If the original date on the purchase or lease contract does not fall within the eligibility timeframe, the participant is not eligible for the grant. Once a contract has been executed, it cannot be modified to meet the approval eligibility timeframe. If a vehicle purchase or lease is not made within the grant approval timeframe, then the participant must reapply for the program and submit updated applicable documents for income and residency verification. Participants will be held to the program guidelines that are in effect at the time a complete application is submitted.

### Grants per Lifetime:

California residents may redeem a maximum of one ZAP incentive in their lifetime, (e.g., Vehicle Repair Assistance or Vehicle Replacement Grant). This incentive-per-lifetime policy will include all ZAP participants from the initial ZAP launch and all participants moving forward. This policy is subject to change, and changes may apply retroactively.



# Zero-Emission Assurance Project

## Case Evaluation Policy:

The case evaluation request process should **not** be used to request exceptions to the requirements and policies of the program. **Case evaluations should only be requested when the applicant/participant/consumer believes that the ZAP Terms and Conditions and/or the ZAP Consumer Guide are not adhered to.** The act of submitting a case evaluation request does not reserve funding, re-open an application, or reserve a place in the application queue.

During the application process, applicants must provide the Program Administrator with all information necessary for the assessment of their applications.

Applicants/participants/consumers whose incentive applications have been approved, cancelled, rejected, or denied by the Program Administrator may request a case evaluation within ten calendar days of application approval/cancellation/rejection/denial (mailed hard copy case evaluation requests must be postmarked **within ten calendar days** of application approval/cancellation/rejection/denial). Case evaluation requests must set forth all facts that form the basis for a case evaluation request. If the only basis for a case evaluation request is that the applicant/participant/consumer disagrees with the policies set forth in the ZAP Terms and Conditions and/or the ZAP Consumer Guide, then there is no basis for a case evaluation request; the case evaluation will be closed; and the Program Administrator's original decision will stand. There is no right to an administrative or judicial appeal.

**The following list is not exhaustive; however, there is no basis for a case evaluation request:**

1. If the applicant/participant/consumer did not respond to emails from the Program Administrator, including, but not limited to, email directed to spam, junk, bulk, or promotions email folders, within the given timeframe;
2. If the applicant/participant/consumer did not respond to voicemail messages or text messages sent to them by the Program Administrator, within the given timeframe;
3. If the applicant/participant/consumer did not submit the correct supporting documentation within the given timeframe;
4. For issues related to family emergencies;





# Zero-Emission Assurance Project

5. For issues related to travel. This includes the inability to access email and/or documents while traveling;
6. For issues related to financial hardship; or
7. For issues related to medical concerns.

For security reasons, emailed case evaluation requests will not be accepted. Case evaluation requests must be mailed to:

**ZAP Case Evaluations  
MSCD 5th Floor  
1001 I Street, P.O. Box 2815  
Sacramento, CA 95812**

Neither your letter, nor any attachments or enclosures, will be returned to you, so please do not send the original versions of documents to this address.

During a case evaluation, CARB staff seek to determine whether the Program Administrator's decision comports with the ZAP Terms and Conditions and the ZAP Consumer Guide. Case evaluations are initially conducted by CARB staff that support ZAP but are not involved in day-to-day decisions related to ZAP. Staff may elevate evaluations raising novel questions or precedential matters to independent reviewers in CARB's legal office or executive management as needed. In most cases, it is necessary for CARB staff to communicate with the Program Administrator regarding case evaluations to ensure technical and administrative accuracy, perform adequate review, clarify understanding of complex cases, and, when applicable, ensure that the Program Administrator is prepared to implement CARB's decision. CARB staff may also need to communicate with applicants regarding their case evaluation requests. Applicants submitting case evaluation requests are advised to add CARB's email domain, @arb.ca.gov, to their safe senders list. Depending upon scope and complexity, some case evaluations can take several months to complete. Case evaluation decisions are final.



# Zero-Emission Assurance Project

## Partnership Opportunities:

1. Vehicle dealers interested in joining DCAP's dealership network should contact: [ZAP@DrivingCleanCA.org](mailto:ZAP@DrivingCleanCA.org)
2. Community-based partners who want to learn more about getting involved should contact: [ZAP@DrivingCleanCA.org](mailto:ZAP@DrivingCleanCA.org)
3. Interested parties who want to learn more can call 833-202-3227 Option #7 or contact: [ZAP@DrivingCleanCA.org](mailto:ZAP@DrivingCleanCA.org)

