



FREQUENTLY ASKED QUESTIONS ABOUT IIDs

Q&A: INSTALLATION & SERVICE

Q: I will be required to install an IID- where do I start?

A: An ignition interlock device can be installed after the completion of any mandatory license revocation or suspension period, when you are eligible for an occupational license. The court may order that the IID be installed immediately. If you have been sentenced to jail and are eligible for work release, an IID must be installed within 14 days as noted above.

IIDs are leased from a service provider for the duration of the vehicle sanction, a minimum of 12 months. The lease and service agreement includes fees for installation, monthly service, and removal at the conclusion of the sanction. There are currently 5 manufacturers and, eventually, 8 models approved for use in Wisconsin:

WisDOT maintains a list of approved service centers [online](#). The state has been split into regions and the list for each is arranged by county and city. Once you have identified a potential location, either call the toll-free number or go to their website and a customer service representative will guide you through their installation process. When you call, you will likely need to have your court documents, vehicle registration and payment information nearby. After establishing the service agreement, they will set-up an appointment to have the ignition interlock device installed in your vehicle(s). The time needed for the installation will depend on the complexity of the vehicle ignition system.

Q: How do I select the best IID and service center?

A: All approved devices have been evaluated by WisDOT to ensure that they meet all requirements established in ch. Trans 313, Wisconsin Administrative Code. Service centers are established businesses, such as auto dealers, repair shops and those that install after-market accessories that work as sub-contractors to IID manufacturers and must also meet state requirements.

Q: Do I have to have the IID installed in the same county where I live?

A: No, the requirements do not address service center location. It may be more convenient to have the device installed and maintained closer to your workplace.

Q: Can I “try out” an IID before selecting one?

A: Ignition interlock vendors may have videos on their websites showing how to operate the device. You can also find videos posted online by searching for the specific IID online. You can also call the toll-free number on the service center list and ask if you can try the device before committing to having the device installed. This will also give you an opportunity to interact with service center personnel prior to deciding which device to have installed in your vehicle(s).

Q: What do I need to take to an IID installation appointment?

A: The offender must have an IID installed in every vehicle registered or titled in their name before they can apply for an occupational license. You will need to take a copy of the IID order, and documentation from the courts verifying reduced fees eligibility. If the offender is having the device installed in a vehicle in which the registration is in another person’s name, they will need written permission from the owner to have the device installed. Most importantly, the vehicle must be driven to the service center by someone with a valid license.



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Q: What can I expect at the installation appointment?

A: The IID will be installed by a trained technician, using wiring diagrams from your vehicle's manufacturer. While the device is being installed, service center staff will go through the user manual and train you and any family members how to properly operate the IID. They will ensure that you can successfully start your vehicle three times and provide you with a supply of mouthpieces before leaving.

The service center will electronically notify DMV of the installation. You will then have to have someone drive you to DMV where you can apply for, and hopefully obtain, your occupational license. It is also recommended to take proof of installation with you if seeking your license on the same day it was installed.

Q: Why do I have to have the IID calibrated every 60 days?

A: Since 1992, NHTSA has required that IIDs be accurate for seven days longer than the vendor requires routine maintenance, which is between 30 and 60 days. WisDOT established the routine service interval at 60 days when the program was first implemented and allows operation of the device up to 67 days after the last calibration. This allows the user one additional week to obtain service. Testing by WisDOT confirms that all approved devices accurately prevent a vehicle from starting above the setpoint for this period.

During installation, the date of the next calibration is established and programmed into the device. A reminder is displayed on the handset, either a message on the device screen or indicator light, is issued seven days prior to this date. The device will continue to display these reminders until the device is calibrated at the service center. If the device is not calibrated within seven days, it will go into a permanent lockout, where the vehicle is completely disabled. If this occurs, the vehicle must either request a lockout code, be towed to a service center or mobile service obtained (where available).

Q: What happens when I return to the service center after 60 days for the service appointment?

A: During a routine service appointment, the service center will:

- Recalibrate the device
- Download all data for processing by the manufacturer
- Inspect device wiring, vehicle electrical system and tamper seals
- Program the next service due date into the device
- Answer questions about device operation

The downloaded data is securely transmitted to the vendor, where all records are reviewed for program compliance. Any bypass, circumvention, or tampering is immediately reported to the sheriff in the county where the customer resides.

Q: What do I have to do if my car battery goes dead?

A: Contact the vendor's customer service department immediately as all power interruptions are recorded by the IID. You will have to provide proof that the battery has been recharged or replaced, if necessary, at the next service appointment.

Q: Can my auto dealer unplug or bypass the IID when the vehicle is in for service?



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A: A passing breath sample must be provided before the IID will allow a vehicle start. If the service technician disconnects the battery, the device will record that it has been tampered with and a violation reset will be activated. You will have to provide a clean mouthpiece for the technician to use as well.

All device manufacturers have procedures in place for major repairs, service work and battery maintenance, that are detailed in user manuals. Contact their customer service department prior to having any work performed on an IID-equipped vehicle. They will also explain what paperwork is required to be submitted at the next service appointment.

Q: We will not be in Wisconsin when the calibration is due. Can I go to a service center in another state for the appointment?

A: You should contact the manufacturer's customer service department as soon as possible to arrange to have the device calibrated early. For offenders that spend winters in a warmer climate, you may be able to have some devices calibrated out of state, with a case-by-case approval by WisDOT.

Q: Can I voluntarily install an IID in a vehicle operated by my children?

A: Yes, contact any of the approved manufacturers and ask about voluntary monitoring programs. Each of these companies have experience in providing equipment for use by non-offenders.

Q: How might my business become an IID service center?

A: Service centers act as contractors to one of the approved manufacturers in Wisconsin. Each company has their own criteria for establishing these relationships as well as locations. Information about becoming a service center is available on their websites.

The responsibilities for service providers are specified in chapter [Trans 313](#), Wisconsin Administrative Code.