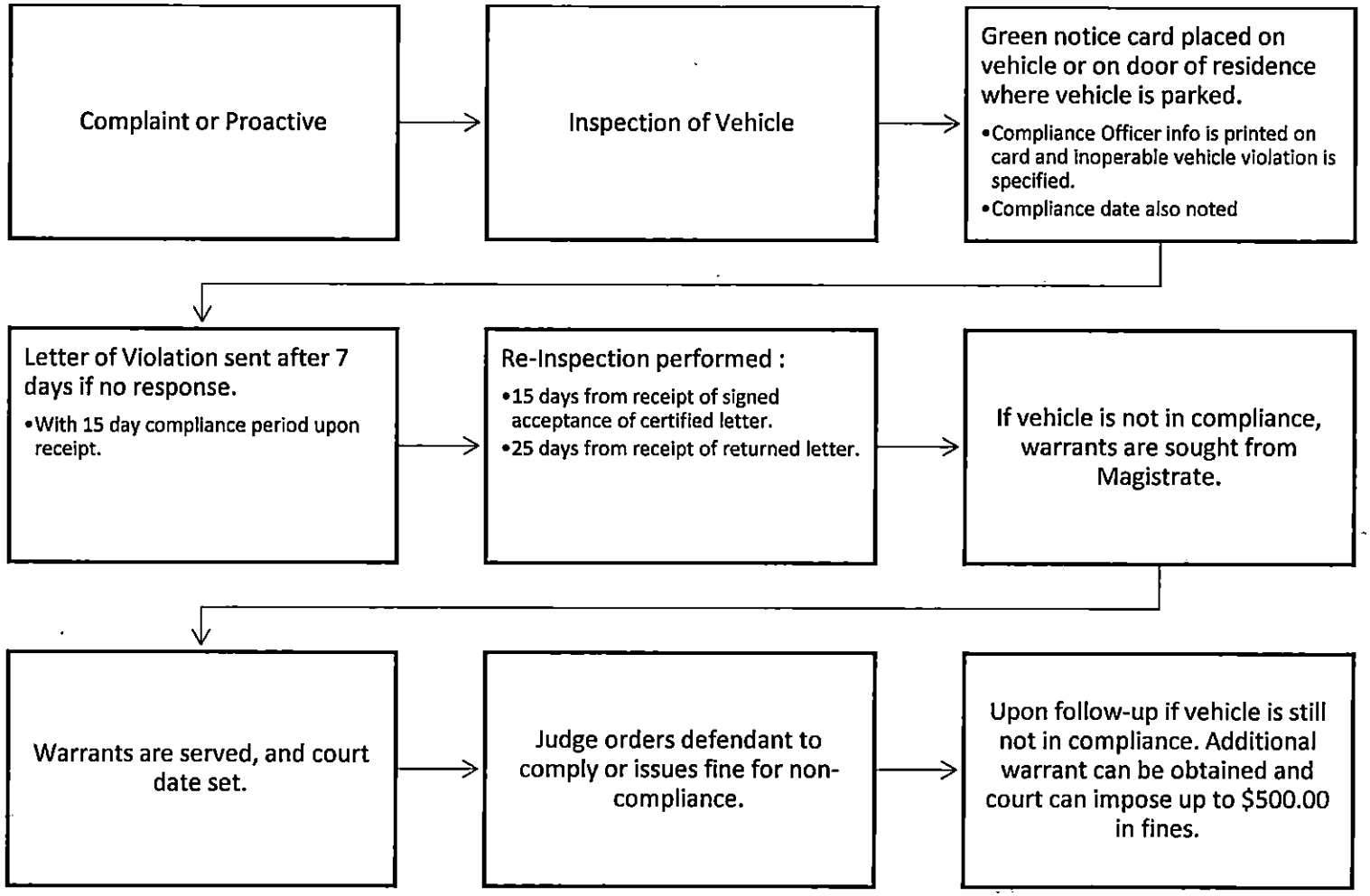INOPERABLE VEHICLE COMPLIANCE PROCESS