



INSPECTION UPDATE

Volume 10, Issue 3

Fall 2009

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Inspection Update is a publication produced by Massachusetts Vehicle Check; a joint program of the Massachusetts Department of Environmental Protection (MassDEP), the Registry of Motor Vehicles (RMV) and Parsons Commercial Technology Group, Inc.

Diesel Opacity Emissions Testing Has Begun!

The Massachusetts Vehicle Check Program began opacity emissions testing of commercial diesel-powered vehicles on October 1, 2009. Since then, heavy duty diesels with Gross Vehicle Weight Ratings (GVWR) of more than 10,000 pounds that are not equipped with on-board diagnostic (OBD II) systems have been receiving diesel opacity emissions tests, in addition to their safety inspections. There are no emissions waivers for vehicles subject to the diesel opacity testing requirement.

In early September, the Program mailed all licensed commercial inspectors a new Diesel Opacity Supplement to the Commercial Vehicle Inspector Training Manual. This supplement contained updated instructions on how to perform opacity tests and workstation screen shots, so that inspectors could become familiar with the new software before the start of opacity testing.

In addition to the approximately 1,800 mailed training supplements, all commercial inspectors, stations and interested parties were invited to attend one of 11 Diesel Opacity Open Houses. These events were held at six Motorist Assistance Centers (MACs) – Braintree, Fall River, Medford, Pittsfield, Shrewsbury and West Springfield – between September 21 and September 30, 2009. An average of 60 commercial inspectors, station managers/owners and representatives of both the Department of Environmental Protection (MassDEP) and the Registry of Motor Vehicles (RMV), attended each of these sessions.

During each open house, Massachusetts Vehicle Check trainers demonstrated how to properly install and calibrate the equipment, and how to use the software and hardware to correctly perform diesel opacity emissions tests. Trainers also helped to answer questions from commercial inspectors.

Class B through F stations that ordered diesel opacity testing equipment before September 18, 2009, took delivery of their Dieseltune DX270 smokemeters in advance of the October 1, 2009, startup of testing. Class B through F stations that placed orders after September 18, 2009, were to receive their equipment within 30 days by direct shipment. The Program has begun collecting maintenance fees from all stations that received their testing equipment.

To complement this new hardware, updated software was downloaded to workstations over the network or shipped to inspection stations on compact discs. The Program sent an announcement to all stations beforehand to let them know that the new software would be available soon, and to alert them to the major changes inspectors would encounter.

The Program visited or contacted all 498 commercial inspection stations during the last week of September. This was done to ensure that their new software was downloaded, their new testing equipment was properly installed and calibrated, and they were able to begin opacity testing on October 1.



Trainer Tony Girard Demonstrates Diesel Opacity Emissions Testing to Commercial Inspectors, at a recent MAC Open House, in Fall River.

Hotline Numbers

Technical Helpdesk:
877-834-4677 (877-VEH INSP)

Motorist Hotline:
866-941-6277



Diesel Opacity Emissions Testing Tips

During the Motorist Assistance Center (MAC) Open Houses in September, trainers emphasized the following diesel opacity emissions testing tips from the Commercial Vehicle Inspector Training Manual:

- The new opacity testing equipment and protocol will easily detect or flag a test performed without the probe in the correct position. If the probe is pulled from the stack or tailpipe during a test or not inserted properly to begin with, a screen prompt will advise the inspector to “check that probe is properly installed in the tailpipe!” and let him or her know that the “inspection may be flagged for investigation” (Chapter 5: Page 27).
- During testing of a model year 2007 or newer vehicle, the first snap may result in an “exhaust not detected” screen prompt because the equipment needs to adjust to the vehicle’s comparatively lower concentration of diesel exhaust. The inspector should continue with testing as the screen prompt directs (Chapter 5: Page 27).
- The opacity test cannot be completed when a vehicle is equipped with exhaust after-treatment that is in the process of regenerating (Chapter 5: Pages 13 to 18).
- Excessive black, blue or white smoke is an automatic visual failure, meaning diesel opacity testing equipment does not even need to be used (Chapter 5: Pages 7, 19 and 20).

If MassDEP finds an inspection station performing improper diesel opacity inspections, the agency may require that station to purchase an optional RPM Sensor/Magnetic Tachometer before it can continue performing commercial vehicle inspections. This will mean higher costs for the station: an estimated \$5,500 for the Tachometer plus additional monthly fees for required maintenance of the device.

The Year In Review

October 2009 marked the one-year anniversary of the state’s new safety inspection and emissions testing program under the management of Parsons. Thanks to everyone involved in the Massachusetts Vehicle Check Program for your support! Here is snapshot of the past year:

Number of paid vehicle inspections.....	4,604,476
Number of inspectors trained	10,749
Number of active inspection stations.....	1,534
Number of registered repairers.....	386
Number of motorist hotline calls	20,490
Number of technical helpdesk calls	51,127
Number of registered vehicles in MA.....	4.7 Million
Average age of vehicles in MA.....	10.04 years
Number of registered Hybrid vehicles	34,783
Number of registered Diesel vehicles	143,736
Number of registered Flexible Fuel vehicles.....	15,674
Tons of recycled aluminum from returned license plates	90
Age group with the largest number of licensed drivers (44-47 year olds)	390,828

Communities with the most registered vehicles:

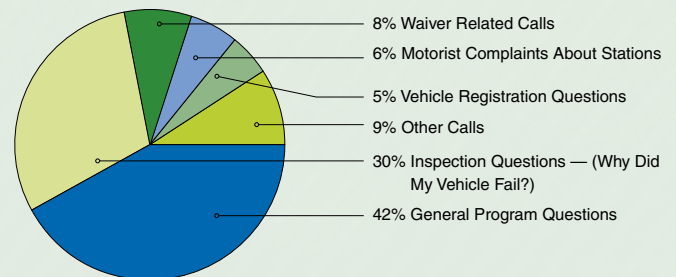
1. Boston:366,400
2. Worcester:.....127,948
3. Springfield:117,824

Communities with oldest average vehicle age:

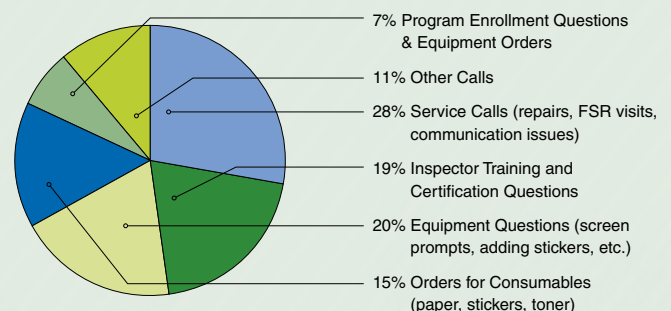
1. Aquinnah:14.77 yrs
2. Nantucket:14.06 yrs
3. Lawrence:.....13.89 yrs

**Statistics as of September 30, 2009*

Motorist Hotline Calls:



Technical Helpdesk Calls:



Commercial/Trailer Q&A's

Massachusetts Registry of Motor Vehicles (RMV) has recently implemented new regulations for trailer inspections. Inspection Update sat down with Mark LaFrance, the RMV's Project Manager for Vehicle Safety and Compliance Services, to discuss this new law and answer some questions from the inspection industry.



Q. Why did the RMV implement the new trailer inspection requirement?

A. The new inspection law responds to the commercial transportation industry's request for a single, streamlined, inspection meeting federal requirements, and a desire by this industry to ensure that the industry meets a uniform basic

safety requirement for both intra-state and inter-state transportation on our highways.

Q. What kinds of commercial trailers need to be inspected?

A. All single, full or semi-trailers used in commerce with a manufacturer's gross vehicle weight rating (GVWR) of over 3,000 pounds or a gross combination vehicle weight rating (GCVWR) for vehicle and trailer weighing over 10,000 pounds.

Q. What are the federal regulations regarding trailer inspections?

A. The federal regulations, known as the "DOT" or FMCSA annual Periodic Inspection requirements can be found at 49 CFR 396 online at: <http://www.fmcsa.dot.gov>

Q. How do you find a station that performs trailer inspections?

A. The best place to find a Massachusetts inspection station that can perform an inspection on trailers (or any vehicle for that matter) is to visit the Massachusetts Vehicle Check inspection station locator tool, on the website at: www.vehicletest.state.ma.us/find_inspection_station.html.

Q. How often does a trailer need to be inspected? Yearly?

A. Yes. This is an annual inspection requirement. I might also add that trailers are not issued an inspection sticker. The signed VIR is proof of the inspection and should be kept with the trailer registration at all times. At the owners' request, commercial inspection stations can affix an inspection reminder decal to the trailer.

Q. What does a trailer inspection cost?

A. Fees for all commercial motor vehicles and trailers have been set at \$29.00 (same fee as for passenger motor vehicles) plus a market labor rate fee determined by the inspection station. This fee will vary by the type of vehicle being inspected. It takes much longer to inspect a tractor than it does to inspect a 3,000 GVWR utility trailer used by someone like a landscaper. The fee is variable so that the inspection station can be reasonably compensated for the time it takes to inspect a particular commercial motor vehicle. Since the fee is variable, the RMV highly recommends that commercial motor vehicle owners shop around for the best price for a commercial inspection.

Q. Can an owner register a truck or trailer for a lower GVWR to avoid the inspection?

A. No. Inspections are based upon the manufacturer's gross vehicle weight rating, not the registered GVWR.

Q. Do personal-use trailers—such as boat trailers, camper trailers, and utility type trailers—need inspections?

A. It depends on the particular use and the vehicle pulling it. For example, a boat trailer used for personal use only does not need an inspection. The same trailer used by a boat dealer to deliver a purchased boat to a consumer does need an inspection. House and camper trailers are not required to be inspected. A small, utility type trailer—say something with a GVWR of 1,000 pounds—for personal use does not need an inspection. That same trailer used by a landscaper attached to a Ford F250 with a GVWR of 8,600 pounds does not need an inspection either (I'll do the math...1,000 trailer + 8,600 vehicle = 9,600 GCVWR). But if it were attached to a Ford F350 with a GVWR of 10,000 pounds, the trailer would

(Continued on Page 4)

Most commercial registrations expire in December. Please remind commercial vehicle owners they can now renew their registration online.



406,357 Commercial vehicle registrations expire in December.

DO YOU WANT TO BE AT THE END OF THAT LINE?

Most commercial registrations can be renewed from the comfort of your own home or office. Online, by phone, or by mail. • To renew and find contact information go to: www.mass.gov/rmv

The Future is now online! – No lines • No Waiting

Commercial/Trailer Q&A's *(Continued From Page 3)*

need an inspection (1,000 + 10,000 = 11,000 GCVWR). It's all about the GVWR of the trailer and the GCVWR of the truck/trailer combination.

Q. If a trailer has been inspected and certified out of state, does it need to be inspected in Massachusetts as well? Are there specific states that Massachusetts will accept inspection certification from (reciprocity)?

A. Ok...Here's where it gets complicated. The Massachusetts Commercial Inspection, whether performed on a commercial motor vehicle or a trailer, has been accepted as meeting or exceeding the federal FMCSA (otherwise known as the "DOT") annual periodic inspection. Massachusetts requires all of its commercial motor vehicles and trailers to undergo an annual state commercial motor vehicle inspection. If a vehicle or trailer travels inter-state, it need not undergo a "DOT" inspection as well. Massachusetts registered vehicles and trailers that are out of state when they are due for inspection must undergo a federal "DOT" inspection or, if a state's commercial motor vehicle inspection meets or exceeds the FMCSA annual periodic ("DOT") inspection, they may get an inspection in that state. The vehicle owner must also complete and mail or fax an "Out of State Verification" form to RMV. The form is available on our website: www.mass.gov/rmv/forms/21307.pdf. Upon return to Massachusetts, all vehicles—commercial and non-commercial—must undergo a Massachusetts inspection within 15 days.

In an effort to make the implementation of the new Massachusetts Commercial Inspection requirement go smoothly, all "DOT" or equivalent inspections performed during calendar year 2008 on trailers (only) are valid until they expire. That is, a trailer that received a "DOT" inspection during 2008 does not need to be inspected in Massachusetts until that 2008 "DOT" inspection expires (after one year). By January 1, 2010, all trailers registered

in Massachusetts must be inspected in Massachusetts or, if they are out of state when their 2008 sticker expires, must undergo a valid "DOT" inspection or FMCSA equivalent state safety inspection and the owner must complete an "Out of State Verification Form." These trailers will need a Massachusetts inspection within 15 days of returning to the state.

Q. Do out of state companies, who own and operate trailers in another state, but frequently travel through Massachusetts, have to comply with this regulation?

A. The regulation only applies to Massachusetts registered trailers. If a trailer is registered out of state and traveling into or through Massachusetts, it must comply with the federal regulations—meaning it must have a valid "DOT" annual inspection or an inspection from another state with a trailer inspection that complies with the federal "DOT" annual inspection requirement. The trailer may receive a Massachusetts commercial inspection to meet this requirement.

Q. Who should our customers contact if they have questions?

A. They may first want to visit the Massachusetts Vehicle Check website at www.vehicletest.state.ma.us/commercial.html, or they can call the Motorist Hotline at 866-941-6277. And we are always here for our commercial vehicle customers. If you have a question, please feel free to give RMV Vehicle Safety and Compliance Services a call at 617-351-9345.

Equipment Updates

► Returning Replacement Parts

When a component fails on your workstation, getting a replacement part delivered is as easy as placing a call to the Technical Helpdesk at 877-834-4677. Inside the box of the new part, you will also find a prepaid UPS return label.

To avoid being charged for a part that no longer works (through no fault of your own), it is important that you return the failed part right away. Simply put it inside the same box the new part came in, seal the box, put the return label on it, and call UPS to pick it up.

Unfortunately, a number of stations have not been doing this and the Program is preparing to invoice these stations for non-returned parts, to replace service pool stock. However, Parsons is giving inspection stations an opportunity to return overdue failed parts without penalty through November.

If you've been hanging on to a part that you should have sent back before now and still have the original box and return label, simply ship it back via UPS. You will get credit for the return after it is received. If you do not have the original box and return label, call the Technical Helpdesk at 877-834-4677 and Parsons will send a field service representative to your station to collect the failed part.

DID YOU KNOW?

The following states require trailer inspections and meet the same federal FMCSA or "DOT" equivalency on trucks and trailers as Massachusetts:

- Alabama
- California
- Connecticut
- District of Columbia
- Hawaii
- Illinois
- Louisiana
- Maine
- Maryland
- Michigan
- Minnesota
- New Hampshire
- New Jersey
- New York
- Ohio
- Pennsylvania
- Rhode Island
- Texas
- Utah
- Vermont
- Virginia
- West Virginia
- Wisconsin

Please be aware that you will be invoiced for any part you return that failed due to damage rather than wear and tear or flaws in materials or workmanship. Beginning this month, Parsons will be billing stations for damaged parts that have previously been returned. All non-returned parts will result in the station being charged for a replacement part.

Beginning in December 2009, parts not returned within five business days will be electronically removed from service inventory and stations will be billed for the cost of replacing them. Once a part is removed from service inventory, Parsons cannot give credit for a late return.

If you have questions about returning replacement parts, please call the Technical Helpdesk at 877-834-4677.

► Empty Toner Cartridge Returns and Excessive Toner Orders

The toner cartridges used in the Massachusetts Vehicle Check Program printers are supplied by Lexmark and must be returned to that company for remanufacturing. Within the toner box is a prepaid UPS return label. To return an empty toner cartridge, simply put it in the box, seal it, put the return label on the box, and call UPS for a pick up.

Stations are required to return the empty toner cartridges to Lexmark within 45 days of receiving replacements. This is generally more than enough time to use up the remaining toner once a printer's "low toner" light illuminates. If the light doesn't turn off after a new cartridge is installed, please call the Technical Helpdesk at 877-834-4677 for assistance.

Within each toner cartridge is a micro-chip that records the serial number of the printer in which the cartridge is installed and the number of pages it prints. When an empty toner cartridge is returned to Lexmark, the company scans the micro-chip and retrieves this information. Retrieved serial numbers are tracked and compared against shipments. Stations that fail to return their empty toner cartridges are billed \$44.00 for each cartridge that is not sent back.

Stations are entitled to receive free toner based on the number of inspections they perform, but a significant number of them have been ordering extra toner to "keep in stock." Toner should not be ordered until a printer's "low toner" light is illuminated. Stations that order excessive toner will be invoiced \$112.00 for each cartridge they receive over and above the number needed to process the number of inspections they perform.

If you have any questions about toner cartridges, please call the Technical Helpdesk at 877-834-4677.

► Protecting your OBD Cables and Interface Box from Damage

The on-board diagnostic (OBD) interface box has two connection points. On the side that connects to the Massachusetts Vehicle Check workstation computer, there is a universal serial bus (USB) plug. On the side that connects to the vehicle's OBD system, there is a 25-pin connector.

While a USB cable provides faster communication than a standard serial port cable, many inspectors have noticed that the USB cable does not fasten securely to the interface box. This actually eliminates a potential failure point: if the cable were to "snag" on something while being plugged into the vehicle, it could damage the interface box connection rather than just pull out.

Although the looser connection may be a nuisance, it protects both parts from damage. But some inspectors have adopted a work-around by wrapping the USB cable around the interface and cable-tying both of them together. Unfortunately, this can put stress on both units that neither of them was designed to endure, and can cause damage and premature failure in both the USB cable and the interface box.



Proper care of the USB cable is also critical to reducing premature failure. Cables should never be walked on or wound too tightly, or they will quickly end up looking like old telephone cords. Stations will be charged for replacements when they return cables showing this type of damage.

When properly installed, a USB connection does not completely hide all of the metal part of the connector. As much as a quarter-inch of the connector will stick out. Trying to force it in further will damage the interface box.

When removing the OBD connector from the vehicle, do not use the cable to pull the connector off the vehicle's OBD port. Instead, grasp the molded end and pull. Pulling on the cable instead of the molded end will cause the pins to separate from the terminal and result in intermittent communication problems during the OBD emissions test.

Many inspectors have removed the locking tab at the top of the molded OBD connector to make it easier to install and remove the connector from the vehicle. The locking tab is there to ensure a secure connection and proper alignment with the vehicle's OBD connector. Removing the locking tab can also cause intermittent communication problems during the OBD test.

Inspection Update Profile

► Rusty Savignac, Paxton Garage

Q. What types of vehicles does Paxton Garage service?



A. Paxton is a small community, so we do a little bit of everything. We provide full-service repair, programming and diagnostics on all domestic vehicles, as well as Hondas and Toyotas. We carefully select work on other badges based on the specific need, and call in Dave DeCourcy of D&D Professional Automotive Services, as needed, to assist us with original equipment manufacturer (OEM) tool coverage. We also do a fair amount of truck service and repair, as well as diagnostics on both light and heavy electronic diesels. However, you could also find a back-hoe, bulldozer or inboard boat in here from time to time.

Q. How long have you owned your business?

A. My business partner, Richard Jenkins, and I just marked our 35th year in business. Our lead technician, Jeff Clark, has been with us for the last 15 years.

Q. How has being both an inspector and registered repair tech benefited your customers and your business?

A. When a vehicle fails inspection, the motorist usually has questions about the magnitude of the problem, as well as their options. As a registered repair tech, I can speak knowledgeably about both topics, and provide them with an estimated cost and vehicle repair timeline. We provide our customers one-stop shopping, and help them avoid the ping-pong effect and turn aways that occur when a repairer or motorist doesn't fully understand how the I/M process works.

Q. Do you find that motorists understand the Massachusetts Vehicle Check Program and its components? If so, are they more informed than in the past?

A. Overall motorists seem to understand the Program. However, readiness and monitor issues continue to be a challenge to communicate to motorists. There is no simple or universal explanation for what monitors are, and how long or in what way a car should be driven. I encourage motorists to ask their repairers to verify readiness status prior to submitting their cars for re-inspection.

Q. How has technology played a role in Paxton Garage's growth?

A. Wireless, high-speed internet access is a repair shop necessity. Many times, we diagnose and research a vehicle while standing alongside the car or sitting in the front seat. Most of our after-market vendors, as well as Toyota, offer online look-up and part ordering information, which can also be done without moving away from the car or calling them. The less time a tech spends walking around or waiting

for an available PC, the more productive they are. Not to mention, we waste less paper by working wirelessly.

Q. What is your role in the New England Service Station and Automotive Repair Association (NESSARA)?

A. I've been on the Board of Directors since we began the last I/M program, in 1999. I went to NESSARA to ask for help addressing a laundry list of Program issues. I think they recognized my fervor and asked me to join the Board. I also use my technical background to chair the Technical Committee, and advise the group on repair issues.

Q. How have you used your skills and training to volunteer within the Paxton community?

A. I have been a town firefighter since 1972. Working 200 feet away from the Fire Station, Richard and I were among the first to respond calls during the daytime. He's become the Deputy Chief, and uses his knowledge of heavy duty trucks to make fire truck repairs.

Q. How have you been able to use productivity to boost your profitability?

A. Following the advice of other industry professionals has helped us a great deal.

I have learned quite a bit from my peers at International Automotive Technicians' Network (iATN), which is the world's largest online community of automotive professionals. Many of us learn "on the fly," but this is an inefficient method. Exchanging ideas with the "best of the best" has been an eye-opening experience for me. The Paxton Garage has also successfully made the transition from aftermarket scan tools and third party information to factory tools, and service websites, which are extremely productive.

Q. What advice do you have for other inspectors and registered repair techs, to stay educated about industry advancements?

A. Read the trade journals, participate in trade association offerings, and take advantage of available trainings, like Technician's Service Training (TST's) monthly workshops. The Automotive Service Association (ASA) offers a Las Vegas CARS Conference, and there is an upcoming Automotive Aftermarket Suppliers Association (AASA) Vision Conference. The OEM websites have online offerings, but most importantly, I encourage all inspectors to join iATN.net (for free) and absorb everything they can. Our industry is moving so fast that if you don't keep up, it's easy to get lost.

Q. What is your favorite part of your job?

A. Like most of us, nailing a diagnosis accurately and quickly.

In the next issue of *Inspection Update*, we'll interview Alliance of Automotive Service Providers (AASP) member, Russell Bradway of Atech Automotive.

Motorist Assistance Center's (MAC) Success Stories

Vehicle: 1996 Ford Taurus.

The Taurus failed its initial inspection for readiness. All non-continuous monitors were incomplete. Subsequent turn-aways showed varying numbers of monitors ready,



suggesting the codes and/or monitors were being reset either manually or by an electrical issue with the powertrain command module (PCM). One of the MAC technicians spoke with the repair technician who had worked on the car and supplied him with pin numbers to test at the PCM to confirm power supply to the Keep-Alive Memory (KAM). After doing this testing, the technician called back to say there was in fact no power at that circuit and he found a broken

wire, which apparently had been damaged when some aftermarket equipment was installed in the vehicle. The technician repaired the circuit, drove the vehicle through a drive cycle, and the Taurus passed its re-test.

Vehicle: 2001 VW Golf (diesel).

This vehicle failed for DTC P0380 (glow plug malfunction). The motorist took the vehicle to a Registered Repair Shop, which tested all circuits and wiring but found no problems. Subsequently, the owner of the Golf called the Motorist Hotline, which referred the vehicle to a MAC. Upon receiving the trouble ticket, a MAC technician did some research and found a reference to an obscure problem with the electrical "bridge" that supplies power to the individual glow plugs. Even slight corrosion to this part can trigger the glow plug malfunction DTC. The MAC technician discussed his findings with the repair technician, who removed the part and found a small amount of corrosion. He ordered and installed a new bridge and the Golf passed its emissions re-test.

Vehicle: All-Wheel Drive Land Rover.

The motorist could not get his Land Rover's OBD monitors to re-set and was told that if he just kept driving the vehicle, the problem would take care of itself. A MAC technician spoke with the motorist, who said he drives back and forth from Cape Cod to Boston every day at 60 to 65 miles per hour. After several weeks of driving this route, he had no luck in getting the vehicle to re-set its monitors. Unfortunately, the MAC could not place the all-wheel drive Land Rover on a dynamometer to run it through the prescribed drive cycle. The MAC technician checked the requirements and

recommended that the vehicle owner set his cruise control at between 48 and 53 miles per hour and drive at that setting for 10 to 30 minutes. The motorist called the next morning to inform the MAC technician that he had woken up at 3:00 a.m., driven as instructed on Route 6 when there was no traffic, and returned home. When he went back to his garage later that morning, he found that all monitors had re-set. The Land Rover passed its inspection and the motorist was very grateful for the help he received from the MAC technician.

Safety Column: Gas Station Safety

Every year an estimated 7,400 fires and/or explosions occur at public service stations in the US, causing an average of 2 civilian deaths, and 70 civilian injuries each year. Though pumping gas is an everyday occurrence, don't forget you're transferring a hazardous substance from one point to another. For your safety while at the pump:

- Put your cell phone away.
- Do not smoke.
- Turn off your engine.
- Don't overfill.
- Pick stations that are well lit and have video surveillance.
- Lock your car and take you keys.

Enforcement Statistics:

Violations Issued to Inspectors:	102
Violations Issued to Stations:	131
Inspector Privileges Revoked:	3
Inspector Required to Retrain:	5
Inspectors Suspended:	18
Stations Suspended:	37
Penalties Assessed:	\$56,000

for period 04/01/2009 to 06/30/2009

STICKER REPLACEMENTS!

Vehicle owners requesting replacement inspection stickers, due to fading, should be referred to the toll-free Motorist Hotline at 866-941-6277.

MASSACHUSETTS



VEHICLE CHECK

Cleaner Air • Safer Roads

Inspection Update
Massachusetts Vehicle Check Program

55 Messina Drive, Unit C
Braintree, MA 02184

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Paid
Permit #112
Carol Stream, IL

Diesel Opacity Emissions Testing Has Begun! Details inside!

Please keep us up to date with current information on your business to help us ensure that you continue to receive this Inspection Update. If you know someone who would like to receive the newsletter, or have changes or corrections to your information please use this form. If you mail or fax the corrections, be sure to send the entire back page and mark the appropriate boxes below. Remember, you must also inform RMV of any station name or address changes.

☐ New Shop

☐ Phone Number Change

☐ Change of Address

☐ Technician Moved to a New Shop

Call us at: 877-834-4677

Email us at: info@massvehiclecheck.com

Fax us at: 866-873-8932

Or write to us at: Massachusetts Vehicle Check Program
55 Messina Drive, Unit C
Braintree, MA 02184

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