



# INSPECTION UPDATE

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Summer 2010

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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.

## Inspector Re-Certification Training (RECERT) Begins

In June 2010, the Massachusetts Vehicle Check Program launched inspector re-certification training (RECERT). Parsons mailed the first round of inspector RECERT notifications to all Non-Commercial inspectors with certifications expiring in July 2010.

All vehicle inspector training certifications are valid for a period of two years. Registry of Motor Vehicles (RMV) regulations require periodic re-certification training for inspectors participating in the Massachusetts Vehicle Check Program. All licensed inspectors must complete recertification training within 90 days of their current training certification expiration date to continue inspecting vehicles.

All RECERT training exams are offered online at the Mass Vehicle Check Program Web site: [www.massvehiclecheck.state.ma.us](http://www.massvehiclecheck.state.ma.us). For commercial inspectors, there is also a required four-hour RECERT class that must be completed before taking the online exam.

Please do not confuse training requirements with license requirements. Parsons is responsible for training, while RMV is responsible for licensing.



### Do I need to contact Parsons or the Technical Helpdesk to schedule my RECERT training and exam?

- No, Parsons will mail an information package to your home address approximately 90 days before your training expiration date.
- Note:** Inspectors are required to provide RMV with their new address within 30 days of a move. If you don't update your address with RMV, you may not receive your RECERT notification in a timely manner.

### How will I know when and how to update my Inspector Training Certification?

- Each month, beginning in June 2010, Parsons will mail RECERT notifications to inspectors whose training is set to expire in approximately 90 days.
- The notification package contains important information you will need to know to renew your specific training certification.

*(Continued on page 2)*



## Inspector Re-Certification Training (RECERT) Begins *(Continued from page 1)*

### What are the fees for Inspector RECERT training?

- Non-Commercial Re-certification Fee: **\$60.00**
- Commercial Re-certification Fee: **\$97.00** (\$80.00 for the four-hour class and \$17.00 for the Federal Motor Carrier Safety Administration (FMCSA) Handbook)
- 7D Re-certification Fee: **\$10.00**
- Motorcycle Re-certification Fee: **\$25.00**

### General Information for all RECERT training types:

- All RECERT exams are located online at the Program Web site: [www.massvehiclecheck.state.ma.us](http://www.massvehiclecheck.state.ma.us).
- The exams are "open book" which means you may use your training materials while taking the exam. This includes your Inspector Training Manual, Inspection Update Newsletters, workstation messages, program Web site information and the FMCSR Handbook for commercial inspectors.
- You must pay for your exam before taking it.
- The Web site accepts VISA and MasterCard for immediate access to the exam.
- Alternatively, you may pay by check, but you must mail your check and wait five business days for check processing.
- RECERT exams cannot be taken more than 90 days in advance of your training expiration date, but should be taken as soon as possible after you receive your information packet.
- You will have 120 minutes to complete the exam.
- You must pass the exam with a score of 80 percent or better.
- You are allowed three attempts to pass the exam (one initial and two free re-tests). If you do not pass the exam after three attempts, you will be required to re-take initial training and pass the initial training exam.
- Notification packages for each inspector type (Non-Commercial, Commercial, 7D and Motorcycle) contain detailed information and instructions to guide you through the RECERT process.

### Non-Commercial Inspector RECERT Details

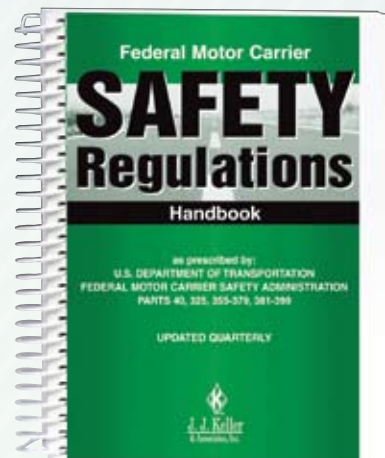
- All RECERT preparation may be completed through the Program Web site except for a review of workstation messages that are only available through your workstation.

- The Non-Commercial RECERT training began in June for Inspectors with training certifications expiring in July 2010, and will continue for the remainder of the program.
- The new exam contains 50 questions.

### Commercial Inspector RECERT Details

- The Commercial Re-certification requirement includes four hours of classroom training prior to taking the online exam.
- The RECERT training will focus primarily on the equivalency of the Massachusetts Commercial Vehicle Safety Inspection and the Federal Motor Carrier Administration (FMCSA) regulations.

- Each inspector will receive the most recent edition of the FMCSR Handbook.
- After notification packages are mailed, Parsons will contact you by phone to schedule your training.
- The Commercial RECERT training will begin in July for Inspectors with training certifications expiring in September 2010, and will continue for the remainder of the program.
- Commercial RECERT training will be conducted in Braintree, Pocasset, Medford, Shrewsbury and West Springfield Motorist Assistant Center (MAC) facilities.
- The RECERT exam will be provided on the Program Web site.
- The new exam contains 50 questions.



### 7D and Motorcycle Inspector RECERT Details

- All RECERT preparation may be completed through the Program Web site except for a review of workstation messages that are only available through your workstation.
- The 7D and Motorcycle RECERT training will begin in November for Inspectors expiring in January 2011, and will continue for the remainder of the program.
- The exams contain 25 questions each.



## Inspection Update Profile

### With the Massachusetts Vehicle Check Commercial Inspector Trainers

#### Q. How did you get into Commercial Inspector training?

**Billy Smits:** I worked for the City of Newton for 39 years and retired as a garage foreman. I spent a lot of time working on diagnostics, primarily for trucks. I have approximately 50 National Institute of Automotive Service Excellence (ASE) certifications and am a certified L1 and L2 Master Technician. I started teaching when the Massachusetts Vehicle Check Program began in 2008.

**Paul Jannoni:** I am a certified ASE L1 Master Technician. I started out working as a technician, and teaching at night. I started teaching when the prior vehicle inspection program began in 1999.

**Tony Girard:** I have been a mechanic for 40 years. I am a certified L1 and L2 Master Technician and a Senior Master Ford Technician. I started teaching in 1999 when the prior program was established.

#### Q. Where are you currently employed?

**Paul:** I work full-time for Parsons, running the Medford Motorist Assistance Center (MAC). I also teach at the Braintree and Shrewsbury MACs, and occasionally at the West Springfield MAC. I teach Inspector certification courses for Commercial, Non-commercial, Motorcycles and 7D vehicles.

**Tony:** I'm employed by Metro Ford in Raynham. I work mostly on diesel electronics and fuel systems. I teach Commercial Inspector certification courses primarily at the Fall River MAC, and occasionally at the Braintree and Shrewsbury MACs.

**Billy:** I work for Parsons at the Braintree MAC. I teach Commercial Inspector certification courses at the Braintree, Shrewsbury and West Springfield MACs.

#### Q. How has training for the Massachusetts Vehicle Check Program evolved over time?

**Tony:** Combustion and fuel control theory is very important. Commercial technicians are more prepared with this theory, especially when it comes to understanding the chemical nature of emissions exhaust. There used to be a certain fear factor from the public because they didn't know what the inspection involved, but now the public seems more educated about the Program. The public has come to understand the efforts both technicians and station owners are putting in to improve the air quality and keep our roads safe.



Pictured from l-r, Billy Smits, Braintree MAC; Paul Jannoni, Medford MAC; and Tony Girard, Fall River MAC.

**Paul:** I agree with Tony; there is increased public awareness about the potential for serious public danger due to both vehicle pollution and unsafe vehicles. Because childhood asthma rates in Massachusetts have increased, and a firefighter was recently killed due to a vehicle with bad brakes, motorists understand that this Program is about more than just a \$29 fee. As a trainer, I can tell that inspectors take their training seriously because they know they are providing a valuable service for the Commonwealth's residents.

#### Q. What types of students do you typically see?

**Billy:** I exclusively conduct commercial training, so by time the students get to me, they are pretty professional. Given my experience, I specialize in fleets and heavy duty vehicles. Some students have familiarity with heavy duty trucks and some don't, so we familiarize them with those vehicle parts and systems they don't yet know about.

**Paul:** There is a tremendous range of student knowledge, especially in commercial inspections. Because they are required to have technical skills before they even take the commercial inspection course, the commercial student qualifications are typically higher than noncommercial students. At the end of each class, almost everyone comes up to me and shakes my hand. They always walk away with something they can take with them to improve their jobs, making them better inspectors and more confident business people.

#### Q. Is it helpful to have specialists come to the commercial classes from fleets or dealerships?

**Tony:** It's great for me. As a Ford expert, I am always eager to learn about other manufacturers' vehicles and pass that information on to students. However, the one thing that everyone from newbies to specialists should learn is proper inspection theory. I can't emphasize enough the importance that theory

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## Inspection Update Profile

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holds in commercial inspections. Inspectors need to understand the theory to be able to inspect the widest range of vehicles possible.

### Q. What are the areas of the commercial inspection that bring up questions?

**Billy:** I receive many questions about how to properly inspect airbrakes, so I teach how the manufacturer checks them. I also get questions about the comparison between the Massachusetts Commercial Vehicle and Federal Motor Carrier Safety Administration (FMCSA) regulations.

### Q. What are the most interesting elements for you to teach?

**Billy:** Chapter three in the Commercial Inspection Manual - the actual physical inspection. This is when everyone sits up and starts to get excited, because we take the systems apart and show them how to inspect the vehicle. The students also pay close attention to the opacity meter because it's so important for them to learn how to use and clean the test equipment properly.

**Paul:** I'm really looking forward to teaching the Commercial RECERT classes, because these classes will eliminate common inspector confusion about the Massachusetts and FMCSA regulations. Inspectors will need to understand these regulations really well to pass the Commercial Inspection recertification exam.



## Interesting Motorist Assistance Center (MAC) Cases



Steve Shea, Fitchburg MAC L-1, examines a Vehicle Emissions Control Information label.

A 1996 Nissan Maxima failed the initial test for the following unset readiness monitors: Evaporative, Exhaust Gas Recirculation (EGR), and Catalyst. The Oxygen (O2) Sensor Heater and O2 Sensor monitors were both ready. Model year 1996 vehicles can have only two unset readiness monitors, so this vehicle needed to complete one of the three incomplete monitors in order to pass the monitor readiness test.

The Maxima was emissions tested but turned away six times over a 10 week period. The vehicle was driven daily during this time, accruing 2,586 miles. Because the vehicle was not setting its readiness monitors with all of this driving, the owner called the Motorist Hotline, seeking readiness assistance. After a brief interview, the Hotline scheduled the motorist for an appointment at the nearest MAC.

The MAC technician spoke with the motorist and determined that she had attempted everything that was suggested and that she was rightly concerned about her inspection sticker expiration. The motorist provided her repair shop contact information, and the MAC called the repair shop to discuss the vehicle's situation.

All 1996 Maximas have a unique drive cycle and specific enabling criteria that must be maintained to allow all of the monitors to complete. The MAC provided this information to the repair tech so that they could attempt another drive cycle. After several attempts, the repair tech returned the vehicle to the MAC for evaluation.

Multiple drive cycles were performed on the Maxima using the MAC's dynamometer without any change in the vehicle's readiness monitor status. The MAC L-1 observed that the fuel schedule (injector pulse-width) and the fuel control (Alphas) were higher than recommended. After discussions with the repair technician and using the MAC L-1's previous drive cycle experience with other Maximas, the MAC and the repair technician both agreed that these monitors should run at these elevated levels.

Trying to set just one or two unset monitors without the PCM being cleared can often be difficult. So, the PCM was cleared just prior to attempting the drive cycle to assure that all of the monitors were able to run in the sequence that Nissan intended. In this case, clearing the PCM memory was exactly what the Maxima needed. Once the PCM memory was cleared, the MAC L-1 drove the vehicle on the dyne while following the manufacturer's drive cycle, and all the emission monitors completed. The motorist was then able to re-test her vehicle and receive a passing emissions sticker.

Due to the partnership between the repair shop and the MAC, the motorist's vehicle was able to complete the emissions inspection successfully.



## Registered Emissions Repair Update

Whenever a vehicle fails its emissions test, Massachusetts Vehicle Check encourages motorists to patronize Registered Emissions Repair Shops. If repairs of private passenger vehicles make up the bulk of your business, being a Registered Emissions Repair Shop can give your business a competitive advantage.

### How do I become a new Registered Emissions Repair Technician or Shop? How do I maintain my current certification?

In the summer of 2010, Parsons will launch an updated process to register emissions repair technicians and shops. To obtain or renew your current Registered Emissions Technician or Shop status, you will need to complete the following required steps:

#### New/Prospective Registered Repair Technician Registration and Training Requirements:

1. Submit an application and a copy of your National Institute for Automotive Service Excellence (ASE) Advanced Engine Performance Specialist L-1 and/or Electronic Diesel Engine Diagnosis Specialist L-2 certification to Parsons. You may also submit a copy of your Light Vehicle Diesel A9 certification along with your L-1 documentation to qualify as a registered emissions repairer of 1997 or newer light-duty diesel vehicles equipped with an OBD system. You may download a Registered Repair Technician application form via the Program Web site: [www.massvehiclecheck.state.ma.us/inspection\\_forms.html](http://www.massvehiclecheck.state.ma.us/inspection_forms.html). You may also call the Registered Repair Coordinator at 781-794-2961 and request that an application be sent to you by mail.
2. Take the free Mass Module on-line course, which is designed to teach automotive repair professionals what they need to know to become Registered Emissions Repair Technicians. It also provides specific information relevant to the Massachusetts Vehicle Check Program. You must successfully pass the final exam with a score of 100 percent. You will only be able to log in to the Mass Module exam if Parsons has received your application.
3. Complete the Mass Vehicle Check 28-hour training course on performing successful on-board diagnostics (OBD) vehicle repairs offered at three training Motorist Assistance Centers. In addition to attending the training course, you must successfully pass the final exam with a score of 80 percent. The fee for this training is \$600.00. Please call the Registered Repair Coordinator for more information.

#### Renewing Your Existing Registered Emission Repair Technician Registration:

1. If you have not already done so, submit an updated application and a copy of your ASE Advanced Engine Performance Specialist L-1 and/or Electronic Diesel Engine Diagnosis Specialist L-2 certification to Parsons. You may also submit a copy of your Light Vehicle Diesel A9 certification along with your L-1 documentation to qualify for repair of 1997 or newer light-duty diesel vehicles equipped with an OBD system. You may download a Registered Repair Technician application form via the Program Web site: [www.massvehiclecheck.state.ma.us/inspection\\_forms.html](http://www.massvehiclecheck.state.ma.us/inspection_forms.html). You may also call the Registered Repair Coordinator at 781-794-2961 and request that an application be sent to you by mail.
2. Take the free Mass Module on-line course, which is designed to teach automotive repair professionals what they need to know to become Registered Emissions Repair Technicians. It also provides specific information relevant to the Massachusetts Vehicle Check Program. You must successfully pass the final exam with a score of 100 percent. You will only be able to log in to the Mass Module exam if Parsons has received your application.
3. Enroll in and attend one three- to four-hour Program-related training seminar annually. The fee for a training seminar is \$150.00. Please call the Registered Repair Coordinator for more information.
4. Submit your updated ASE L-1 and/or L-2 Certification documentation each time you renew your ASE certification(s).

#### New/Prospective Registered Repair Shop Registration

- Submit a Registered Repair Shop Application to Parsons. You may download a Registered Repair Shop Application form via the Program Web site: [www.massvehiclecheck.state.ma.us/inspection\\_forms.html](http://www.massvehiclecheck.state.ma.us/inspection_forms.html). You may also call the Registered Repair Coordinator at 781-794-2961 and request that an application be sent to you by mail.

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## Registered Emissions Repair Update

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### ► Renewing Your Existing Registered Repair Shop Registration

- If you have not already done so, submit an updated Registered Repair Shop Application to Parsons. You may download a Registered Repair Technician Application form via the Program Web site: [www.massvehiclecheck.state.ma.us/inspection\\_forms.html](http://www.massvehiclecheck.state.ma.us/inspection_forms.html). You may also call the Registered Repair Coordinator at 781-794-2961 and request that an application be sent to you by mail.

Please check the Program Web site periodically for additional updates on the new Registered Emissions Repair Technician and Shop Program. Parsons will also be sending updates and notifications to Registered Technicians and Shops as more information becomes available.

## Helpful Inspection Reminders



### Scanning Windshield Stickers Saves Time

Did you know that you can save time by entering VIN and registration information by scanning the windshield sticker's 2D barcode? Scanning the 2D barcode will work on initial tests (by

scanning a previous year's passing sticker) or retests (by scanning a failing sticker).

By scanning the previous sticker's 2D barcode, the VIN, plate type, and plate number will be automatically entered into the workstation. If the plate number or plate type needs to be changed, use the "up" arrow on the keyboard to move the cursor up to the appropriate field and type in the correct information. This eliminates typing the information manually or stretching to reach the vehicle's VIN plate.

**Did you know that light duty diesel vehicles get OBD emissions tests now? Model year 1997 and newer diesel-powered light duty passenger vehicles are now subject to the on-board diagnostics (OBD) emissions test, and are tested just like all gasoline-powered light-duty vehicles. If your station has a Class A license, and you have a non-commercial inspector license, you should not refuse to perform emissions tests for these vehicles. Only heavy duty diesel vehicles need opacity tests.**

## Inspection Equipment Updates

### ► Returning Toner Cartridges

Effective January 1, 2010, the United Parcel Service (UPS) changed its policy regarding pre-paid return labels. UPS is now charging a pickup fee if the only item you are shipping is a package bearing a prepaid label (e.g., the label provided inside the box by Lexmark for use in returning toner cartridges). To avoid being charged a pickup fee, choose one of the following options:

1. Continue to use UPS to ship your spent toner cartridges back to Lexmark. You can either put the toner with other packages being picked up by UPS, i.e. a regularly scheduled pick up from your station, or you can bring the package to a UPS store to be shipped.
2. Switch to the US Postal Service to ship your spent toner cartridges back to Lexmark. You can discard the UPS label and instead print an US Postal Service label from the following Web site address: [www1.lexmark.com/documents/en\\_us/el\\_paso\\_79906\\_Rev0408.pdf](http://www1.lexmark.com/documents/en_us/el_paso_79906_Rev0408.pdf). This label can be affixed to the package and sent at no cost via the USPS.

If you are unable to print a US Postal Service label or have any questions regarding these procedures, please call the Technical Help Desk at 1-877-834-4677 and request assistance.

### ► Inspectors Must Tighten Opacity Probes to Prevent Smokemeter Damage

There is a part inside the DX270 Opacity Meter that affects its functionality. This part is known as the Probe Adapter Collar (PAC). The collar provides the proper alignment for the flexible and J-hook probes that are used to collect the opacity samples.



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## Inspection Equipment Updates

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It is imperative that you securely fasten both the flexible and J-hook probes to the Inlet Plate Collar whenever a probe is changed on the opacity meter. Failure to properly secure these probes can cause the PAC to break loose from the internal tube. If the PAC breaks away from the internal tube, inspectors will hear a rattling in the opacity meter when the meter is gently shaken. Additionally, when performing a diesel opacity emissions inspection, inspectors will see the workstation display a warning message stating that the probe is not in the exhaust pipe.

To verify the PAC is loose, remove the probe and end plate. If the PAC is loose, IMMEDIATELY call the station support hotline and request service.

To temporarily continue testing until a replacement PAC is installed by a Field Service Representative, the loose PAC may be reinserted into place. Reinstall the end plate securely, and connect the probe to the meter. Do NOT attempt to glue the PAC in place as this will damage the meter. If the meter is damaged, the station will be responsible for the cost of replacing the internal tube, which can cost more than \$1,700.

### ► New Inspection Sticker Book Loading Procedure Coming

In the next workstation software release, inspectors will notice that the workstation will only allow one book of stickers to be loaded into the workstation inventory at a time, and will not allow more stickers to be loaded than the printer tray will hold. This change will eliminate some of the problems encountered when stickers have been installed in the wrong order and will prevent lockouts when the printer tray runs out of stickers.

## Enforcement Statistics

|                                  |          |
|----------------------------------|----------|
| Violations issued to inspectors: | 75       |
| Violations issued to Stations:   | 90       |
| Inspectors privileges Revoked:   | 1        |
| Inspectors required to Retrain:  | 11       |
| Inspectors Suspended:            | 15       |
| Stations Suspended:              | 27       |
| Penalties Assessed:              | \$10,000 |

For period 01/01/2010 to 03/31/2010

## MA Requirement: Use Only Approved Emissions Repair Parts

Did you know that Massachusetts repair shops can use ONLY parts that have been approved by the California Air Resources Board (CARB) for emission repairs of model year 1995 and newer vehicles? This requirement, which is part of Massachusetts' Low Emission Vehicle Program, is designed to ensure that emission repairs work for the specific emission control systems in 1995 and newer vehicles.

What does the LEV Program mean for repair shops? When you make emissions-related repairs, you must be sure to install only approved emissions parts. If an aftermarket part is not allowed to be sold in California, then you cannot sell or install it in a 1995 or newer Massachusetts vehicle. Of course, original equipment manufacturer (OEM) replacement parts are acceptable.

CARB's list of vehicle pollution control system parts is extensive, and includes things that you may not be routinely associate with emissions-related repairs. For example, CARB's list includes air cleaners, catalytic converters, computers and computer chips, turbochargers/superchargers, electronic ignitions, fuel injection, fuel tanks, air injection systems, exhaust gas recirculation (EGR) systems, fuel evaporation systems, internal engine parts, replacement engines, and transmission or transaxle replacements.

### To find additional information:

About the California regulations for aftermarket parts and a complete list of emissions-related parts, please visit the California Air Resources Board Web site: [www.arb.ca.gov/msprog/aftermkt/replace.htm](http://www.arb.ca.gov/msprog/aftermkt/replace.htm).

Please note: there may be consequences if you don't use parts that are CARB-approved for emissions-related repairs of 1995 and newer Massachusetts vehicles. If your shop installs an emissions-related aftermarket part that is not on CARB's list, the vehicle owner can demand that you either replace the part with one that is on CARB's list, or that you reimburse him or her for replacing and installing an approved part.



**Inspection Update  
Massachusetts Vehicle Check Program**

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**Inspector Re-certification Training and Registered Emissions Repairer 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

Change of Address

Phone Number Change

Technician Moved to a New Shop

Call us at: 877-834-4677

Or write to us at: Massachusetts Vehicle Check Program

Email us at: info@massvehiclecheck.state.ma.us

55 Messina Drive, Unit C

Fax us at: 866-873-8932

Braintree, MA 02184

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