



INSPECTION UPDATE

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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 Environment and Infrastructure Group, Inc.

Massachusetts Vehicle Check Bids a Fond Farewell to Judy Dupille

Massachusetts Vehicle Check recently celebrated the career of Judy Dupille as she began her well-deserved retirement. On June 28, 2014, Ms. Dupille concluded three decades of dedicated service to the Commonwealth as the longtime Director of the Vehicle Safety and Compliance Services (VSCS) section for MassDOT Registry of Motor Vehicles (RMV). She is succeeded by Michelle Holmes-Foster. Prior to Ms. Dupille's departure, Inspection Update had an opportunity to speak with her.

Q: How long did you work for the Commonwealth of Massachusetts? In what roles and time periods?

A: I worked for the Commonwealth for 30 years. I was with the Department of Public Utilities (DPU) Rail and Bus Division for 10 years, four years as a bus inspector and six years as the Assistant Director. In October 1994, I transitioned to Assistant Director at RMV Vehicle Inspection Services. I was promoted to the Director of VSCS in December 1999.



Judy Dupille, Retiring Director of the Vehicle Safety and Compliance Services

Q: How did you get into the job you are in now?

A: George Progin, who at that time was Director of Vehicle Inspection Services, came to observe a compliance operation that my team from the DPU was conducting at a school bus company. The operation involved checking the license of school bus drivers and inspecting the school bus to ensure compliance. George was impressed by our operation, and we remained in touch. Prior to his retirement, he asked that I succeed him as the Director.

Q: How has Vehicle Safety and Compliance Services (VSCS) changed during your tenure as Director?

A: In 1994, the RMV utilized State Troopers to audit inspection stations and inspect school buses. In 1995, we hired the first 12 civilians, including supervisors and assistant supervisors. In 1996, we brought on the first field staff. In 2006, the RMV hired 17 additional field staff. Today, 41 VSCS staff are responsible for inspecting 9,000 school buses and auditing approximately 2,000 inspection stations three times each year. Our proactive approach and communication with the inspection and school bus industry has helped to ensure motorist safety across the Commonwealth.

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Inspection Procedure Reminders

► Inspection Fee Change Began July 1

Effective July 1, 2014, the annual vehicle inspection fee rose from \$29.00 to \$35.00, an increase of \$6.00 per inspection. The purchase cost of each Test Authorization (TA) went up from \$6.50 to \$11.50, an increase of \$5.00 per TA. As a result, station revenue rose from \$22.50 to \$23.50 per inspection.

► 7D Vehicle and Operator Compliance Checks

The Registry of Motor Vehicles (RMV) Vehicle Safety and Compliance Services (VSCS) section conducts preliminary registration inspections of School Pupil Transport (also known as 7D) vehicles when a company gets into the pupil transportation business and attempts to register its 7D vehicles for the first time. Existing 7D companies are not required to obtain a preliminary vehicle inspection. RMV field investigators conduct thorough safety inspections of 7D vehicles and additional required equipment, such as “school bus” signs and fire extinguishers. Field investigators also review all 7D operating requirements with new registrants. Once its 7D vehicle(s) pass preliminary inspections, a company is authorized to register the vehicle(s) and commence operations.

In order to ensure compliance with all school pupil transport operating requirements, RMV VSCS, in conjunction with local law enforcement, also conducts random compliance checks of 7D vehicles and their operators at area schools and day care centers. These random checks consist of brief safety inspections of the 7D vehicles and required equipment, registration and operator’s license checks, inspections to determine if all students are properly restrained, and verification that the vehicle and operator are in compliance with 7D operating policies and procedures. If the vehicle is not in compliance, or if the operator is not properly licensed, local law enforcement issues a citation to the company and operator.

In 2013, RMV VSCS inspected 1,634 school pupil transport vehicles and their operators across the Commonwealth.





► Where to Find Vehicle Recall Information

In the first seven months of 2014, vehicle manufacturers have announced safety-related recalls affecting 31.4 million vehicles in the United States, the most of any year since 2004. One in 10 vehicles on the road in America has been recalled this year. Safety systems affected by recalls include air bags, brake lights and power brakes, headlamps, ignition switches, remote key and lock combinations, seat belts, spare tire carriers, window controls and windshield wipers.

If you are looking for vehicle-specific recall information for passenger vehicles, buses and medium-duty trucks, motorcycles or trailers, you can find a hyperlink to the National

Highway Traffic Safety Administration (NHTSA) recall search engine at the following program webpage: http://www.massvehiclecheck.state.ma.us/motorist_recall.html.

After selecting the year, make and model of the vehicle, the NHTSA website will display the number of recalls, investigations, complaints and service bulletins as follows. Each document listed can be read and downloaded from this website.

Recalls	Investigations	Complaints	Service Bulletins
3 	0 	4 	0 

On August 20, NHTSA announced the new option of searching for recall information using Vehicle Identification Numbers (VINs). This new feature, available at <https://vinrcl.safercar.gov/vin/>, covers:

- Safety recalls that are incomplete on a vehicle;
- Safety recalls conducted over the past 15 calendar years; and
- Safety recalls conducted by major light auto automakers, including motorcycle manufacturers.


Recalls Look-up by VIN (Vehicle Identification Number)

Owners may not always know their recalled vehicle still needs to be repaired. NHTSA's new search tool lets you enter a Vehicle Identification Number (VIN) to quickly learn if a specific vehicle has not been repaired as part of a safety recall in the last 15 years.

Enter VIN here:

You can also sign up to receive automatic e-mails about all vehicle or just specific vehicle recalls for 2005 and newer model year vehicles.

Subscribe to NHTSA's Recall Notification E-mail System

New Subscribers Sample E-mail Message 

Sign up to receive e-mail recall notifications for:

All Vehicles – You will receive an e-mail weekly with a summary of vehicle recalls for the previous 7 days. (Post 2002, NHTSA receives on average 600 vehicle recalls per year.)

OR

Select up to 5 specific Make and Model Year combinations below to limit your notifications to those vehicles. Check the boxes below to receive all Motorcycle or School Bus recall notifications. You will receive an e-mail whenever there is a recall for your selection.

Make	Model Year
1 <input type="text" value="None"/>	<input type="text" value="None"/>
2 <input type="text" value="None"/>	<input type="text" value="None"/>
3 <input type="text" value="None"/>	<input type="text" value="None"/>

[Add 4th Vehicle](#)

Motorcycles, helmets, and motorcycle equipment. (Post 1996, NHTSA receives on average 45 motorcycle-related recalls per year.)

School Buses (Post 1996, NHTSA receives on average 35 school bus recalls per year.)

Enter your e-mail address

Confirm your e-mail address

NOTE: Recall Subscriptions related e-mails will be sent from donotreplyod@dof.gov. Your inbox must be set to accept e-mails from this address.

As per NHTSA's [privacy policy](#), we will not disclose your e-mail address or use it for any other purpose.

Farewell to Judy Dupille

(Continued from page 1)

Q: What do you like most about your position?

A: I enjoy working with the RMV staff, the state's vehicle emissions inspection agency, MassDEP, the vehicle inspection program contractors, and the inspection industry to ensure compliance with regulations, and to provide safe vehicles, especially those vehicles designated to transport children in the Commonwealth.

Q: What should the inspection industry know about the Automatic Licensing and Registration System (ALARS) Modernization Project?

A: The modernization project will eliminate the issue of end-of-the-month workstation connectivity problems. Also, the station license and inspector license processes will be via an on-line application, making it an easier and more accessible process.

Q: Do you think the vehicle safety inspection program should be modernized to address new electronic safety warning lights/systems, such as Anti-Lock Brake System (ABS), Traction Control System (TCS), Tire Pressure Monitoring System (TPMS), Vehicle-To-Vehicle (V2V), or Rear View Cameras?

A: I think in the next inspection program, we have to modernize the safety inspection requirements to address new electronic technology. I also think that having cameras in the inspection bay could enhance the data integrity of the inspection records.

Q: Final thoughts? Retirement plans?

A: This has been a challenging job and I have enjoyed it for over 30 years. I have especially enjoyed working with the VSCS staff and inspection industry. Whatever the problem was, we all worked together to resolve it. It's an example of state government working effectively. My retirement plans include lots of travel, winters in Florida, and quality time with my extended family.



Rear View Cameras Will Be Mandatory in 2018

Earlier this year, the U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) issued a final rule requiring rear visibility technology in all new light-duty vehicles by May 2018. This new rule enhances the safety of these vehicles by significantly reducing the risk of fatalities and serious injuries caused by backover accidents.



Source: DailyTech.com

The NHTSA rule requires all vehicles under 10,000 pounds GVWR - including buses and trucks, manufactured on or after May 1, 2018 - to come equipped with rear visibility technology that expands the field of view and enables drivers to detect areas behind their vehicles, thereby preventing deaths and injuries resulting from backover incidents. The field of view must include a 10-foot by 20-foot zone directly behind the vehicle. The system must also meet other requirements including image size, linger time, response time, durability, and deactivation.

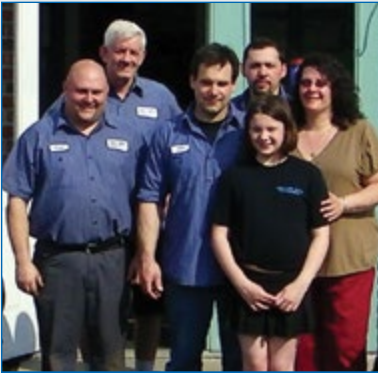
"Safety is our highest priority, and we are committed to protecting the most vulnerable victims of backover accidents, our children and seniors," said U.S. Transportation Secretary Anthony Foxx.

"Rear visibility requirements will save lives, and will save many families from the heartache suffered after these tragic incidents occur," said NHTSA Acting Administrator David Friedman.

On average, there are 210 fatalities and 15,000 injuries per year caused by backover crashes. NHTSA has found that children under five years old account for 31 percent of backover fatalities each year, and adults 70 years of age and older account for 26 percent.

Inspection Update Profile

Mike Zabik, Owner and Operator
Mike's Auto Service & Repair, West Springfield, MA



From left to right: Brent Perlmutter, Don Levesque, Mike Zabik, Steve Disanti, Samantha Zabik, and Lori Zabik

Q: What services does Mike's Auto Service & Repair offer?

A: Mike's provides a full range of automotive services including preventative maintenance and major repairs. We do just about everything from alignments to state inspections and engine replacement. We are also West Springfield's only non-dealer Registered Emissions Repair Shop.

Q: What are your roles and responsibilities as owner?

A: As owner, I do everything from opening up the shop every morning to overseeing the repairers. I even perform repairs myself, although not as often as I would like.

Q: How many employees do you have? What are their roles?

A: We have a total of five employees and growing. My wife, Lori, handles our accounting. Brent Perlmutter performs most of our vehicle inspections. Steve Disanti is a National Institute of Automotive Service Excellence (ASE)-certified technician; and Bryan Perry is an ASE Master Technician. Bryan recently merged his shop with ours, so we are fortunate to have inherited his customer base, along with his father, Wayne Perry, who is an all-around helper.

Q: How did you get your start in the automotive industry? What made you want to open your own business?

A: I grew up knowing that I wanted to be a professional automotive technician. I attended Westfield Vocational Technical High School and simultaneously worked at a Ford dealership in Westfield through 1998 to help me gain hands-on experience. Then I worked for seven years for the company that previously ran the inspection program from 1999 to 2004 as an ASE L-1 supervisor and trainer. In 2004, I opened up my own business, and I now have over 20 years of vehicle repair experience.

Q: How did you gain your extensive emissions repair background?

A: Much of my background comes from working on the previous Registered Emissions Repairer program. Before that, I had tons of training through Ford, where I became one of their first Master Technicians. In 1996, I was awarded Ford's Master's Trophy.

Q: Have you attended any of the Ongoing Training? How else do you keep up with changes in vehicle technology and emerging technologies in the Industry?

A: I always try to take advantage of training resources. Last fall, I attended a training seminar at the West Springfield MAC. Sometimes I will call Rob Waterman, the L-1 technician at that MAC, when I am having repair issues. I also do a lot of ongoing training through Consumer Auto Parts and UNI-SELECT USA. CARQUEST's TECH-NET program helps us provide nationwide warranties to our customers and also provides professional training. On-site, we use ALLDATA and Identifix for diagnosing vehicle issues. Finally, I read a lot of industry trade magazines. Technology is always changing, so we try to keep up as much as possible.

Q: How has being a Registered Repair Technician (RRT) helped your business?

A: Being a Registered Repair Technician helps from the standpoint of getting our name out to the public. Overall it's a pretty good program, and we gain a lot of new customers who come in after they have failed their vehicle inspections, since our shop shows up on their Vehicle Inspection Reports.

Q: What are some of your most challenging vehicle repairs?

A: Some of my most challenging repairs involve diagnosing vehicles with intermittent problems. We spend the extra time with our customers so they can provide us all of the information they have about the problem, and encourage them to leave their cars with us so we can properly diagnose and repair their vehicles.

Q: What should motorists begin to do to ready their vehicles for fall?

A: The most important thing that motorists should do in preparation for fall is to check their batteries, tires and make sure that their coolant is full. We check every motorists' battery with our battery and charging system tester, even if they come in for a routine oil change.

Q: How do you advertise your business?

A: Over the years, we've tried various methods with mixed results, but my biggest tool for advertising is our website, <http://www.mikesautoservicerepair.com>. We have recently started using social media and developed a Facebook page in order to publicize our business. For example, when we get a lot of interesting and rare cars that come in, we take photos and post them onto our Facebook page.

Q: What is your business motto?

A: Our motto is "Friendly and Professional Automotive Service." That's what we give all our customers, and it seems to be working.

Registered Repair Technician Updates

► Emissions Repair Success Ratings Reminder

For Registered Emissions Repair Shops that have entered repair data, the Second Quarter 2014 Emissions Repair Success Ratings are now available on Vehicle Inspection Reports and on the Repair Shop Locator found on the website at: http://www.massvehiclecheck.state.ma.us/find_emissions_repair.php.

Each repair shop is responsible for entering its vehicle repair information for any given month *by the tenth day of the following month*. For more information about repair data entry, visit: http://www.massvehiclecheck.state.ma.us/inspection_repair_data_entry.php

► Spring 2014 Training Recap

In June, the Massachusetts Vehicle Check program offered a Registered Repair Technician ongoing training module titled "Understanding & Utilizing OBD Mode 6."

At the trainings, Instructor Jerry "G" Truglia spoke about the use of OBD scan tool's Mode 6 to improve emissions repair diagnostics. In total, 17 repair technicians attended the trainings which were held at two Motorist Assistance Centers (MACs).

► 2014 Ongoing Training Courses

All current Registered Emissions Repair Technicians are required to attend one four-hour ongoing training seminar each year to maintain their status in the Massachusetts Vehicle Check Program. Parsons is offering these quarterly seminars from 6:00 PM to 10:00 PM at Motorist Assistance Centers (MACs) located throughout the Commonwealth and listed below. The following 2014 classes are available:

Courses Offered	Locations and Dates
Understanding, Utilizing and Using your Lab Scope	Braintree MAC - November 17 Pocasset MAC - November 18 Shrewsbury MAC - November 24 West Springfield MAC - November 25

The cost of each seminar is \$150, and payment can be made by either check or credit card. The applications for these courses are available at http://www.massvehiclecheck.state.ma.us/inspection_ongoing.html. Should you need help registering or have any questions about the course, please contact our Registered Repair Coordinator at (781) 794-2961. It is important to enroll as soon as possible because space is limited to 35 technicians per class.

► OBD Diagnosis and Repair Training

The OBD Diagnosis and Repair Training is a \$600 course designed for motor vehicle repair professionals who are seeking to become Massachusetts Registered Emissions Repair Technicians.

This class is open to all technicians including those studying to take the A8 Engine Performance or L1 Advanced Engine Performance Specialist National Institute for Automotive Service Excellence (ASE) test. In other words, you do not need to be ASE-certified repair technician to take this course.

The class provides foundational information concerning the diagnosis and repair of OBD-equipped vehicles. The OBD Diagnosis and Repair Training course is a 28-hour course consisting of 20 hours of classroom lecture and eight hours of hands-on training and examination. The next class available is:

Courses Offered	Dates and Times (Location will be determined based upon demand)
Fall 2014	November 17, 18, 19, 8:00 AM to 5:00 PM November 20, 8:00 AM to 12:00 PM

The application for this course is available at http://www.massvehiclecheck.state.ma.us/inspection_ongoing.html. If you have questions or need help signing up, please contact our Registered Repair Coordinator at (781) 794-2961.

► Emissions Repair Extensions and Waiver Assistance

When working with motorists who are applying for emission repair extensions or waivers, please consider contacting your nearest Motorist Assistance Center (MAC). The Massachusetts Vehicle Check program issues emission waivers on a case-by-case basis, so it is dependent on obtaining accurate documentation from you to determine vehicle outcomes. All of the MACs can assist you with the extension and waiver regulations and ensure that you have accurate guidance through each step of the process.



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7D Vehicle and Operator Compliance Checks and Vehicle Recall Info Inside!

Massachusetts Vehicle Check Program At A Glance

Program at a Glance			Enforcement Statistics	
	Count	Failure Rate		Count
Non-Commercial Safety Inspections	1,270,598	5.1%	Violations Issued to Inspectors	84
Commercial Safety Inspections	45,010	5.2%	Violations Issued to Stations	97
7D Safety Inspections	721	4.0%	Inspector Privileges Revoked	6
OBD Emissions Inspections	987,171	6.2%	Inspector Required to Retrain	15
Opacity Emissions Inspections	25,286	1.7%	Inspectors Suspended	15
Emissions Waivers Issued	1		Stations Suspended	34
Repair Hardship Extensions Issued	11		Penalties Assessed	0
Hotline and Training Statistics			Licensed Stations	
	Count			Count
Motorist Calls Received	3,649		Class A Stations	1,186
Inspection Station Calls Received	6,975		Class B Stations	189
Initial Non-Comm. Inspectors Trained	363		Class C Stations	28
Initial Commercial Inspectors Trained	71		Class D Stations	310
Initial 7D Inspectors Trained	15		Class E Stations	9
Initial Motorcycle Inspectors Trained	32		Reg. Emissions Repair Shops	226

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