



INSPECTION UPDATE

Volume 16, Issue 2

Summer 2015

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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.

Lynn Inspection Station Fined for Inspection Sticker Fraud



On May 5, 2015, Massachusetts Attorney General (AG) Maura Healey announced a judgment against two motor vehicle emissions inspectors and a service station in Lynn.

According to the consent judgment, entered in Suffolk Superior Court, Nasir Haider and Zahid Haider, both of Framingham, conducted 41 fraudulent inspections at Haider Five Enterprises, Inc. service station between March 2012 and August 2012.

“As licensed motor vehicle inspectors, the defendants knew that forging passing emissions inspection stickers was both harmful to the environment and unfair to the public and other inspection stations that comply with the law,” AG Healey said. “Working with Massachusetts Department of Environmental Protection (MassDEP) and the Registry of Motor Vehicles (RMV), we were able to locate the source of these fraudulent motor vehicle inspection stickers and take action to put a stop to these illegal practices.”

The complaint, filed in January, alleges the defendants altered failing inspection stickers to resemble passing inspection stickers and used those altered stickers to falsely represent that vehicles with failed emissions control systems had passed. Additionally, according to the complaint, the defendants then attempted to tamper with the sticker barcodes to conceal the source of the fraudulent sticker.

“MassDEP and the RMV are working together to identify ‘phony sticker’ cases,” said MassDEP Commissioner Martin Suuberg. “This is another case that shows in the long run, it costs considerably less to play by the rules, and it also levels the playing field for the vast majority of shops that comply with the law.”

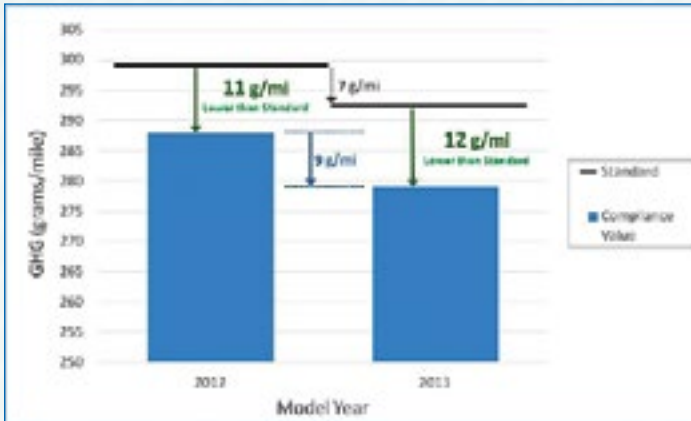
“Efforts to circumvent the requirements of the Massachusetts Vehicle Check Program have a negative impact on public health and safety,” said Registrar of Motor Vehicles Erin C. Deveney. “The Registry thanks its partners at MassDEP and AG Healey’s team for bringing this case to a conclusion and raising public awareness of the consequences of this type of fraud.”

The issuance of fraudulent motor vehicle inspection stickers violates the emissions inspections regulations and the Massachusetts Clean Air Act, as well as the Massachusetts Regulation of Business Practices Consumer Protection Act. Under this settlement, both inspectors and the station must pay up to \$70,000 in civil penalties. Additionally, the defendants are prohibited from working as motor vehicle emissions and safety inspectors for five years. Up to \$10,000 in penalties will be waived after five years if they comply with the judgment.

(Continued on page 2)

U.S. Environmental Protection Agency Report: Automakers Surpassing Light-Duty Greenhouse Gas Standards

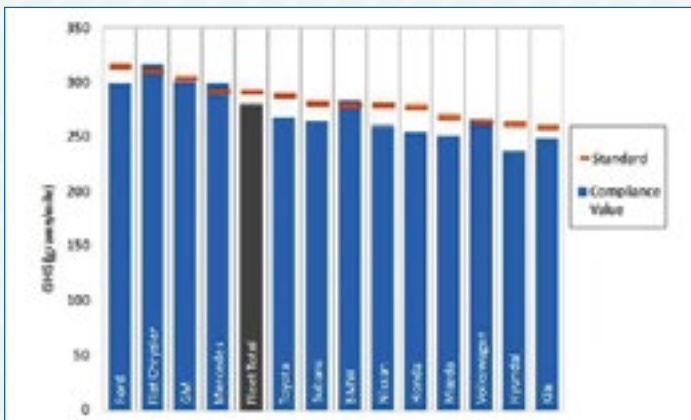
The U.S. Environmental Protection Agency (EPA) recently published its second annual Manufacturers' Performance Report, which found that the automotive industry outperformed the national greenhouse gas (GHG) emissions standards by a wide margin. Overall industry compliance in model year 2013 was 12 grams per mile – or 1.4 miles per gallon – better than required by the 2013 standard. This was the second consecutive model year in which automakers outpaced government requirements.



“These findings are a terrific early success story for President Obama’s historic effort to reduce the pollution that contributes to climate change,” said EPA Administrator Gina McCarthy. “Automakers are racing to meet our goals. The American auto industry has never been stronger, we’re creating jobs here in the U.S., selling cleaner cars here and overseas, and consumers are really benefitting from the innovations spurred by these standards.”

The EPA’s report presents detailed information about how individual vehicle manufacturers are complying with GHG emissions standards for cars and light trucks. Key findings in the report include:

- The majority of manufacturers (representing more than 99 percent of sales) met both the 2012 and 2013 standards. The remaining manufacturers have several more years to come into compliance.



- Automakers are using the optional flexibilities built into the standards such as improved air conditioning systems and the use of fleet averaging. These flexibilities continue to increase consumer choice, spur technology innovation and decrease compliance costs all while providing manufacturers with options on how and when to make reductions.

According to EPA’s most recent Carbon Dioxide (CO₂) Emissions and Fuel Economy Trends Report, model year 2013 vehicles achieved an all-time record average of 24.1 miles per gallon (mpg) – a 0.5 mpg increase from the previous year and an increase of nearly 5 mpg since 2004. Average CO₂ emissions from cars and light trucks are also at a record low while fuel economy has increased in eight of the last nine years. There are more than three times as many 30 mpg vehicles on the road today than there were just five years ago, and fuel economy for SUVs has been increasing faster than it has been for any other vehicle type.

EPA’s GHG emissions standards cover light-duty vehicles from model year 2012 to 2025. The standards are projected to save 12 billion barrels of oil, and cut 6 billion metric tons of greenhouse gases over the lifetimes of vehicles sold in these years. The standards are also projected to save consumers who purchase a new model year 2025 vehicle more than \$8,000 in fuel costs over that vehicle’s lifetime.

For more information on the Manufacturers’ Performance Report, please visit <http://www.epa.gov/otaq/climate/ghg-report.htm>.

Inspection Sticker Fraud

(Continued from page 1)

Nasir Haider is the former owner of Haider Five Enterprises, Inc. From the time period of March 2012 to August 2012 Nasir Haider and his brother Zahid Haider were licensed motor vehicle inspectors at Haider Five Enterprises, Inc. After discovery of the forged stickers in 2012, the RMV permanently revoked the inspector licenses of both Nasir Haider and Zahid Haider, and suspended the station license for six months.

The AG’s Office brought the action on behalf of the MassDEP and the RMV. The Massachusetts Motor Vehicle Emissions Inspection and Maintenance Program, administered jointly by the MassDEP and the RMV, is the Commonwealth’s primary tool for combating the emission of excess pollution from motor vehicles. Motor vehicles are a significant source of pollutants that are known to have especially adverse health effects on children, the elderly, and persons already suffering from respiratory ailments.

Inspection Procedure Reminders

► Out-of-State Vehicle Inspection Reminders

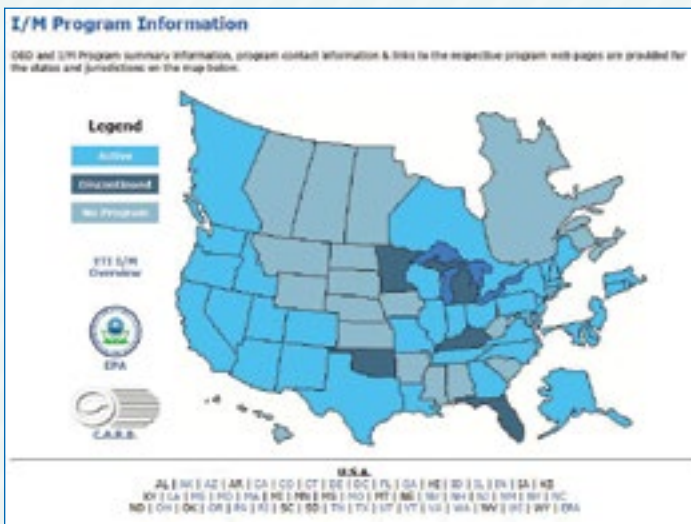
If your customer's vehicle is being operated within Massachusetts, but is registered in another state that has a vehicle inspection requirement, the Massachusetts Department of Transportation (MassDOT) Registry of Motor Vehicles Division (RMV) requires you to inspect that vehicle so the motorist can provide his or her jurisdiction with proof of inspection compliance.

Please follow these instructions:

- Begin the inspection as you would for a vehicle registered in Massachusetts. **Note:** Unlike inspecting Massachusetts-registered vehicles, if the out-of-state vehicle registration has expired, you may still proceed with the inspection.
- When entering the vehicle-specific information, enter the Vehicle Identification Number (VIN), then select the state where the vehicle is registered. Once a state other than Massachusetts is selected, the software will skip over the license plate type field.
- Proceed as you would with the applicable inspections that are appropriate for the vehicle. For light-duty passenger vehicles, all of the safety inspection elements except the window tinting regulations will be applicable. These vehicles with any type of window tinting will be exempted from the Commonwealth of Massachusetts window tint regulations.
- Provide the motorist with their vehicle inspection report (VIR) and affix the windshield sticker to the vehicle as if it were registered in Massachusetts.

For a list of the jurisdictions that have vehicle emissions inspection websites, please visit: <http://www.epa.gov/otaq/epg/statepgs.htm>

For a map of states that have vehicle emissions inspection requirements, please visit: <http://www.obdclearinghouse.com/index.php?body=programstatus>.



► Summer Temperatures and Humidity Levels

Summer heat and humidity bring an increase in the number of phone calls to the Help Desk regarding Vehicle Inspection Reports (VIR) printing issues. To prevent multiple sheets of paper from sticking together, inspectors should make sure there is sufficient air flow to the workstation cabinet to minimize heat buildup. When inserting a new book of VIR stock, inspectors should remove the shrink wrap and fan the paper before inserting it into the printer tray.



To prevent multiple sheets of paper from sticking together, fan the paper when inserting a new book of VIR stock or if the humidity levels are high.

► Inspection Sticker Guidance

All inspectors are reminded that it is their responsibility to handle windshield stickers properly at all times. Here are two steps to follow to eliminate most sticker handling problems:

1. Never scrape the inspection sticker off a windshield until you have the replacement sticker in your possession (printed and scanned from the workstation).
2. Always follow the complete workstation end of test procedure to obtain a new sticker. Any deviation from the workstation process may void the sticker, thereby ruining a completed inspection. Anytime you have sticker printing problems, please contact our Help Desk at (877) 834-4677 for guidance.

Registered Repair Technician Updates

► Emissions Repair Success Ratings Reminder

For Registered Emissions Repair Shops that have entered repair data, the First Quarter 2015 Emissions Repair Success Ratings are now available on Vehicle Inspection Reports and on the Repair Shop Locator, found 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

► 2015 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 across the state. The following 2015 classes are available:

Ongoing Training Course	Locations and Dates
<p>Summer 2015 Preparation for ASE A8 / L1 Recertification</p>	<p>Medford MAC - September 14 Fall River MAC - September 15 Shrewsbury MAC - September 16 West Springfield MAC - September 17</p>
<p>Fall 2015 Variable Valve Timing (VVT)/ Variable Valve Lift (VVL) Systems</p>	<p>Braintree MAC - November 9 Pocasset MAC - November 10 Shrewsbury MAC - November 23 West Springfield MAC - November 24</p>

During 2015, all of the Training Seminars will be free for Registered Repair Technicians. 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, please contact our Registered Repair Coordinator at (781) 794-2961. Space is limited to 35 technicians per class; please enroll as soon as possible to secure a place.

NHTSA Requires Electronic Stability Control Systems On Trucks and Buses



On June 3, the National Highway Traffic Safety Administration (NHTSA) released final regulations that will require the manufacturers of heavy-duty trucks and large buses to add electronic stability control (ESC) systems

to new vehicles by 2017. The new requirements are part of NHTSA's efforts to prevent rollover crashes of these commercial vehicles.

Announcing the regulation, Transportation Secretary Anthony Foxx said, "ESC is a remarkable safety success story, a technology innovation that is already saving lives in passenger cars and light trucks. Requiring ESC on heavy trucks and large buses will bring that safety innovation to the largest vehicles on our highways, increasing safety for drivers and passengers of these vehicles and for all road users."

NHTSA Administrator Mark Rosekind added that "reducing crashes through ESC in these trucks and buses will save lives – nearly 50 each year. It's a win for the safety and convenience of the traveling public and for our economy."

The regulation affects Class 7 and 8 trucks and buses with a gross vehicle weight rating (GVWR) exceeding 26,000 pounds. For most trucks, the requirement will take effect two years after the regulation is published. The requirement will take effect after three years for buses larger than 33,000 pounds GVWR and after four years for buses weighing between 26,000 and 33,000 pounds GVWR. A similar rule requiring manufacturers to include ESC on light-duty vehicles took effect in 2012.

For more information about this regulation, visit:

<http://www.nhtsa.gov/About+NHTSA/Press+Releases/2015/heavy-duty-vehicle-esc-rule-06032015>

<http://www.chicagotribune.com/news/sns-wp-blm-news-bc-trucks03-20150603-story.html>

<http://www.usatoday.com/story/money/cars/2015/06/04/electronic-stability-control-now-required-in-trucks-and-buses/28443665/>

<http://www.thedetroitbureau.com/2015/06/feds-mandate-electronic-stability-control-for-heavy-trucks/>

Inspection Update Profile

Doug Niles, Manager
Sullivan Tire, Braintree, MA



Doug Niles, manager of
Sullivan Tire Braintree

Q: What services does Sullivan Tire offer?

A: Sullivan Tire offers complete auto repair at 67 locations throughout New England. We perform general service auto repairs such as oil changes, brakes, batteries, exhaust systems, shocks and struts, timing belts, fluid flushes, tunes-up and more. We also tackle more complicated repairs such as electrical and computer diagnostics on all make and model vehicles.

Q: What are your roles and responsibilities as manager?

A: As manager I oversee the repair of all vehicles and state inspection regulations, while also writing service estimates and interacting with customers on a daily basis. Most of our customers who bring in their vehicles are repeat customers for life.

Q: How many employees and locations does Sullivan Tire have?

A: Today we continue to grow with over 1,000 associates across five states. Our business consists of 67 Complete Auto Care Facilities, 15 Commercial Truck Centers and three Bandag Retreading manufacturing facilities.

Q: How did you get your start and what made you want to be in the automotive industry?

A: The day I turned 18, I started working on vehicles at a local garage. I then went to work at Avon National Tire and Battery. Eight years ago, I became a Sullivan Tire employee, starting at their Rockland location as an assistant manager. I have also worked for Sullivan Tire in the Quincy and Framingham locations. I am now working in our Braintree location. It's a great company to work for!

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 used to work with Tony Girard from the Braintree Motorist Assistance Center (MAC) on a daily basis, before he passed away. Previously we were an emissions repair facility and he would always refer people to us, so I have had a lot of interaction with the MAC. Currently Sullivan has an excellent training program that the company prides itself on. Our technicians can take in-house and outside classes covering just about any type of technology. We also use the online

resources from ALLDATA (<http://www.alldata.com/>) and International Automotive Technicians Network (<http://www.iatn.net/>).

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

A: Some of our most challenging vehicle repairs involve handling On-Board Diagnostics (OBD) monitors and trying to figure out why they won't run, as well as diagnosing intermittent and randomly occurring problems. We try to duplicate the issue as often as we can, and when the customer is able to leave their vehicle with us.

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

A: The most important thing that motorists should do for their vehicles to prepare for summer is to check their tire air pressure and tread depth, along with their wiper blades, fan belts, and hoses. To avoid any issues on those hot 100-degree summer days, they should also make sure that the vehicle's air conditioning system is properly working.

Q: How do you advertise your business?

A: We advertise extensively online, via search engines, social media sites such as Facebook and Twitter. We also use traditional advertising mediums such as TV, radio, billboards, and direct-mailers. Our advertising department is great at what they do.

Q: What is your business motto?

A: Our company motto is, "Treat everyone, customers and fellow employees, as you would a member of your family."

Q: What makes Sullivan Tire unique?

A: We are a large corporation and have some of the best technicians in the industry, but we are also family owned and operated and have been serving New England for over 60 years. Our late founder, Bob Sullivan, his children, and three generations of grandchildren and great-grandchildren, have all worked at the company at some point, so it is still very much a family-run and family-valued business.

Q: Does being a part of the Sullivan Tire network benefit your local business? If so, how?

A: Being part of the Sullivan Tire network is definitely beneficial, it's a name that people know and respect, and they will still receive the same level of service from each of our locations, whether they choose to service their car locally here in Massachusetts, or travel to Maine or New Hampshire, for example.



Motorist Assistance Center Repair Technician's Corner

► The Tale of the Fibbing IAT Sensor

In March 2015, the Framingham Motorist Assistance Center (MAC) L1 technician received a request for help with a 2003 Mazda MPV that was having difficulty with monitor readiness after the vehicle's battery and alternator had been replaced in the early part of the year.



2003 Mazda MPV. Source: <https://www.openbay.com/maintenance/2003-mazda-mpv>

Specifically, the MPV would not set its Exhaust Gas Recirculation (EGR) and Evaporative (EVAP) monitors. There were no Diagnostic Trouble Codes (DTCs) present or pending.

The motorist was on a fixed income, so she was at her wits' end about what to do with her vehicle. She had been to a few repair shops, and was told by one of them that the vehicle most likely need a replacement Powertrain Control Module (PCM) to solve the readiness issues. When the motorist originally contacted the MAC, she asked about obtaining an economic hardship extension due to the possible expense of replacing the PCM. Because vehicles with readiness issues are not eligible for economic hardship extensions, the MAC L1 technician offered to look the vehicle over, and run it on the dynamometer. The motorist was skeptical, but agreed, and brought her van to the MAC.

While at the MAC, the L1 technician confirmed that the vehicle still had EGR and EVAP monitors that were

“Not Ready”. The technician placed the vehicle on the dynamometer, and followed the factory issued drive cycle pattern. While checking over the live data stream, he noticed a sensor value that seemed completely out of range: the intake air temperature IAT sensor was fluctuating between -7 to 5 degrees Fahrenheit (°F). The ambient air temperature inside the MAC bay was in the high 60s °F. The technician typically sees the IAT go above ambient air temperature in the confined space of the dynamometer, but when he saw the IAT reading drop way below the bay temperature, he knew that that something wasn't right.

The technician finished up with the vehicle, and informed the motorist that the vehicle would most likely need further diagnosis. He requested that the motorist pass the MAC contact information to her repair technician.

The possible diagnostic scenarios for the cause of a skewed IAT reading include:

- Wiring or termination issues, such as worn or corroded connectors;
- Malfunctioning mass air flow (MAF) unit. For this MPV, the IAT sensor resides within the MAF housing; or
- Internal fault with the PCM.

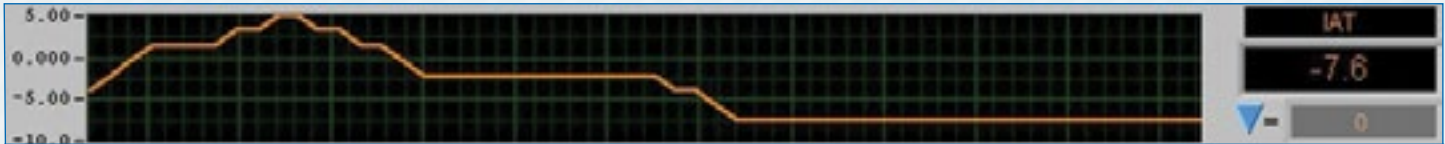
The motorist was issued a list of nearby Registered Repair Shops for her consideration, and was on her way. A week later, the L1 technician was contacted by the repair technician who now was working on the vehicle. The L1 technician discussed which checks he had performed while the vehicle was at the MAC and passed on his observations about the unusual IAT sensor values.

A week later, the MAC checked the inspection status of the vehicle and the vehicle had passed its reinspection with all monitors ready! The L1 technician contacted the motorist, who was very appreciative of the MAC's services, and stated that the shop she had brought the vehicle to had confirmed that the MAF assembly needed to be replaced.

(Continued on page 7)

MAC Repair Technician's Corner

(Continued from page 6)



The IAT sensor values from a 2003 Mazda MPV with unset EGR and EVAP monitors ranged from -7 to 5 degrees Fahrenheit, even though the ambient air temperature was in the 60s °F.

So what's the takeaway?

As most experienced technicians know, vehicles with readiness issues don't always set DTCs or exhibit driveability symptoms. In some stubborn readiness cases, it's as simple as the motorists driving habits preventing monitors from completing (lack of highway travel, sustained speed, or going too fast). Those cases call for a review of the vehicle-specific drive pattern with the motorist. But sometimes there's actually an underlying problem with the vehicle that the vehicle's PCM would consider as being within normal parameters of operation and therefore, not something that would turn on the Check Engine light.

The readiness monitor pre-conditions of this Mazda, as with most vehicles, rely on the IAT sensor to indicate a certain range of temperatures, from 41-95 °F, upon start-up and while driving, in order for some of the monitors to perform their test. Because the IAT in this vehicle was faulty, and was indicating a much lower

temperature than what the ambient air temperature was, the vehicle's PCM simply assumed it was not the right time to test the EGR and EVAP monitors, because the pre-conditions of the monitor testing had not been met. The PCM had no other way of knowing what the correct ambient air temperature was, because it was being fed the wrong information by the fibbing IAT sensor.

Situations like the one that this motorist experienced with her MPV call for an experienced pair of eyes and hands. If you run into a stubborn readiness problem, compare sensor values with your knowledge of what you know are expected values and what the published literature indicates it should be. Sometimes it also helps to have a co-worker or even the motorist drive the vehicle while you observe sensor values, because some sensors don't start acting up until the vehicle is under load while being driven.



Have a Safe and Happy July 4th Holiday!

MASSACHUSETTS



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Fibbing Idle Air Temperature Sensors and Out-of-State Inspection Reminders Inside!

Massachusetts Vehicle Check Program At A Glance

Program at a Glance			Enforcement Statistics	
	Count	Failure Rate		Count
Non-Commercial Safety Inspections	988,903	5.1%	Violations Issued to Inspectors	85
Commercial Safety Inspections	35,661	4.2%	Violations Issued to Stations	117
7D Safety Inspections	5,648	1.7%	Inspector Privileges Revoked	2
OBD Emissions Inspections	785,576	6.9%	Inspector Required to Retrain	7
Opacity Emissions Inspections	19,395	1.5%	Inspectors Suspended	8
Emissions Waivers Issued	2		Stations Suspended	20
Repair Hardship Extensions Issued	9		Penalties Assessed	\$0
Hotline and Training Statistics			Licensed Stations	
	Count			Count
Motorist Calls Received	2,530		Class A Stations	1,180
Inspection Station Calls Received	5,611		Class B Stations	194
Initial Non-Comm. Inspectors Trained	281		Class C Stations	30
Initial Commercial Inspectors Trained	61		Class D Stations	312
Initial 7D Inspectors Trained	10		Class E Stations	9
Initial Motorcycle Inspectors Trained	10		Reg. Emissions Repair Shops	188

For period 1/1/2015 through 3/31/2015



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