



INSPECTION UPDATE

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WINTER 2017

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Mass Vehicle Check Program at a Glance

July 1 - September 30, 2017

PROGRAM AT A GLANCE	COUNT	FAILURE RATE
Non-Commercial Safety Inspections	1,401,028	4.1%
Commercial Safety Inspections	52,461	4.8%
7D Safety Inspections	671	1.6%
OBD Emissions Inspections	1,065,444	4.8%
Opacity Emissions Inspections	29,707	1.9%
Emissions Waivers Issued	1	
Repair Hardship Extensions Issues	0	

Motorist Assistance Centers: Here to Help

With the Massachusetts Vehicle Check program transitioning to new contractor Applus Technologies on October 1, many program features, including eight of the Motorist Assistance Centers (MACs), remained the same. The only two new locations are the Shrewsbury and Norwood MACs. The Shrewsbury MAC also serves as the program headquarters. The Norwood MAC, located on the campus of the Universal Technical Institute (UTI), replaces the former Braintree and Hyde Park locations.

The MACs offer additional services and support for motorists, inspectors and repair technicians. Two Registered Emissions Repair Technicians will be assigned to each of the 10 MAC locations. Hours at all MACs have been extended, with evening appointments now available.

Applus is staffing each MAC with at least one Registered Tech (L1) on duty at all times to best serve motorists, repair shops and their technicians. Normal business hours include Monday through Friday from 8 AM until 5 PM, and Saturdays from 8 AM until 2 PM. Each MAC stays open for an additional two hours, until 7 PM, on one designated weekday.

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MAC LOCATIONS

- Beverly
- Bourne
- Fall River
- Fitchburg
- Medford
- Norwood*
- Pittsfield
- Shrewsbury
- Tewksbury
- West Springfield

**The former Braintree and Hyde Park locations have been combined into one new MAC location in Norwood, located on the campus of Universal Technical Institute (UTI).*

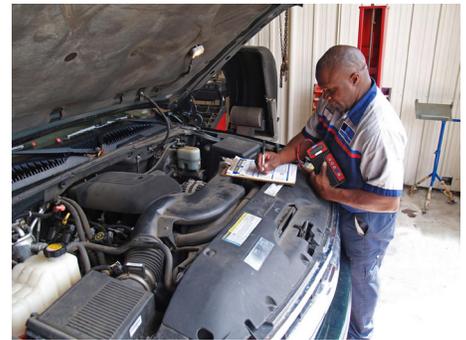
Improved Support for Inspectors and Repair Technicians

Applus provides technical assistance to all inspectors who need help with the inspection process. Personnel who understand the process will guide inspectors through it to ensure that vehicles receive the correct inspections.

Technical assistance is also available to any repair technician performing emissions-related repairs. The training MACs will continue to offer on-site inspector and repair tech training.



In November, the Massachusetts Vehicle Check program offered a Registered Emissions Repair Technician Ongoing Training course titled “EVAP System Diagnosis.” During the training, instructor Gary Machiros covered evaporative (EVAP) component testing, including diagnostic procedures and techniques for each system. He also discussed testing procedures for when no leaks are found during pressure testing and presented tips for current evaporative tooling to course participants.



A schedule of training opportunities is always available at the [Repair Industry >> Repair Tech Training section](http://www.mass.gov/vehiclecheck) of www.mass.gov/vehiclecheck. The most recent repair training classes available include:

REPAIR TRAINING OPPORTUNITIES	DATE	LOCATION
Ongoing Training: Diagnosing Network Communications	March 20, 2018	West Springfield MAC
Ongoing Training: Diagnosing Network Communications	March 22, 2018	Shrewsbury MAC
Ongoing Training: Diagnosing Network Communications	March 27, 2018	Norwood MAC
Ongoing Training: Diagnosing Network Communications	March 29, 2018	Medford MAC
28-hour OBD Diagnostics and Repair Training	April 17 - 20, 2018	TBD (based on applicants)

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Waivers and Economic Hardship Extension Applications

The L1 Technicians at each MAC are authorized to issue emissions repair waivers. A [waiver](#) involves actual vehicle repairs that meet established criteria.

MACs also process applications for economic hardship extensions. Hardship extensions may be granted when a Registered Emissions Repair Technician's cost estimate for emissions component repairs equals or exceeds the threshold amount established for the make and model year of the vehicle in question.

Readiness Assistance

Each MAC location provides readiness assistance and guidance, over the phone, during MAC visits, through workstation referrals, or by having a MAC Tech drive a problem vehicle on a dynamometer.

Five MAC locations now offer 4-wheel drive dynamometers, expanding readiness assistance to include all-wheel drive (AWD) vehicles. The MACs with 4WD dynamometers are: Fall River, Norwood, Shrewsbury, Tewksbury and West Springfield.

Kit Car Guidance

The MACs provide kit car guidance, as needed. For example, the MACs can help you identify the correct (compliant) drive train to use in your kit car so that it meets the requirements of the EPA's kit car policy. The MAC can also assist you with confirming that the donor vehicle you've found will meet the requirements for the kit car you are building.

The MAC will also work with you to ensure the vehicle is identified correctly as a replica vehicle and guide you when filling out the vehicle registration documents so that it is described correctly. When a kit car is flagged for a MAC referral, a MAC Technician will visually inspect the vehicle for correct emissions controls that meet standards established by the Massachusetts Department of Environmental Protection and Registry of Motor Vehicles (RMV).

Inspection Stickers, Old and New: Here's What You Need to Know and Do

Unused and Voided Inspection Sticker Stock

The RMV would like to remind all inspection stations that the unused green inspection sticker stock from the previous inspection program that ended on September 30 should not be discarded. RMV field investigators will be picking up the unused stock and voided stickers from the previous program. Voided stickers should be maintained as currently required. Each time an inspection sticker is damaged or voided, VOID must be written across the sticker.

Place voided stickers in a small envelope, clearly writing the start and end date of the sticker series, as well as the first and last serial number of the pack of stickers, on the outside. Unused and voided stickers should be stored in a secure location, and be available for pick-up by RMV field investigators upon request. Upon pick-up, the RMV field investigator will provide the station with a signed receipt.



New Program Sticker Update

Stickers for the new program are delivered to inspection stations by Applus employees. Supplies to support printing the inspection stickers and VIRs may also be hand-delivered or shipped to the station via UPS or USPS.

The amount of sticker stock and supplies to be delivered are based on each station's inspection history. Deliveries will take place quarterly and, in some cases, up to five times annually if a station's volume increases over historical values. Certain fleet locations may receive their entire annual supply at one time, depending on their total inspection volume.

In the fourth quarter of 2017, stations will receive enough of this year's stickers to last through the end of the year. In addition, they will also receive 2018 stickers and supplies for January through April. In the first quarter of 2018, stations will receive additional stickers and supplies to last until the end of July. In the third quarter, stations will receive another shipment of stickers and supplies to last until the end of October.

These calculations are based on a combination of historical inspection volume, plus daily monitoring. This method takes into account all voided stickers. In some instances, stations may receive a delivery "off schedule" to prevent them from running out of stock.

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This year, it was necessary to split the sticker stock into multiple deliveries: the first when the workstations were installed; and the second and subsequent deliveries to provide stations with enough stickers to complete the year.

Please be advised that Applus is monitoring every station's sticker inventory daily and have extra staff out delivering stickers to prevent supplies from running out. Applus has also provided the MACs with stickers and printing supplies. Stickers and supplies are available for pick up at the MACs if it is determined that a station's inventory may not be sufficient to last until additional stickers are scheduled for delivery.

CALCULATIONS FOR STICKER SUPPLIES ARE BASED ON THE FOLLOWING:

RIBBON - One roll for every 450 inspections. (One roll contains enough ribbon for 475 prints.)

TONER - One cartridge for every 3,500 inspections. (The Applus toner cartridge has a 7,000 page capacity.)

REJECTION STICKERS - One roll for every 500 inspections with a failing safety item.

VIR PAPER - One ream (500 pages) for every 400 inspections performed. This calculation takes into account the average number of failing emissions inspections across the network and the extra pages printed.

**Extra paper to provide stations with the ability to print duplicate VIRs is not provided by Applus. Stations that wish to print duplicate VIRs must purchase extra paper from Applus.*

Receiving and Loading Stickers

Inspection stickers may only be "received" and handled by licensed Inspectors. Sticker books have to be received into the workstation when delivered, in the presence of the courier. The courier hands each pack to the inspector, who in turn receives the pack into the station inventory through the station menu on the workstation. If no licensed inspector is available during posted inspection hours, no stickers will be left and the station will be required to pick up its stickers and supplies at a MAC. When they are picked up, the stickers will be assigned to the station in a "Shipped" status; this will allow an inspector or station manager to receive the books in their workstation.

An authorized station manager or owner may receive stickers under certain circumstances. In such cases, the courier will contact Applus management for approval in order to receive the stickers manually into the station inventory.

Stickers may be received through any workstation at an inspection facility. Stickers received into station inventory are available to every workstation at the inspection facility. Stickers loaded into workstation inventory are only available to that particular workstation. Under no circumstances should the inspector try to load more than one pack of stickers into the workstation inventory at once, as this will result in stickers printing on the trailing void stickers.

What's Coming Up?

Camera Installation

Applus began installing the three in-bay cameras at inspection stations in early December. Our goal is to be as non-disruptive as possible to your business. We will provide 2-3 days' advance notice of when we will be in your area to complete the installation. The process takes approximately one hour, but we only need access to your workstation for a short time to aim the cameras. This means we will be able to conduct much of the installation without interfering with any inspections you may be performing.

To help us complete the installation as quickly and efficiently as possible, please be prepared when we arrive. It is important that all camera brackets and CAT5 camera cables be installed with RJ-45 connectors on all cable ends. If these items are not complete, we will be unable to complete the installation.

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The cameras will not be used to record inspections right away. You will receive additional information about the startup of in-bay cameras, which is expected for all stations around mid-February.

We also expect to hold open houses in January, allowing stations and inspectors to see camera systems in use if they wish.

DAY	DATE	LOCATION	TIME
Monday	1/22/2018	Tewksbury MAC	1-7 PM
Tuesday	1/23/2018	West Springfield MAC	1-7 PM
Wednesday	1/24/2018	Shrewsbury MAC	1-7 PM
Wednesday	1/24/2018	Bourne MAC	1-7 PM
Thursday	1/25/2018	Norwood MAC	1-7 PM
Friday	1/26/2018	Pittsfield MAC	1-7 PM

Orientation Sessions

The MAC locations in Bourne, Medford, Norwood, Shrewsbury and West Springfield will continue to offer orientation sessions once a month as demand requires. Every licensed inspector must attend an orientation session. In addition, any inspectors who previously attended training may also attend one of these sessions as a refresher course, free of charge.

To sign up for an orientation session, please go to the [Station & Inspectors>>Inspector Orientation Sessions](#) section of www.mass.gov/vehiclecheck.

Please make every effort to attend the session for which you have signed up. If you are not able to attend the session you selected, please contact our Customer Service Center at: 1-844-358-0135 beforehand so that someone else can have your seat and you can be rescheduled.

OBD Training

OBD Diagnostics and Repair Training is a free course designed for motor vehicle repair professionals who want to become Registered Emissions Repair Technicians. The next 28-hour OBD Diagnostics and Repair Training course is scheduled for April 17 - 20, 2018.



Ongoing Training

Each Registered Emissions Repair Technician is required to attend one four-hour training session every year to maintain their registration in the Massachusetts Vehicle Check Program. These free training seminars are scheduled quarterly and held at Motorist Assistance Center (MAC) locations across Massachusetts. Upcoming Ongoing Training is scheduled at the West Springfield, Shrewsbury, Norwood and Medford MACs in late March 2018.

Learn more by going to the [Repair Industry>>Repair Tech Training](#) section of www.mass.gov/vehiclecheck.



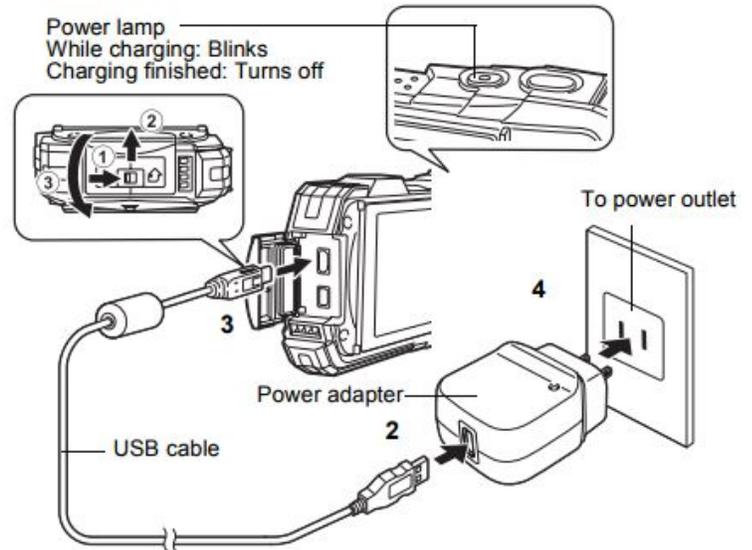
Tips & Tricks

TIP #1:

How to charge your camera battery at the end of each workday

1. Leave the workstation powered ON.
2. Plug the camera into the workstation if not already plugged in.
3. Power the camera OFF. The GREEN LIGHT WILL BEGIN TO FLASH INDICATING THE BATTERY IS CHARGING.
4. Be sure to KEEP YOUR WORKSTATION POWERED ON OVERNIGHT.

Following these steps will assure proper battery charging and extend battery life. In addition, we recommend keeping the standby battery for your camera charged by using the AC charger that was provided with the camera. Having a fully charged battery as a back-up can help prevent unnecessary down time.



TIP #2:

What to do if your web camera screen goes black

When your web camera screen goes black, you can resolve this issue by unplugging the web camera from the PC and reconnecting it.



TIP #3:

What to do if your Zebra printer is spitting out stickers or is not stopping in the correct place

The printer has lost the settings in the firmware. Call our Customer Service Center at: 1-844-358-0135. A service technician can reestablish the settings over the telephone by remotely accessing your workstation.

TIP #4:

What to do if your Barcode Scanner does not scan barcodes properly

To correct this problem, you can scan the barcode scanner configuration sheet. You can download the configuration sheet by going to the [Station & Inspector Resources>>Downloads and Forms](#) section of www.mass.gov/vehiclecheck.

TIP #5:

What to do when your inspection stickers are printing with streaks, light or missing spots

When this happens, your print head needs to be cleaned. To clean the print head:

1. Remove the top ribbon roller
2. Use a soft wipe-cloth to clean the print head
3. Reinstall the ribbon

If you are still having issues, then your bottom roller may have paper dust build-up on it. Use a DRY cloth to clean the bottom roller. You can also try advancing the ribbon. If these fixes do not work, please call our Customer Service Center at: 1-844-358-0135.

TIP #6:

Protect your digital camera by replacing worn-out or damaged pigtails

The camera tether (pigtail) is designed to prevent damage to the Pentax Ricoh digital camera and to prevent the micro USB port from excessive wear. Please request a new pigtail at the first sign of damage or wear. To ensure that the Pentax Ricoh digital camera maintains reliable operation, Applus will deliver or ship new pigtails to a station - at no charge - any time a station requires.

Please call our Customer Service Center at: 1-844-358-0135 with any questions.