



INSPECTION UPDATE

VOLUME #19, ISSUE 4

WINTER 2019

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Coming in 2019: Transportation Network Company (TNC) Inspections



UBER

Starting in 2019, inspection stations and inspectors will be able to provide a new type of inspection required for vehicles used by drivers for Transportation Network Companies (TNCs), such as Uber and Lyft. Called the TNC inspection, it can be performed by all currently licensed non-commercial inspectors and must be made available, upon request, by any public inspection station performing passenger motor vehicle inspections.



TNC vehicles are required to obtain this new TNC inspection at the vehicle's next annual inspection, or within 12 months of obtaining a transportation driver certificate. The TNC inspection is expected to be done at the same time as the regular annual inspection because the vehicle must have passed its annual inspection and have an attached certificate of inspection (540 CMR 4.04) prior to the TNC inspection.

The workstation software will list the items to be inspected during the TNC inspection, as required by 540 CMR 30.00. This includes additional safety items not inspected under the non-commercial inspection (540 CMR 4.04).

The TNC safety inspection includes the brakes and suspension systems (same as non-commercial inspection), as well as the interior items listed below:

1. The vehicle's heating, defrosting and air conditioning systems are in "good working order".
2. All interior lights are operational and illuminate the interior of the vehicle.
3. There are no holes, tears, sharp edges or springs or wires protruding in seats and interior panels.
4. The open door warning devices are in proper operating condition for all doors.
5. The vehicle's interior rear-view mirror is securely affixed.
6. Both of the operator and passenger sun visors are in place.
7. The door and window handles, locks and interior panels are in good working order.
8. There are no loose items on the front dash or rear shelf.
9. The seats, including the areas beneath them, and the rear floor area are free from debris.
10. The vehicle's trunk is clean and free of debris.
11. The vehicle's doors and windows operate as designed.

Vehicles inspected as a TNC vehicle will receive a Vehicle Inspection Report (VIR) showing the result of the TNC inspection as Pass or Fail. No Inspection sticker will print for a TNC inspection. Should a vehicle fail the TNC inspection, the vehicle is entitled to one free re-test within 20 days at the station that initially inspected the vehicle.

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TNC Highlights:

- Performed by non-commercial Inspectors at public stations when requested by TNC operator
- Inspection includes additional safety inspection items, mostly interior.
- Retest period is 20 days
- Must have valid current annual inspection
- No sticker is printed
- TNC Inspection cost is \$15.00
- TNC inspections do not use a test authorization, station retains the entire inspection fee
- VIR is provided to the TNC operator as proof of the inspection

Keep an eye out for workstation messages and emails regarding the start date and other updates for TNC inspections.

REMINDER: Vehicle Inspection Procedures

The inspection procedure reminder below has been previously sent via workstation message and email notification and was featured in the summer edition of the Inspection Update Newsletter. The RMV and DEP would like to remind all stations that failure to comply with established inspection policies and procedures will result in a violation and potential suspension of your ability to perform vehicle inspections. Please take a moment to read and understand the procedure. If you have any questions or concerns, please contact your RMV field investigator directly.

Vehicle Inspection Procedures:

This message is intended to remind all inspectors that regulations specifically state that inspections are to be conducted completely within the inspection bay. With the introduction of camera systems in the inspection bays, it is important to follow the procedure below so that the entire inspection is video recorded.

1. Select the Vehicle Inspection button.
2. Log into the workstation.
3. Select the button for the appropriate inspection type. The four images will appear.
4. Verify that the camera images are present and that the camera angles are correct; then click Continue.
5. Retrieve the vehicle from the parking area and drive the vehicle into the inspection bay.
6. Proceed with conducting the inspection of all items while the vehicle is in the inspection bay, beginning with taking the four photographs of the vehicle.

Holiday Schedules - Mark Your Calendars!

The Customer Service Center, Technical Services, and other Massachusetts Vehicle Check Program support will not be available on the following upcoming holidays:

1. President's Day - Monday, February 18, 2019
2. Patriot's Day - Monday, April 15, 2019



Station Profile: Leo & Sons Auto Repair



(L to R) – Matt Lamontagne, Leo Lamontagne, Buddy Dizoba

When you walk into Leo & Sons Auto Repair there is a sign behind the counter that reads: “I hired my son and became an employee.” The sign, a gift to Leo Lamontagne from his son, Matt, provides visible evidence of just how closely this father and son team work together to successfully operate their family owned business in Lawrence, Massachusetts.

Leo founded the repair business in 1975, at the age of 19. First located at 505 South Broadway, he relocated to the current location at 157 South Broadway in 1981. Matt joined his father in 2007 after attending the University of Massachusetts Lowell and studying Automotive Repair at WyoTech in Blairsville, Pennsylvania, specializing in chassis fabrication, high performance engines, and street rod fabrication.



Leo & Sons has been a licensed safety and emissions inspection station since 1979 and is also a Registered Emissions Repair Facility. Leo and Matt and longtime employee Edwin “Buddy” Dizoba are all licensed inspectors and each hold Master Technician certifications from the National Institute of Automotive Service Excellence (ASE). In addition, Matt holds L1 (Automotive) and L3 (Hybrid) Advanced Level ASE Certifications. Matt specializes in diagnosing and repairing hybrid and electric vehicles and also holds a Master Hybrid Technician certification by Automotive Career Development Center.



“The wireless OBD and scanner are great and having cameras in the bay has been a valuable addition to the inspection program,” said Leo. “Being able to take photos that document the causes of a failed test has been really helpful. It shows the customer specifically why their vehicle failed and provides a good safeguard for us.”

Matt has taken advantage of the OBD Diagnostics and Repair Training course and ongoing repair tech training opportunities held at the Motorist Assistance Centers (MACs). In addition, the licensed inspectors at Leo & Sons have found the video chat to be very helpful and have received assistance from the local MAC in Tewksbury regarding hardship extensions and waivers.

“We used video chat to resolve some minor issues with loading stickers into our sticker printer and have received assistance from Phil at the Tewksbury MAC. He’s been great to deal with,” said Matt.

In his free time, Leo enjoys playing golf at the Merrimack Valley Golf Course, watching Red Sox games, and traveling across the county in his RV to attend NASCAR races. And when the weather cooperates, he can be seen driving around

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in 1970 Oldsmobile 442. A car he originally purchased as a teenager, sold to a customer and recently repurchased and restored.

When he's not working, Matt is usually hiking with his dog, Remy, or enjoying live music.

Training News



In October 2018, the Massachusetts Vehicle Check program held an OBD Diagnostics and Repair Training. This is the training designed for technicians who want to become Registered Emissions Repair Technicians. To stay current with today's vehicle technology, the curriculum for the Massachusetts Vehicle Check program training has been completely updated. The training includes both classroom theory and hands-on exercises to support the classroom presentation.

Instructors Gary Machiros and Bruce Ward, assisted by Mike Shanahan (MAC L1), held the training at the Norwood MAC. Seven participants (four technicians from the industry along with three program staff) from all areas of Massachusetts attended the three and a half day training.

ATTENDEE NAME	HOME TOWN	SHOP
Thomas Hayes	East Longmeadow	Firestone Springfield
Uriel Lopez	Andover	Lopez Auto Repair
Jeffrey Sobol	Jefferson	Gardner Automotive Worcester
Keith Talbot	Oxford	Fuller Automotive Auburn

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The technicians were provided with three text books containing over 800 pages of automotive theory, oscilloscope and scan tool captures and program specific regulatory information. These training materials will also serve as a valuable resource for the technicians to fall back on when a reminder about a particular topic is needed.

The Massachusetts Vehicle Check program sincerely appreciates the sacrifice made by the technicians, their families, and the repair facilities that employ them. We welcome you to the registered repair technician community.

Ongoing Repair Tech Training

In November, the Massachusetts Vehicle Check Program offered a Registered Emissions Repair Technician Ongoing Training course titled, "Fuel Trim Diagnosis". During the training, instructor Gary Machiros covered testing techniques and tips using scan tool data on both MAF & MAP engines to determine fuel trim calculation. The training was a balance of theory and case studies to demonstrate what affects fuel trim.

Highlights included using case studies to discuss:

- How the PCM uses many inputs and operating conditions to calculate fuel trim to provide good drivability and to protect the catalytic converter.
- Demonstrate how skewed fuel trims will provide good drivability; however, it will mask underlying issues which can lead to emission concerns.

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 March. This training will focus on diagnosing catalyst DTCs - what can cause the codes and what to check before simply replacing the catalytic converter.

REPAIR TRAINING OPPORTUNITIES	DATE	LOCATION
Ongoing Training: Catalytic Converter diagnosis	March 11, 2019	West Springfield MAC
Ongoing Training: Misfire Diagnosis	March 18, 2019	Norwood MAC
Ongoing Training: Catalytic Converter diagnosis	March 25, 2019	Shrewsbury MAC
Ongoing Training: Catalytic Converter diagnosis	March 28, 2019	Medford MAC

To sign up for an upcoming training event download the application from our MVC program website: [click here](#).

Commercial Training Opportunities

COMMERCIAL OPPORTUNITIES	DATE	LOCATION
Commercial Training: Initial	February TBD	Shrewsbury MAC
Commercial Training: Recertification	February 4, 2019	Medford MAC
Commercial Training: Recertification	February 11, 2019	Norwood MAC
Commercial Training: Recertification	February 28, 2019	West Springfield MAC

To sign up for a commercial training event, download the application from the program website: [click here](#).

Did You Know?

1. New 2019 Repair Waivers and Hardship Failure Repair Extension Diagnostic Limits:

Below are the new 2019 adjusted repair waiver expenditure and economic hardship failure repair extension diagnostic limits.

Calendar Year 2019 CPI adjusted repair waiver expenditure limits:

(a)	\$920	for vehicles five model years old or newer;
(b)	\$820	for vehicles over five but not exceeding 10 model years old; and,
(c)	\$720	for vehicles over 10 model years old.

Calendar Year 2019 adjusted economic hardship failure repair extension diagnostic limits:

(a)	\$1,380	for vehicles five model years old or newer;
(b)	\$1,230	for vehicles over five but not exceeding 10 model years old; and,
(c)	\$1,080	for vehicles over 10 model years old.

2. New 2019 Applicable Model Year Vehicles Requiring an Inspection

The new 2019 applicable model year vehicles to be inspected are as follows:

2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004
1	2	3	4	5	6	7	8	9	10	11	12	13	14	Exempt
Five model years old or newer					Over five but not ten model years old				Over ten model years old					

3. Recent Workstation Software Releases

Workstation Software Version Release No. 18.5.3.1:

This release was installed network-wide on December 14, 2018.

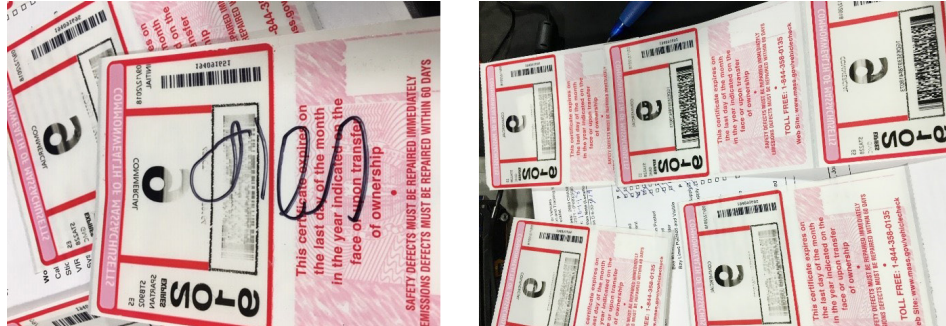
- New look to the software screens. You can now select from 4 different “themes” that change the color and contrast of the software screens. To do this, go to the Main Menu and then click on the “Hamburger” Menu in the top left corner. There is a new option called “F. Toggle Theme” that allows you to select the theme you like best. Keep clicking on this option or hitting the “F” key to toggle through the different themes. Once you begin an inspection or perform other workstation functions, the theme cannot be changed until you return to the Main Menu.
- More “Hot Keys” added - we have an on-going project to make all software functions accessible using the keyboard instead of having to use the mouse. Whenever you see a number or letter in front of an item, you can use that “hot key” to select that item. Not all workstation functions have hot keys assigned to them yet. Please note you can still select any item using the mouse if you prefer. Future software releases will contain more hot keys until this project is completed.

4. Non-commercial Inspector Training Manual Available for Download

The Non-commercial Inspector Training Manual can now be downloaded from the Massachusetts Vehicle Program website. Go to www.mavehiclecheck.com, scroll over Stations & Inspectors and then click on Station & Inspector log-in from the drop-down menu. Enter your Inspector ID and your password. Then, from your Inspector page, click on “Download Non-Commercial Inspector Training Manual”. Once you have downloaded it, you can print it and save it to your computer.

Stickers Not Printing Clearly? Make Sure Your Zebra Printer Is Clean

The following pictures are examples of stickers that are not acceptable to deliver to the motorist. If you see a sticker print out like the following, please thoroughly clean your Zebra (sticker) printer and attempt to print another. A PDF document on maintaining the Zebra Printer may be found on in the workstation document library, along with a Zebra Printer Maintenance video on the [Program website \(www.mavehiclecheck.com\)](http://www.mavehiclecheck.com)>>Stations & Inspector Resources>>Videos), or on [YouTube](https://www.youtube.com) (video only).



If the sticker still prints poorly, contact the Call Center for assistance, (844) 358-0135, before aborting the test. In most cases, assistance from technical services personnel can quickly resolve the printing issue, once it is determined that a dirty printer is not the cause of the issue.

Tips & Tricks

- 1. Contact Information:** Please Note - Our correspondence method is email. If you do not have your most current email address on file, please contact the Call Center (844) 358-0135 to update or verify your record.
- 2. Checking Training dates:** A reminder that you may check your training expiration date by accessing the website www.mavehiclecheck.com. Hover your mouse over the Stations & Inspectors heading, scroll down to and select Certification Training & Exam, enter your Inspector ID (“S” number) and enter the personal identification number (PIN) for the password (the number you use to login to the workstation).
- 3. Remember to check your Spam, Clutter or Junk folders** for correspondence from info@massvehiclecheck2017.com.
- 4. Industry partners, please select two (2)** when calling the Call center at (844) 358-0135. An incorrect routing key selection may result in a resolution delay.
- 5. DAD and Bar Code Scanners:** If you are having difficulty getting your DAD unit or bar code scanner to calibrate, unplug it, wait for five seconds, plug it back in and reboot your workstation. If the problem continues, call the Call Center at (844) 358-0135.
- 6. VIR Printer Toner Replacement and Maintenance**
 - Don't forget to perform routine maintenance of your VIR printer! Replacing the toner cartridge when needed and cleaning key working parts of your VIR printer will keep it operating smoothly and prevent unnecessary downtime during inspections.
 - And remember, always remove the tape off of the toner cartridge before installing it into the Oki (VIR) printer.
 - If you have questions or need guidance, please refer the tutorial video and PDF document located at www.mavehiclecheck.com under Station & Inspectors>>Station & Inspector Resources.

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7. Zebra (Sticker) Printer:

- Always turn the printer off before opening it.
- If you see the printer light flashing green, turn the printer off, wait a few seconds and turn it back on.
- Do not attempt to calibrate the printer by holding down the feed button. Instead call the Call Center at (844) 358-0135.

8. VID Connection/Communication: If you are experiencing VID connection or communication problems, make sure the TP Link has power. If the power cable has become unplugged, plug it back in and wait 30 seconds.

Program Statistics (October 1, 2018 - December 31, 2018)

PROGRAM AT A GLANCE	COUNT	FAILURE RATE
Non-Commercial Safety Inspections	1,096,049	5.4%
Commercial Safety Inspections	37,934	7.4%
7D Safety Inspections	6,419	3.1%
OBD Emissions Inspections	885,433	5.0%
Opacity Emissions Inspections	21,128	2.1%
Emissions Waivers Issued	1	
Repair Hardships Issued	11	

ENFORCEMENT STATISTICS	COUNT
Violations Issued to Inspectors	83
Violations Issued to Stations	95
Inspector Privileges Revoked	12
Inspector Required to Retrain	4
Inspectors Suspended	22
Stations Suspended	35

HOTLINE AND TRAINING STATISTICS	COUNT
Motorist Calls Received	1,931
Inspection Station Calls Received	31,194
Initial Non-Commercial Inspectors Trained	331
Initial Commercial Inspectors Trained	61
Initial 7D Inspectors Trained	23
Initial Motorcycle Inspectors Trained	0
Commercial Recertifications	261

LICENSED STATIONS	COUNT
Class A Stations	1,144
Class B Stations	195
Class C Stations	19
Class D Stations	314
Class E Stations	8