



INSPECTION UPDATE

VOLUME #20, ISSUE 2

SUMMER 2019

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Please act soon: Renew your inspection station license before it expires

As of November 12, 2019, stations with an expired license will not be able to perform motor vehicle inspections

The Massachusetts Registry of Motor Vehicles is encouraging you to renew your inspection station license on time. As of Tuesday, November 12, only stations with valid licenses will be able to perform motor vehicle inspections, and the new RMV system will “lock out” stations with expired licenses. The RMV allows inspection station license renewals up to 90 days prior to expiration.

Over Veterans Day weekend in November, the Registry is completing its transition over to ATLAS, a modern and flexible system that offers a more efficient registry experience and supports the Commonwealth’s effort and commitment to meet federal and state motor vehicle laws and requirements.

How does ATLAS affect inspection station operations?

Massachusetts regulations require you have a valid inspection station license to perform motor vehicle inspections.

Beginning on November 12, 2019, when ATLAS is fully implemented, if any inspection station license has expired, that station will be automatically “locked-out” and prevented from performing vehicle inspections. This is a systematic lock out with no exceptions; inspection stations that have an expired license will not be able to access the inspection system until the license is renewed.

- To ensure you are in compliance with state regulations and have adequate time to renew station licenses, inspection station license renewal notices are sent via email 90 days prior to expiration.
- **The RMV is urging you to renew your license in advance of expiration. Do not risk being locked out of the inspection system – renew your license before it expires.**

Information for you to know about ATLAS

- Vehicle inspection information that will be recorded in ATLAS:
 - Date and location of inspection
 - Pass/fail and the reason(s) for safety inspection fail such as a broken headlight or a broken windshield

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- New vehicle information will be on the Certificate of Registration such as:
 - Vehicle garage address (physical location/address)
 - Name of both vehicle lessee ("in custody of") and lessor
 - Vehicle use type including antique, commercial, government, livery, municipal, personal, school pupil, and transit
 - New vehicle color options, gold and silver, will be displayed on the registration; two colors can be captured
 - Legal company name can be recorded with numbers and certain symbols to more accurately reflect the legal name
- RMV will issue a temporary license plate to MA residents when a specialty license plate is not immediately available
 - Temporary plates will be initially valid for 20 days; may be extended up to two times in 20-day increments for a total of 60 days
 - Inspection stations will have the ability to inspect vehicles that have been issued temporary plates utilizing current inspection procedures
 - Temporary plates will start with the letters "TP"
- All trailers without VINs will automatically be assigned a "pseudo-VIN" to the registration
 - Pseudo-VINs will be randomly generated by the RMV, and first four letters of the VIN will be "MATR"
 - If trailer requires inspection, customers must have pseudo-VIN attached to the trailer
 - Commercial trailers must be inspected if:
 - Trailer has a manufacturer's gross vehicle weight rating over 3,000 pounds or the gross combination weight rating of the van/truck and trailer is over 10,000 pounds
 - Non-commercial (recreational) trailers do not need to be inspected
- Mopeds must be registered but no inspection is required
 - Newly registered mopeds and renewals will be issued a moped license plate, registration, and decal; however, by statute mopeds are not motor vehicles and not subject to inspections, excise tax, non-renewal, and insurance requirements
- New Online Transactions as of November 12, 2019
 - Renew your inspection station license
 - Purchase motorcycle decals
 - Request rebate/credit for motorcycle inspection decals

Transition Weekend to ATLAS and Impact to Inspection Stations

Similar to March of 2018 when the Driver/Identification Services was implemented in ATLAS, the RMV must shut down all RMV access, including the motor vehicle inspection system, as the RMV needs several days to move vehicle records to ATLAS.

Transition Schedule:

Beginning on November 8, 2019 at 6:00 p.m. through November 12, 2019 at 7:00 a.m., there will be:

- No vehicle safety and emissions inspections in Massachusetts
- No RMV transactions or services available
- No RMV offices and systems, including online and phone available

During this transition weekend, there will be:

- No change in system access for law enforcement and public safety partners
- Our law enforcement and public safety partners will continue to access system for License and Registration inquiry and will be the only group allowed access during this weekend

Impact to RMV business:

- Inspection Stations: No vehicle safety and emissions inspections will be conducted throughout the state on November 9, 10, and 11
- Road Tests: The RMV will not conduct road tests during the transition
- RMV headquarters and Service Centers will open for regular hours on Friday, November 8 and close for a regularly scheduled holiday on Monday, November 11
- All RMV services will resume at 7:00 a.m. and offices will open at regularly scheduled times on Tuesday, November 12, 2019

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As of November 12, 2019, ATLAS will be the new system of record for all RMV customer records and driver and vehicle records.

Please stay tuned for future communications from the RMV about the ATLAS system. If you have any questions regarding the inspection station renewal process, please contact RMV Vehicle Safety & Compliance Services directly at RMVInspection@dot.state.ma.us.

Transportation Network Company (TNC) Open House Events

Now that there have been three months of transportation network company (TNC) inspections performed in Massachusetts, Applus is hosting a series of TNC Open House events at MAC locations across the state.

We invite you to attend and bring your questions and concerns not only about TNC inspections, but other issues, as well. Below is the TNC Open House schedule. We hope to see you at one of these sessions.

TRANSPORTATION NETWORK COMPANY (TNC) OPEN HOUSES	
DATE/TIME	MOTORIST ASSISTANCE CENTER (MAC)
September 16, 2019 4:30 - 7 PM	Bourne
September 17, 2019 4:30 - 7 PM	Tewksbury
September 18, 2019 4:30 - 7 PM	Shrewsbury
September 19, 2019 4:30 - 7 PM	West Springfield
September 24, 2019 4:30 - 7 PM	Norwood

New Requirements for 7D Vehicles Effective October 1, 2019

The Massachusetts Registry of Motor Vehicles has new requirements for 7D vehicles.

Please note the following:

The October 1, 2019 inspection requirements will be reflected in the 7D inspection workstation software for the October/November inspection period.

Please email the RMV's Vehicle Safety & Compliance Services directly at RMVInspection@dot.state.ma.us with any questions or concerns you may have about ATLAS and the 7D vehicle regulatory changes.

Thank you for partnering with the Registry and taking steps to comply with these new requirements.

October 1, 2019

7D Vehicle Changes

- All vehicles must have an interior school bus light indicator.
- All vehicles must have audible backup alarm.
- All vehicles must have a fire extinguisher with a hose and a rating of 2A10BC or greater mounted and accessible to the driver.

October 1, 2020

7D Vehicle Changes

- All vehicles must have a child reminder system.
- All vehicles must have a seating capacity of no more than 10 passengers.

Back-to-Back Vehicle Inspection Procedural Guidance

When the same inspector needs to inspect one vehicle twice to satisfy separate requirements, there is no need to back the vehicle out of the bay between inspections.

Here are some examples of inspections that can be performed back-to-back with the vehicle remaining in the bay:

- TNC Inspection following a completed PASSING annual inspection.
- 7D Inspection following a completed PASSING annual inspection.
- Re-inspection of the vehicle if the first inspection had to be aborted.

If the vehicle is driven out of the inspection bay for any reason, the complete inspection procedure needs to be followed.

In all cases, a complete inspection - including the required emissions test and safety checks, and required photos of license plates, VIN tag, and odometer – must be performed with each inspection completed. This will ensure proper documentation.

Commercial Inspection Guidance - Approved Actions Permitted Outside of the Inspection Bay

Brakes: The commercial vehicle brake inspection requires that we inspect for the absence of braking action on any axle required to have brakes upon application of the service brakes. In some cases, you may have just performed a brake inspection, in another bay as part of your service to the commercial vehicle you are inspecting.

If you upload the documentation of this service, the brakes do not need to be re-inspected in the inspection bay. Take a picture of the service / work order and upload the picture along with any safety photos when prompted by the workstation.

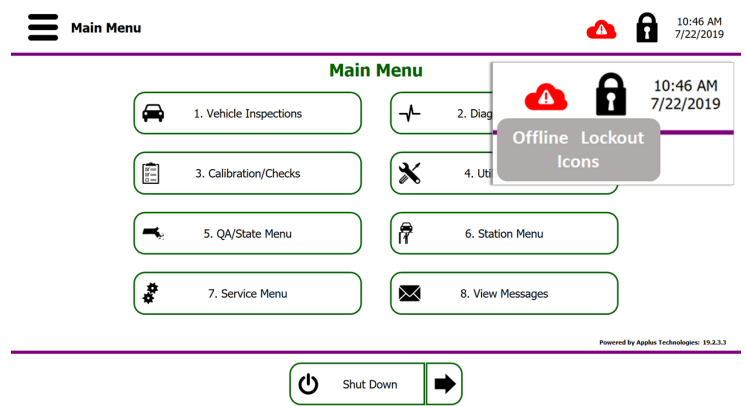
Opacity: For the safety of everyone, the acceptable practice is to back the vehicle outside the inspection bay to perform the opacity diesel snap-tests. The inspection video will still capture you initially bringing the vehicle in and then backing it out to perform the opacity test.

Trailer: Trailer inspections can be performed outside the inspection bay as long as the trailer inspection is performed in the previously approved location. Speak to your RMV Field Agent to determine whether you are able to inspect outside and if so, the approved location.

For a trailer inspection, when prompted for the begin-test photos, take a picture of the VIN tag, the right side and the left side of the trailer along with the rear of the trailer (be sure to capture the license plate).

Workstation Release - No. 19.2

1. Vehicle Inspection Reports (VIRs) have been updated to print your station's DBA (Doing Business As) name instead of the official name of your business. Also, your station's address, town/city, and phone number have been formatted better for easier reading. Please confirm your station DBA name and other information are correct. Contact RMV if you need any changes.
2. At the end of each inspection the number of Test Authorizations remaining will be displayed under the number of stickers remaining to remind you when they are running low. If either is less than 10 it will be displayed in red.
3. There is a new icon at the top right of the screen that will appear in red if there are problems with your



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connection to the Vehicle Inspection Database (VID.) If you click on the icon, it will tell you if your station's internet, VID connection, ATLAS or ALARS connection is offline. Please note, if your station's internet is the problem and showing as offline, the VID, ATLAS and ALARS connections will also be offline since the station internet problem is preventing those connections.

4. Calibration lockouts. When your daily calibrations expire, the workstation will display the lock icon sooner (within 60 seconds) and you won't be able to begin an inspection until the calibrations are performed.
5. Workstation messages. The process has been fixed that tracks when you have read a workstation message. With the next release, once you have read a message it should not reappear as "unread" when you receive new software versions. If you have any unread messages, please read them once you receive this new software so that you no longer get a warning message every time you log into the workstation. If you continue to have problems with unread messages, please contact the Call Center.
6. Light Duty workstations (ones with no opacity meter or signature pad) will be prevented from performing commercial safety inspections or inspections on vehicles with a GVWR of greater than 10,000 lbs. This is only an issue with heavy duty stations that have both heavy and light duty workstations.
7. Problems inspecting out of state trailers with a GVWR of 10,000 and less have been fixed. They are now handled the same way as in state trailer inspections.
8. Non-commercial safety regulations on the workstation have been updated to reflect the new rules that went into effect in March 2018. The entire regulation is available from the Hamburger Menu or the regulation for a specific safety item can be viewed and printed by clicking on the question mark next to the safety item displayed on the safety checklist screen during the inspection.
9. If you have a problem printing or scanning the sticker, there is a new option to choose called "Sticker Printed - Poor Quality/Damaged". You should choose this whenever a sticker is printed but is not usable. Choosing this will reduce the number of reprints (and voided) stickers needed to correct the problem.

Sticker Cannot Scan 2:00 PM 8/1/2019

Select a reason why the sticker cannot be scanned.

- ☐ Sticker Printed - Poor Quality/Damaged
- ☐ Sticker Did Not Print
- ☐ Scanner Not Working
- ☐ Vehicle Left Station

Return Continue

OBD II Diesel Readiness Discussion

Because of the oil embargo in the 1970s, American automobile manufacturers started experimenting with the diesel engine in light-duty vehicles. In an attempt to roll out a new product quickly, General Motors created a loud, unreliable car that would turn the American public off of diesel vehicles for decades.

Europe, meanwhile, did not give up on diesel-powered automobiles. European car companies turned diesels from old clunkers into peppy rides. Thanks also to a fuel tax on gasoline, diesel cars in Europe have been steadily catching up to their gasoline-powered counterparts. Over the last decade, diesel passenger cars accounted for more than half of all new sales in Europe.

Since diesel engines have a higher compression ratio than gasoline engines, and more compression means more power out of the same amount of fuel, the diesel engine is the preferable choice for automobiles, including trucks.

With the addition of particulate filters and oxides of nitrogen (NOx) catalytic converters to help meet EPA clean air regulations, new diesels are also just as "clean" as gasoline cars. In a recent study, researchers found that trucks in compliance with the 1999 EPA standards produced 95 percent less particulate emissions and 98 percent less oxides of nitrogen emissions.

Much like hybrid technology, diesel engines are better for the climate than a gasoline-powered car.

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History of OBD II Testing Diesel Vehicles

The OBD II technology for a diesel engine is much like the gasoline engine but because there are different tailpipe gases to control, the emissions componentry is different. Each emissions device still needs to be **checked by the** OBD II system. How the monitor is doing the testing and when the test can be enabled remains our challenge.

The mandatory On-Board Diagnostic (OBD II) test for diesel vehicles began with the 1997 model year for light-duty diesel vehicles and 2008 for medium-duty diesel vehicles.

Light-duty	a vehicle with a GVWR of 8,500 pounds or less
Medium-duty	a vehicle with a GVWR greater than 8,500 and less than or equal to 14,000 pounds

OBD II requires monitoring of diesel emissions-related components. The Malfunction Indicator Lamp (MIL) is required to be illuminate (light up) and alert the driver of a malfunction and the need for service of the emissions control system. A Diagnostic Trouble Code (DTC) associated with the MIL that identifies the specific area of the fault will be stored.

The OBD II system meets government regulations by monitoring the emissions control system. When a system or component exceeds emissions thresholds or a component operates outside of tolerance, a Diagnostic Trouble Code (DTC) will be stored and the Malfunction Indicator Lamp (MIL) will be illuminated. To detect conditions that can increase emissions levels beyond the set threshold, the OBD II system monitors individual components and engine emissions control systems. The software (or 'monitor') uses algorithms to make decisions to determine compliance.

We know that a vehicle will fail the Massachusetts inspection (diesel or gasoline) if the MIL is illuminated and we have learned how to use service literature to determine the root cause of the associated DTC. The Motorist Assistance Center (MAC) struggles have been with the non-continuous readiness diesel monitors. We need to remind ourselves that we all once struggled with gasoline monitors, but when we understood what the monitor was testing, enabling a monitor to run became easier.

Diesel (compression ignition) monitors starting 2010:

NON-CONTINUOUS MONITOR NAME	DESCRIPTION
NMHC Catalyst	Non-Methane Hydrocarbon Converting Catalyst
NOx/SCR Aftertreatment	Nitrogen Oxide / Selective Catalyst Reduction Catalyst
Boost Pressure	Boost Pressure Control System
Exhaust Gas Sensor	O2 and/or NOx Sensors
PM Filter	Diesel Particulate Matter Filter Monitor
EGR	Exhaust Gas Recirculation System Monitor

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The following is a general breakdown of what each diesel monitor is checking. Each manufacture tests a bit differently; that is why we use the 'general' term.

MONITOR	FUNCTION / MONITORING WHAT?
NMHC Catalyst	Conversion efficiency
	Provide DPF heating
	Provide SCR feedgas (e.g., NO ₂)
	Provide post DPF NMHC clean-up
	Provide ammonia clean-up
	Catalyst aging
SCR NOx Catalyst	Conversion efficiency
	SCR reductant: • delivery performance, • tank level, • quality, and • injection feedback control
	Catalyst aging
NOx Absorber	NOx absorber capability
	Desorption function fuel delivery
	Feedback control
Boost Pressure	Underboost
	Overboost
	Slow response
	Charge air under cooling
	Feedback control
Exhaust Gas Sensors	For air-fuel ratio and NOx sensors: • performance, • circuit faults, • feedback, and • monitoring capability
DPF	Filtering performance
	Frequent regeneration
	NMHC conversion
	Incomplete regeneration
	Missing substrate
	Active regeneration fuel delivery
	Feedback control
EGR	Low flow
	High flow
	Slow response
	EGR cooler operation
	EGR catalyst performance
	Feedback control

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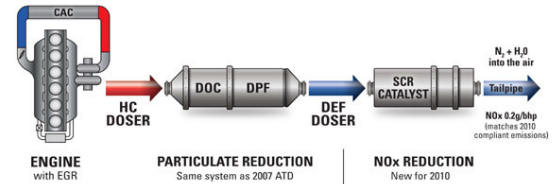
Continuous Versus Non-Continuous Monitor

Simply put, the difference is that a continuous monitor can run again, during the same drive cycle, after a decision has been made. A non-continuous monitor will run until a decision is made and then not run again until the next drive cycle. That decision may be pass, fail or undetermined, all three are considered decisions.

Both types of monitors only run when the enabling conditions are present. Enabling criteria for an OBD II engine can be unique to a particular platform. Simply driving the vehicle is not ensuring the conditions are met enabling a monitor to run.

Identify the Supported Monitors

Depending on the model year, not every monitor listed above may be present on the vehicle you are working on. As described above, OBD II-equipped vehicles are not new but the technology is always evolving; and most 2010 and newer light- & medium-duty diesel vehicles will support all the monitors listed above.



Drive Cycles

Diesel monitor drive cycles are a different breed compared to the gasoline engine. If anyone tries to use a generic OBD II drive cycle, they will probably not have success setting diesel monitors. Remember that manufacturers have had many years to fine-tune the software employed to test gasoline emissions components, and diesel emissions testing is still evolving. There is no one approach that will work for all vehicle platforms or, for that matter, a different year of the same vehicle. Criteria to look at will be different depending on the monitor, but always include: engine run-time or accrued mileage; temperatures (engine, exhaust, ambient); DPF regen status (including last run and number of times); on some vehicles, the exhaust pressures; a load specification; and type of driving conditions required to run the monitor.

To identify specific criteria, be sure to research informational resources, technical service bulletins, as well as lessons learned when dealing with a stubborn monitor.

Monitor Completion Strategies:

- The order in which monitors run can make a difference. Many times, the software is coded to wait for one monitor to complete before initiating another monitor. Identifying the sequence can help focus your efforts.
- Identify all the PIDs (Parameter IDs) involved with the particular monitor. Confirm the values are within the enabling criteria and that the reporting component is reporting accurately.
- Confirm exhaust temperature (either inferred or measured).
- Confirm engine temperature - identify the specified engine temperature for the monitor you are trying to run.
- Ambient temperature - If applicable, confirm the ambient temperature is accurate. Also confirm where the value is obtained, and that the sensor is still installed on the vehicle.
- Look at informational resources for monitor suspenders. In some cases, there are driving or operating conditions that are not conducive to testing an emissions component. The manufacturer may suspend the monitor during these conditions. There are sensors conveying these operating conditions and if reporting incorrectly, will stop the monitor from initiating.
- Checking for TSBs and calibration updates, following service information exactly as written and by having patience and paying careful attention to detail, you may have success running the monitor.
- The software for testing diesel emissions components is continuously evolving. There are module re-flashes to improve the testing and checking for these software updates must be part of your process.
- If the vehicle is scheduled for an inspection and there are no emissions concerns, complete the inspection before any reprogram. Reprogramming the ECU resets monitors, and the vehicle will need to be driven before attempting the inspection.
- The MVC program has readiness relief for a few specific medium-duty diesel vehicles. For these vehicles, the MVC program allows two monitors to be not-ready and the inspection will proceed.

The strategies above are meant to provide guidance to running diesel monitors. This technology continues to evolve and there is no one specific rule for every vehicle's platform. Be sure to include the MAC as part of your repair process. The MAC network routinely works with technicians to resolve emissions failures, including readiness struggles, and may have a learned-lesson for your particular vehicle.

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There are no shortcuts, but by understanding how modern diesel emissions work and how the components are tested by the monitor, you can minimize problems and ensure the vehicles run trouble-free and pollutant-free for many years to come.

In future newsletters we will provide case studies to help better explain the diesel topics discussed in this article.

IMPAC (Inspection and Maintenance Program Advisory Council) Meetings

Are you interested in contributing to the success and improvement of the Massachusetts Vehicle Check Program? If so, consider coming to one of the quarterly Inspection and Maintenance Program Advisory Council (IMPAC) meetings held at the Shrewsbury Motorist Assistance Center. The next IMPAC meeting is scheduled from 12:30 to 3:00 PM on September 10, 2019.

What is IMPAC?

IMPAC is a combination of station owners, repair and maintenance industry professionals, Department of Environmental Protection (DEP), Registry of Motor Vehicles (RMV), and Applus personnel. We gather to discuss the Massachusetts Vehicle Check Program, including what is and what is not working, as well as upcoming workstation and dashboard software updates, and other program changes that impact the vehicle testing industry.

Why Should I Attend an IMPAC Meeting?

Attending IMPAC meetings introduces you to a variety of station, professional, Agency and Applus personnel who are focused on and dedicated to providing the best Program for all participants. At an IMPAC meeting you can hear what current objectives are and provide your own insight for new Program ideas, enhancements and/or improvements.

What Happens at an IMPAC Meeting?

IMPAC meetings are informal and follow an agenda from items discussed in prior meetings. Then, there is an open forum for anyone to discuss issues, bring up ideas and solutions, and learn what is recently new or coming soon to the Program. All questions, suggestions and experiences are welcome to be shared with the IMPAC group. Some things may be recognized and resolved in a timely fashion, while other ideas or issues may require gathering more information, additional research and changes to equipment or software design to implement. Finally, there is the opportunity to meet the meeting attendees and share contact information after the meeting has formally ended.

How Do I Get Involved in an IMPAC Meeting?

Contact the Customer Service Center (Call Center) at 844-358-0135 and let them know you are interested in attending. Provide an email where we can best inform you of upcoming IMPAC meetings. Let us know if you are planning on attending and if others are joining you. This will allow us to make sure we have appropriate accommodations and the proper quantity of light refreshments for the meeting. Attire ranges from professional to casual. Come to be comfortable and bring any ideas or comments you would like to share.

Do I Need to Join IMPAC or Pay Any Fees or Dues?

IMPAC is free and open to anyone who is involved in the inspection, repair and maintenance industry. Please come to a meeting and be a part of contributing to creating a Massachusetts Vehicle Check Program that recognizes and addresses the concerns of inspection and maintenance participants and provides the best possible service to Massachusetts citizens.

We look forward to seeing you!

Training News

Ongoing Repair Tech Training

This past June, the Massachusetts Vehicle Check Program offered a Registered Emissions Repair Technician Ongoing Training course titled, "GDI (Gasoline Direct Injection)". During the course, instructor Gary Machiros went in depth explaining the components and functions of the "Direct injection" or "GDI" systems along with the fuel supply system. He taught how to tell the difference between "Homogenous Injection" and "Stratified Injection" and the importance's of each system.



Instructor Gary Machiros explains GDI to Registered Emissions Repair Techs during an ongoing training course at the Medford MAC.



Instructor Gary Machiros goes in depth with Registered Emissions Repair Techs during an ongoing training course on GDI at the West Springfield MAC.



A Registered Emissions Repair Tech takes a turn as "guest instructor" during the ongoing training course at the Medford MAC.

Training highlights included using case studies to discuss:

- Direct Injection oil requirements
- Scan-tool Fuel Pressure Regulator testing
- Sensors and lab scope readings
- High pressure mechanical fuel pump operation

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Reminder that 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 schedule at the Norwood, Shrewsbury, West Springfield, and Medford MACs in October. This training will provide the theory and operation of variable camshaft phasing systems used on today's engines. First the theory behind these systems will be covered followed by how to test the different types of problems that can plague these systems.

REPAIR TRAINING OPPORTUNITIES	DATE	LOCATION
Ongoing Training: Variable Cam Timing Diagnosis	October 7, 2019	Norwood MAC
Ongoing Training: Variable Cam Timing Diagnosis	October 8, 2019	Shrewsbury MAC
Ongoing Training: Variable Cam Timing Diagnosis	October 9, 2019	West Springfield MAC
Ongoing Training: Variable Cam Timing Diagnosis	October 10, 2019	Medford MAC
28-hour OBDII training	October 22-25, 2019	TBD

To sign up for an upcoming training event, download the application from our MVC program website by going to www.mavehiclecheck.com>>Repair Industry>>Repair Tech Training. Under Registered Emissions Repair Technician Training, click on "Take Ongoing Training."

28-Hour OBD Training

Coming up in October, the Massachusetts Vehicle Check program will hold 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.

To sign up for the October training event, download the application from our MVC program website by going to www.mavehiclecheck.com>>Repair Industry>>Repair Tech Training. Under the OBD Diagnostics and Repair Training, click on "Open the Application" under Step 1.

Commercial Inspector Training Opportunities

COMMERCIAL OPPORTUNITIES	DATE	LOCATION
Commercial Training: Initial	August 20, 2019	Norwood MAC
Commercial Training: Initial	August 20, 2019	Shrewsbury MAC
Commercial Training: Recertification	August 26, 2019	Medford MAC

To sign up for a commercial Inspector training event, download the application from the program website by going to www.mavehiclecheck.com>>Stations & Inspectors>>Downloads and Forms then click on "Inspector Training Application."

7D Inspector Training Opportunities

The fall 7D inspection starts on October 1st. To help you be ready for the fall 7D inspection season, the MVC program will be offering 7D Inspector training in August and September.

To sign up for a 7D Inspector training event, download the application from the program website. Please remember you must complete non-commercial Inspector training as a prerequisite. If your non-commercial Inspector training is up to date, you have met the prerequisite requirement.

Tips and Tricks

Below are some pointers of common issues to help you through the inspection process:

Barcode Scanner

If the barcode scanner did not completely charge over night or properly throughout the day, try the below steps:

1. Remove the battery from the barcode scanner and clean the base and barcode scanner charging points with an alcohol wipe.
2. Make sure the barcode scanner is properly seated in the charging base. If the contacts and barcode scanner do not connect properly, the scanner will not receive a complete charge.
3. Unplug the barcode scanner USB cable from the left side of the workstation labeled Barcode Scanner. Wait five seconds and plug the USB cable back in and reboot the workstation.

Digital Camera Not Charging Properly

If you notice your handheld camera (digital camera) is not loading images or charging correctly overnight or throughout the day, try the following steps:

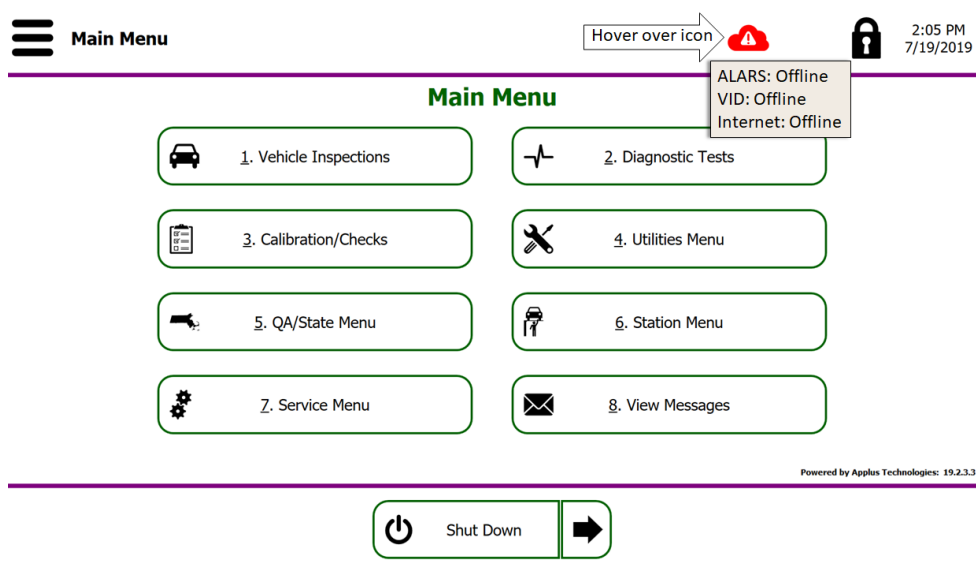
1. Take the battery out of the camera and clean the charging contacts located at the bottom of the battery. You can also blow inside of the camera to free it from any debris that may prevent the camera from charging correctly.
2. Plug the camera into the wall overnight or during the day to allow for a faster charge. Also make sure you are turning the camera off between inspections so that the camera continues to charge. If the camera is not shut off between inspections, the camera will remain on and the battery will continue to discharge.
3. Change the pigtail.
4. Unplug the camera USB cable from the workstation, wait five seconds, plug it back in and reboot the workstation.
5. Often camera charging issues are caused by the source of power from where you are charging the camera.
 - a. When the camera is plugged into the USB hub, it may not provide enough amperage to properly charge or charge slowly.
 - b. The camera came with an AC wall adapter. Plug the camera into the wall adapter at night and the camera will then have enough charge to make it through the next day.

VID Connection Issues

The most common cause of a VID connection issue is a temporary loss of the internet. When this happens:

1. Unplug the 12v power wire from the Edge router for about 10 seconds.
2. Plug the 12v power wire back in and wait two minutes.
3. The workstation will then reconnect.
4. Perform a data file refresh.

The workstation software now allows you to determine the source of the communication failure when you scan over the red cloud icon located at the top of the screen, the source of the issue (VID, ALARS, or internet) will display.



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Zebra Printer Calibration and Other Zebra Printer Issues:

The most common reasons the sticker printer is printing out of alignment is due to two main issues:

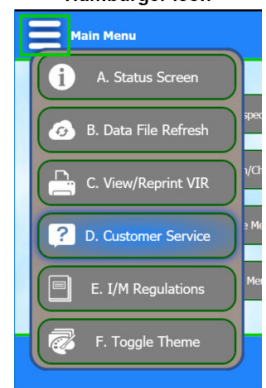
1. The printer was not turned off prior to opening the printer cover -
 - a. Always turn the printer off BEFORE opening the cover for changing the ribbon or loading stickers.
 - b. Perform any required tasks while the cover is up and, then, close the cover.
 - c. After the cover is closed, turn ON the printer and wait for the light to turn to a solid green. This will take about 12 to 14 seconds.
2. Incorrect use of the alignment/feed button on the top of the printer -
 - a. Only use this button when installing a new book of stickers.
 - b. After installing a new book of stickers and turning the printer on, wait for the green light.
 - c. Press and release the alignment/feed button ONLY ONCE to advance the first void sticker in the book.
 - d. Press and release the alignment/feed button a second time to advance the second void sticker in the book.
 - e. **At no other time should the alignment/feed button be pressed!** Pressing and holding the button in an attempt to calibrate the printer will most often change the feeding calibration.
 - f. Any additional needed calibrations require calling the Massachusetts Vehicle Check Customer Service Center (Call Center) at (844) 358-0135 and a Service Technician will assist you at the time or with a call back to you.

Video Conferencing

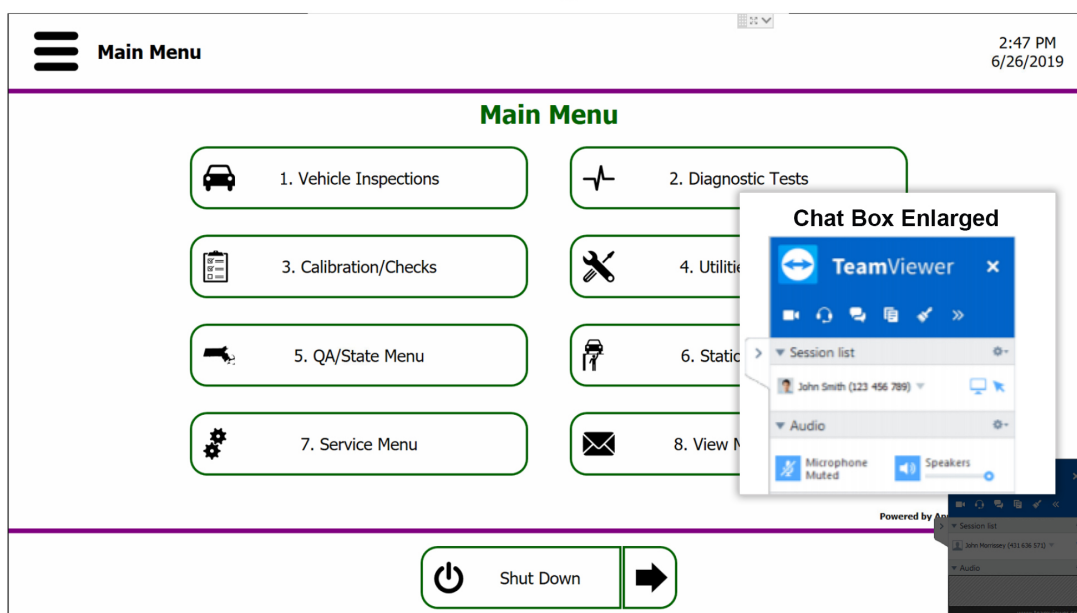
The following tips will help make video conferencing experiences easier:

1. Remove the headset from the side of the workstation and put it on.
2. Click on the workstation monitor upper left corner Hamburger icon.
3. Open the customer service link and choose video chat. The chat box will open.
4. Be sure to unmute for the Customer Service Center representative to be able to hear you.
 - a. A blue box will appear at the bottom right part of the screen.
 - b. In the dark blue top of the box, there are four icons. The second one that shows the headset will mute or unmute when it is clicked on.

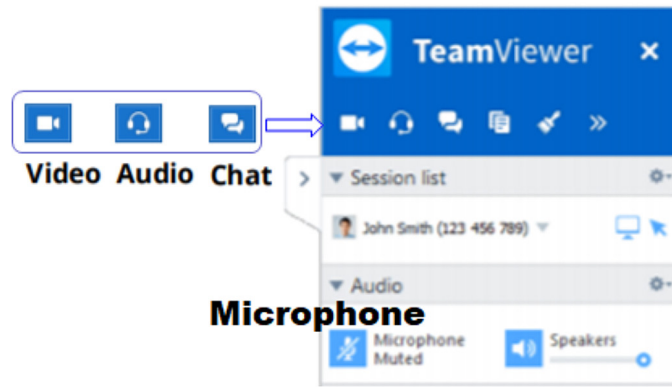
Click on the
Hamburger Icon



Blue Box at the Bottom Right Corner of the Screen



Article continued on to next page



- c. Make sure the microphone is not muted. The line through the Microphone icon means it is muted and you cannot be heard by the Call Center Representative.
- d. Click on this icon to unmute.
- e. When the microphone icon without a line through it appears, a call can be placed.

Did You Know?

The Top Six Observed Inspection Violations

Covert audit observations and station camera video reviews have provided notable inspection procedure violations. Below are the six most common violation items:

- jacking up only one side of a vehicle;
- not inspecting rear tires;
- not inspecting rear seat belts;
- not inspecting fuel tank filler neck/cap;
- not inspecting high beams; and
- not inspecting four-way hazard lights.

Please remember that each of these items are part of a complete safety inspection and need to be performed on every inspection. Be sure to clearly demonstrate that these inspection processes are occurring, plainly visible to the cameras, to avoid a violation for failure to perform a proper inspection.

Upcoming Massachusetts Vehicle Check Program Observed Holidays

Please note that Motor Vehicle Check Program office and the MACs will be closed on Monday, September 2, 2019, in observance of the Labor Day holiday.

Program Statistics (April 1, 2019 - June 30, 2019)

PROGRAM AT A GLANCE	COUNT	FAILURE RATE
Non-Commercial Safety Inspections	1,289,121	5%
Commercial Safety Inspections	46,370	7%
7D Safety Inspections	746	5%
OBD Emissions Inspections	1,001,921	5%
Opacity Emissions Inspections	24,428	2%
Emissions Waivers Issued	1	
Repair Hardships Issued	13	

ENFORCEMENT STATISTICS	COUNT	HOTLINE AND TRAINING STATISTICS	COUNT
Violations Issued to Inspectors	77	Motorist Calls Received	2,092
Violations Issued to Stations	85	Inspection Station Calls Received	11,149
Inspector Privileges Revoked	2	Initial Non-Commercial Inspectors Trained	358
Inspector Required to Retrain	1	Initial Commercial Inspectors Trained	95
Inspectors Suspended	22	Initial 7D Inspectors Trained	0
Stations Suspended	18	Initial Motorcycle Inspectors Trained	24

LICENSED STATIONS	COUNT
Class A Stations	1,152
Class B Stations	207
Class C Stations	15
Class D Stations	320
Class E Stations	8