Important Program Transition Information

October 1, 2017, is a critical milestone for the Massachusetts Vehicle Check Program. On that date, state vehicle inspections will start being performed on equipment and data systems provided by the new program contractor, Applus Technologies.

If you currently own or operate an inspection station or you are a licensed inspector, there are some important steps you’ll need to take as soon as possible so you’ll be ready for this transition:

- Register for the next-generation program and verify your station and/or inspector information.
- Complete a new Station Participation Agreement (SPA) for each workstation you intend to operate. Once you complete your SPA(s), you may order your new equipment.

In order to participate in the MASS17 Vehicle Check Program,
INSPECTION STATIONS must complete ALL steps and all INSPECTORS must complete steps 1 and 4 only

1. Register
INSPECTORS & STATIONS
Every inspector and inspection station must register online.
Click here to verify your inspector/station contact information and to receive your User Name and Password.

2. SPA
STATIONS
Before you can order equipment, you must complete a Station Participation agreement (SPA).

3. Equipment
STATIONS
Once your SPA has been approved and you have received a SPA ID #, you can click here to order your MASS17 workstation. Each inspection station must complete a separate SPA agreement to order a workstation(s).

4. Training
INSPECTORS
Licensed inspectors are required to attend a mandatory inspector orientation session to learn the new program requirements and become familiar with the new equipment. These sessions are free.

All Inspection Stations, Inspectors, Registered Repair Shops and Registered Repair Technicians need to visit the Massachusetts Vehicle Check Program Transition Website as soon as possible.

(Continued on page 2)
Important Program Transition Information (Continued from page 1)

- Purchase your new workstation(s). YOU MUST DO THIS BY AUGUST 15 to guarantee delivery and installation of your equipment in time for program startup. Credit and debit cards are accepted. Financing is also available. See the website for details and to apply. Be sure to consider what optional equipment you want to order, since upgrading later will be more expensive.

- Register and schedule yourself for a MANDATORY orientation session, which will familiarize you with the new equipment and program requirements. You must attend orientation and keep your Registry of Motor Vehicles (RMV) inspector and driver’s licenses current in order to perform inspections from October 1 forward.

Your first step toward getting all of these things accomplished is visiting the website that Applus has set up as a rollout portal for the new program: www.MassVehicleCheck2017.com. Please do this right away to ensure that you receive important program information by email, and then visit the rollout website often so you won’t miss additions or updates.

Next Steps for Inspection Stations

Applus is visiting stations to conduct initial site assessments to provide information regarding site modifications that stations must make to prepare for workstation installation, including where in-bay cameras need to be mounted. The site assessment may occur before or after you have purchased your workstation.

YOUR STATION WILL BE RESPONSIBLE for mounting the camera brackets and running the wires needed to connect cameras to the workstation. You may need to obtain a building permit or hire a licensed electrician to complete this work, so be sure to consult your municipal building department first. Applus will provide more detailed information during the site visit.

Once your camera wiring has been completed, contact Applus to schedule workstation installation. The company will then return to your station to mount cameras to the brackets, install the workstation and any optional equipment you may have ordered, and test the system to be sure it communicates with the vehicle information database (VID). Applus will also instruct you and your staff on basic workstation functions, such as loading stickers and ordering test authorizations, as well as answer any questions you may have about the new program.

DO NOT DELAY. The sooner your station completes the ordering process and camera wiring, the better your scheduling choices will be. While Applus is allowing 30 days for stations to complete in-bay camera wiring, waiting until the last minute will make convenient scheduling more difficult.

For Registered Repair Shops and Repair Technicians

Repair shops and technicians will continue to be an important part of the Vehicle Check program. Some of the changes coming for repairers include:

- The Inspection Update program newsletter will be distributed electronically instead of in print after October 1.
- Access to a new online information sharing resource for Registered Repair Technicians that will promote collaboration on unusual repair cases and provide a means to ask for help from other techs, including those at the ten Motorist Assistance Centers (MACs).
- One-stop registration for upcoming quarterly training classes, which will continue to be provided free of charge so repair technicians may easily meet the ongoing training requirement.

Applus will also be providing an advanced on-board diagnostics (OBD) training class at no cost. If you would like to update your training, or if you have technicians in your shop that you would like to become Registered Repair Technicians, watch for information about this class after October 1.
Inspection Procedure Reminders

- Inspecting Vehicles Equipped with Adaptive Technology

The Massachusetts Department of Transportation (MassDOT) Registry of Motor Vehicles (RMV) Division, working in conjunction with the MassDOT Office of Diversity and Civil Rights (ODCR), has determined that Inspection Stations should attempt to accommodate customers with disabilities who present vehicles for inspection that are outfitted with “adaptive technologies”. Such vehicles are typically equipped with modified steering controls, extended pedals, hand controls, and modified seating.

Operators of adaptive technology vehicles may be specially trained in their operation. When presented with such a vehicle, inspectors may find that it is more reasonable to allow the operator who is experienced in the vehicle’s operation to drive the vehicle into the inspection bay and remain in the vehicle during the inspection process rather than having the inspector who is unfamiliar with the controls to operate the specially equipped vehicle.

RMV understands that allowing vehicle operators to drive the adaptive technology vehicle into the inspection bay is not standard procedure for vehicle inspections. However, both RMV and ODCR believe that allowing the experienced operator to maneuver the specially equipped vehicle into the inspection bay may be safer, and inspectors are permitted and encouraged to do so. This modified procedure constitutes what is called a “reasonable accommodation” under Civil Rights laws.

- OBD Bulb Check Testing Reminders

Due to problems with OBD communications, some newer vehicles will be emissions tested using the OBD Bulb Check procedures. Newer model year vehicles likely have keyless ignitions, so it is important that you follow the instructions below to prevent falsely failing these vehicles.

A) Key On, Engine Off (KOEO) Bulb Check:

Inspectors must visually inspect the dashboard’s check engine light or Malfunction Indicator Lamp (MIL) to ensure the bulb is lit when the ignition is on but the engine is not running.

To turn the ignition on, press the engine start button WITHOUT depressing the brake pedal. This will not start the engine but will cause all dashboard lights to be lit. Some of the lights will shut off after a brief time, but the MIL should remain lit.

If the MIL is lit, then the vehicle shall PASS the KOEO Bulb Check. If the MIL is NOT lit, then the vehicle shall FAIL the KOEO Bulb Check test.

B) Key On, Engine Running (KOER) Bulb Check:

Inspectors must visually inspect the dashboard’s check engine light or MIL to check if the bulb is either lit or not lit when the engine is running.

To start the engine, press the brake pedal and then press the engine start button. Once the engine is running, the MIL should not be lit.

If the MIL is NOT lit, then the vehicle shall PASS the KOER Bulb Check. If the MIL is lit, then the vehicle shall FAIL the KOER Bulb Check.

- Inspections Must Be Performed in Inspection Bays

The Massachusetts Department of Transportation Registry of Motor Vehicles (RMV) Division reminds all inspection stations and inspectors that all vehicle inspections need to be conducted in the designated inspection bay. Even if the vehicle is at your business for other maintenance or repair work, inspectors must perform a complete inspection from start to finish in the inspection bay.

When the next program begins in October 2017, RMV will require that all inspections be photographed and recorded on the digital cameras mounted in the inspection bays, so it will be mandatory for vehicles to be in your business’ inspection bay throughout each inspection.

- Test Authorization Refunds after October 1, 2017

The Massachusetts Department of Transportation Registry of Motor Vehicles (RMV) Division reminds all inspection stations and inspectors that any unused test authorizations on their MASS08 workstations will not be carried over to the next program’s MASS17 workstations. All unused test authorizations will be refunded to the station after October 1, 2017. To minimize the amount of money to be refunded to each station, RMV asks inspection stations to carefully monitor their test authorization supply and avoid ordering more test authorizations than they will need to complete vehicle inspections through September 30, 2017.

To facilitate the refund process, inspection station owners and managers are also asked to make sure that your station’s Mailing and Billing Addresses are current. Please call the Station Hotline at (877) 834-4677 to confirm your station’s Mailing and Billing Addresses. If either address needs to be updated, please fill out the change form, available on the program website at [http://www.massvehiclecheck.state.ma.us/forms/mail-bill-change-4-10-12.pdf](http://www.massvehiclecheck.state.ma.us/forms/mail-bill-change-4-10-12.pdf) and fax it to SGS Testcom at (518) 580-2320.
Registered Repair Technician Updates

► Emissions Repair Success Ratings Reminder
For Registered Emissions Repair Shops that have entered repair data, the First Quarter 2017 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](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](http://www.massvehiclecheck.state.ma.us/inspection_repair_data_entry.php).

► Winter and Spring 2017 Training Recap
In March 2017, the Massachusetts Vehicle Check program offered a Registered Repair Technician ongoing training module titled “Labscope Usage and Interpreting Waveforms.” Instructor Jerry “G” Truglia trained a total of 26 Registered Repair Technicians and two non-Registered Repair Technicians at three Motorist Assistance Centers (MACs).

In June 2016, the Massachusetts Vehicle Check program offered a Registered Repair Technician ongoing training module titled “OBD II Diagnostics and Troubleshooting.” Instructor G Truglia trained a total of 50 Registered Repair Technicians and five non-Registered Repair Technicians who attended the seminars at four Motorist Assistance Centers (MACs).

► 2017 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 our final 2017 quarterly seminar from 6:00 PM to 10:00 PM at Motorist Assistance Centers (MACs) located across the state.

All Training Seminars for Registered Repair Technicians are offered free of charge. The applications for these courses are available at [http://www.massvehiclecheck.state.ma.us/inspection_ongoing.html](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.

<table>
<thead>
<tr>
<th>Ongoing Training Seminar</th>
<th>Locations and Dates</th>
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<tbody>
<tr>
<td>Summer 2017 – Gasoline Direct Injection (GDI) Driveability and Diagnostics</td>
<td>Medford MAC – September 12  Shrewsbury MAC – September 13  West Springfield MAC – September 14</td>
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</tbody>
</table>

Parsons Team Bids Farewell

Since October 1, 2008, the Parsons team has managed the Massachusetts Vehicle Check Program. Our program management services have included workstation distribution, consumable supply, and ongoing maintenance, real-time online data collection, program application development and maintenance, quality assurance and quality control, covert auditing, operation and management of twelve motorist assistance centers, reporting, inspector training, repair technician and shop registration and ongoing training, program website design and maintenance, quarterly newsletters to the industry, and toll-free hotlines for motorists and the inspection and repair industries.

During our partnership with the Massachusetts Department of Transportation Registry of Motor Vehicles (RMV) Division and the Massachusetts Department of Environmental Protection (MassDEP), we have achieved the following:

- The Massachusetts Vehicle Check Program is the first fully-online emissions and safety inspection program in North America. The Parsons team has ensured the Commonwealth that all inspections have been conducted online with the RMV’s Automated Licensing and Registration System (ALARS) database. Through June 2017, more than 44 million vehicle inspections were performed online with ALARS.
- The Parsons team has supported approximately 1,800 inspection stations, 180 motorcycle inspection stations and 380 registered repair shops, and trained more than 18,000 inspectors and 400 registered repair technicians.
- The Parsons team worked with RMV to ensure that Massachusetts commercial vehicle inspection standards in effect in October 2008 were certified as equivalent to the annual Federal Motor Carrier Safety Administration (FMCSA) or U.S. Department of Transportation (DOT) safety inspection requirements. As a result, commercial vehicles/trailers that received a MA safety inspection were not required to obtain a separate FMCSA or DOT inspection.
- The Parsons team worked with MassDEP and an equipment supplier to provide commercial inspection

(Continued on page 7)
Q: What services does Leonard Automotive offer?
A: We offer services ranging from routine oil changes to major engine repairs, air conditioning and electrical repairs and computer diagnostics, including on-board diagnostics (OBD) reflashing/reprogramming.

Q: What are your roles and responsibilities?
A: My role is answering the phone, talking and explaining needed repairs, and performing Level A repairs, while guiding my repair technicians with repairs.

Q: How many employees do you have? What are their roles?
A: My business has three employees, counting me. We all have 30 plus years of experience in all phases of auto repair. John Hayden has been my primary technician for 26 years, and John Montgomery has been with me for two years.

Q: How did you get your start in the automotive industry? What made you want to open your own business?
A: This is the only industry I have ever worked in. It was at my eighth grade science fair where I saw a model of the inside of a V8 motor and learned how a four-stroke engine worked. Once I discovered this information, I knew I had found my calling. As a result, I have enjoyed working and fixing cars since high school.

Q: Are you a Registered Repair Technician?
A: Yes.

Q: How has being a Registered Repair Technician (RRT) helped your business?
A: Being a RRT lets people know that I am trained and capable of completing all types of complex repairs.

Q: Have you attended any of the Registered Repairer Training Seminars? How else do you keep up with changes in vehicle technology and emerging technologies in the Industry?
A: I attend the seminars offered by Parsons as well as by the vehicle parts suppliers whenever possible. While I learn something at every class I take, the RRT classes with Instructor G Truglia are the best.

Q: What are some of your most challenging vehicle repairs?
A: The most challenging repairs are the vehicles with driveability problems that have been to many different shops and still do not run well. Not only do I have to solve the undiscovered issue(s), but I might have to undo or redo improper repairs performed by another repairer.

Q: During the Summer season, what maintenance do you advise motorists to consider?
A: I advise motorists to check their vehicle’s engine cooling system, air conditioning system, and brakes at least one day before heading on an over-the-road vacation in the summer heat.

Q: How do you advertise your business?
A: Besides the free advertising on Vehicle Inspection Reports and the Massachusetts Vehicle Check website’s Repair Shop Locator, http://www.massvehiclecheck.state.ma.us/find_emissions_repair.php, I do not advertise at all. The only advertisement my business has ever relied on is my customer’s word of mouth.

Q: What is your business motto?
A: Do the job right the first time, and be 110 percent thorough. Make sure the car repairs I perform address all of my customer’s concerns.
More Miles Driven Doesn’t Always Set Readiness Monitors

The following fictional story represents a common scenario seen or heard by the MAC L1 technicians on a weekly basis.

Mrs. Jones only uses her car to get around town and seldom drives it on the highway. Because her car is six years old, she needed to have the battery replaced the week before an inspection. When she brought the vehicle into her local inspection station, her car failed the on-board diagnostics (OBD) emissions test with two unset readiness monitors, the catalyst (CAT) and oxygen (O2) sensors. Not wanting to charge her for unnecessary diagnostics and repairs, the vehicle inspector asked her to drive her car approximately 100 miles, and return to the station for its re-inspection.

Mrs. Jones left the inspection station with a black “R” rejection sticker on her windshield and her mileage goal in mind, and after three weeks of running errands around town, she returned to the inspection station with a little over 100 miles on the odometer since her last visit. However, when the inspector attempted a retest, the same two monitors were still not ready and the vehicle received a Turnaway inspection result, which meant the black “R” rejection sticker stayed on her windshield.

Without checking the OBD system of the vehicle, the inspector told Mrs. Jones that perhaps 100 miles wasn’t enough mileage, and she should drive an additional 150 miles and return for a retest. Mrs. Jones felt very nervous, but because she trusted her inspector, she followed his directions. After four weeks of driving the long way around town and driving to locations she normally walked to, she finally completed the additional 150 miles and anxiously returned to the inspection station, hoping that this third try would be the charm and her car would pass.

Sadly, the inspector had the same bad news for her. Her car still had those two pesky monitors not ready. At this point, she now has only one week remaining until her black “R” sticker expires. She is fearful that she’s going to get a traffic ticket after the sticker expires, and thinks her car must have a major and expensive problem with it, because it’s not getting its monitors ready after 250 miles of driving. Out of frustration and a lack of information from her inspector, she’s even considering selling the car she’s maintained for the past six years just to get a more reliable vehicle.

Is Mrs. Jones car really broken and in need of major repairs? If her car is like most vehicles, the answer is no. Let us notice a couple of facts in the story. Mrs. Jones seldom drove on the highway before her car’s inspection, and the entire time she was attempting to set her car’s CAT and O2 monitors to ready, she continued driving on local roads around town.

What she needed to know is that 99 percent of vehicles on the road today depend on being driven at highway speeds in order for readiness monitor testing to be carried out. She also needed to know that most vehicles require moderate highway speeds (50-65 miles per hour) for a short length of time, typically at least five to ten uninterrupted minutes, not miles to set monitors.

This information she needed is described in a vehicle drive pattern or drive cycle published by each vehicle manufacturer. What is a drive pattern or drive cycle? It’s basically a list of preconditions to be met, with instructions on how to drive that specific vehicle to set the specific monitors that are not ready. The drive patterns for almost all vehicles can be found on subscription information services such as Mitchell1® or ALLDATA®. However, if you can’t find the information you need, you might have to contact a vehicle dealership. If all else fails, you can call your local MAC for assistance.

Note: Not all drive patterns or drive cycles are the same, even across various models of the same manufacturer or across model years of the same model of vehicle. For example, if Mrs. Jones’s car was a 2011 Buick Regal, the drive cycle required to set the catalyst monitor would likely be different than if her car was a 2011 Nissan Altima. Some generic or universal drive patterns will work for some vehicles some of the time, and trying a generic or universal drive pattern will be better than guessing at the correct driving pattern, but you will always be better off using the drive cycle from the manufacturer.

(Continued on page 7)
So, what’s the take-away from this representative story? When setting readiness monitors, it is the details of the drive cycle that matter, not the distance that is driven. If the inspector had properly advised Mrs. Jones on how she needed to drive her car after the first inspection failure, she could have avoided weeks of wasted time, frustration and fear about her car that did not have anything wrong with it.

**Remember:** Because the typical motorist knows very little about automotive repairs, he or she will implicitly trust the inspector and repair shop to provide all of the information necessary to make a wise decision. Please try to take a few minutes and find a drive pattern for a customer’s vehicles with unset readiness monitors. If you don’t have access to drive cycle information, you can always tell the motorist to call the Motorist Hotline at (866) 941-6277 and ask for a call back from their local MAC so that our L1 technicians can roll up their sleeves and help motorists get their vehicles through the reinspection process.

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**Motorist Assistance Center Repair Technician’s Corner**

(Continued from page 6)

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**Parsons Team Bids Farewell**

(Continued from page 4)

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stations with the only opacity meter in North America with acoustic detection of throttle snaps in the exhaust stream. This innovation increased the integrity of the emissions testing of commercial vehicles.

- The Parsons team kept employee and motorist safety as a core value throughout this project. In July 2011, the U.S. Department of Labor Occupational Safety and Health Administration (OSHA) awarded Parsons Program Management Office the Star Status in OSHA’s Voluntary Protection Program (VPP), making the Massachusetts Vehicle Check Program the first decentralized vehicle inspection program in the United States with VPP Star Status. The VPP recognizes employers and workers that have implemented effective safety and health management systems, and that maintain injury and illness rates below national Bureau of Labor Statistics averages for their respective industries. In June 2014, OSHA reapproved the program for the VPP Star award, and in June 2016 OSHA presented Parsons with the Star Among Stars Award as a top performer in the VPP. From the start of Parsons contract with the Commonwealth in January 2008 through May 31, 2017, the Parsons team has worked over 1,000,000 man hours with only two recorded injuries.

- To meet the public information needs of the program, the Parsons team has provided the program with over 100 monthly website updates and published 35 quarterly Inspection Update newsletters for the industry. In May 2014, the Massachusetts Vehicle Check Program was awarded the Award of Distinction in the 20th Annual Communicator Awards Integrated Campaign: Green/Eco-Friendly Category for the website and newsletter design. Additionally, the Parsons team has answered more than 100,000 phone calls or e-mails from motorists and more than 230,000 calls from the inspection industry.

- On July 1, 2014, the Parsons team managed the first vehicle inspection fee increase since 1999 without any errors. This fee increase provided the inspection industry with an additional dollar of revenue from each inspection.

- To continuously improve the Massachusetts Vehicle Check Program, the Parsons team made over 20 workstation software updates and hosted over 35 Inspection and Maintenance Program Advisory Council meetings to ensure that the concerns of the inspection and repair industries were heard and addressed.

On behalf of our entire team, we would like to thank everyone in the Commonwealth for their participation and partnerships in the Massachusetts Vehicle Check Program over the past nine years. It has been our privilege to serve everyone, and we wish you all the best after September 30, 2017.

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Left to right: Haskins Hobson, Deputy Program Manager; Tom Nesbit, Program Manager; John Morrissey, MAC Manager.
## Important Program Transition and OBD Bulb Check Testing Reminders Inside!

### Massachusetts Vehicle Check Program At A Glance

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<th>Failure Rate</th>
<th>Enforcement Statistics</th>
<th>Count</th>
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<td>Non-Commercial Safety Inspections</td>
<td>2,348,790</td>
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<td>Violations Issued to Inspectors</td>
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<td>Commercial Safety Inspections</td>
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<td>Inspector Privileges Revoked</td>
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<td>OBD Emissions Inspections</td>
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<td>5.4%</td>
<td>Inspector Required to Retrain</td>
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<td>Opacity Emissions Inspections</td>
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<td>Inspectors Suspended</td>
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<td>Emissions Waivers Issued</td>
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### Hotline and Training Statistics

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<tr>
<td>Motorist Calls Received</td>
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<tr>
<td>Inspection Station Calls Received</td>
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<tr>
<td>Initial Non-Comm. Inspectors Trained</td>
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<td>Initial 7D Inspectors Trained</td>
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### Licensed Stations

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<td>Class C Stations</td>
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<td>Class E Stations</td>
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<tr>
<td>Reg. Emissions Repair Shops</td>
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For period 1/1/2017 through 6/30/2017

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