

August I/M Update

I/M Update

Pennsylvania Decentralized Enhanced Emissions Inspection Publication Volume 4,
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Dear Automotive Industry Representative:

With summer here and our regions declaring Ozone Action Days, we are reminded of what this program is all about – cleaner air as well as customer care.

The enhanced I/M program continues to operate effectively toward these goals. In fact, we passed an important milestone recently – we tested the 8 millionth vehicle. And we are headed toward our third-year anniversary this October.

I know we have said it before, but it can't be said too often. The success of the program is a credit to you - our inspection stations.

In this issue of the newsletter, we have an important article for you about entering repair information into the VIID. We cannot emphasize enough the need to enter repair information during the initial retest. Be sure to read the article and the other handy tips in this newsletter and share this information with your inspection team.

As always, we appreciate any of your comments on how to make this newsletter serve you better and your suggestions on what news items should be included.

Sincerely,

Bill Noll
Executive Program Manager

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Timely Reminders

Non-Functioning Digital Odometers

Use zeros and a one! A technician inspecting a vehicle with a non-functioning digital odometer should fill in the mileage field with all zeros except the last digit, which should be a one, (i.e. 000001). Do this when the vehicle's current mileage prompt comes up during an emissions inspection. Vehicles with non-functioning odometers are precluded from receiving the 5,000-mile exemption. Remember that the odometer must be in working order for the vehicle to pass a safety inspection.

Out-of-State Inspections

If an out-of-state vehicle is presented for an emissions inspection, do not issue a sticker for the vehicle unless the customer specifically requests one (if a sticker is requested, it must be affixed to the windshield). Instead, provide the customer with a copy of the VIR (Vehicle Inspection Report) as proof that the test was performed. For out-of-state vehicles, when prompted by the analyzer to enter a sticker number, enter the state's initials and all nines (i.e. NJ99999999).

Program Management Fee (PMF)

The MCI WorldCom Program Management Fee is \$3.70 per initial test. A retest performed at the same station as the initial test is free.

Services included in the Program Management Fee are:

- Program auditing and oversight
- Data analysis and reporting
- Centralized database maintenance
- Station certification
- Equipment certification
- Technical and customer Hot Line support
- Public information outreach materials

Data File Refreshes

Pennsylvania Emissions Team (PET) Quality Assurance Officers (QAOs) are suggesting that station technicians perform a data file refresh with each three-day gas calibration. This procedure ensures that your technician and station information is up to date and uploads any tests that were not transmitted to the VIID.

Tan Gas Cap Adapters

Beginning in August, PET QAOs will begin checking stations for tan gas cap adapters. The 1999 Voyager, Caravan, Grand Caravan and Town and Country require the Tan Adapter (Adapter No. 12422). Model year 2000 Neon, Voyager, Caravan, Grand Caravan and Town and Country listed under Dodge Trucks, Plymouth Cars and Chrysler cars also require the Tan Adapter.

These tan gas caps now are readily available, and stations are required to have them on hand.

Call Hot Line for Public Information Material

You now can order your public information materials by calling the Station Operator Hot Line toll-free at 888-265-5909. The previous fax method has been discontinued. The general motorist I/M brochures, "What If My Car Doesn't Pass?" brochures, along with customer comment cards are in stock, for your convenience. Take inventory of your supplies and call the Station Operator Hot Line to place your order.

It's Required

Enter Repairs During a Retest

When a vehicle comes in for a retest, be sure to enter all of the repair information. This is a program requirement and must be done to meet the guidelines established by the Commonwealth and Federal Environmental Protection Agency (EPA) to track repairs. Specific requirements can be found in the Pennsylvania rules and regulations, Chapter 177.281 (2), Appendix A §8 (b) (3).

But there are other important reasons to enter all repair information.

- This information will be used to develop a repair effectiveness index for each station. You want yours to be accurate. Failing to enter repair information means that your station profile won't be complete or correct.
- The repair information that is entered becomes a part of the vehicle's record in the VIID. Those records are accessible through the Vehicle History Report, which can be accessed by any emission station and may be provided, for a fee, as a service to your customer.

Enter all the information during the retest, including all of the information available from the repair data form and receipts for parts and service. Complete the retest and send the information to the VIID. You should enter the repair information regardless of whether you believe the vehicle will be eligible for a waiver.

If you are processing a waiver and you have not entered repair information on a previous call, when you search the vehicle history, these repairs won't be reflected. It's a data transmission issue - you are concurrently requesting the history of the repairs and sending in repair information, so the history you receive won't be updated with the information being sent. You'll have to call again to get the complete history – and that means time, and time is money.

Accurate repair data entry is essential in order to evaluate the true effectiveness of the Pennsylvania Enhanced Emissions Inspection and Maintenance Program, as well as to provide the high level of service that your customers have come to expect.
