

# **MODULE 2 – Registered Emissions Repair Technician and Repair Shop Requirements**

## **Module 2 Outline**

13. Registered Emissions Repairers and Repair Shops (How to become a registered emissions repair technician or shop)
14. Entering Repair Data Using the Internet
15. Emissions Repair Success Rating

## (13) Registered Emissions Repair Technicians and Repair Shops

### 1. Emissions Repair Technician Registration Requirements (How to become a registered emissions repair technician)

(a) **Gasoline vehicle repairer:** To become a registered emissions repair technician, an applicant shall complete any Department-required emissions repair technician training, and meet the following requirements:

1. Be currently ASE L-1 certified; and
2. Study and take the MASS Module exam online with a score of 100 percent.
3. Complete the Department-approved 28 hour advanced OBD diagnosis and repair training course. See [http://www.massvehiclecheck.state.ma.us/inspection\\_obd\\_repair.html](http://www.massvehiclecheck.state.ma.us/inspection_obd_repair.html) for more information about the 28 hour course.

(b) **Diesel vehicle repairer:** To become a registered repair technician, specializing in the repair of diesel vehicles, an applicant shall complete any Department-required emissions repair technician training, and meet the following requirements:

1. Be currently ASE L-2 certified or be currently ASE Light Vehicle Diesel Engines (A9) and L-1 certified; and
2. Study and take the MASS Module exam online with a score of 100 percent.
3. Complete the Department-approved 28 hour advanced OBD diagnosis and repair training course. See [http://www.massvehiclecheck.state.ma.us/inspection\\_obd\\_repair.html](http://www.massvehiclecheck.state.ma.us/inspection_obd_repair.html) for more information about the 28 hour course.

(c) All existing Registered Emissions Repair Technicians are exempt from, but are not precluded from, completing the Department-approved 28 hour advanced OBD specific diagnosis and repair training course. The Massachusetts Vehicle Check Program encourages all currently Registered

Emissions Repair Technicians to take the 28 hour training course as a refresher.

- (d) All Registered Emissions Repair Technicians will be required to complete an on-going training requirement to retain their registration in the Massachusetts Vehicle Check Program. Parsons will offer training modules related to emissions-related diagnosis and repair. Registered repairers will need to complete one four-hour module every year to maintain their registration status.
- (e) The Department may remove a registered repair technician's registration if:
  1. the registered repair technician requests to be removed from the Registered Repairer Program;
  2. any requirement for qualification as a registered repairer is not met or maintained;
  3. the registered repair technician provides false documentation to the Department or its designee, the Registry, or a motorist, of repairs performed on a vehicle;
  4. the registered repair technician provides false documentation to the Department or its designee, the Registry, or the motorist, of the cost of repairs performed on a vehicle; or
  5. the Department, the Registry, or any state or federal agency or court of competent jurisdiction determines that the registered repairer has performed or been a party to fraudulent or deceptive business practices, including, but not limited to: charging motorists for repairs not performed; or, recommending or performing repairs unrelated to the cause of an emissions inspection failure and representing those repairs as related to the cause of an emissions inspection failure, or has violated any laws, rules, regulations, or other requirements or orders related to the protection of the environment.

## **2. Emissions Repair Shop Registration Requirements (How to become a registered emissions repair shop)**

- (a) Repair shops specializing in commercial vehicles do not need to be registered, since waivers or extensions are not issued for those vehicles.
- (b) To become a registered emissions repair shop the following requirements must be met to receive the benefits of being a listed registered repair shop:
  - 1. An initial application submitted to the contractor.
  - 2. A state registered repair technician must be employed at the facility.
- (c) For fundamental vehicle emissions diagnostic capabilities, the Registered Repairer Program recommends registered emissions repair shops have and know how to use the following tools or resources:
  - 1. an OBD generic scan tool capable of retrieving Mode \$01 through \$09 data;
  - 2. an information system/subscription for the type of vehicles repaired by the facility;
  - 3. a digital volt-ohm meter and/or a graphing multimeter; and
  - 4. a PC with internet connection.
- (d) For improved vehicle emissions diagnostic capabilities, the Registered Repairer Program suggests registered emissions repair shops have and know how to use the following tools or resources:
  - 1. a smoke machine;
  - 2. an oscilloscope; and
  - 3. a high speed internet connection to the PC.
  - 4. a scan tool with enhanced powertrain scan data capability
  - 5. alternate repair information resources such as Identifix, iATN, OEM websites etc

- (d) Any automotive repair facility listed by the Department as employing a registered repairer may be removed from the Department's list of such automotive repair facilities if:
1. the automotive repair facility requests to be removed from the Registered Repairer Program
  2. the listed automotive repair facility provides false documentation to the Department or its designee, the Registry, or the motorist of the cost of repairs performed on a vehicle; or
  3. the Department, the Registry, or any state or federal agency or court of competent jurisdiction determines that any owner, operator, or employee of the listed automotive repair facility, while in the exercise of his or her responsibilities or duties related to the automotive repair facility, has performed or been a party to fraudulent or deceptive business practices, including, but not limited to, charging motorists for repairs not performed, recommending or performing repairs unrelated to the cause of an emissions inspection failure and representing those repairs as related to the cause of an emissions inspection failure, or has violated any laws, rules, regulations, or other requirements or orders related to the protection of the environment.

### **3. Advantages of being registered in the program**

- (a) **Continuous Training** - Registered Emissions Repair Technicians have specialized emissions repair training related to the Massachusetts Vehicle Check Program requirements. By utilizing the repair training you will be investing in, you will bring additional repair work and revenue to your business.
- (b) **High Visibility** - Massachusetts Vehicle Check strongly encourages motorists to select Registered Emissions Repair Shops when their vehicle fails the emissions test. If a vehicle fails its emissions test, a list of nearby shops that employ Registered Emissions Repair Technicians is displayed on the Vehicle Inspection Report (VIR). Motorists can also search the program's web site for Registered Repair Shops and Emissions Technicians statewide.

- (c) **Guaranteed business opportunities** - Only repairs made by a Registered Emissions Repair Technician count toward an emissions waiver or economic hardship repair extension. By being a registered technician, your services will be in demand by any motorist who is seeking either a waiver or a hardship extension.
- (d) **MAC Access** - Registered Emissions Repair Technicians have access to the 12 Motorist Assistance Centers (MACs) distributed around the Commonwealth. MACs are equipped with specialized diagnostic equipment and chassis dynamometers, used by MAC ASE L-1 Certified master technicians to assist Registered Emissions Repair Technicians diagnose vehicles that have problems getting ready for testing or passing the OBD emissions tests.
- (e) **Marketing Possibilities** - Registered Emissions Repair Shops may display special signs indicating their registration status in the program to perform emissions repairs and, as part of the registration process, create their own advertisement to accompany their listings on VIRs, including the types of vehicles that they repair (*that's free advertisement!*).

## **(14) Entering Repair Data Using the Internet**

Repair data will be collected using a Web site to determine Registered Repair Shop Emissions Repair Success Ratings (ERSR). The repair data collection application is currently under development. Until the repair data collection application is available, all Registered Emissions Repair Shops will have a score of N/A.

## (15) Emissions Repair Success Rating

The Emissions Repair Success Rating (ERSR) grading system is under development at this time. ERSR grading will not begin until there are at least six months worth of repair data collected. Until the ERSR grading system is implemented, Registered Emissions Repair Shops will be listed on the public Web site and on the inspection certificates of failing vehicles without current ERSRs.

### ERSR Scoring Methodology

Once the repair data collection system has been designed and implemented, registered repairers will be responsible for entering their own data into the program's Web site. Each entered vehicle repair will count towards the total number of repairs in the reporting period. If the entered vehicle repair is associated with a passing vehicle reinspection, then that repair will be counted as a Retest Pass. If the entered vehicle repair is associated with either a failing vehicle reinspection or the repaired vehicle is turned away for unset readiness monitors, then that repair will be considered as a Retest Fail. Vehicles that receive waivers or hardship extensions and aborted test results will not be counted.

Once the repair data collection system has been implemented for six months, the ERSR report will be updated quarterly. Once repair data collection begins, all of the raw data will be analyzed for the six months prior to the date of the first ERSR report. E.g., Registered emissions repair shop data entered in the first and second quarters (January-June) will be analyzed, and the Massachusetts Vehicle Check Program will report ERSR's on VIRs and the Program Web site beginning in the third quarter (July-September).

### ERSR Scoring

Registered emissions repair shops will receive an ERSR based upon the ratio of Retest Passes to Total Repairs. E.g., if each registered emissions repair shop entered 20 emissions repairs during the previous six month period, the ratio of Retest Passes to Total Repairs would be:

Total # of Repairs	Total 1 <sup>st</sup> Retest Passes	Total Retest Fails/ Turnaways	Ratio of Retest Passes to Total Repairs
20	20	0	100%
20	19	1	95%
20	18	2	90%
20	17	3	85%



Total # of Repairs	Total 1 <sup>st</sup> Retest Passes	Total Retest Fails/ Turnaways	Ratio of Retest Passes to Total Repairs
20	16	4	80%
20	15	5	75%
20	14	6	70%
20	13	7	65%
20	12	8	60%
20	11	9	55%
20	10	10	50%
20	9	11	45%
20	8	12	40%
20	7	13	35%
20	6	14	30%
20	5	15	25%
20	4	16	20%
20	3	17	15%
20	2	18	10%
20	1	19	5%
20	0	20	0%

These ratios will then be converted to a 5-Star ERSR Score. The 5-Star ERSR Score conversion calculation is as follows:

Ratio of Retest Passes to Total Repairs	5-Star ERSR
90-100%	5 (*****)
70-89%	4 (****)
50-69%	3 (***)
25-49%	2 (**)
1-24%	1 (*)
No Repairs Entered	-- (N/A)

Below is an example of the ERSR Report.

City	Registered Repair Shop	Address	Phone Number	5-Star ERSR
Adams	A-1 Motors	123 Main St	(413) 555-4567	*****
Boston	B-2 Engines	7890 Patriots Dr	(617) 555-1776	*
Lawrence	C-3 Trucking	456 Bruins St	(978) 555-9876	***
Springfield	D-4 Imports	1776 Celtics Ave	(413) 555-7890	N/A
Worcester	Mass New Cars	64 Red Sox Way	(508) 555-1286	**