

MODULE 3 – Motorist Assistance Resources

Module 3 Outline

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(16) Motorist Assistance Network

The mission of the Motorist Assistance Network (MAN) is to provide expert technical assistance and guidance to motorists, inspectors, repair technicians, and the Agencies in the determination of emission and safety related problems; and for the promotion of an efficient and effective Massachusetts Vehicle Check Program throughout the Commonwealth.

To minimize undue expense or hardship to vehicle owners, the Agencies require the contractor to provide additional technical resources to assist motorists, inspectors, and repair technicians. These additional technical resources are to be provided through a Motorist Assistance Network.

The Motorist Assistance Network consists of 12 Motorist Assistance Centers (MACs) distributed throughout the Commonwealth. Each MAC will be staffed with a customer service representative and a registered repair technician. The activities of the Motorist Assistance Network are as follows:

1. Provide technical guidance, counseling, evaluation, and investigation on behalf of motorists whose vehicles have unset readiness monitors; or have undergone inspection, repair, and reinspection, and continue to fail the emissions test.
2. Provide technical evaluation of emission and safety problems, repairs performed, repair costs, and additional repairs that may be required for a motorist to qualify for an emissions waiver, and/or economic hardship extension.
3. Provide technical assistance and guidance to registered repair technicians diagnosing the cause of emission failures, and provide assistance for the assessment of readiness code reset issues.
4. Provide support of inspection and repair activities, and technical expertise related to target vehicles, vehicles that have unsupported monitors, and vehicles with tampered emission control systems on behalf of the Agencies.
5. Provide technical expertise to the Agencies in the assessment of emission control systems installed on kit cars, and safety components.
6. Provide a venue and resources for inspector and repair technician training and/or retraining.

7. Provide support field investigations performed by either RMV or DEP staffs.
8. Provide a venue for consumer outreach activities.

Some vehicle inspections performed at an Inspection Station will result in a 'fail' result and the workstation will automatically print a document referring the vehicle to a MAC. The vehicle inspection record will include a "MAC flag" that requires the vehicle be inspected at a MAC prior to returning to the Inspection Station. **Only** the MAC staff can remove the MAC flag denoting the MAC has completed its assessments when the vehicle is ready to return to an inspection station for another inspection.

Other vehicle owners will seek assistance from the MAC because they are having difficulty getting their vehicle to pass the emission test. In these cases, the MAC Registered Repair Technician will review the inspection records, repair receipts, discuss steps taken by the motorist to correct the emissions failure, discuss the repair process with the repair technician when possible and examine the vehicle, and/or perform a diagnostic MASS08 inspection to determine a process for the vehicle to receive a passing emissions inspection. Through this process, the MAC Registered Repair Technician may identify the specific cause of the emissions failure and request to work with the motorists' repair technician to identify specific repairs and/or diagnostic tests to perform.

MAC personnel will assist repair technicians diagnose emission related problems, and will make recommendations on steps the motorists should take to ensure the cause of an emissions defect is correctly identified and repaired. MAC personnel will **not** perform vehicle repairs, recommend specific repair action, nor recommend specific repair facilities on behalf of motorists.

(17) Motorist Assistance Centers

The Motorist Assistance Network includes technical staff and facilities. All facilities, referred to as Motorist Assistance Centers, or MACs, are configured and equipped to accommodate and provide diagnostic services for light-duty vehicles up to and including 8,500 lbs GVWR and medium-duty vehicles equipped with OBDII systems up to and including 14,000 lbs GVWR. Five MACs are also configured to provide training venues for up to 30 students.

Locations

The location of each MAC has been coordinated with the Agencies so as to provide convenient services to all areas of the Commonwealth. Motorist convenience is based on ensuring the maximum number of motorists were located within 30 straight-line miles of a MAC. MACs are also located so as to provide at least one MAC in each of the five RMV regional areas. The number of motorists and inspection stations within an area, and proximity to major highways, were additional factors considered in locating each MAC.

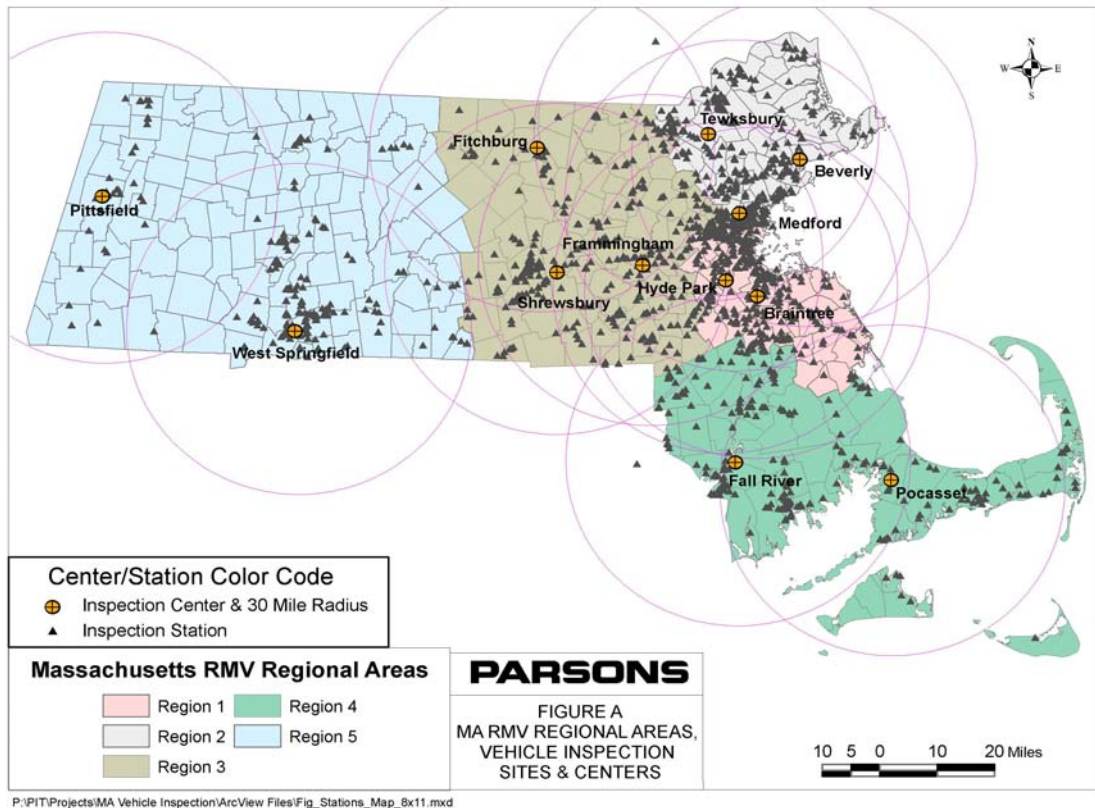
Below is the list of MACs by RMV Region, and the area served.

Motorist Assistance Center Locations

RMV Region	MAC Name: Area Served	28-Hour OBD Training Site
1	Braintree MAC: Quincy, Weymouth, Brockton and the area south of Boston and nearby South Shore	Yes
1	Hyde Park MAC: Dorchester, Boston and the Central and Southern Boston communities	No
2	Medford MAC: Somerville, Cambridge, Medford, Malden, Revere, north of Boston and the nearby North Shore communities	No
2	Tewksbury MAC: Lowell, Lawrence, Methuen, Haverhill, and the northern I-495 corridor	No
2	Beverly MAC: Peabody, Danvers, Lynn, the nearby Northern Massachusetts and North Shore communities and Cape Ann	No

RMV Region	MAC Name: Area Served	28-Hour OBD Training Site
3	Shrewsbury MAC: Worcester, the Greater Worcester area and Central Massachusetts	Yes
3	Fitchburg MAC: Leominster and the Central Route 2 corridor	No
3	Framingham MAC: Waltham, Newton, Framingham, and the communities west of Boston	No
4	Pocasset MAC: Bourne, on the east side of the Cape Cod Canal, Cape Cod and the Islands	No
4	Fall River MAC: New Bedford, Fall River, Taunton, Attleboro and Southeastern Massachusetts	No
5	West Springfield MAC: Springfield, Chicopee and the I-91 corridor	Yes
5	Pittsfield MAC: Pittsfield and the Route 7 corridor	No

The map below illustrates the geographic distribution of the 12 MACs and inspection stations in the Massachusetts Vehicle Check Program. Each MAC has a red circle around its location that represents a 30-mile radius.



Motorist Assistance Center Layout and Equipment

All MACs consist of a public area and a shop (non-public) area. The public and shop areas vary in size, but generally total approximately 2,000 square feet.

1. Public Area

The public area includes climate-controlled office, waiting, and public restroom areas. Windows have been installed between the waiting and shop areas such that motorists may observe their vehicle undergoing evaluation. The public area complies with applicable provisions of the Americans with Disabilities Act (ADA), including ADA-compliant restroom(s).

The office area is furnished with a desk and chairs for private discussions or interviews with the motorist. The waiting area is

furnished with chairs. The office is equipped with a telephone, PC, printer, copier, fax, and scanner. A router (wired or wireless) is used to connect the office and other PCs to the Internet.

2. Shop (Non-Public) Area

The shop (non-public) area is signed "Employees Only" and may not comply with all provisions of the ADA. The shop area consists of an open area large enough to accommodate two or more vehicles. Vehicle ingress and egress to the shop is provided by one or more automotive doors, measuring not less than 10 feet wide by 12 feet high. The shop is equipped with the following tools:

- (a) Vehicle Emissions and Safety Program Workstation.
- (b) A light-duty vehicle hoist and heavy-duty jacks and stands.
- (c) A two-wheel drive, low-profile, high-speed, transient-test chassis dynamometer.
- (d) An air compressor (for powering the dynamometer lift and automotive air-tools).
- (e) Scan tool(s).
- (f) A PC with Internet access to Web-based diagnostic information systems; including technical service bulletins (TSBs), emissions and safety recalls (whether voluntary or mandatory), automotive information resources (e.g., access to AllData, access to Mitchell-on-Demand, iATN, and Identifix), and other related resources available from original equipment manufacturers (OEMs).
- (g) Automotive headlamp aiming board.
- (h) Specialty tools, equipment, and resources necessary to carry out the functions of the motorist assistance centers (i.e., ball joint dial indicator, tint-meter, etc. for the training MACs)
- (i) Mustang's OBD-II Scan Tool Interface Kit with OBD Software to reduce the time required to set readiness monitors.

Staffing

Each MAC will be staffed with at least two persons, a Massachusetts Registered Repair Technician, and one direct report, a Customer Service Representative (CSR).

MAC Registered Repair Technician

The MAC Registered Repair L-1 Technician is available to repair technicians as a technical resource during the repair of an OBD emissions failure. In these cases, the MAC Registered Repair Technician will review inspection records, discuss steps taken by the repair technician to correct the emissions failure, examine the vehicle, and/or perform a diagnostic inspection to identify the specific cause of the emissions failure and provide technical guidance to the repair technician with guidance emissions failures / issues.

1. Qualifications

- (a) ASE L-1 or L-2 Certification with Advanced Engine Performance, or equivalent. Staff will comprise a diversity of experience in: Asian and North American OEMs, European OEMs, heavy-duty trucks, motorcycles, and buses.
- (b) Massachusetts I/M Inspector License.
- (c) Experience in diagnosis of OBD emission problems.
- (d) Experience in training automotive technicians.
- (e) Heavy-duty truck and motorcycle diagnosis and repair experience are available upon request.

2. Duties

- (a) Provide training to station inspectors (training in accordance with Agency approved Training Plan and course curriculum).
- (b) Provide training to repair technicians (training in accordance with Agency-approved repair training sessions to be developed in-house).
- (c) Perform diagnostics on problem vehicles and vehicles with readiness monitors not ready.
- (d) Verify inspection results.

- (e) Perform waiver and economic hardship repair extension repair evaluations.
- (f) Perform kit car inspections.
- (g) Provide explanation of inspection results to inspectors, agency personnel, and/or motorists as appropriate.
- (h) Provide reports (handling call center tickets forwarded to them, inclusive of review of ticket, appropriate investigation and/or customer call backs, and closing tickets within the system).
- (i) Follow all program operational procedures associated with the MAC oversight and training of Registered Repair Technicians or persons seeking Registration as Registered Repair Technician.
- (j) Promote program goals throughout region by visiting with inspection station owners, inspectors, registered repair shop operators and registered repair technicians.

MAC Customer Service Representative (CSR)

1. Qualifications

- (a) Massachusetts I/M Inspector License.
- (b) Experience in customer service positions.

2. Duties

- (a) Assist MAC Registered Repair Technician deliver training to inspectors (register inspectors attending course, assist with grading exams, set-up class room and shop for training, arrange off-site training sites in area if necessary for commercial or 7D training sessions).
- (b) Verify inspection results.
- (c) Provide explanation of inspection results to inspectors, agency personnel, and/or motorists as appropriate.
- (d) Provide reports (handling call center tickets forwarded to them, inclusive of review of ticket, appropriate investigation

and/or customer call backs, and closing tickets within the system).

- (e) Support MAC Registered Repair Technician in promoting program goals throughout region.

MAC Hours of Operation

MACs will be open to the public according the following schedule:

Weekdays:

Open 8:00 A.M. – 5:00 P.M. Closed 12 Noon – 1:00 P.M. for lunch.

Saturdays:

Open 8:00 A.M. – 3:00 P.M. Closed 12 Noon – 1:00 P.M. for lunch.

Sundays:

Closed

Holidays (New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, and Christmas Day):

Closed

MAC Staff	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MAC ASE L-1 Technician	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	Available as Scheduled	Closed
MAC CSR	Not Available	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 5:00 P.M.	8:00 A.M. – 3:00 P.M.	Closed

These hours of business provide 46 hours of service per week.

(18) Accessing the Motorist Assistance Centers

Twelve MACs have been located throughout the Commonwealth in an effort to provide convenient locations to all motorists, inspectors, and repair technicians. However, to access the MAC services, Parsons has established an appointment system for scheduling motorists, inspectors, and repair technicians arriving at the MAC.

The primary means for technical assistance is via the two toll-free telephone hotlines:

1. the Motorist Hotline 866-941-6277; and
2. the Inspector and Repair Technicians Helpdesk, 877-834-4677.

Both hotlines are accessible through an e-mail link displayed on the Program Website at <http://www.massvehiclecheck.state.ma.us/contact.html>.

MAC Appointment System

Clients (i.e., motorists, repair shop owners, registered repairers) will arrive at the MAC either by an appointment arranged through the hotlines or arriving as a walk-in. Regardless, the procedure for handling the client at the MAC will be the same.

If the client requests an appointment via the hotlines, the hotline operator will use a software based, incident logging system to create a visit ticket and appointment. Here the hotline operator selects a reason for appointment, chooses which MAC best suits client, views the MAC Registered Repair Technician's schedule, estimate how long appointment will take, then chooses a day and time.

If the client is a walk-in client, and a timeslot be available the same day the client walks in, the MAC CSR will invite the client to stay and wait for the MAC Registered Repair Technician to become available. Should the MAC Registered Repair Technician be booked for the balance of the day, the CSR is able to identify an open timeslot at another (nearby) MAC. Otherwise, the CSR will assist the client schedule an appointment at a later date ("walk-ins" will be permitted the same day, but appointments cannot be made for the same day).

Waivers and Economic Hardship Repair Extensions

1. The MAC Registered Repair Technicians shall be responsible for authorizing waivers and economic hardship repair extensions, **not** the Agencies. If a waiver or extension is denied, the Agencies have

the authority to review the reason for denial and may reverse the MAC failure decision. If a repair performed by a registered repairer does not correct the OBD failure, the motorist should be directed to call the Motorist Hotline at 866-941-6277 to schedule an appointment at the nearest MAC.

2. The MAC Registered Repair Technicians are required to perform a visual safety inspection for vehicles submitted for an emissions waiver or economic hardship repair extensions. Part of the prescreen criteria for a waiver, is that the vehicle passed the safety component of the most recent reinspection. However, any safety criteria that are readily obvious as unmet (e.g., bald tires, broken glass, excessive body rot, etc.) shall be grounds for denying a waiver authorization and notification to the Agencies of the safety issues associated with the waiver denial. The MAC staff shall bring such safety failures to the immediate attention of the RMV for the Agencies quality control and field investigation.
3. If all waiver or economic hardship repair extensions criterion have been met, the MAC will print an authorization document for the motorist signifying that the vehicle has been waived or repairs have been extended. The authorization record will be retained in the VID. The motorist will be instructed to present the authorization document to a regular inspection station **within 15 days** to receive a Certificate of Inspection (sticker).
4. MACs will not issue waivers, but will **authorize** the issuance of a waiver by a regular inspection station. No waivers will be authorized for vehicles that do not pass the most recent safety inspection. Vehicle documentation must comply with specific criteria, for example, work attempted must match failure. The MAC staff will review repair receipts (for waivers), repair estimates (for repair extensions) and the vehicle. MACs do not repair vehicles, but review failure documentation and repair receipts to ensure they are credible to authorize a waiver or an economic hardship repair extensions.

Readiness Assistance

Some motorists may need assistance setting their vehicle's readiness monitors. Following an initial inspection during which the vehicle's readiness monitors were not set, the motorist is typically advised to drive the vehicle for some period or some distance to set the readiness monitors and return for a re-inspection. If, on re-inspection, the readiness monitors are still not set, the vehicle will be 'turned away' and no inspection will be performed.

If a vehicle is turned away multiple times over a certain time interval by any inspection station, the Workstation will automatically generate a readiness turn away and MAC referral VIR which directs the motorist to a MAC. The Commonwealth will establish the number of turnaways and the time intervals between the first and last turnaway to optimize the MAC referral procedure for motorists and MACs.

When the vehicle arrives at the MAC, the MAC Registered Repair Technician will provide readiness assistance to the motorists by attempting to reset the readiness monitors. The MAC Registered Repair Technician will determine if the readiness monitors will not reset due to:

1. Vehicles information was not correctly entered and status shows "excluded" in Vehicle Lookup Table (VLT).
2. Due to an inspection failure and recent service, for example, after replacing a Catalytic converter, the catalyst monitor has not had time to run to completion.
3. Unmet enabling criteria are preventing some or all monitors from completing.

OEM and aftermarket monitor enabling criteria information will also be available for use at the MACs for readiness reset assistance.

If none of these common causes are present, the MAC Registered Repair Technician will drive the vehicle according to the OEM's readiness reset drive traces, typically using the dynamometer. If this procedure fails to set the readiness monitors, the motorist will be advised that there is a failure in the vehicle's emission control system. The MAC staff will recommend the motorist obtain the services of a Registered Repair Technician to determine the cause of the emissions failure and to have appropriate repairs performed.

Emissions repairers who cannot reset monitors to ready may also seek assistance, including calling and visiting MAC and having a MAC employee drive vehicle on MAC's dynamometer, or through the use of specialized applications that promote readiness codes to be set.

Kit Cars

For kit cars not previously registered in Massachusetts, the initial inspection is performed by the state police who determine the source of the components used in the construction of the vehicle. The vehicle owner is required to provide the state police with records showing where all vehicle components were obtained. The state police assigns the kit car a non-

standard VIN (i.e., a VIN without the standard 17-digit configuration, normally with the prefix MA followed by five numbers).

The kit car is then processed by RMV, which determines its model year (typically the year in which the kit car is initially registered). For kit cars not previously registered in Massachusetts and for kit cars that change ownership, the next inspection at a regular inspection station will automatically generate a MAC referral. The vehicle will then undergo a compliance inspection by the MAC to ensure that it is in compliance with the U.S. Environmental Protection Agency (EPA) Kit Car Policy. The MAC will then assign the vehicle an *emissions test model year* based on the certified engine used in its construction. This *emissions test model year* will then become the vehicle's emissions test year for all future inspections.

The MAC Registered Repair Technician will visually inspect the vehicle to ensure that the drivetrain is traceable to a previously certified configuration and the correct emission controls are installed and functional. The correct emission controls are based upon the standards applicable to the previously certified configuration of the engine. If vehicle passes, the owner will be directed to an authorized inspection station for completion the inspection under the newly assigned *emissions test model year* for the vehicle.