

The Newsletter of the Wisconsin Vehicle Inspection Program

COVERT AUDITS BEGIN

Audits of Inspection Stations Insure All Standards Met. Audit Failures Require Refresher Training

Wisconsin Department of Transportation personnel have begun covert audits. Covert audits are undercover inspections where the auditor observes an inspection as a customer at any vehicle inspection station.

In a successful covert audit, the inspector does not suspect the customer as an auditor. A covert audit may also include a remote observation where the auditor observes the station from a distance.

The dates and times stations receive a covert audit are selected at random and stations do not receive notification prior to the audit.

During the covert audit, auditors observe the skill and competence of the inspectors. They also

observe the general condition of the inspection station and how customers are treated during the inspection process. Inspectors are observed to ensure the OBD system check is performed correctly.

If an inspector fails a covert audit, they will be required to attend Refresher Training. Multiple audit failures may result in suspension of the inspector and/or station from the inspection program. Failure to attend a Refresher Course can also lead to suspension of testing credentials.

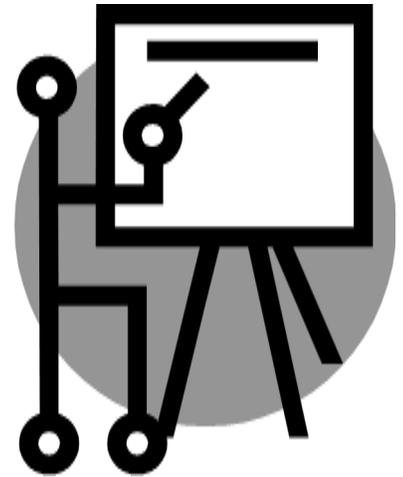
To date more than 60 Inspectors have attended Refresher Training. A variety of inspector errors caused these audit failures, including:

- Performing inspections "off camera."

- Incorrect KOEO and KOER procedures.
- Failure to give all information sheets printed at conclusion of inspection to motorists.
- Incorrect Weight Waiver.
- Failure to inspect a vehicle with an illuminated MIL.

The refresher training class is offered at the Opus office in New Berlin at least once every month. The class is a review and reminder on proper inspection procedures.

Covert audits affirm the commitment of the Wisconsin Vehicle Inspection Program partners to provide accurate inspections and courteous service during the vehicle inspection process.



Refresher Training Classes Is Required for Covert Audit Failures

A NEW NAME

Systech International Will Have A New Name—Opus Inspection

Introducing Opus Inspection. Systech International and ESP are entering the final phase of their highly successful merger that began last year. The companies are assuming a single legal identity marked by a single name - [Opus Inspection, Inc.](#)

While both companies are starting to operate under

Opus Inspection now, the complete legal merger of Systech and ESP with Opus Inspection is scheduled for the end of 2013.

Lothar Geilen, CEO of Opus Inspection, said, "We have had an exciting couple of years for our company.

"We have combined Systech with ESP in the U.S. and formed a division with Opus

Bilproving in Sweden resulting in a larger, more capable vehicle inspection company."

The merger has strengthened Opus Inspection's capabilities to provide Wisconsin and its other customers with the highest level of support that our valued customers deserve and expect from us.

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THE ANALYZER

COST AND DIAGNOSTIC WAIVERS ISSUED ONLY AT TECHNICAL ASSISTANCE CENTERS

Cost and Diagnostic Waivers must not to be confused with weight waivers; any inspection station can issue a weight waiver if a vehicle's weight and model year exempts it from inspections. A **weight waiver** is only available for 1996-2006 model year vehicles with a gross vehicle weight of 8,501 pounds or heavier.

Only Technical Assistance Centers are authorized to issue a cost or diagnostic waiver, and then only if the vehicle meets the specific requirements.

Vehicles would be eligible for a **Cost Waiver** if the following criteria were met:

- The vehicle has failed an emissions test and following repair and retest, it still does not pass the test. Repairs made over 180 days prior to the expiration of the license plate cannot be applied to the waiver repair cost limit.
- The vehicle has passed a waiver emission equipment inspection to determine if emission control equipment is missing, modified or disconnected. The equipment inspection includes the Check Engine Light operating properly during a Key On, Engine Off inspection.
- The Vehicle Inspection Reports (VIR) have been presented to the TAC at the time a waiver is requested. The REPAIR DATA section of these reports has been completed in accordance with instructions provided on the report form. Motorists must bring their vehicle and itemized receipts for parts and labor to verify the emission related repairs.
- The owner must have emission related repairs performed on the vehicle at a recognized repair facility to qualify for waiver consideration.
- The actual costs of emission related repairs and adjustments exceeded the repair cost limit. Only repairs that are related to the vehicle's cause of failure can be used to apply for a cost waiver. Costs covered by any warranty or costs to repair/replace emission control equipment that has been removed, modified or disconnected are excluded. **TRANS 131.02(39)** includes franchised NEW car dealerships as

recognized repair facilities. Your search may not show all franchised NEW car dealerships, however, their invoices are acceptable for waiver consideration.

- The repair cost limit for all model year vehicles subject to testing is \$840, effective July 1, 2013. This figure is adjusted annually by the DNR per NR 485.045.

Vehicles would be eligible for a **Diagnostic Waiver** if the following criteria were met:

- Vehicle has failed two inspections or has multiple rejects.
- Only repairs between inspections were performed at a Recognized Repair facility.
- All Invoices for repair work within 180 days of the expiration of the license plates should be given to the TAC for review.
- Vehicle receives a complete, documented, physical and functional diagnosis and inspection at one of the TACs.
- TAC analysis shows that no additional emissions related repairs could produce a passing result.

If you have a customer who may be eligible for a waiver, please refer them to the nearest Technical Assistance Center for cost and diagnostic waiver analysis. Appointments may be scheduled at: 1-866-OB-D-TEST.

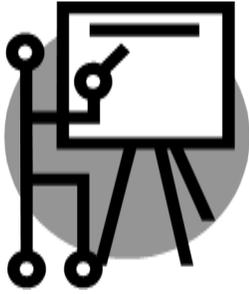
TECHNICAL ASSISTANCE CENTERS

Anaya's Auto Repair	Kenosha: 262-652-1441
Auto Analyzers	West Allis: 414-476-0077
Carlton Automotive Inc.	Oostburg: 920-564-3433
Jerry's Automotive Service Inc.	Waukesha: 262-542-2600
Schaefer's Service Center Inc.	Slinger: 262-644-8418

**PROGRAM HOTLINE FOR QUESTIONS/SERVICE/CONSUMABLES
(866)OBD-TEST**

PROGRAM WEBSITE FOR DETAILED PROGRAM INFORMATION
www.wisconsinvip.org

REPAIR TECH TRAINING UPDATE



*Reserve Your Spot
for FREE Technical
Training Sessions.*

*Gateway Technical to Provide Free
Classes to Repair Technicians*

Opus Inspection announces the next series of repair technical training classes. The series includes two classes concentrating on evaporative emissions systems function, diagnosis, and repair. The classes will also discuss the problems of re-setting these monitors when it is cold.

The curriculum is created and taught by senior Automotive Instructors from the Horizon

Center of Gateway Technical College. Each class lasts approximately two hours, and begins at 6:30 p.m.

The courses are free to all repair technicians, but space is limited. You must RSVP by emailing Sue Krueger at sue.krueger@opusinspection.com no later than Friday, December 6th. Please let her know which class you wish to attend and how many techs will be attending.

LOCATIONS AND DATES:

Tuesday, December 10

Opus Inspection Office
5470 S Westridge Dr.
New Berlin, WI

Thursday, December 12

Jerry's Automotive Service
W229 N2467 Cty Hwy F
Waukesha, WI

GATEWAY TECHNICAL COLLEGE: INNOVATIONS IN EDUCATION

Gateway hosted the annual Snap-on / NC3 Train-the-Trainer (TTT) conference during the weeks of July 15th and July 22nd. This was the sixth year Gateway hosted the event and it has continued to grow. Over 80 college instructors from across the US participated in various automotive industry driven certification courses to grow their own technical skills and refine their diagnostic techniques.

The program focuses on Snap-on certifications which include Automotive Diagnostics, on the Verus Pro, Solus Ultra, ShopKey, MODIS, Vantage Pro, and Solus Pro. These courses cover the basics of using the scanner and incorporating Troubleshooter to diagnose and repair vehicles more quickly, but spend a large amount of time covering lab scope operations when applicable to the tool. This same training is available to industry technicians and Gateway provides all the equipment needed while taking the class. Most diagnostic certification courses, like the Verus Pro, last about 10 hours and are commonly split between 2-3 nights.

Customized onsite training for larger shops or fleets is also available. Anyone interested in test driving a new piece of diagnostic equipment or learning more about the features of the one they already own should contact Matt Janisin at Gateway for course times and costs.



**FOR MORE INFORMATION ON THE
CLASSES, PLEASE CONTACT MATT:
262-564-3942 OR
JANISINM@GTC.EDU**

MIL LAMP CHECK—A “KEY” INSPECTION PROCESS

The Key On Engine Running (KOER) test is an important part of the vehicle inspection. Inspectors must observe whether the MIL is illuminated while the key is in the on position and the engine is running. At the software prompt, they must record the results of this portion of the inspection.

Each day, program QA inspectors perform audits to ensure that the inspection is being performed correctly. Inspectors not performing the MIL Bulb check correctly may be required to attend refresher training.

As long as the inspector follows the software prompts and answers the questions correctly, the KOER and KOEO test is easy to do. All inspectors should use care during the inspection process.



IMPORTANT:
*The Key On Engine Running
Test (KOER) and
Key On Engine Off Test (KOEO)
Must Always Be Performed*



Department of Transportation
Division of Motor Vehicles
Vehicle Emissions Inspection Program
1001 West St Paul Avenue— 2nd Fl
Milwaukee, WI 53233

WISCONSIN VEHICLE INSPECTION PROGRAM FACTS

- 200 Private Inspection Facilities Providing Registration and Inspection Services
- 1,741 Licensed Inspectors
- Seven County Program Area: Kenosha, Racine, Milwaukee, Waukesha, Ozaukee, Washington, Sheboygan
- Inspections Performed To-Date in 2013: 502,852
- Registration Renewals To-Date in 2013: 97,780
- Temp Plates Issued To-Date in 2013: 7,493
- Stations On Program Waiting List: 145

UPDATES TO THE WISCONSIN OPUS INSPECTION TEAM

In September, Jack Pierce, Opus Wisconsin Program Manager, was transferred to Virginia to lead the implementation of the new Opus Virginia inspection program. Jim Thurler, who worked as Assistant Program Manager in Wisconsin, was promoted to Program Manager. In addition to Jim's promotion, three new members recently joined the Wisconsin Vehicle Inspection Program:

- Nicole Kurtagic, Administrative Assistant
- Roberto Ruiz-Maki, Field Service Technician
- Sue Krueger, Assistant Program Manager.

Our new members have a combined 46 years of inspection program experience with the previous centralized Wisconsin Vehicle Inspection Program. They have joined the other Opus team members and are always available to provide program support for inspection and registration services.

TESTING REMINDERS

Model Years Tested in 2014

For Registration Renewal Tests—Odd Model Year Vehicles

1997, 1999, 2001, 2003, 2005, 2007, 2009, 2011

Change of Ownership Tests: 1996—2009

To Test Or Not To Test . . . That Is The Question

Wonder whether to test a vehicle that has a check engine light illuminated? Test them! Without a test, motorists are not eligible for technical assistance services or temporary plates. Additionally, the test results will provide motorist with important retest information.

Multiple Rejects—Ask More Questions

It takes a bit of detective work when you encounter a vehicle with multiple rejects. Ways to help the customer include: check TSBs for known monitor issues, ask the motorist whether the vehicle's battery was recently disconnected or if they have been using E85 gasoline on a flex-fuel vehicle and ensure the vehicle's thermostat is working correctly. Most importantly, provide the motorist with as much information possible so they can resolve the unset monitor issue and get a vehicle inspection.

For additional questions, call 1-866-OBD-TEST.