



The Analyzer

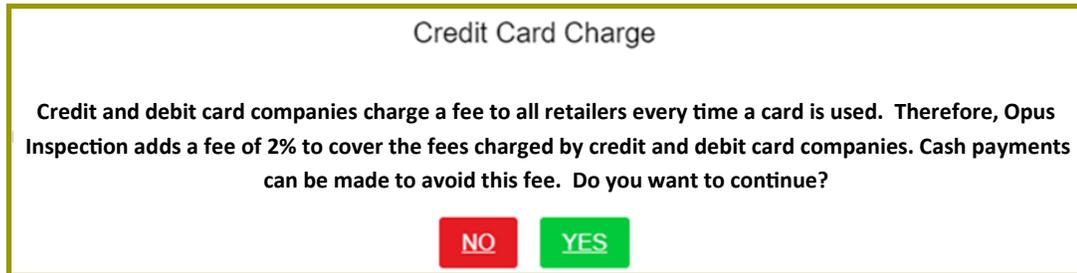
THE WISCONSIN VEHICLE INSPECTION PROGRAM

WIVIP HELP LINE
(866)623-8378

Top Stories

Credit Card Fees:

During registration renewal or temporary plate issuance, motorists that choose to pay with a credit or debit card will be responsible for a 2% credit card fee beginning on March 15, 2021. Motorists that choose to pay by cash can avoid this fee. When a credit or debt card is used the following pop-up message will be presented to you. Please recite this message to the motorist to confirm that they understand the credit card fee and select the appropriate response:



Refer the motorist to the information on their renewal notice or to the Wisconsin DOT website (wisconsindot.gov) for other renewal options. These options include online and other 3rd party agents. The most convenient option is immediately following the emissions inspection at the private inspection facility they are at now!

Inspector License Certifications

Inspector license certifications are good for a period of two (2) years. Your license has an expiration date; please beware of this date and plan accordingly. You may renew your license up to 6 months prior to expiration. When you log in to the inspection analyzer, you will receive a notification when you are approaching your license expiration date.

The process for recertification is outlined below as is the class schedule. For recertification training, Opus will provide self-study materials for candidates to study on their own and then complete a proctored (or supervised) test. Attendees are required to register for one of the 14 weekly classes and bring a photo ID (with full legal name and date of birth).

Contact Opus to register for a class.

Classes: Monday/Friday 9:00 am 11:00 am 1:30 pm 3:30 pm
Tue/Wed/Thurs 1:30 pm 3:30 pm

Contact Tammy at (tammy.ross@opusinspection.com) or Abraham at (Abraham.calderon@opusinspection.com) to register for a class.

Volume 1, Issue 22
Spring 2021

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CHECK OUT MORE TOP STORIES...

- Temporary Plate Guidelines
- ◆ New Additions to the network



TECH TIPS AND FLEXIBILITY

COMMON REASONS FOR REJECT RESULTS

Unset Readiness

Monitors: The vehicle's OBD system is not ready. Each OBD system is comprised of several monitors that evaluate specific aspects of the emission control system. If the monitors have not completed their internal tests, the OBD system is not ready to report its status. Problems may be present, but not yet identified. A recently disconnected or discharged (run down) battery, or recent servicing or clearing of codes with a scan tool are the most likely reasons for a vehicle's OBD system being not ready.

DON'T FORGET TO ASK EMISSION INSPECTION AND CORE BUSINESS CUSTOMERS IF THEY WOULD LIKE THEIR REGISTRATION RENEWED.

Testing Tip: How to properly conduct MIL (Malfunction Indicator Light) Check:

The engine should always be off before the testing begins. This is an important step in the testing process and sometimes overlooked when motorists drive their vehicles into the testing bay. Always start the inspection process with the engine off. Conduct the MIL checks (KOEO/KOER) to ensure the vehicle's MIL is functioning properly. The vehicle cannot pass an inspection unless the MIL is functioning properly.

Once the MIL light checks are complete, **turn on the engine and then with the engine running connect the DLC (Data Link Connector) to the vehicle's OBD port.** Connecting the DLC with the engine off can cause issues. Starting the vehicle prior to connecting the DLC provides the most accurate and efficient results for you and the motorist.

Flexibility: Would multiple bay testing help?

Two Bay Testing can increase your bottom line. If your shop layout would allow for two bay testing, you would have more flexibility and be able to serve more of your core business and inspection customers.

Give Opus a call if you would like us to investigate. Here is an example at one of our successful PIFs today. Note the analyzer position outlined in red. We will work with you to determine if camera placement will allow for this flexibility.



Guidance for your Customers

Temporary Plate Guidelines

Although more than 95% of vehicles pass emissions inspection on their first try, motorists with a vehicle that does not pass may be confused with their options. Remember to explain to motorists who receive a FAIL or REJECT that hope is not lost. Tell them that the VIR explains what was found and the closest recognized repair facilities. Moreover, explain that in most cases you can help provide legal means to operate their vehicles for 30 days by purchasing a temporary plate that you can print for them on the spot. The fee for a temporary plate is \$8 if purchased at an emission testing station or at a Motor Vehicle office offering registration services. Also, an application for a temporary plate can be mailed with \$3 to the motor vehicle office in Madison. Temporary plates can only be issued if the registration has expired within the last 3 days. A Temporary plate is good for 30 days, and up to three (3) temporary plates may be issued to a motorist for a vehicle.

Inspector reminders

Solicitation Rules:

Personal information collection is not allowed during emissions inspections:

The state of Wisconsin does not allow collection of personal information from motorists who are at private inspection facilities solely for emissions inspections and/or registration renewals. If you would like to offer future specials/coupons to motorists you may ask them for contact information, but you must inform them that this is optional. Be sure to let the motorists know that they do not have to provide this information to receive an emissions inspection and/or registration renewal.

Coupon Distribution During Emission Test:

One of the most profitable reasons for joining the Wisconsin Vehicle Inspection Program is to be able to market your business to motorists who may have never paid you a visit otherwise. The motorist may come in for a one-time emission test, and may also become a loyal customer to your business for years to come. We have heard many success stories that fall inline with this great marketing tool. Many private inspection facilities in the inspection network make this happen by providing outstanding customer satisfaction during their short visit for an emission test. Another technique is to offer an incentive to come back for service in the form of a coupon. Opus and the State of Wisconsin is open to this; however, we must ensure that the motorist knows they are under no obligation to purchase other goods or services as a condition of receiving an emission test or registering their vehicle. To ensure that motorists understand this concept, we require the following disclaimer to be included on all coupons that are given to emissions and registration customers:

*(Disclaimer for Coupons) **"The motorist is under no obligation to purchase any goods or services from the emissions inspection provider."***

This message can be printed on the back of the coupon, or small print on the front side. Do you already have printed coupons for distribution? No problem! Give us a call at the office (262-641-5217) and we can either email or deliver copies of this disclaimer in order to staple to already printed coupons before handing out to customers.

Inspection Volume Increase

Did you know that vehicle inspection volume increases as the temperatures begin to rise? Historically March through October have been the busiest months. Snowbirds and others delay vehicle inspections during the cold months. Some have been out of state or moved their renewal month.

Please be prepared for increased volumes. This year the increase may be even greater as some motorists may have parked their extra (or older) vehicles due to the reduced miles they may have been traveling due to the pandemic.

In this case, you may not only have increased inspection volume, there may be additional rejects as the motorist may have let their batteries drain prior to bringing their vehicle in for inspection. The readiness monitors may not have been set. Be prepared for the increased volume and potential increased discussions about FAIL or REJECT VIRs.

Help Solve The "Analyzer Rebooting" Issue



Opus Wisconsin has been getting reports that the analyzer will reboot while conducting an emission test. We currently have our engineering team looking into this; however, we need your help to correct this. If you see this happening while you are conducting an emission test, please contact our office and provide the following information to our team:

- Vehicle Make
- Vehicle Model
- License Plate Number
- Test Results
- Time and date of test that rebooted analyzer

We may ask you for additional information, but we will not take too much of your time. Your assistance would be very helpful. Thanks!!

THE AVERAGE NEW PIF WILL SEE 10-12 NEW CUSTOMERS EACH DAY. IF YOUR BUSINESS HAS ADDITIONAL LOCATIONS THAT ARE NOT CURRENTLY PART OF THE PRIVATE INSPECTION FACILITY NETWORK OR YOU KNOW OF OTHER BUSINESSES THAT WOULD BENEFIT FROM BEING PART OF THE NETWORK, HAVE THEM CONTACT OPUS.

1-866 – OBD – TEST

ALSO CONTACT US TO LEARN MORE ABOUT THE BENEFITS OF BECOMING A REGISTERED REPAIR FACILITY

New PIFs

The Wisconsin Vehicle Inspection Program is proud to announce the recent addition of the following PIFs to our network:

- Adams & Claybrook Investments (Milwaukee)
- KK Car Care (Waukesha)
- Jiffy Lube (Kenosha)
- Montez Auto Repair (West Allis)
- 1 Stop Auto and Detail (Kenosha)
- Nord Automotive LLC (Milwaukee)

TAC Information & Referral Guidelines:

If a motorist's vehicle has REPEATEDLY failed the OBD inspection, or the motorist has had consecutive tests that were not able to be completed due to readiness monitors being unset or non-communications, the vehicle may be eligible for free diagnostic appointment at WIVIP Technical Assistance Center (TAC). The motorist needs to contact the WIVIP Call Center at (866) OBD-TEST.

The Current Technical Assistance Centers (TACs) Are:

- Waukesha - Jerry's Auto Service Inc.
- Slinger - Schaefer Service Center
- Racine - Sam's Auto
- Sheboygan - Genuine Mechanics Inc.

Items Motorist are to Bring To TAC

- Vehicle
- All Vehicle Inspection Reports (VIRs)
- All Repair receipts documenting what repairs were performed between inspections

After the diagnostic analysis of the vehicle, the motor vehicle owner will be given a Diagnostic Assistance Action Report. This report contains the diagnostic analysis results that can be given to their Repair Technician. The diagnostic information will assist the repair technician in locating the cause of the unset readiness monitors, non-communication or OBD failure. Additional repairs can then be performed, and the vehicle can return to a vehicle inspection facility for retest.

Common Reasons That A Vehicle May Fail Include the Following:

- The vehicle's OBD system connector has been removed, not accessible or is otherwise not working properly. The OBD check cannot be completed if the connector is missing or is not working properly.
- The Malfunction Indicator Light (MIL) is not working. The MIL functions to let the vehicle operator know when there is a problem with the vehicle.
- The MIL is illuminated. You may see a 'Service Engine Soon' or 'Check Engine' light lit up. This indicates that there is a problem with the vehicle. The specific Diagnostic Trouble Code (DTC) will be listed on the VIR. These DTC's will help your technician diagnose and repair your vehicle.