

October 3, 2008

As we roll out the new program, the Massachusetts Vehicle Check team is constantly reviewing the test data to ensure the system works as efficiently as possible. During the past 24 hours, we have identified some unusual test data causing vehicles to be referred to a Motorist Assistance Center (MAC) when the test results indicate that all monitors are unsupported. While this happens rarely, we take any potential issue very seriously. If you have any vehicles over the next few days that fail the MASS08 inspection, are referred to a MAC and all monitors are unsupported, please follow steps below to assist in our analysis and, if needed, to promptly resolve the issues.

### **No Monitors Supported**

If the emissions inspection result is “Fail”, if all of the OBD monitors are shown as “Not Supported” (VIR page 2), and there is a message referring the motorist to a Motorist Assistance Center:

- Inform the motorist that we are experiencing a minor difficulty testing their particular vehicle and it will require a few minutes before a re-test can be performed.
- Re-test the vehicle after 15 minutes if the vehicle passed the safety inspection.
- If the vehicle failed the safety test, the safety failure must be repaired before conducting the free re-test.
- The free re-test will process correctly.
- Commencing on the afternoon of October 3, the following message will print on the “No Monitors Supported” VIR:

Your vehicle is being referred to a Motorist Assistance Center (MAC) for specialized testing because it appears that its OBD system is not monitoring key parts of the emissions control system. Certain vehicles have an anomaly that prevents successful emissions testing. We are closely monitoring vehicle test records to identify those that cannot successfully complete the OBD test at this time. We suggest that you request a retest of this vehicle at least 15 minutes after its initial test to determine whether an exclusion is warranted or whether the vehicle needs to be presented to a MAC for specialized testing. If your vehicle has failed its safety test, **you must fix all safety defects immediately**. Do not drive your vehicle until all safety repairs have been made.

**If your vehicle needs to be evaluated at a Motorist Assistance Center, please call the Motorist Hotline at 1-866-941-6277 to schedule an appointment.** The Hotline is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

Questions? Visit [www.mass.gov/vehiclecheck](http://www.mass.gov/vehiclecheck) or call the Motorist Hotline at the number above.

We have also identified some unusual test data where vehicles fail the OBD test because they were unable to communicate with the MASS08 workstation. To reduce these unusual results, we have changed the workstation software to give some vehicles a modified OBD test.

The workstation will automatically determine which vehicles should receive the modified OBD test. The workstation will still instruct you to plug the workstation into the vehicle’s OBD connector. Instead of the usual OBD test, the workstation will ask you to perform two visual checks:

1. A key-on/engine-off (KOEO) bulb check – does the Check Engine light come on when the ignition key is turned on and the engine is off?
2. A key-on/engine running (KOER) bulb check – is the Check Engine light on when the engine is running?

Pay close attention to the software prompts to be sure you answer the questions correctly.

This modified OBD test will be used for the affected vehicles until we are confident that the testing problems associated with them have been corrected.

Thank you.