



A Newsletter for Fleet Emissions Inspection Facilities and Inspectors

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VEI Web site: www.vei.azdeq.gov

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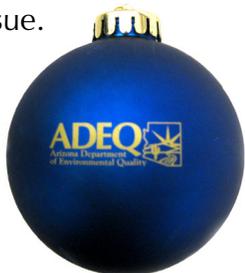
Previous issues of "Fleets in Review" are available online at azdeq.gov/enviro/air/vei/fleet.html.

Editorial Desk

Welcome to *Fleets in Review* for Fall 2011. Our goal is to keep you informed of programs, training and changes taking place within Vehicle Emissions Inspections that affect you.

The last issue (Summer 2011) dealt with OBD Readiness Monitors. It must be a sign of the times. That issue was right on target with so many questions from customers and from repair personnel. Some of the additional questions and some suggestions for dealing with monitors will be addressed in this issue.

Tucson fleets: Remember, there are no certification classes in November. Be sure to sign up for the December class if you need to renew. Classes in 2012 will continue to be held quarterly in Tucson, due to reduced attendance. See the calendar in this issue.



**We wish you all
a most pleasant
holiday season.**

Questions & Answers

In this column, staff will answer recurring questions about emissions related problems and their solutions. We encourage you to submit your queries to VEI at (602) 771-3950 and ask for a technician. Questions of a common nature will also be addressed here.

Question: How many monitors are required to be set for a customer's vehicle to pass emissions?

Answer: If the vehicle is a 1996 through 2000 model year, two non-continuous monitors may show a not ready status. For 2001 and newer vehicles, only one monitor may be not ready. For a more detailed discussion of this issue, please refer to the [Summer 2011](#) issue of this newsletter.

Question: My customer says his vehicle record is locked. What is he talking about?

Answer: If a vehicle is rejected twice from testing at an official inspection station because of a not-ready condition, the vehicle is prohibited from going through the inspection process again until the owner or repair facility contacts ADEQ waiver staff. When the waiver lane has verified that the vehicle monitors are "ready," they will release the lockout, and the vehicle may proceed to inspection. The lockout is to prevent an endless loop of unnecessary trips to Vehicle Emissions Inspections.

Question: My customer is trying to get through the emissions, but his registration has already expired. What does he have to do to be able to run the drive cycle and return to emissions?

Answer: First, go to [Motor Vehicle Division's](#) Web site for a permit to enable driving the vehicle. The three day restricted use permit costs \$1 and can be purchased online at www.servicearizona.com.

Second, instruct/provide your customer with the appropriate drive cycle and driving instructions. Be ready to re-check your customer's vehicle for readiness when the drive cycles are completed. You or the technician, can then call us at the "Tech Line"

(602) 771-3954 to unlock the record when you verify that it is in fact ready to test, or instruct your customer to bring the vehicle to 600 N 40th St. to have the record unlocked.

Question: My customer wants to know, “What is a Readiness Monitor, and where can I find it?”

Answer: First, don't look for a device on the vehicle. A monitor is a *computer program* installed in the firmware of the on-board vehicle emissions computer. To find the status of the monitors, you must connect a scan tool to the diagnostic link connector (DLC) of the vehicle. The monitor's purpose is to ensure that the emissions control systems are ready to be interrogated by the technician or the emissions test.

Question: Even after following the drive cycle, I can't get the monitors to reset. Am I doing something wrong?

Answer: Not necessarily. Remember to check for diagnostic trouble codes. The vehicle may have a pre-existing problem that will prevent the monitors from resetting. In some cases, disconnecting the battery may have erased the DTCs and the systems will have to re-establish the codes. Be sure to retrieve all DTCs before beginning repairs or removing the vehicle battery to establish a baseline for diagnosis and repair.

Congratulations Paradise Valley School District for excellence in continued compliance with fleet emissions inspection requirements.



Fleet emissions inspector Michael Reuter (left), fleet agent Joseph Sigona Jr. (center) and Michael Johnson, fleet emissions inspector (right).

Question: How can I help my customers avoid issues like expired registrations, lock-outs etc.?

Answer: First, let your customers know that they can have their vehicle emissions tested up to 90 days ahead of the registration expiration. It is a greatly appreciated customer service to check the license plate for expiration date and notify your customer that it may be a good time to have the emissions test done. Write it on the service ticket. Most people will thank you for the reminder.

If the customer has not prepared in advance, explain to him about the need to be sure the vehicle will pass before testing, and avoid having to return multiple times. If he has allowed his registration to expire, explain to him how to obtain temporary permits. It is all a part of customer service that will engender customer loyalty.

Question: If the “Check Engine” light is on, will the vehicle pass emissions?

Answer: No, the Check Engine or MIL is illuminated when any condition is indicating an emissions related failure.

Question: When I call to unlock a customer's test record, I am getting voice mail, telling me to “leave a message.” What is going on?

Answer: Due to many circumstances, we are sometimes very backed up in responding to calls on our “Tech Line.” Try to be patient; we will get back to you. You may also send the customer to the waiver facility to have the record unlocked, if that is more convenient.

Question: What monitors are there, and what do they check for?

Answer: The continuous monitors are: misfire, fuel trim, and comprehensive components which are the vehicle sensors and actuators. These emission systems are continuously monitored as long as the vehicle's engine is running. The non-continuous readiness monitors are the catalytic converter, EGR system, evaporative emission system, oxygen sensor system, oxygen sensor heater system, secondary air injection, air conditioning system (if the vehicle uses R-12 refrigerant), and heated catalyst if applicable. During an emissions inspection, the non-continuous monitors are the ones that are checked.

If a monitor is not supported on the vehicle, then the scan tool will indicate this by displaying a message that the particular monitor is “Unsupported.”

2011/12 Emissions Class Schedule

NOVEMBER 2011	
Fleet	Dates
Gov/Fleet/Dealer "CFD/CF" Licensing	1 - 3
Gov/Fleet Shop "FD" Licensing	*2 - 3
Tucson-All Licensing Class	15 - 16
WALK-IN TESTING	4, 10, 18, 23
Holiday Office Closed	11, 24

DECEMBER 2011	
Fleet	Dates
Gov/Fleet/Dealer "CFD/CF" Licensing	6 - 8
Gov/Fleet Shop "FD" Licensing	*7 - 8
Tucson-All Licensing Class	13 - 14
WALK-IN TESTING (Fridays)	2, 9, 16, 22, 30
Holiday Office Closed	26

JANUARY 2012	
Fleet	Dates
Gov/Fleet/Dealer "CFD/CF" Licensing	10 - 12
Dealer	24 - 25
Tucson - All Licensing Class	Cancelled
WALK-IN TESTING (Fridays)	6, 13, 20, 27
Holiday Office Closed	2, 16

FEBRUARY 2012	
Fleet	Dates
Gov/Fleet/Dealer "CFD/CF" Licensing	7 - 9
Dealer	14 - 15
Tucson - All Licensing Class	Cancelled
WALK-IN TESTING (Fridays)	3, 10, 17, 24
Holiday Office Closed	20

MARCH 2012	
Fleet	Dates
Gov/Fleet/Dealer "CFD/CF" Licensing	6 - 8
Dealer	27 - 28
Tucson-All Licensing Class	19 - 21
WALK-IN TESTING (Fridays)	2, 9, 16, 23, 30

APRIL 2012	
Fleet	Dates
Gov/Fleet/Dealer "CFD/CF" Licensing	10 - 12
Dealer	24 - 25
Tucson-All Licensing Class	Cancelled
WALK-IN TESTING (Fridays)	6, 13, 20, 27

* Strongly Recommended/Optional attendance for "FD" Licensing

* **NOTE:** If attending the Wednesday-Thursday class for "FD" the start time for Wednesday class is 10 a.m.



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