

## UTAH COUNTY TECHNICAL BULLETIN

April, 2006-1



### PHONE LINE INCOMPATIBILITY -important!-

There are a number of telephone companies that are offering inexpensive phone service upgrades. These companies are generally using VOIP (voice over internet protocol) as a method to lower your rates. This technology works well for voice and internet but it is **NOT COMPATIBLE** with the Hayes analog data modem in the UTAH2000 analyzer.

We've recently been working closely with several companies' technical support staff trying to get their systems to work with the analyzers. The consensus is that the two systems are not currently compatible and can not easily be made compatible.

If you are considering changing to a phone system that uses VOIP, IPphone or Digital service be aware that you will need to have a separate dedicated analog phone line going to your analyzer. If we are unable to communicate with your analyzer we will be unable to send you certificates or updates and we will be unable to upload your test records or clear your lockouts. **If you have any questions about phone system compatibility please call our office before you make any changes.**

### OBDII CAN PROBLEM -update-

Vetronics has indicated that they are nearly finished with the firmware update that addresses all currently known OBDII communication issues. They have a target release date of the last week in April. ESP service technicians will be updating your analyzer as soon as possible and at no charge to the station.

### PRINT QUALITY

Station owners are responsible to maintain the analyzer printers to assure clearly legible VIR's and certificates. A station is to discontinue testing immediately if any of the owner/vehicle information or barcode is illegible. This can be caused by a print that is too light or dark portions printed over the page. Auditors will lockout the analyzer if they can not read a VIR or inspection report after the second attempt.

### UTAH2000 COMPATIBLE PRINTERS

Station owners have several options when printers fail or print quality degrades. If a station has a service contract on its analyzer, the printer is included and ESP will replace it with a reconditioned unit. Stations who do not have a service contract may use any laser quality printer that is compatible with the original okidata print drivers. VIR and certificate formatting must be identical to the original printer. Additional print drivers may not be loaded into the PC.

Here is a list of currently known plug-n-play compatible printers. (\* these fit in original location)

HP 1200	(discontinued)
Okidata B4300	(discontinued)*
Brother 5140	(available)
Brother HL-2070N	(available)*

## **NO VIR**

A VIR (indicating the test results) **must** be provided whenever a vehicle owner requests an emission inspection and a technician begins the inspection. Do not under any circumstances look at the tampering or MIL status and tell the vehicle owner that you won't do an inspection until the vehicle is repaired. This is a serious violation and will result in your testing privileges being suspended.

The test data we collect must accurately detail a true representation of our vehicle fleet. Tampering and failure rates are calculated using failed vehicle information from the VIR. In order to calculate our program and repair effectiveness we must document all inspections, especially initial failures.

## **NO FIRST TEST -waiver-**

Waiver eligibility is determined by the amount spent on repairs after the first official test failure. If a technician does not complete the initial inspection and provide a VIR to the customer any repairs performed on the vehicle do not count towards a waiver. We've had a number of vehicle owners come to us for a waiver and tell us that a technician told them to repair the MIL illumination before they perform the inspection. This is not the proper information to tell a customer, as described in the previous paragraph.

When a vehicle fails please show the owner the back side of the VIR which explains waiver and warranty provisions.

## **ACCESS TO TECHNICAL BULLETINS**

All certified I/M technicians will be held accountable to know the information contained in all technical bulletins. Station owners need to make sure their technicians read the bulletins and make them readily available for reference in the inspection area. Auditors will fail a station for equipment violation if bulletins are not present or readily available in the inspection area.

### **TECH TIP # VE0042 Hybrid Vehicles and OBDII Testing**

With the high price of gasoline more and more people are buying hybrid vehicles. All automotive manufacturers have committed to increase hybrid model production. If you haven't seen one at your shop yet, you probably will soon.

FYI:

All Hybrid vehicles are OBDII compliant and are tested the same way as any other vehicle.

Hybrid vehicles are **NOT** exempt from emission inspections.