Why the change?

Repair Industry Outreach is promoting a greener environment and reducing paper use by distributing Air Repair by email starting May of 2009. The new eAir Repair will help to reduce our carbon footprint, save money on printing and postage, and disseminate information on a more timely basis. The introduction of the “Dashboard” now makes this an appropriate time to be eco-responsible and utilize the web based program.

How do I get eAir Repair?

It is important that everyone that receives this paper copy of Air Repair sign up on the “Dashboard” to receive the new eAir Repair at https://www.ildashboard.com.

WHAT CAN THE DASHBOARD DO FOR ME?

Benefits:

- Enter Repair Data through the website eliminating errors and paper.
- Review Repair Data in the Grade Details.
- Know your customer’s vehicle emissions test history in Vehicle Lookup.
- Register for seminars, receive email reminders, and print a Certificate of Attendance the next day.
- Get the latest News and Information on the message board.
- Find helpful links which include the manufacturers’ sites, the Secretary of State’s Office, the Illinois Air Team, etc…
- Most areas can be printed or downloaded.

Read the testimonials on page 5.
2009 OUTREACH

Service Advisor Techniques
The Driveability Guys

D111 Apr 2, Thu Lake County HS Technology Campus
D112 Apr 7, Tue Truman College
D113 Apr 16, Thu Oakton Community College
D114 Apr 21, Tue Moraine Valley Community College

This seminar presents “must know” information for every Owner, Manager, and Service Advisor. It targets methods to improve your customer-service skills, as well as methods to market your shop. Learn how to take advantage of free advertising and improve your closing ratio of potential emissions-related customers. Discussions include management tools and the use of the “Dashboard” website. The seminar discusses how to “explain” and “sell” diagnostic tests and setting readiness monitors. It also looks at ways to help you to simplify “readiness,” to your customers in easy to understand terms. This seminar will improve communication from the customer to your service desk, arming your repair technician with “need-to-know” information.

Diagnostic Techniques for OBD Failures
Ken Zanders

K100 Apr 8, Wed Kennedy-King College
K102 May 4, Mon Morton College
K103 Jun 1, Mon Collinsville
K104 Aug 3, Mon College of DuPage
K105 Sep 2, Wed Lake County HS Technology Campus
K106 Nov 2, Mon Oakton Community College
K107 Nov 5, Thu Prairie State College
K108 Dec 1, Tue Truman College

This seminar will focus on the use of OBD II scan data, freeze frame, and failure records as a means to a successful OBD repair. The Illinois “Dashboard” website will also be included in the diagnostic process. The overall goal of this presentation is to emphasize efficiency in testing and repair techniques for OBD failures.

Communication Protocol Testing for OBD Failures
Ken Zanders

K200 May 6, Wed Lake County HS Technology Campus
K201 Jun 2, Tue Collinsville
K202 Aug 4, Tue Moraine Valley Community College
K203 Sep 1, Tue Kennedy-King College
K204 Oct 5, Mon Morton College
K205 Oct 8, Thu Truman College
K206 Nov 3, Tue College of DuPage
K207 Dec 3, Thu Oakton Community College

This seminar will review proper testing techniques for communication issues with the PCM and various modules as it relates to OBD failures. The communication topology that will be discussed will focus on GM, Ford, and Chrysler systems. This is a “must attend seminar” for serious OBD repair technicians.

SEMINAR LOCATIONS
All seminars are from 6-10 pm. They are sponsored by the Illinois EPA for the repair industry and are FREE!

METRO EAST
State of Illinois Complex (Collinsville)
1100 Eastport Plaza
Collinsville, IL 62234

WEST
College of DuPage (COD)
425 Fawell Blvd.
Glen Ellyn, IL 60137

Universal Technical Institute (UTI)
601 Regancy Dr
Glendale Heights IL 60139

SOUTH
Moraine Valley Community College (MVCC)
10900 S 88th Ave.
Polaris Hills, IL 60465

Joliet Junior College (JJC)
1215 Houbolt Rd.
Joliet, IL 60431

Prairie State College (PSC)
202 S. Halsted St.
Chicago Heights, IL 60411

EAST
Morton College (MC)
3801 S. Central Ave.
Cicero, IL 60804

Kennedy-King College (KKC)
6301 S. Halsted St.
Chicago, Illinois 60621

Truman College (Truman)
1200 W. Sunnyside Ave.
Chicago, IL 60640

NORTH
Oakton Community College (OCC)
1500 E. Golf Rd.
Des Plaines, IL 60016

Lake County High Schools Technology Campus (Lake County)
19525 W. Washington St.
Grayslake, IL 60030

McHenry County College (McHenry)
8900 US Hwy 14
Crystal Lake, IL 60012

Advance Registration Is Required!
https://www.ildashboard.com
### Explore Various Scan Tools for OBD Diagnosis  
*Ken Zanders*

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This seminar introduces computer-based scan tools for review and analysis. The automotive industry’s approach has shifted towards the use of this type of equipment by both the manufacturers and by independent shops. This session will include discussions on how various types of software may be helpful along with using other effective resources concerning the diagnostics and repair of OBD systems.

*Bring your hand-held and computer-based scan tool questions.*

### Readiness Monitor Challenges  
*Scot Manna*

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This seminar will address the growing problem of OBD emissions test rejects due to monitor status being “not ready.” The new changes in the testing program will make first retest rejects count against a shop’s Repair Effective Index (REI), so making sure monitors run to completion is critical. Case studies of vehicles with difficult to set monitors will be studied. A strategy for addressing vehicles that won’t run monitors will be discussed along with using scan tools and Mode 6 to help determine a solution to this often challenging problem.

### OBD Code Repairs Using Labscopes  
*Scot Manna*

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This seminar is devoted to helping technicians develop a plan for successfully repairing OBD emission failures using labscope testing strategies. OBDII testing will be reviewed and actual failure case studies will be looked at to help understand the test capabilities of scopes and probes. Using computerized information systems and code charts will be discussed to make diagnosing OBD code problems easier.

### OBD Code Repairs Using Scan Tools  
*Scot Manna*

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### Waveform Analysis  
*Scot Manna*

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The emphasis of this seminar is on real world application of labscopes and graphing scan tools for driveability diagnostics. Discussion topics will include scope features that aid diagnosis, waveform capture and storage techniques, graphing scan tool and scope analysis case studies, and a live demonstration using PowerPoint to build a case study. Creating repair files using PowerPoint is one of the best ways to build a repair database for later review or for in-shop technician training.
Register now for upcoming seminars
https://www.ildashboard.com

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**Testimonials of Shops Using the Dashboard**

“Dashboard” has made diagnosing, repairing and testing vehicles a much simpler process at the Car Doctor Inc. With the high volume of repairs we perform, we no longer have to worry about repair data being handled by a customer or test lane and can track our repairs. Now it is all handled in-house. When the vehicle comes in for an emissions problem first thing is to check prior history through “Dashboard” to verify the vehicle’s previous fails or rejects. After our diagnosis and repair of the vehicle, we now enter the repair data online through “Dashboard” eliminating mistakes. When a car passes the test, I can refresh my “Grade Details” and see my repair. “Dashboard” is by far one of the best upgrades the EPA has made to the emissions program to help repair shops work more efficiently, saving time and money to the customer.

Jeff Myers
The Car Doctor Inc

The “Dashboard” is one of the best management tools that we use every day to check for vehicle test history on our customers vehicles. It saves time when we enter our repair data before we take the customers vehicle in to be tested. It has also sold additional repairs when we know the car is going to be tested soon. It’s all about customer’s service and added value to the repair. The “Repair Forum” has also saved a lot of time in fixing the tough ones. This is a great tool every shop should be using it!!! And it’s free!!!!

Richard Malinowski
Spitfire Automotive

We use the “Dashboard” sometimes 10 times a day. Many of my customers are astounded that I can tell them if and when their car is due for emissions testing. Most recently, I looked up a customers license plate # and found he was due for testing. He said he had not received his test notice because “he had moved and did not update his address with SOS”. “Vehicle Lookup” is an essential tool to check vehicle PASS/FAIL or Reject data when fixing any car. It is also an essential tool for reviewing vehicle test history when a customer has forgotten theirs. We have been active on the “Repair Forum” helping other technicians with hard to fix cars. “Repair Data Collection” is a real time saver and is a secure way to log in data before re-tests. I constantly visit “Grade Details” to keep up on my shops progress and to watch out for “anomalies”. The benefits of the “Dashboard” are too many to list in a short paragraph, but I can sum up the benefits in a few words “Knowledge is Power”.

Bob Haines
Bobs Garage

The “Dashboard” created by the Air Repair team is excellent. We use it on a regular basis to monitor our success in properly solving an emissions problem. We can immediately check and see when a customer went through the system and see if they pass. We can also track our successes instantaneously to make sure we maintain an excellent grade. Customers want to visit a shop where the company gets an A+ for service, not a B or a C. The use of the internet as opposed to the old paperwork way is awesome! The site is easy to navigate and user friendly.

If a customer comes in with a check engine light on, we immediately check and see if the test is due or if they just went in and failed. This way we can get honest and reliable information. We also use the site to see if they have a history of passes and fails and then we can proceed accordingly.

The “Repair Forum” is also a great place to go and look up information. You can see if other shops experienced similar problems. Its a great source of information and helps saves you time!

Will Walker
Car-X Auto Service

I really love the “Dashboard”. It actually helps me to sell jobs when an engine light is on in a customer’s vehicle. I can let our customer know when their test is due and what are the repercussions if they don’t get the repairs done. I actually started putting an FYI on my customer’s invoices to them know when their next test is due. They really appreciate the information.

Laurie Slaughter
RAM Auto Repair & Tires
The Dashboard website is an “essential” tool for everyone in the Repair Industry.  
https://www.ildashboard.com

It’s easy to sign up, and has proven to be a useful tool. Sign up today!!!

“EVERYONE” in your shop must sign-up to receive a user name and password.

With your unique shop ID each member of your shop will be able to sign up and receive a user name and password to access many Dashboard features:

- Repair Data Reporting
- Seminar Registration
- Repair Forum
- Helpful Links which include the manufactures’ sites, the Secretary of State office, and more
- Receive eAir Repair newsletter by email

- Grade Details
- Vehicle Test History Lookup
- Email Reminders
- Certificates of Attendance
- News and Information Message Board
COMMUNICATING OBD TO CUSTOMERS

By Scott Shotton
The Driveability Guys

OBD II is the computerized engine management system that has been put in place for the purpose of emissions control of vehicles sold in the United States. Because of OBD’s evolution, it has become more complex over time. Along with its complexity has come reliability, a reliability that is now trusted by some states to pick out vehicles that could produce higher than acceptable emissions levels. The ability of a unique vehicle to monitor its own emissions output is the basis of mandated emissions testing today. Our professional understanding of these systems varies to degrees, but how do we communicate the basic concepts to a customer?

Communication is the key to getting cars in your shop, selling the necessary repairs, and profiting from the results. A basic understanding of “Why my car failed” or “What does reject mean” can be hard to explain to an accountant, college student or other non-technical individuals. Unfortunately, it is one of the first conversation points that will need to be addressed when these customers bring their cars into your shop. Doesn’t an understanding of the basic building blocks of a particular situation make the entire experience more understandable to both parties? Does this mutual understanding ease the justification of a labor charge? These questions, and this dilemma, bring us to the big question: How does a technical person describe a technical issue to a non-technical individual? And more specifically… the OBD emissions test.

One method for communicating the basic issues to the customer is using the poster that is being provided by Outreach to anyone who wants one for their shop. However, as productive as this poster is, its visual components make it hard to use over the telephone. When dealing with a customer on the phone a different approach may be required. My suggestion would be to try an analogy. My example would be that of high school graduation. Almost everyone is familiar with this concept and its components. So let’s take advantage of the parallels to explain OBD to our customers.

Basically, let’s think of an OBD emissions pass as an equivalent to graduating from high school. If your car graduates you get your license places. Therefore, an emissions pass equates to a diploma. Also, tests have to be taken, and passed, for graduation to happen. For example, in the state of Illinois students are required to pass a constitution test to graduate. If this test does not happen there is no diploma. Tests such as this equate to the monitors, or tests, that the PCM runs for self diagnostics. If we fail our “constitution test” we receive an “F” for a grade. This grade is in fact our trouble code that commands the MIL to illuminate. The test was administered, the test was failed and the student did not graduate.

We can also take this analogy further if the communication with customers requires it. For example, if a customer doesn’t understand that clearing the codes, and extinguishing the MIL, also means that monitors have to run again, try applying the concept to the analogy. If a student erases the big “F” they still cannot graduate because the constitution test still needs to be taken.

With monitor rejects and readiness issues becoming more common the subject of enable criteria may even arise. We can all go back to high school with this issue too. A #2 pencil, a test booklet and an answer sheet are required to take the test. Therefore, these items are the test’s enable criteria. The test cannot be taken without its enable criteria.

Communication is the key to an enjoyable and profitable relationship with your customers. It doesn’t matter what level a particular customer needs to be taken to, but they should all start with the basics. Get the basics out of the way early and you will have established the foundation needed to build further effective communication.

For more helpful ideas of communicating with the customer, attend the Service Advisor Techniques seminars. See page 2.

(CAT) NOW APPEARS ON DASHBOARD

On the Summary Results of the VIR (see below), Monitors field will have (CAT) appear as a visual reminder when the CAT monitor must be set to ready to pass the test.
Monitor readiness is calculated in your GRADE

All the FREE seminars focus on setting readiness

Register today!

Last Issue
Going Green

SIGN-UP for
eAir Repair

https://www.ildashboard.com