MONITOR REJECTS WILL SOON COUNT AS A FACTOR WHEN CALCULATING YOUR REPAIR EFFECTIVENESS GRADE.

Are you ready?

Beginning February 1st, 2009, monitor rejects will be counted as a fail and will be factored in when calculating repair effectiveness GRADES for each shop’s standing in the Report Card. This is how it will work: All fails and monitor readiness rejects after an initial fail will be used to calculate a shop’s Grade.

Example:

- Vehicle takes an initial test and fails the test.
- Vehicle goes to “Stellar Automotive” for repairs.
- If “Stellar Automotive” retests the vehicle but doesn’t set readiness monitors, they will get a failing mark on their GRADE.
- If “Stellar Automotive” retests the vehicle again after setting the required number of monitors and it passes, then “Stellar Automotive” would receive one passing GRADE and one failing GRADE for not originally setting readiness monitors.

A shop’s GRADE Details will reflect this change. There will be no distinction in your GRADE Details as to whether it was for a failed test or a monitor reject. Reviewing the vehicle on the “Vehicle Look Up” section of the Dashboard website will provide this information.

Only a small percentage of vehicles are initially rejected for readiness monitors. We will be evaluating this information in the coming months to determine if these need to be part of the calculation of a shop’s Grade. For now, all fails and monitor readiness rejects after an initial fail will be used to calculate a shop’s Grade. These account for the vast majority of the monitor readiness issues. Remember to please review the message board “News and Information” on the Dashboard website for any changes to the testing program.

The Dashboard website is an “essential” tool

The Dashboard website has been designed with the repair industry in mind. All the ideas and suggestions were gathered from the industry and put into an easy to navigate website. The Service Advisor Techniques seminar will focus on the use of the Dashboard website. It has proven to be one of the most important tools a shop can use to diagnose and repair an emissions problem.

continued on p. 7

continued on p. 6
Service Advisor Techniques  The Driveability Guys

D100  Jan 13, Tues  Universal Technical Institute
D101  Jan 22, Thur  Oakton Community College
D102  Jan 27, Tues  Joliet Junior College
D103  Feb 5,  Thur  Truman College
D104  Feb 10, Tues  Morton College
D105  Feb 19, Thur  McHenry County College
D106  Feb 26, Thur  Moraine Valley Community College
D107  Mar 5,  Thur  Collinsville
D108  Mar 10, Tues  Kennedy-King College
D109  Mar 19, Thur  Prairie State College
D110  Mar 24, Tues  College of DuPage
D111  Apr 2,  Thur  Lake County HS Technology Campus
D112  Apr 7,  Tues  Truman College
D113  Apr 16, Thur  Oakton Community College
D114  Apr 21, Tues  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 monitors” 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,  Thur  Prairie State College
K108  Dec 1,  Tues  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.

“No Excuse” Misfire Analysis  Ken Zanders

K300  Feb 2,  Mon  Joliet Junior College
K301  Feb 4,  Wed  College of DuPage
K302  Mar 2,  Mon  McHenry County College

This seminar offers a “no excuse” approach to misfire analysis. The course will build its diagnostic methods around the use of the vacuum gauge, the compression gauge, transducers, ignition scope analysis, fuel system analysis, scan tools, fuel trims, as well as, misfire analysis software. This is a “must attend” seminar for the serious driveability technician.

Advance Registration Is Required!
https://www.ildashboard.com
Call: (847) 758-3434
### Communication Protocol Testing for OBD Failures  
**Ken Zanders**

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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.

### 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.*

### 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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This seminar will show repair technicians the capabilities and enhanced functions of a variety of aftermarket and factory scan tools for system testing and OBD vehicle repair. Emphasis will be placed on bi-directional controls for testing and diagnosis found in many of the scan tools available today. Graphing scan data analysis and testing strategies will be discussed. The goal is to get the most from these tools and shorten diagnostic times. Actual vehicle case studies will be shown to illustrate these points.

### Component-Level Testing  
**Scot Manna**

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This seminar will focus on component testing as it applies to OBD code generation. Strategies for testing using a variety of tools from test lights and DVOM’s to scopes and scan tools will be shown. Attention will be paid to how to properly test vehicle components that include both computer inputs as well as output devices such as CKP and CMP sensors, MAF and MAP sensors, and O2 and TPS sensors. Testing output devices such as injectors, ignition coils and solenoids will also be discussed. Most OBD emissions failures are due to failed components, and learning ways to quickly test components is critical. This seminar should give even the experienced technician some new ideas.
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 test 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.

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 in January and February!
https://www.ildashboard.com
or call (847) 758-3434
Scott Shotton
The Driveability Guys
Scott Shotton has been a full time technician for the past 15 years. The past 12 years have been with the same independent repair shop. He has also been teaching automotive courses at the College of DuPage in Glen Ellyn, Illinois for 6 years. He has a degree in Automotive Service Technology as well as many hours of training by manufacturers and independent training entities. Scott is also recognized as an Illinois state emissions repair technician. Scott was also a technical trainer during his 8 year Army career. His experience in the field, extensive education, and positive attitude make him an asset to the automotive repair industry.

Bob and Scott have taught for The Society of Automotive Testers and many self promoted classes. In 2008 THE DRIVEABILITY GUYS Taught for ASA-MOKAN, ASA-ILL, Auto Value/Bumper to Bumper and the Illinois EPA.

Bob Heipp
The Driveability Guys
Bob Heipp has worked in the automotive field for the past 25 years and has expertise in a variety of areas. For the past eight years he has worked for an independent shop in the far west Chicago suburbs as lead tech and specializes in driveability diagnosis and repair. He has successfully completed manufacturer, independent and state training and is recognized as an Illinois state emission repair technician. He has gone out of state to further his automotive education and in 2006 finished approximately 70 hours of advanced drivability training. Over the years, Bob has fostered relationships with many technicians both locally and outside Illinois. He has helped to advance the automotive field by assisting others in the field. Area shop owners have brought vehicles to Bob for diagnosis and repair, rather than sending customers away without resolution.

Scot Manna
Scot Manna is the owner of M & B Automotive, Inc. and a part-time instructor at COD. In addition, he teaches emissions-related training classes for Lee Auto Parts and Snap-On Tools. Scot is an ASE Master Certified Automotive Technician with L-1 Advanced Engine Performance Certification, as well as a member of the Council of Advanced Automotive Trainers. He has been recognized for numerous accomplishments in his field, including being named the ASA Mechanical Technician of the year in 2001. In 2006, Scot became the AC Delco North Regional Technician of the Millennium, and went on to win the 2006 AC Delco Technician of the Millennium!

Ken Zanders
We are pleased to have Ken Zanders continue on with the Air Team this year. Ken has been a valuable addition to the team, and his seminars are well attended by technicians. If you haven’t attended one of Ken’s seminars, you are missing out! Ken is an ASE Master Certified Automotive Technician with L-1 Advanced Engine Performance Certification, as well as a member of the Council of Advanced Automotive Trainers (CAAT). Ken has extensive training with various OEMs and has obtained Master Certification through many of their programs. Ken is a one of the most knowledgeable and committed instructors striving to give something back to the automotive repair community.

Seminar Instructors for 2009

We welcome our new trainers, “The Driveability Guys!”

2009 Outreach Seminar Calendars will be available at all Outreach Events!

Air Team Seminars are well attended in Collinsville
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!!!

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

On the Dashboard website, there are 3 levels of access available to the repair industry. Levels can be changed at the request of the shop/dealership management by emailing us at: epa.repair.outreach@illinois.gov. The different levels are designed to protect a shop’s Grade Details and the integrity of the Report Card.

Don’t be left out of the loop! In the future we will be utilizing our Dashboard website for the majority of our communication with the repair industry. In the future, editions of Air Repair and Air Review will only be available electronically and accessible through the Dashboard website. Additionally, Repair Data Entry and Seminar Registration are strongly encouraged to be done through the Dashboard website.

OBD Poster Available

Free posters with an easy to understand explanation of a vehicle’s OBD system are available at all the outreach events and seminars. They can be displayed in your shop, business, or school. Thanks to everyone who contributed to the creation of this useful tool.
Are you ready?

continued from front cover

**A FEW QUESTIONS TO ASK ABOUT READINESS MONITORS:**

- Do you feel comfortable in setting readiness monitors on all vehicles?
- Do you know where to find information for all drive cycles?
- Do you take control of the vehicle repair and set readiness monitors for all vehicles?
- Do you always take the vehicle in to be retested to protect your GRADE?
- Do you give the vehicle back to the motorist without setting readiness monitors?
- Do you have a strategy for when you have to give the vehicle back to the customer without setting readiness monitors?
- Do you know how monitor rejects will affect your standing in the Report Card?
- Do you know how to explain readiness monitors to your customers?
- Do you charge your customer for setting readiness?
- Does your service advisor/phone person do a good job of explaining the repair process to customers?

**If you said “NO” to any of the questions, HELP IS AVAILABLE!**

The 2009 Outreach Seminars are designed to do two things:

- To equip the service advisors, owners, and managers that come in contact with potential customers with skills necessary to draw customers into your shop, make them feel comfortable with your knowledge and abilities, and help them to get their vehicles to pass emissions tests in a timely and financially responsible manner.
- To provide technical information to working technicians regarding vehicles that fail emissions tests and for vehicles that have been rejected for readiness monitors.

All seminars are taught by industry experts that have hands-on experience and knowledge with the emission issues that you face everyday. Please take advantage of these **FREE** seminars. They have been carefully structured so that the information learned in an evening session can be applied in practical applications the next day.
Inside:

OUTREACH SEMINAR SCHEDULE

FOR 2009

We welcome our new trainers, “The Driveability Guys!”

https://www.ildashboard.com

Register online or call (847) 758-3434.