

Customer Service Reference Guide

When dealing with the motorists at the counter in any situation, it is your duty to do so in a professional and informed manner. Your credibility will be determined by the way you are giving out information. It is the CSR's responsibility to familiarize themselves with the policies and procedures for dealing with motorists so the public acceptance of the program remains high.

The next section provides examples of how to deal with some common scenarios at the customer service counter:

Test Failure

Reasons why the vehicle did not pass:

Idle Test

- Exceeding established standards for hydrocarbon (HC) and/or carbon monoxide (CO)

On Board Diagnostics

- Your vehicle did not pass the OBD II Test. The OBD II system identified Diagnostic Trouble Codes (DTC) or a faulty Malfunction Indicator Light (MIL). State the following:
The OBD II Test was performed on your vehicle. We electronically test /diagnose your vehicle through the vehicle's computer. Review the diagnostic trouble codes with the customer and inform them to give the VEIC to their repair facility.
Equipment Tampering
- Removal or alteration of emissions control equipment.

Explain what needs to be done for the vehicle to comply:

- Give the customer the Fail Brochure outlining the possible causes for the vehicle failing.
- We recommend (but do not require) that a recognized repair technician who has experience in emission systems repair the vehicle.
- The MDE Repair Facility Guide may be of some use in locating a repair facility. Do not recommend or refer customers to a specific repair facility.
- Take the VEIC/Diagnostic Report (*if applicable*) to a recognized repair facility
- Have the Repair Technician fill out the back of the VEIC.
- When returning for a re-test, be sure to bring the completed VEIC along with any receipts. Re-tests can be done at any station. (If the form is blank or partially filled out assist the customer in completing the form.)
- Vehicle must be in compliance by *Valid Through Date*

Give extension if applicable.

Repair Waivers

This module presents the information that Station Management and Customer Service Representatives will need when dealing with a motorist who is applying for a repair waiver.

Repair Waiver Requirements

The CSR will only issue a waiver if the following six conditions are met:

- The vehicle did not pass the **initial** emissions test.
- The minimum repair cost for emissions related repairs must be a minimum of \$450.00. (The \$450 minimum includes \$150 in labor for self-repairs.)
- Emissions related receipt showing repairs were made within 30 days before or within their first and last test.
- The vehicle fails a retest, except that a retest is not required when repairs are made 30 days before initial test.
- The repairs are verified.
- Verify vehicle Tag and Vin

Documentation Needed From the Customer:

- VEIC, with the Vehicle Emissions Repair Report Form (the reverse side of the VEIC) completed. If the VERRF is not completed assist the customer in completing the form.
- Original itemized emissions related repair invoices, receipts or paid repair bills.

Missing Receipts

- Inform customer that receipts are required for a repair waiver
- If the customer is unable to provide receipts have the customer fill out certified statement listing repairs and have them return the form to the MVA via, E-mail – veiponline@mdot.state.md.us, Fax (410-424-3193) or Mail
- Inform the customer a repair waiver for missing receipts will be reviewed and audited by the MVA and if they are satisfied with the repairs they will issue a Waiver.
- Customer Service Rep shouldn't have any Missing Receipt forms in the Retention Cabinet.

Acceptable Receipts

The CSR will examine the motorist's documentation (repair receipts) to determine whether the work was performed during the allowable established time frame. Receipts for emission related repairs may be accepted up to 30 days prior to the initial inspection. Receipts can be **crash imprinted, stamped, generated on a computer**. No **handwritten** will be accepted. (Handwritten is a receipt where the repair company name has been "handwritten") He/she will determine that the repair work performed was emission related. When receipts are presented, the CSR must make sure that the receipt has been reviewed so they are not counted twice towards the minimum expenditure requirement. Receipts must include the following information:

- 1) Name, address and phone number of the repair facility
- 2) Customer's Name
- 3) Tag number or VIN Number, Make, Model
- 4) Itemized Repair Information (Parts, Labor)
- 5) Date

When the receipts are presented, the CSR will also determine if the minimum expenditure requirement of \$450 on emission related repairs has been met.

Acceptable Emission Related Repairs

The following list represents the current interpretation of those repairs that are emission related. Vehicle manufacturers may use different terms for items that perform similar functions. Emissions related systems, parts, components, and charges include, but are not limited to:

Carburetor

Carb Rebuilding kit
Base Gasket
Intake manifold
Choke pull-off
Choke thermostats
AC idle compensator
Mixture control solenoid
ISC motor
IAC motor
EFE grids
EFE vacuum actuator
EFE valves
Installation of new motor

Engine

Head work
Valve work
Intake manifold
Cam shaft
Lifters
Pushrods
Rocker Arms
Cam followers
Cam Bearings
Rings
Pistons
Exhaust manifold
Engine block prep
Engine block

Oil pump
EGR System and Related Components
Positive Crankcase Ventilation (PCV)

Feedback Sensors

Engine control module (ECM)
Coolant temperature (CTS)
Throttle position (TPS)
Mass Air Flow (MAF)
Manifold absolute pressure (MAP)
*Oxygen (O2)
Air charge temperature (ACT)
Electronic engine cooling fan
Camshaft and Crankshaft position

Gaskets

Head
Intake manifold
EGR
Valve Cover

Ignition

Battery
Distributor
Points
Condenser
Wires
Cap
Alternator
Rotor
Pick-up coil
Coil packs
Coil
Weather pack head connectors
Spark Plugs

Throttle Body

Rebuilding
Throttle shaft bushings
Injectors
Cleaning of throttle body
Chemicals used to clean throttle body
Throttle body base gasket
Injector Seals
Wiring harness
Assembly

Port/ Sequential Fuel Injection

Fuel rails
Injector insulators
Injector seals
Exhaust Manifold
Carburetor
Fuel injection cleaning

Other

Fuel pump and/or filter
Timing chain, timing belt, or gears
Fuel Additives
Oil Change
Gears or belts
Shop Supplies (Chemical additives or cleaning sprays)
Transmission (Contact Marcus for approval)
Catalytic Converter
Fuel tank
Leak Detection Pump
Oil Filter, Fuel Filter, Air Filter
Thermostat
Torque Converter
Radiator
ABS Speed Sensor
Pressure Regulator
Cooling Fan
Coolant Reservoir
Instrument Cluster Light (MIL)
Flex Pipe (before converter)

Drive Belt	Auto Trans Selector Switch
Pigtail Harness	ECM, PCM
Serpentine Belt	Vacuum Switching
Water Pump	Camshaft Adjuster
Gasket	Diverter Valve
Distributor Cap	Fuel Vapor Canister
Distributor Rotor	Air Injection Pump
Pressure Sensor	Leak Detection Pump
Purge Flow Sensor	Serpentine Belt
Engine Coolant Recover Tank	Exhaust Manifold
Power Steering Pressure Sensor	Roll over valve
Oil pan	Belt Tensioner
Exhaust Cam Actuator	Intake Cam Actuator
Canister Assembly	Fan Clutch
Heater Core	Intake Charge Pipe
Valve tronic Sensor	OEM Rocker Shaft
Arm Shaft Support	Expansion Tank
Ambient Air Sensor	Ambient Pigtail
Spark Plugs Boot	Cover Gasket
Engine Cover	Intercooler (contact Marcus for approval)
Reman CIM	Sending Unit
Gas Cap	Fram freeze
Harmonic Damper	

Evaporative

Any part originally installed by the manufacturer for control of evaporative emissions

Vacuum

Any vacuum device repair, which would alter the air, fuel mixture.

Non-Acceptable Repairs

The following receipt items and repairs do not apply towards the minimum Expenditure:

Brake Components	*Muffler or Exhaust pipes (after catalytic converter)
Brake rotors	Cabin Filter
Master cylinder	Starter
Idler arm	Suspension work
Shocks and or Struts	Steering Knuckle
Ball Joints	Steering Rack/ Box
Tire Rods	Bearings, Seals or Hub Units
CV Joints	Axle/ Boots
Wiper Arm	Wiper Blade
Wiper Motor	Fog Lights

Headlights
Instrument Lights
Backup Lights
Emergency Flashes
Wheel barring's
Power Steering Fluid
Auxiliary Battery
Transfer case
Cat Back
Tires
Flex Pipe
Drain and Refill Fuel
Ignition Switch
Shock Absorber
Low Beam
Blower Motor

Parking Lights
Stop Lights
Turning Signals
Door handle, Seat belts,
Drive Shaft
Resonator
AC Compressor
Diagnostic (1) if its showing the same thing
Transaxle
Gear Train
Flashing Software
Battery Terminal
Intermediate Shaft
Differential
High Beam

Completion of the VEIC

When the motorist wants to apply for a waiver review the VEIC to make sure the following information is completed:

Repair Information:

- For Repairs made **before** the initial test; the vehicle owner/agent needs to complete the repair information on the VEIC. Assist the customer if needed.
- For repairs made After the initial test failure:
 1. Repair Facilities- The repair information should be completed by the person doing the repairs, if not assist the vehicle owner/agent in completing the back of the VEIC.
 2. Owner – The vehicle owner/agent should complete the Application of Waiver section completed with a signature.

Application of Waiver Section—Most Important Part of the Waiver!!!!!!

- The vehicle owner/agent should complete and sign the application of waiver section for Certificate of Waiver.

Processing Certificate of Waiver Applications

- Review all documentation of emissions related repairs for accuracy.
- Retrieve previous tests. When the CSR is finished with the previous test place it in the basket for the station manager.
- Emboss and initial original repair receipts/invoices on face, make copies and return originals to vehicle owner.

- Verify that the vehicle identification number (VIN), Make, Model and Vehicle Year matches on the VEIC and receipts. **If partial vehicle information is not on the receipt and the work is done, accept the receipt.**
- Inspect the vehicle to verify repairs have been made.
- Issue a waiver after the VIN, Make, Model, Vehicle Year and repairs were verified.

Waiver Order

- **The Waiver**
- **The VERR (back of the VEIC)**
- **Repair Receipts**
- **Pervious Test**

Repair Waiver Issuance/ Denial

If it is determined that the waiver cannot be issued to the motorist the CSR must contact the Marcus Watford for approval to deny the waiver. Contact Marcus Watford before informing the customer of the waiver denial. Give instructions as to what needs to be done in order to qualify for the waiver. Make copies of all paperwork (receipts, VEIC's). Place information in (Waiver Denial) folder in retention file.