

## **SECTION 18: IMPROVING REPAIR EFFECTIVENESS**

### **18.1 TECHNICAL ASSISTANCE**

The repair industry website provides information and technical assistance related to vehicle inspection diagnosis and repair. One internet resource is [www.obdiicsu.com](http://www.obdiicsu.com). The administrative authority informs repair facilities as needed regarding changes to the inspection program, training course schedules, common problems being found with particular engine families, diagnostic tips, repair, and other technical assistance issues. The website contains information on technical assistance hotlines that are available.

### **18.2 PERFORMANCE MONITORING**

The administrative authority monitors the performance of individual motor vehicle repair facilities to collect information on the performance of local repair facilities that have repaired vehicles for retest to the public. Performance monitoring includes statistics on the number of vehicles submitted for a retest after repair by the repair facility and the results of the retests.

### **18.3 REPAIR TECHNICIAN TRAINING**

Adequate repair technician training is available in the I/M area, either through private or public facilities, and includes training in:

- diagnosis and repair of malfunctions in computer controlled, closed-loop vehicles;
- application of emission control theory and diagnostic data to the diagnosis and repair of failures on the transient emission test and the evaporative system functional checks;
- utilization of diagnostic information; and
- general training on the various subsystems related to engine emission control.

The administrative authority monitors the need for additional training resources for repair technicians. If motorist demand for repair technicians is not being satisfied, the administrative authority will also ensure that adequate repair technician training resources are available to the repair community.