



Air Repair

Volume 6 Number 3

July 2003

Owner Takes Control of His REI

How Does Factory Muffler Complete Auto Perform Over 300 Repairs and Maintain a High Success Rate?

It seems that hardly a day goes by without someone wanting to know how Factory Muffler Complete Auto in Chicago can perform over 300 repairs in a six-month period with such a high degree of success. Ken Beauvais and Jim Wellman of the outreach team recently visited Factory Muffler Complete Auto and met with Noah Zafrir, the shop owner.

“My success comes from having a diagnostic strategy, and taking control of my customers and my REI (Repair Effectiveness Index). My shop isn’t a parts replacer,” Noah said. Noah has a diagnostic procedure that he uses, and he does not deviate from it. His methods are not much different from those of many of the other shops that have a high REI.

When a vehicle is brought in for an emissions repair, the customer is charged for one hour of diagnostic time and is told what is necessary to complete a full repair. If a customer does not agree to the repairs, Noah simply tells him/her to take the vehicle somewhere else. So Factory Muffler does not take a hit on its REI for a vehicle the shop did not repair, Noah also checks

box number four, “No,” in the repair data section on the back of the Vehicle Inspection Report (VIR) the customer received at the emissions testing station.

Noah’s approach is all or nothing. *(Editor: We can’t believe that he is turning away that much business with over 300 repairs!)* His shop replaces only the parts that are necessary to do the job properly. Of the five emissions repairs that were completed that day at his shop, no two vehicles had the same repairs performed. His average repair cost is less than the wavier amount. He also has certain standards the vehicle must meet using his stationary five-gas analyzer before the vehicle goes for a retest. If there is even the slightest doubt whether the vehicle will pass, it gets a voucher test. If it does not fast-pass by better than 25 percent of the standard, it does not receive a retest.

Noah has developed a rapport with the personnel at the test station and takes every vehicle to the test station personally. He rides along on every test and has a pre-condition performed on most vehicles.

Factory Muffler Complete Auto has built a reputation for fixing



The core of the Factory Muffler Complete Auto emissions repair crew are from left to right top row: Noah Zafrir, Aviv Zafrir, John Cusimano, and Ramzi Youmran. Bottom row: Santos Colon and Jessie Basara.

vehicles that other shops haven’t been able to fix. Approximately 20 percent of his business comes from vehicles that have been to other shops that weren’t able to get the vehicles to pass. One of the vehicles had been to another shop that had billed the customer over \$4,000 only to have it fail worse than before. Noah fixed the vehicle with a simple repair, and it fast-passed in 31 seconds. Another recent fix was an old taxicab that had 461,000 miles and was on its fifth retest. Noah was able to fix it on his first attempt with a fast-pass for less than \$100.

In the April 2003 Repair Facility Performance Report (RFPR), his shop had 347 repairs. The only two fails were checked “NO” in box four of the repair data section on

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| Repair Facility Performance Report | | | | | | | April 2003 |
|------------------------------------|---------------------|--------------|---------------|--------------------|---------------|-----|------------|
| Business Name | Address | Telephone | IM240 Trained | Successful Repairs | Total Repairs | REI | |
| Chicago | | | | | | | |
| Factory Muffler Complete Auto | 3055 W Devon Ave | 773-262-6699 | | 347 | 347 | 100 | |
| Andre's Auto Service | 2511 N Pulaski Rd | 773-772-0648 | | 134 | 134 | 100 | |
| Kar Kare Service | 7455 S Exchange Ave | 773-721-8401 | X | 55 | 55 | 100 | |

IM240 Training Programs Include Emission Station Tours

The 36-hour IM240 training continues to do well at several colleges in the Chicagoland and Metro East St. Louis areas. Air Team Outreach works closely with IM240 instructors and has, for example, given five IM240 class-related station tours in Chicagoland since April 1, 2003. Those who sign up to take a 36-hour IM240 class usually spend one evening session at a station learning about how the vehicle emissions testing

program works. Outreach gives a 90-minute PowerPoint presentation, and then the tour continues in the testing lanes. Those who wish to drive their vehicles on the dynamometer are given the opportunity to do so.

If you are interested in attending a station tour even if you are not enrolled in an IM240 class, call Outreach at 847-758-3434.



Air Team Outreach member Ken Beauvais of the Illinois EPA familiarizes College of DuPage students enrolled in the vehicle emissions testing curriculum with the testing procedure and the Outreach program during the group's recent tour of the testing station in Addison, Illinois.

Right: Mike Foss, Coordinator of the COD Automotive Program, tests his vehicle by "driving a trace" as Addison Station Manager Gregg DeMark operates the pendent and watches the monitor during the portion of the tour in which students volunteer to drive the trace in their own vehicles.



Jim Wellman (left), Envirotec Illinois Repair Industry Liaison, explains lane procedures and how the testing equipment works during the COD tour at Addison station.



Air Repair is published by
Envirotec Illinois, Inc.

Send all address changes, mailing
requests and letters to the editor to:
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Factory Muffler Complete Auto

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the back of the VIR, and did not count as part of his REI. Noah has eight technicians and many have attended the outreach seminars. He has seen his emissions repair business steadily increase from the 50 initial repairs in the October

2000 issue of the RFPR. He has built a successful emission repair business by doing the things that have been covered in the outreach seminars and *Air Repair* and by taking control of his REI.



Santini Seminars Going Strong...

Make Plans to Attend

The Repair Industry Outreach seminars sponsored by the Illinois EPA, and taught by Al Santini, have been back in session since April. The outreach group is still making available the popular *How to Fix an IM240 Failure* and the *How to Fix an OBDII Failure* seminars. Both of these seminars continue to be well attended and in demand. If you haven't been to the three-part IM240 or the two-part OBDII sessions, or need a refresher, there is no better time to attend and learn from one of the best instructors in the country.

A key part of the OBDII seminar is how to deal with getting monitors to run. This is something that is often difficult to deal with and is evident by the fact that 30 percent of all the OBDII cars that return for an OBD retest do not have enough monitors run. Remem-

ber that in a few short months the emissions test for 1996 and newer vehicles will be OBD only. Attend this seminar and be prepared.

One new seminar for this year is on using a Digital Storage Oscilloscope (DSO). If you are thinking about purchasing a DSO or have recently purchased one, this would be a good class for you to attend. Al Santini will show you what is needed in a DSO. He also goes through how to set the DSO up for different sensors and tests. This seminar is geared toward using the DSO for emissions repairs, but the information you learn can be applied to other applications as well. If you are not using a DSO currently, you are missing a lot of information that could lead to better and quicker diagnostics and repairs. Even if you have been using a DSO for a while, you could pick up a few

tips. Santini has been teaching DSO for ten years and has a wealth of information to share.

Another new seminar for this year is on P0300 codes and how to fix them. If you are working on 1996 or newer vehicles, you know what a problem these codes can cause. Santini will show you how to approach these codes and be effective at the repairs. He will also cover some of the pitfalls and problems that you will encounter. He covers things like false codes, potential causes, and why it is best not to clear codes when only misfire codes are present.

You must sign up in advance to attend the Outreach Seminars by calling Repair Industry Outreach at (847) 758-3434. See the schedule for seminars in your area and be sure to call and sign up.

Santini Seminar Schedule for the remainder of 2003

How to Fix an IM240 Failure

Morton College (Cicero)
Joliet Junior College (Joliet)
South Suburban (South Holland)
McHenry County College (Crystal Lake)
Waubonsee Community College (Sugar Grove)

Part 1

Jul. 28 (Mon.)
Jul. 31 (Thurs.)
Sept. 16 (Tues.)
Sept. 17 (Wed.)
Oct. 27 (Mon.)

Part 2

Aug. 11 (Mon.)
Aug. 14 (Thurs.)
Sept. 30 (Tues.)
Oct. 1 (Wed.)
Nov. 10 (Mon.)

Part 3

Aug. 25 (Mon.)
Aug. 28 (Thurs.)
Oct. 14 (Tues.)
Oct. 15 (Wed.)
Nov. 24 (Mon.)

How to Fix an OBDII Failure

College of Lake County (Grayslake)
South Suburban (South Holland)
Waubonsee Community College (Sugar Grove)

Part 1

Nov. 12 (Wed.)
Nov. 25 (Tues.)
Dec. 10 (Wed.)

Part 2

Nov. 13 (Thurs.)
Nov. 26 (Wed.)
Dec. 11 (Thurs.)

How to Diagnose and Repair OBDII P0300 Codes

Triton College (River Grove) Sept. 15 (Mon.)
Moraine Valley (Palos Hills) Sept. 29 (Mon.)
McHenry County College (Crystal Lake) Dec. 8 (Mon.)

Using a Digital Storage Oscilloscope for Emissions Failures

College of Lake County (Grayslake) Jul. 30 (Wed.)
College of DuPage (Glen Ellyn) Aug. 12 (Tues.)
South Suburban (South Holland) Aug. 27 (Wed.)



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