UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
REGION 5

IN THE MATTER OF:

Reliable Road Service
1923 M40
Holland, MI 49423

ATTENTION:

Jeremy Hassevoort
Owner

Request to Provide Information Pursuant to the Clean Air Act

The U.S. Environmental Protection Agency is requiring Reliable Road Service ("Reliable", or "you") to submit certain information about your operations. Appendix A provides the instructions needed to answer this information request, including instructions for electronic submissions. Appendix B specifies the information that you must submit. You must send this information to us within **thirty (30) calendar days** after you receive this request.

We are issuing this information request under Section 208(a) of the Clean Air Act (CAA), 42 U.S.C. § 7542(a). Section 208(a) authorizes the Administrator of EPA to require the submission of information from any person who is subject to the emission standards for moving sources under Parts A and C of Subchapter II of the CAA, 42 U.S.C. §§ 7521-7554; 7581-7590. The Administrator has delegated this authority to the Director of the Air and Radiation Division, Region 5.

Reliable manufactures, sells, and/or distributes motor vehicle engine parts or components in the United States. We are requesting this information to determine whether Reliable is complying with Section 203 of the CAA and the regulations promulgated under Subchapter II of the CAA, 42 U.S.C. §§ 7521-7590.

Reliable must send all required information to:

Attn: Compliance Tracker, AE-18J
Air Enforcement and Compliance Assurance Branch
U.S. Environmental Protection Agency
Region 5
77 W. Jackson Boulevard
Chicago, Illinois 60604

As explained more fully in Appendix C, you may assert a claim of business confidentiality under 40 C.F.R. Part 2, Subpart B for any part of the information you submit to us. Information subject to a business confidentiality claim is available to the public only to the extent, and by means of the procedures, set forth at 40 C.F.R. Part 2, Subpart B. If you do not assert a business confidentiality claim when you submit the information, EPA may make this information available to the public without further notice. You should be aware, moreover, that pursuant to Section 208(c) of the CAA and 40 C.F.R. § 2.301(a) and (f), emissions data, standards and limitations are not entitled to confidential treatment and shall be made available to the public notwithstanding any assertion of a business confidentiality claim. Appendix C provides additional information regarding the meaning and scope of the term "emissions data."

This information request is not subject to the Paperwork Reduction Act, 44 U.S.C. § 3501 *et seq.*, because it seeks collection of information from specific individuals or entities as part of an administrative action or investigation.

Reliable must submit all required information under an authorized signature on the certification language set forth in Appendix D.

We may use any information submitted in response to this request in an administrative, civil or criminal action.

Failure to comply fully with this information request may subject Reliable to an enforcement action under Section 205 of the CAA, 42 U.S.C. § 7524.

You should direct any questions about this information request to Cody Yarbrough by email at Yarbrough.cody@epa.gov or by phone at 312-886-9137.

6/25/18
Date

Edward Nam
Director
Air and Radiation Division

Appendix A

When providing the information requested in Appendix B, use the following instructions and definitions.

Instructions

1. Provide a separate narrative response to each question and subpart of a question set forth in Appendix B.

2. Precede each answer with the number of the question to which it corresponds.

3. Indicate on each document produced, or in some other reasonable manner, the number of the question to which it corresponds.

4. When a response is provided in the form of a number, specify the units of measure of the number in a precise manner.

5. Where information or documents necessary for a response are neither in your possession nor available to you, indicate in your response why the information or documents are not available or in your possession, and identify any source that either possesses or is likely to possess the documents or information.

6. If information not known or not available to you as of the date of submission later becomes known or available to you, you must supplement your response. Moreover, should you find at any time after the submission of your response that any portion of the submitted information is false or incorrect, you must notify EPA as soon as possible.

7. Provide the Statement of Certification (Appendix D) in hard copy form with your response.

Electronic Submissions

To aid in our electronic recordkeeping efforts, we request that you provide all documents responsive to this information request in an electronic format according to paragraphs 1 through 6, below. These submissions are in lieu of hard copy.

1. Provide all responsive documents in searchable Portable Document Format (PDF) or similar format, unless otherwise requested in specific questions. Submitters providing secured PDFs should also provide unsecured versions for EPA use in repurposing text.

2. When specific questions request data in electronic spreadsheet form, provide the data and corresponding information in editable Excel format, and not in image format. If Excel format is not available, then the format should allow for data to be used in calculations by a standard spreadsheet program such as Excel.

3. Provide submission on physical media such as compact disk, flash drive or other similar item.

4. Provide a table of contents for each compact disk or flash drive containing electronic documents submitted in response to our request so that each document can be accurately identified in relation to your response to a specific question. *We recommend the use of electronic file folders organized by question number.* In addition, each compact disk or flash drive should be labeled appropriately (e.g., Company Name, Disk 1 of 4 for Information Request Response, Date of Response).

5. Documents claimed as confidential business information (CBI) must be submitted on separate disks/drives apart from the non-confidential information. This will facilitate appropriate records management and appropriate handling and protection of the CBI. Please follow the instructions in Appendix C for designating information as CBI.

6. Certify that the attached files have been scanned for viruses and indicate what program was used.

Definitions

All terms used in this Request for Information will have their ordinary meaning unless such terms are defined in the CAA, 42 U.S.C. §§ 7401 *et seq.*, or the applicable mobile source regulations, including those at 40 C.F.R. Parts 85, 86, 1039, and 1068, unless otherwise provided in this information request.

1. The terms "documents" and "documentation" means any object that records, stores, or presents information, and includes: email; writings; memoranda; contracts; agreements; records; or information of any kind, whether handwritten or typed, or in computer format, memory, or storage device, or in hardcopy. All documents in hard copy shall also include attachments to or enclosures with any document.

2. The term "Reliable Road Service" or "Reliable" or "you" or "your" includes, but is not limited to: any assumed business names, agents, representatives, employees, contractors, or other entities that performed work or acted in any way on behalf of, are related to, or acted at the direction of Reliable Road Service.

3. The term "catalysts" refers to systems, such as catalytic converters, that contain parts or chemical elements which increase the rate of a chemical reaction but are not one of the original reactants or final products, i.e., are not consumed or altered in the reaction. Catalysts consist of a flow-through structure that is coated with an active metal catalyst and surrounded by a stainless steel housing.

4. The term "diesel particulate filter" or "DPF" refers to an exhaust after-treatment emission control component that physically traps particulate matter (PM) and removes it from the exhaust stream, typically using a porous ceramic or cordierite substrate or metallic filter.

5. The term "electronic control module" or "ECM" means a device that receives inputs from various sensors and outputs signals to control engine, vehicle, or equipment functions. ECM programming relies on calculations and tables of information to provide appropriate outputs. ECM can be a generic term but may refer specifically to the engine control module when discussing emission controls on vehicles and engines. ECMs may be incorporated separately with multiple units or may be combined into a single unit.

6. The term "element of design" means any control system (*e.g.*, computer software, electronic control system, emission control system, computer logic), and/or control system calibrations, and/or the results of systems interaction, and/or hardware items on a motor vehicle or motor vehicle engine, as defined in 40 C.F.R. § 86.094-2.

7. The term "emission control component" means any part or component and its associated fluids, sensors, signals, components, and control systems that function primarily for emission control and whose deviation from original manufacturer specifications and/or failure may significantly increase emissions.

8. The term "exhaust gas recirculation" or "EGR" refers to an emission control component that directs a portion of engine exhaust back into the engine's combustion chamber in order to control combustion temperatures and pressures, thereby reducing the production of nitrogen oxides (NO_x). The EGR system may include a cooler, which cools the recirculated exhaust.

9. The term "onboard diagnostics" or "OBD" refers to an ECM that monitors emission control and emission-related components and systems along with certain engine components, such as the fuel delivery system and the engine control module. When the OBD detects a malfunction or deterioration that could affect emissions, it illuminates a malfunction indicator light (MIL) and produces diagnostic trouble codes (DTC) to aid in repair.

10. The term "part or component" includes any part or component intended for use with, or as part of, a motor vehicle or motor vehicle engine (*e.g.*, ECM, element of design, calibration map, tuner, or software that is installed on or designed for use in such vehicles or engines).

11. The term "product" or "products" shall mean any service, part or component, or other item(s), including, but not limited to, engine parts, block plates, straight pipes, power packages, computer tuning, calibrations, elements of design, tuners, tunes, software coding, or devices, that are manufactured (*i.e.*, created, written, programmed, fabricated, produced, assembled or modified), purchased, imported, distributed, downloaded, offered for sale, sold, provided, and/or installed.

12. The term "selective catalytic reduction" or "SCR" refers to an emission control component that includes systems (the diesel exhaust fluid (DEF) tank, urea quality sensor, DEF injection system, SCR catalyst(s), and other associated sensors), which inject a reductant, such as DEF, into the exhaust stream where it reacts with catalysts to

convert NO_x emissions to nitrogen gas (N_2) and water (H_2O).

13. The term "service" means any action to change, affect, modify, bypass, render inoperative, remove, download and/or install one or more part(s) or component(s) (*e.g.*, emission control components) or other item(s), including, but not limited to, engine parts, block plates, straight pipes, power packages, computer tuning, calibrations, elements of design, tuners, tunes, software, code, or devices.

14. The term "tuner" means any device or product capable of accessing, altering, or replacing the software programming, calculations, computer logic, tables of information (*e.g.*, fuel timing maps), code, or other content stored within or used by an ECM.

Appendix B

Information You Are Required to Submit to EPA

Reliable must submit the following information pursuant to Section 208 of the CAA, 42 U.S.C. § 7542, as it relates to activities at any location owned, leased, and/or operated by Reliable and any products that Reliable manufactured, distributed, offered for sale, sold, provided, and/or installed from **January 1, 2016 to the date of this request**:

1. In an **electronic, unlocked spreadsheet** list, by product number and identifying product name, each product (which includes services, as defined in Appendix A: Definitions, Paragraph Nos. 11 and 13) that:

    (a) Defeats, deletes, deactivates, bypasses, renders inoperative, or allows for the removal of any emission control component, element of design, or emission related part including, but not limited to, the DPF system, EGR system, catalyst system, OBD, SCR (including DEF systems), or sensors, signals, or records related to such systems. This includes services performed on vehicles where emission control related parts or components had been previously modified as described above, and the work performed by Reliable related to and maintained the status of those previously modified parts or components (*e.g.*, head gasket work on a vehicle where an EGR delete kit was previously installed and an OEM EGR was not re-installed on the engine);

    (b) Simulates, or can be programmed to simulate, the operation of any emission control component and/or related parts including, but not limited to, the DPF system, EGR system, catalyst, OBD, SCR (including DEF systems), or sensors, signals, or records related to these systems; and/or

    (c) Modifies, or can be programmed to modify, engine operating parameters, such as injection timing, fuel pressure, fuel quantity, and/or pulse width, emission control parameters, or OBD functions including, but not limited to, those parameters sensed or controlled by the ECM.

2. In an **electronic, unlocked spreadsheet**, for each product identified in response to Request 1 above, provide the following information:

    (a) The product number;

    (b) The identifying product name;

    (c) The product manufacturer's name and address;

    (d) The product supplier's name and address (if different than manufacturer's) as listed on the shipping label(s) associated with the product's original packaging;

(e) The type of vehicle for which the product is designed, used, or sold; including the vehicle make(s), vehicle model(s), vehicle model year(s), engine model(s), engine model year(s), and expected use(s);

(f) A description of what the product does and how the product operates;

(g) For each bullet below, indicate with a "yes" or "no" whether the product can:

i. alter, disable, or allow the removal of the EGR;
ii. alter, disable, or allow the removal of a DPF;
iii. alter, disable, or allow the removal of a catalyst;
iv. alter, disable, or allow the removal of a SCR system;
v. alter fuel timing maps within engine calibrations;
vi. alter engine calibrations for fuel injection pulse width;
vii. alter engine calibrations for fuel injection pressure;
viii. alter engine calibrations for air/fuel ratio during the combustion process;
ix. alter engine calibrations for fuel quantity (amount of fuel injected into the cylinder per stroke);
x. bypass or alter OBD parameters to prevent DTCs or MILs from being recorded or illuminated.

(h) The quantity of product that was manufactured or produced by you for sale each calendar year (or partial year if full year not yet available);

(i) The quantity of product that was offered for sale, and/or sold by you each calendar year (or partial year if full year not yet available); and

(j) The quantity of product that was installed or performed by you each calendar year (or partial year if full year not yet available).

3. For each product identified in response to Request 1 above, provide the following:

(a) A list of media and/or locations through/at which Reliable has advertised (e.g., website, social media, newspaper, flyers, verbal offers, trucking shows, conventions etc.), specifying the name of the media and/or date of truck show or convention;

(b) A list of the Universal Resource Locators (URLs) for any website or social media page that you use or have used to advertise any of the products and/or facilitate sales;

(c) Copies of any advertisements to sell, distribute, or install each product, including advertisements on websites and in other media; and

(d) Copies of any installation or operation instructions, guides, or manuals for each product.

4. For each product identified in response to Request 1 above, provide copies of all receipts or invoices, organized by calendar year, for any and all products that were:

   (a) Manufactured by you;

   (b) Purchased by you;

   (c) Sold by you; and

   (d) Installed or performed by you.

5. For each product identified in response to Request 1 above, provide any and all documentation that Reliable collected from customers to verify or ensure that any vehicles receiving the product from you are not for on-road use and are operated only off of public highways and/or roads.

6. For each product identified in response to Request 1, indicate whether Reliable indicated to customers that the product is only for testing, maintenance, racing, off-road, or other restricted use, and provide a detailed description of the mechanisms, if any, that Reliable has implemented to ensure that the product is only used for such purposes, with any and all supporting documentation.

7. For each product identified in response to Request 1 above, state whether you or any other entity conducted tests measuring emissions of hydrocarbons (HC), carbon monoxide (CO), NO_x, and/or PM, including tests that measure the impact of the product on a vehicle's emission control components or elements of design. For each test, provide the following:

   (a) A description of the test, including identification of the component and vehicle, U.S. EPA engine family, name of the vehicle, test equipment, test protocols, and calibration procedures; and

   (b) A copy of the test report which includes the date and location of the test, the name and position of the person who conducted the test, and the test results.

8. For each product identified in response to Request 1 above, state whether you or the manufacturer submitted an application for an Executive Order to the California Air Resources Board and provide a copy of the application for each product. State whether each component received an Executive Order exempting the component from California's emission control system anti-tampering law, California Vehicle Code § 27156. If the component received an Executive Order, provide the Executive Order number and state whether the California Air Resources Board required you to change the component or application in order to receive approval.

9. Provide the name and address of each location where you have stocked and/or are currently stocking each of the products identified in response to Request 1. The term "stocked" or "stocking" shall mean the temporary or long-term storage of materials for potential use, sale, or delivery. This definition includes, but is not limited to, the storage of materials within warehouses, vehicles, and/or shipping containers.

10. Provide all receipts and/or invoices for work performed for Reliable by a third party on heavy duty diesel engine emission control devices including but not limited to the DPF system, EGR system, catalyst system, OBD, SCR (including DEF systems), or other emission control components such as associated fluids, sensors, signals, components, and control systems.

11. Provide contacts and addresses of any and all Reliable offices, agents, subsidiaries or affiliates and the role and relationship of each such office, agent, subsidiary, and affiliate with respect to Reliable.

12. Identify all persons consulted or who provided information in responding to this information request, including the title(s) of the individual and relationship to Reliable (e.g., employee, contractor) and the request(s) to which each individual responded or provided information.

Appendix C

Confidential Business and Personal Privacy Information

Assertion Requirements

You may assert a business confidentiality claim covering any parts of the information requested in the attached Appendix B, as provided in 40 C.F.R. § 2.203(b).

Emission data provided under Section 208 of the CAA, 42 U.S.C. § 7542, is not entitled to confidential treatment under 40 C.F.R. Part 2.

"Emission data" means, with reference to any source of emissions of any substance into the air:

> Information necessary to determine the identity, amount, frequency, concentration or other characteristics (to the extent related to air quality) of any emission which has been emitted by the source (or of any pollutant resulting from any emission by the source), or any combination of the foregoing;
>
> Information necessary to determine the identity, amount, frequency, concentration or other characteristics (to the extent related to air quality) of the emissions which, under an applicable standard or limitation, the source was authorized to emit (including to the extent necessary for such purposes, a description of the manner and rate of operation of the source); and
>
> A general description of the location and/or nature of the source to the extent necessary to identify the source and to distinguish it from other sources (including, to the extent necessary for such purposes, a description of the device, installation, or operation constituting the source).

40 C.F.R. § 2.301(a)(2)(i)(A), (B) and (C).

To make a confidentiality claim, submit the requested information and indicate that you are making a claim of confidentiality. Any document for which you make a claim of confidentiality should be marked by attaching a cover sheet stamped or typed with a caption or other suitable form of notice to indicate the intent to claim confidentiality. The stamped or typed caption or other suitable form of notice should employ language such as "trade secret" or "proprietary" or "company confidential" and indicate a date, if any, when the information should no longer be treated as confidential. Information covered by such a claim will be disclosed by EPA only to the extent permitted and by means of the procedures set forth at Section 208(c) of the CAA and 40 C.F.R. Part 2. Allegedly confidential portions of otherwise non-confidential documents should be clearly identified. EPA will construe the failure to furnish a confidentiality claim with your response to the information request as a waiver of that claim, and the information may be made available to the public without further notice to you.

Determining Whether the Information Is Entitled to Confidential Treatment

All confidentiality claims are subject to EPA verification and must be made in accordance with 40 C.F.R. § 2.208, which provides in part that you must satisfactorily show: that you have taken reasonable measures to protect the confidentiality of the information and that you intend to continue to do so, that the information is not and has not been reasonably obtainable by legitimate means without your consent and that disclosure of the information is likely to cause substantial harm to your business's competitive position.

Pursuant to 40 C.F.R. Part 2, Subpart B, EPA may at any time send you a letter asking that you support your confidential business information (CBI) claim. If you receive such a letter, you must respond within the number of days specified by EPA. Failure to submit your comments within that time would be regarded as a waiver of your confidentiality claim or claims, and EPA may release the information. If you receive such a letter, EPA will ask you to specify which portions of the information you consider confidential by page, paragraph and sentence. Any information not specifically identified as subject to a confidentiality claim may be disclosed to the requestor without further notice to you. For each item or class of information that you identify as being CBI, EPA will ask that you answer the following questions, giving as much detail as possible:

1. For what period of time do you request that the information be maintained as confidential, e.g., until a certain date, until the occurrence of a special event or permanently? If the occurrence of a specific event will eliminate the need for confidentiality, please specify that event.

2. Information submitted to EPA becomes stale over time. Why should the information you claim as confidential be protected for the time period specified in your answer to question number 1?

3. What measures have you taken to protect the information claimed as confidential? Have you disclosed the information to anyone other than a governmental body or someone who is bound by an agreement not to disclose the information further? If so, why should the information still be considered confidential?

4. Is the information contained in any publicly available databases, promotional publications, annual reports or articles? Is there any means by which a member of the public could obtain access to the information? Is the information of a kind that you would customarily not release to the public?

5. Has any governmental body made a determination as to confidentiality of the information? If so, please attach a copy of the determination.

6. For each category of information claimed as confidential, explain with specificity why release of the information is likely to cause substantial harm to your competitive position. Explain the specific nature of those harmful effects, why they should be viewed as substantial and the causal relationship between disclosure and such harmful effects. How could your competitors make use of this information to your detriment?

7. Do you assert that the information is submitted on a voluntary or a mandatory basis? Please explain the reason for your assertion. If you assert that the information is voluntarily submitted information, explain whether and why disclosure of the information would tend to lessen the availability to EPA of similar information in the future.

8. Is there any other information you deem relevant to EPA's determination regarding your claim of business confidentiality?

If you receive a request for a substantiation letter from the EPA, you bear the burden of substantiating your confidentiality claim. Conclusory allegations will be given little or no weight in the determination. In substantiating your CBI claim(s), you must bracket all text so claimed and mark it "CBI." Information so designated will be disclosed by EPA only to the extent allowed by and by means of the procedures set forth in 40 C.F.R. Part 2, Subpart B. If you fail to claim the information as confidential, it may be made available to the public without further notice to you.

Personal Privacy Information

Please segregate any personnel, medical and similar files from your responses and include that information on a separate sheet(s) marked as "Personal Privacy Information." Disclosure of such information to the general public may constitute an invasion of privacy.

Appendix D
Statement of Certification

You are submitting the enclosed documents in response to the U.S. Environmental Protection Agency's ("EPA") Request for Information, issued pursuant to Section 208(a) of the Clean Air Act, to determine compliance with the Clean Air Act and its implementing regulations.

I certify that I am fully authorized by _____ [company affiliation] to provide the above information on its behalf to EPA.

I certify under penalty of law that I have examined and am familiar with the information in the enclosed documents, including all attachments. Based on my inquiry of those individuals with primary responsibility for obtaining the information, I certify that the statements and information are, to the best of my knowledge and belief, true and complete. I am aware that there are significant penalties for knowingly submitting false statements and information, including the possibility of fines or imprisonment pursuant to 18 U.S.C. §§ 1001 and 1341.

Date: _____

Name (Printed): _____

Signature: _____

Title: _____

CERTIFICATE OF MAILING

I certify that I sent a Request to Provide Information Pursuant to the Clean Air Act by Certified Mail, Return Receipt Requested, to:

Jeremy Hassevoort
Reliable Road Service
1923 M40
Holland, MI 49423

I also certify that I sent a copy of the Request to Provide Information Pursuant to the Clean Air Act by e-mail to:

Jenine Camilleri
Enforcement Unit Supervisor
Air Quality Division
Michigan Department of Environmental Quality
CamilleriJ@michigan.gov

And

Heidi Hollenbach
District Supervisor
Grand Rapids Air Quality Division
Michigan Department of Environmental Quality
hollenbachh@michigan.gov

On the 26th day of June 2018.

Kathy Jones, Program Technician
AECAB, PAS

CERTIFIED MAIL RECEIPT NUMBER: 70150640000459656516