



The Individual Vehicle Approval Scheme

**A Guide to the Approval of Light Passenger & Light Goods Vehicles,
Buses & Coaches, Large Goods Vehicles & Trailers**



*An executive agency of the
Department for
Transport*

A Guide to the Individual Approval of Light Passenger and Light Goods Vehicles, Buses and Coaches, Large Goods Vehicles and Trailers

This information guide is intended to help customers who will be affected by the changing European legislation on Vehicle Approval. It aims to communicate all relevant information that you will need to know about the Individual Vehicle Approval scheme.

This information guide can be accessed via the following websites :

<http://www.businesslink.gov.uk>
<http://www.direct.gov.uk>

Further help and advice

If you need general advice or if you do not have internet access and would like a copy of this information guide, please telephone our Contact Centre on :

0300 123 9000

Monday to Friday - 7.30am until 6.00pm
Saturday - 8.30am until 3.00pm

All calls are charged at the local rate within the UK. Charges may differ for mobile telephones.

Our address details for IVA application forms and IVA enquiries are :

Vehicle and Operator Services Agency (VOSA)
Approval Section, Ellipse, Padley Road, Swansea, SA1 8AN

Tel : 0300 123 9000
Fax : 01792 454214
E-mail : approvals@vosa.gov.uk

Additional Contact Details for further information and help

General advice on European Type Approval and Mutual Recognition of National Type Approvals issued in the European Union :

The Vehicle Certification Agency (VCA)

1 The Eastgate Office Centre, Eastgate Road, Bristol, BS5 6XX

Tel : 0117 952 4235

Fax : 0117 952 4146

E-mail : enquiries@vca.gov.uk

Website : <http://www.vca.gov.uk>

General advice about vehicle Import Procedures, Licensing and Registering vehicles :

Customer Enquiry Unit at :

Driver and Vehicle Licensing Agency (DVLA)

Longview Road, Swansea, SA6 7JL

Tel : 0300 790 6802

Tel : 0300 790 6801 (Driver Licensing Enquiries)

Fax : 0300 123 0798

Website : <http://www.direct.gov.uk/motoring>

Enquiries about Policy and Legislation on Individual Vehicle Approval (IVA) :

Department for Transport

Great Minster House, 76 Marsham Street, London, SW1P 4DR

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Fax : 020 7944 9643

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Website : <http://www.dft.gov.uk>

Other documents related to the IVA scheme are listed below and can also be found on the Business Link website (*from the Home Page - Your Business Sector/Transport and Logistics/Vehicle Dealers/Individual Vehicle Approval (The IVA Technical Requirements)*).

IVA Inspection Manuals for categories :

- M1 Passenger Cars
- N1 Light Goods Vehicles
- M2, M3 Buses and Coaches
- N2, N3 Heavy Goods Vehicles
- O1, O2, O3 & O4 Light and Heavy Trailers

What we can't advise on in this Information Guide :

- lists of manufacturers, dealers and car prices
- insurance brokers
- shipping arrangements
- V.A.T. and import duty
- suitable garages/mechanics for any modifications
- registration & licensing procedures
- MoT inspections

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1. An Introduction to Type Approval and the Individual Vehicle Approval Scheme

1.1 Why do vehicles need Approval?

In October 2007, the European Type Approval scheme for cars known as European Community Whole Vehicle Type Approval (ECWVTA - see below) was amended by the implementation of Directive 2007/46/EC. Due to this legislation, ECWVTA will extend to cover other vehicle categories for the first time. The Directive details the mandatory implementation dates for all categories of vehicles affected, the first being **M1*** passenger cars (*see the '**Vehicle Category Chart**' in [Annex 1 on pages 47 & 48](#)) followed by buses, coaches, vans, trucks, some special purpose vehicles and trailers at key dates between **2009** and **2014**. The Directive provides the base European legislation for the approval of vehicles that are mass produced, built in small numbers or as individual vehicles. It requires them to meet specified safety, security and environmental standards before they can be used on the road.

1.2 What is ECWVTA?

ECWVTA stands for **European Community Whole Vehicle Type Approval**. It is a European approval scheme which is based on the concept of 'type approval' and put simply; this process provides a mechanism for ensuring that vehicles meet relevant environmental and safety standards. It allows a vehicle of a type to be approved for use across all member states in the EU without the need for further testing in each country. It creates a single market by ensuring a common standard of vehicle that is secure, safe to use on the road and has a lower impact on the environment. Provision is however, made for differences depending on whether the vehicle is to be used in a country where traffic uses the left hand rule of the road or right hand rule of the road. Full **ECWVTA** won't suit everyone due to the extensive, rigorous and therefore expensive testing requirement that is necessary to gain approval, particularly those manufacturing vehicles in low numbers. As a result of this, the Directive provides for three basic routes to approval.

1.3 How will I know which Approval route is best for me?

There are 3 routes to approval :

a. ECWVTA - European Community Whole Vehicle Type Approval

If you make large numbers of vehicles each year or you plan to sell across Europe, **ECWVTA** will be the best option for you. If you are a manufacturer for example, under ECWVTA, you can apply for whole vehicle type approval for each type of vehicle you produce. Once each type of vehicle is approved, the manufacturer should have processes in place to produce a Certificate of Conformity (COC) for each vehicle that is manufactured. This then means that vehicles can be sold across Europe without the need for further testing in each country.

b. NSSTA - National Small Series Type Approval

If you manufacture small numbers of vehicles and sell only within the UK, NSSTA could be the right approval route for you. NSSTA is also based on the concept of 'type approval' rather than the approval of individual vehicles and uses similar (but sometimes less exacting) technical standards to ECWVTA as well as having less paperwork to submit. This is to help keep cost down for smaller manufacturers. However, the key disadvantages revolve around the fact that you will be limited to the number of vehicles you can manufacture in the year.

NSSTA is for UK sales only and will not automatically be recognised across Europe as there is a limited requirement for other Member States to accept National approvals. So if you want to sell your vehicles in another European country, you may have to apply to the type approval authority in that country.

c. IVA - Individual Vehicle Approval

IVA is a UK National approval scheme for vehicles and trailers imported, assembled or manufactured in very small numbers or as individual vehicles e.g. amateur built cars, bespoke trailers etc. It is a means of checking that vehicles broadly meet the technical requirements laid out in European legislation, ensuring that they have been designed and constructed to modern safety and environmental standards. Compared to ECWVTA and NSSTA, the IVA scheme is the least onerous certification route in terms of compliance and is less costly but does involve a physical inspection of each individual vehicle requiring approval at a **Vehicle and Operator Services Agency (VOSA)** site in Great Britain or by the **Driver Vehicle Agency (DVA)** if in Northern Ireland. Satisfactory completion of an inspection results in the issue of an Approval certificate. Certificates issued under the scheme may be acceptable under the European “**Mutual Recognition**” provisions (see [Annex 7 on page 57](#)) in other EC countries subject to acceptance by the authority of that country.

1.4 What are the benefits and why do we need IVA?

Vehicles submitted for IVA inspections need to demonstrate that they generally comply with the technical provisions of Directive 2007/46/EC. **The IVA scheme checks that vehicles constructed for non-European markets comply with UK law.** Even vehicles which appear outwardly similar to European specification models but are intended for other markets can often prove unsuitable for use in the United Kingdom without at least some modification. The scheme will ensure that these vehicles have been designed and constructed to modern safety and environmental standards and will help make sure that they are safer on the road and have a lower impact on the environment.

1.5 What vehicles will be affected by IVA?

The following list shows what vehicle categories will fall under the scope of IVA (for more in-depth vehicle category descriptions, please refer to the '**Vehicle Category Chart**' in [Annex 1 on pages 47 & 48](#)) :

Passenger Cars & Light Goods Vehicles
Larger Passenger Vehicles
Medium to Heavy Sized Goods Vehicles
Trailers

M1 & N1*
M2 & M3
N2 & N3
O1, O2, O3 & O4

If you are involved in the manufacture, conversion, import/export, sale or purchase of such vehicles, you are likely to be affected. In addition, if your vehicle is not covered by either ECWVTA or National Small Series Type Approval (British or similar National approval from another European Economic area Member State), then it will need to be approved under the IVA scheme and be issued with an **Individual Approval Certificate (IAC)** - see [Annex 6 on page 56](#).

* Please Note : The Single Vehicle Approval (SVA) scheme will remain in place for vans, light trucks pick-ups etc (N1 category) until 29th October 2011 and for passenger (M1) 'Special Purpose' until 29th April 2012 and light goods (N1) 'Special Purpose' until 29th October 2014 - see the '**Approval Implementation Dates**' in [Section 2 on page 10](#).

1.6 How does the new Approval process affect vehicles that are built in stages by a combination of different companies?

Vehicles built for example as a chassis cab and fitted with a body by a different company are considered to be '**multi-stage**' vehicles. If your company is a stage 1 builder in a multi-stage process (for example a bus chassis manufacturer), only two of the three approval routes listed earlier apply. You can get '**incomplete**' vehicles approved to either ECWVTA or NSSTA standards.

Anyone who subsequently works on the vehicle can gain approval to the same or an alternative national approval standard. So if you submit a partial vehicle to be approved under NSSTA, a body builder (stage 2 builder) can then have the '**completed**' vehicle approved using NSSTA or IVA. If the stage 1 vehicle was approved under NSSTA, then the only options available at stage 2 are either NSSTA or IVA.

Please refer to [Section 4 on page 13](#) for definitions of 'complete', 'incomplete' and 'completed' vehicles.

1.7 Is IVA mandatory for Heavy Vehicles & Trailers?

From **April 29th 2009** passenger cars were required to comply with the new legislation. However IVA inspections were also introduced on this date for buses, coaches, trucks and trailers as an option to Type Approval prior to their mandatory ECWVTA implementation dates. Compulsory approval for these vehicles will be introduced in stages over the next few years from **2009** to **2014** (see the '**Approval Implementation Dates**' in [Section 2 on page 10](#)).

1.8 When does IVA not apply?

- Agricultural or forestry tractors, their trailers and interchangeable towed machinery, together with their systems, components and separate technical units and trailers designed and constructed specifically to be towed by them
- Quadricycles
- Tracked vehicles
- 'Incomplete' vehicles

IVA does **not** apply but is **optional** for the following :

- Vehicles designed and constructed for use principally on construction sites or in quarries, port or airport facilities
- Vehicles designed and constructed for use by the armed services, civil defence, fire services and forces responsible for maintaining public order

2. Approval Implementation Dates - In Summary

Please refer to [Section 4 on page 13](#) for definitions of 'Incomplete', 'Complete' and 'Completed'.

Passenger Cars - M1

(no more than 8 passenger seats in addition to the driver's)

Passenger Cars - M1

29th April 2009*

Special Purpose Passenger - M1

29th April 2012*

*Unless your vehicle already has an approval certificate, is a '[Special Purpose](#)' vehicle or is more than 10 years old at the time of application.

Light Goods Vehicles - N1 (no more than 3500kgs)

Light Goods vehicles - N1

29th October 2011*

Special Purpose Light Goods - N1

29th October 2014*

* Unless your vehicle already has an approval certificate, is a '[Special Purpose](#)' vehicle or is more than 10 years old at the time of application.

Buses & Coaches - M2 & M3

(more than 8 passenger seats in addition to the driver's)

Incomplete & Complete - M2 & M3

29th October 2010*

Completed - M2 & M3

29th October 2011*

Special Purpose - M2 & M3

29th October 2014*

* Unless your vehicle was built more than 3 months before the implementation dates above.

Heavy Goods Vehicles - N2 & N3 (more than 3500kgs)

Incomplete & Complete - N2 & N3

29th October 2012*

Completed - N2 & N3

29th October 2014*

Special Purpose - N2 & N3

29th October 2014*

* Unless the vehicle is more than 25 years old at the time of application.

Light & Heavy Trailers - O1, O2, O3 & O4

Incomplete & Complete - O1 - O4

29th October 2012*

Completed - O1 - O4

29th October 2013*

Special Purpose Trailers

29th October 2014*

* Unless the vehicle was built more than 3 months before the implementation dates above.

3. Passenger Cars & Light Goods Vehicles

This category includes Wheelchair Accessible Vehicles (WAV) which are known as 'Special Purpose' vehicles (see [Annex 3 on page 52](#) for a definition and a list of 'Special Purpose' vehicles).

3.1 What is 'Basic' and 'Normal' IVA?

'Basic' and 'Normal' IVA refers to the level of inspection carried out on a vehicle and it applies to the following two vehicle categories **ONLY** :

- **Passenger cars - M1**
- **Light Goods Vehicles - N1** (only applicable for this category from **29th October 2011**)

Both **Basic** and **Normal IVA** inspections take place at selected Testing Stations which are operated by the **Vehicle and Operator Services Agency (VOSA)**. However, these inspections can also be conducted by VOSA examiners at '**Designated Premises**' (**DPs**) if certain conditions are met. A '**Designated Premises**' is a privately owned and operated site where VOSA examiners conduct IVA testing. Please refer to [Annex 4 on page 53](#) for a list of **VOSA Testing Stations and DPs**.

In all cases, IVA (whether Basic or Normal) is only required for passenger cars and light goods vehicles **less than 10 years old**, which require first licensing and registration in the United Kingdom.

Basic IVA

Basic IVA is only applicable to the following classes of vehicles. Please refer to [Annex 2 on page 49](#) for definitions of these vehicles (excluding left hand drive) :

1. **Personal Imports**
2. **Amateur Built vehicles (kit cars)**
3. **Rebuilt vehicles**
4. **Very low volume production vehicles**
5. **Ambulances (Ambulances are only 'M' category)**
6. **Motor caravans (Motor caravans are only 'M' category)**
7. **Hearses (Hearses are only 'M' category)**
8. **Armoured vehicles (Armoured vehicles can be 'M' or 'N' categories)**
9. **Left hand drive vehicles**
10. **A vehicle manufactured using parts of a registered vehicle**

Any vehicle **not** being one of the above classes will be subject to a '**NORMAL**' IVA inspection.

Although the same items are inspected as in Type Approval, they are not inspected in the same way. The examiner will, in the case of certain items, conduct an engineering assessment. This check will be in the form of either a visual inspection or a simple test on the vehicle to ensure, as far as practicable, that it complies with the regulations.

The inspection will be limited to parts of the vehicle which can be easily seen without the vehicle having to be dismantled. However, the presenter may be asked to open lockable compartments and remove engine covers, inspection/access panels, trims or carpeting. This is to allow access to items subject to inspection. In addition, as vehicles are inspected individually, the tests are not destructive or damaging to the vehicle in any way.

An **Individual Approval Certificate (IAC)** is issued when the examiner is satisfied that the vehicle would meet the requirements of the regulations, in the main being in relation to the **design and construction of the vehicle**. This is as opposed to an MoT, which is concerned about the condition of the vehicle, although with regards to IVA, a vehicle in poor condition may make it impossible to assess whether some construction requirements are met.

Where an item is found to be defective to the extent that it presents a potential danger when the vehicle is used, this may also result in the refusal to issue an Individual Approval Certificate.

Normal IVA

Normal IVA applies to **M1 passenger cars and N1 light goods vehicles ONLY** that are not defined by one of the categories listed subject to Basic IVA. This includes mass produced vehicles that are imported on a commercial basis. These vehicles will have to meet the Basic IVA requirements as well as additional safety, environmental and security aspects. These include brakes, crash safety, seat belt installation and anchorages, exhaust emissions (including CO₂), noise and silencers and anti-theft protection. For these additional requirements, the European Standard (or in some cases non-EU standards considered to be comparable) for that aspect of the vehicle and appropriate to the age of the vehicle, will have to be met.

For the **Normal IVA** element of the inspection, the items (other than seat belts) cannot be tested by VOSA because special facilities are required. For such items, you will have to provide additional documentary evidence to demonstrate that your vehicle complies with the 'Type Approval' standards required of mass produced cars in Europe. Your vehicle will be checked to ensure it aligns to the documentation provided as evidence of compliance when it is presented at the VOSA test station for the remainder of the inspection.

Compliance with **Normal IVA** may be demonstrated by one or more of the methods listed in [Section 5 on page 14](#).

3.2 How do I demonstrate compliance for Basic IVA?

Compliance with the **BASIC IVA** standards (M1 & N1 only) will be assessed by a combination of visual inspection and specific tests (e.g. emissions test) at the VOSA test site.

In addition, if the vehicle has been modified by the fitting of additional seats that contain seat belt anchorages, a certificate may be required for the additional seats to demonstrate compliance with the M1 seat belt anchorage requirements.

Inspection Items

For a list of items that are included in the inspection of both passenger cars and light goods vehicles, please refer to [Section 10 on pages 30 to 32](#).

4. Complete, Incomplete and Completed - Definitions

4.1 What if my vehicle is a larger vehicle or trailer?

Other than passenger cars and light goods vehicles (M1 & N1), all other vehicles are sub-divided into three categories of 'Completeness' :-

- **Complete**
- **Incomplete**
- **Completed**

4.2 What is a 'Complete' vehicle?

A '**Complete**' vehicle is one which does not require any multi-stage approval that can be registered and used on the road. It is likely to be a vehicle built completely by an individual manufacturer.

4.3 What is an 'Incomplete' vehicle?

An '**Incomplete**' vehicle is a multi-stage vehicle that may involve more than one manufacturer e.g. the chassis/cab manufacturer and the body manufacturer. A chassis/cab may or may not be Type Approved but will require full approval as a completed vehicle before it can be used on the road.

An incomplete vehicle must undergo at least one further stage of completion in order to meet the technical requirements of the Directive.

PLEASE NOTE - AN INCOMPLETE VEHICLE CANNOT BE APPROVED UNDER IVA

4.4 What is a 'Completed' vehicle?

A '**Completed**' vehicle is one which has received multi-stage approval, meeting the requirements of the Directive and can be registered and used on the road.

Inspection Items

For a list of items that are included in the inspection of the vehicles below, please refer to the following pages :

- Larger Passenger vehicles (M2 & M3) - [pages 33 & 34](#)
- Medium to Heavy sized vans and trucks (N2 & N3) - [pages 35 & 36](#)
- Trailers (O1, O2, O3 & O4) - [pages 37 & 38](#)

5. Demonstrating Compliance

For a given vehicle, the method by which a person confirms that it meets all the requirements for IVA will vary according to the following :

1. The country of origin.
2. The market that it was intended for.
3. The age of the vehicle.

Depending on the vehicle category, compliance may be demonstrated by one or more of the following methods :

- **Directive Compliance** - Showing that European Approval Standards are met.
- **Comparable Standards*** - Showing that comparable non-European standards are met.
- **Comparison Test** - A comparison check with a known type approved vehicle.
- **Directive Test** - Physically having a test conducted to the appropriate Directive standard.
- **Model Report** - Using previously obtained data to approve a vehicle of the 'same' specification.
- A **Visual Inspection** of the vehicle.
- A combination of the above scenarios.

* 'Comparable Standards' applies to **passenger cars & light goods vehicles** ONLY.

5.1 Directive Compliance

Passenger Cars and Light Goods vehicles

This can be demonstrated for example by the presence of a European Type Approval marking (on the **Vehicle Identification Number (VIN)** Plate) which can be used as proof of compliance. VOSA will attempt to verify with the vehicle's manufacturer that the European Type Approval number on that particular vehicle does mean that the relevant requirements are met.

If it is confirmed that the vehicle meets the Type Approval requirements, is **less than 12 months old** and has done **3,000 km* or less** (1,865 miles), then it will be considered to be **'new'**. Following a check of basic approval markings and compliance with left hand rule of the road requirements, an Individual Approval Certificate (IAC) will be issued. If it is **more than 12 months old** or has done **more than 3,000 km***, a Basic IVA will be carried out.

***The recorded mileage should include any mileage recorded on a previous speedometer**

If VOSA is unable to verify with the vehicle manufacturer the approval status of that vehicle, then alternative proof of compliance will be required (for example, a test at a designated Technical Service or a comparison with a known Type Approved vehicle, as appropriate).

Medium to Heavy Vans & Trucks, Larger Passenger vehicles and Trailers

The requirements can be demonstrated, for example, by submitting a copy of the vehicle/trailer's **Certificate of Conformity** (either for the 'incomplete' or 'completed' vehicle/trailer) in support of the application. For all vehicle application forms, excluding the IVA 1 (passenger cars and light goods vehicles), Annex 'A' allows the applicant to confirm which subjects are approved under the approval on which the Certificate of Conformity was issued. If the application is made by someone other than the manufacturer, evidence of the subjects covered by the Certificate of Conformity will be required from the manufacturer. A vehicle/trailer specific letter issued by the manufacturer, confirming Directive compliance in respect of the relevant subjects would also suffice.

All Vehicle Categories

Note : If the vehicle has an EC Certificate of Conformity (CoC) or proof of previous registration in another EC Member State, then you should first consult the VCA to see whether they can issue an IVA for your vehicle based on these documents. Please visit the VCA website - www.vca.gov.uk and refer to 'Mutual Recognition' (see [Annex 7 on page 57](#) for further information).

Applicants should note that in all of these circumstances listed, there may be delays in obtaining the information required.

5.2 Comparable Standards (Passenger Cars & Light Goods Vehicles Only)

Each key area has an EC Directive and/or UN (ECE) Regulation that applies to it. In many cases, the technical standards that apply in other non-European countries (Japan, the United States and Canada for example) are the same or very similar to those required in EC Member States. These have been identified in the IVA **Inspection Manual**. If it can be demonstrated that a vehicle meets those standards then it can be deemed to be compliant for that key area. Exactly how this is done depends on the country of origin, but will normally require some approval documentation or in the case of vehicles of Japanese origin, a '**Certificate of Completion**' or an '**Export Certificate**' - see [Section 5.6 on pages 17 & 18](#) for more information.

5.3 Comparison Test - All Vehicle Categories

For key areas (other than Noise and Emissions), it is possible to demonstrate compliance by arranging for one of the Technical Services which are designated by the **Vehicle Certification Agency (VCA)** to conduct a **comparison test** of the vehicle/trailer with a known Type Approved equivalent vehicle. You must make arrangements with the Technical Service directly to provide them with a European Approved vehicle for this purpose (this will be a commercial arrangement that VOSA will have no involvement in). This will check that certain components on the vehicle being tested are the same as those fitted to the Type Approved vehicle. The components checked are those that are believed could significantly affect the result of a Directive test for the key area in question. For noise (in respect of a motor vehicle), in place of a full Directive dynamic test (which requires a test on a test track and which can be affected by the prevailing weather conditions), it is possible to conduct a comparison test combined with a static noise test (as prescribed in the Directive).

Following successful completion of such a test, the Technical Service will provide a test report including a specification pro-forma, photographs and a declaration of the findings.

Other than in respect of a seat belt anchorage inspection, no substantial dismantling of the vehicle is envisaged (in either Directive Testing or Comparison Testing), as a detailed inspection of visible or easily accessible components - e.g. brake layout/components, should establish similarity. However, components such as wheels will have to be removed to identify braking components. In addition, other items may also need to be removed to identify critical items such as the ECU (see 'Glossary of Terms' on [page 62](#)), steering components and seat belt anchorages (one of each belt type - e.g. one side front, one side rear, one centre rear assuming L/H mirrors R/H). In the case of a comparison test this would be required on both the vehicles being compared.

It should be noted that although this method can be a cost effective way of demonstrating compliance, it can be very difficult finding a Type Approved vehicle that is identical to some vehicles built for non-European markets. In a situation where an imported vehicle does not have a European Approved comparable vehicle (and no documentation of compliance is available), full Directive tests at a designated Technical Service would be necessary.

Please note, the following Directive tests are destructive to the vehicle :

- **Protective steering & side impact** - Passenger Cars (M1) & Light Goods vehicles (N1)
- **Frontal impact** - Passenger Cars (M1)
- **Seat belt anchorages** - All vehicle categories except Trailers

A test can be in respect of an individual vehicle/trailer. However, if it is intended to use the results of these tests for other similar vehicles, then it will be necessary for the designated Technical Service to submit to VOSA sufficient data to create a **Model Report**. VOSA will provide a pro-forma to the Technical Service for this purpose. A Model Report would cover all key areas that the comparison check covered.

Information obtained by the Technical Service for the purposes of a vehicle approval will be sent directly to VOSA.



5.4 Directive Test - All Vehicle Categories

Compliance can be demonstrated by arranging for a Directive test appropriate to the date of vehicle/trailer manufacture. This is possible for any of the key areas - although other methods of demonstrating compliance are likely to be more practical and/or cost effective for areas such as seat belt anchorages and protective steering which would involve destructive testing.

The tests are effectively the same as is required in Type Approval for a vehicle of that date of manufacture. There are certain minor differences in the detail of the procedures to ensure that they are cost effective to carry out and are possible without the vehicle manufacturer's support.

These tests are conducted only at the designated Technical Services or at a Test Laboratory, where arrangements have been made for the Vehicle Certification Agency (VCA) to witness the test and the results are forwarded to VOSA Swansea. This information will also contain certain measurements/data from the vehicle that VOSA may require.

5.5 Model Report - All Vehicle Categories

A vehicle owner can create a Model Report for use on subsequent vehicles. Model Reports that have been created are offered for use by some owners. For more in-depth information on demonstrating compliance using a Model Report and how they are produced, please refer to [Section 11 on page 39](#).

5.6 How do I demonstrate compliance if my car / light goods vehicle has come from Japan?

Where vehicles have been imported from Japan, evidence that the vehicle was type approved in that country will be taken to confirm that the vehicle meets the requirements in respect of those items where Japanese Approval is considered comparable (see [Section 5.2 on page 15](#) 'Comparable Standards'). In order to demonstrate compliance for a used vehicle, an original Japanese '**Export Certificate**' (also known as a 'De-registration Certificate') that demonstrates the vehicle has been allocated '**Specification**' and '**Classification**' numbers (or sometimes called 'Type Designation' and 'Variant' numbers) will serve this purpose. This is providing the vehicle has not been modified since manufacture (in respect of any of the IVA relevant items), in a way that is likely to have a detrimental effect on the original approval of the vehicle.

Where the vehicle is new, a manufacturer's '**Certificate of Completion**' will be sufficient evidence of compliance with the Comparable standards. This again is providing it displays the required Specification and Classification numbers and the vehicle has not had any detrimental modifications in respect of the relevant IVA items.

If you are using either an Export Certificate or a Certificate of Completion as proof of compliance, then you will be required to submit a photocopy of the complete document along with the IVA application form to VOSA Swansea (please note - it must be a copy of the Japanese version). **The original of the Japanese document MUST be presented to the examiner on the day of the inspection.**

If the original document is not presented with the vehicle at the time of inspection or it is not exactly the same as the photocopy submitted with your application form, then this will be deemed as an 'Inspection Non-Compliance' on the basis that compliance with one or more of the key areas has not been demonstrated (i.e. the vehicle will fail the inspection on all items requiring evidence of Directive Compliance).

If the Classification and Specification numbers are missing from their relevant boxes and appear in the Japanese text in the large bottom box (the Remarks box), then we will also require an official translation of the document. On receipt of this information, VOSA will be able to assess if the document does demonstrate compliance. However, if this information is not able to be provided, then alternative proof of compliance will be required e.g. by having a Directive Test or a Comparison Test.

If the Classification and Specification numbers are not shown on the document at all, the applicant should attempt to provide the details of the Japanese Type Approval from the vehicle manufacturer or consider alternative ways of demonstrating compliance.

5.7 How do I demonstrate compliance if my car / light goods vehicle has come from a country other than Japan?

There are also some standards in other countries that are recognised as being sufficiently similar to those that apply in Europe, such as safety standards that apply in the United States, Canada and Australia. These are listed in the passenger car/light goods vehicles (M1/N1) Inspection manual found on www.businesslink.gov.uk or www.direct.gov.uk.

Where a vehicle has its origins in North America or Canada, evidence of compliance to the **FMVSS/CMVSS*** Standards can be demonstrated by evidence of the qualifying standards being displayed on the original manufacturer's plate.

Vehicles imported from Singapore may have originally been registered in that country on the basis of meeting the Japanese approval standards. If evidence of the Japanese approval standards deemed comparable to the European standards is available from the Singapore Authority, this may be acceptable. On the other hand, vehicles imported from Middle Eastern countries may not be designed to meet European standards.

Vehicles produced for use in developing countries are unlikely to have been built to standards that we are prepared to recognise as being comparable to those in Europe. Examples of such vehicles will probably require testing by a designated Technical Service to most of the Normal IVA requirements (including destructive tests) before an Individual Approval Certificate can be issued. Modifications will almost certainly be required and it is possible that some vehicle types cannot be converted economically to comply with European standards. Remember though that left hand drive vehicles only require a Basic IVA examination.

***Federal Motor Vehicle Safety Standards & Canadian Motor Vehicle Safety Standards**

5.8 How can I demonstrate compliance with the Anti-theft requirements for a passenger car (M1)?

All M1 passenger vehicles subject to Normal IVA will need to provide evidence of Directive Compliance for anti-theft or will be required to fit an immobiliser which must be a **VSIB** or **MESF** accredited installer (see [Annex 11 on page 61](#) for **MESF** website details). The original installation certificate must be presented to the Examiner on the day of the inspection.

6. The Individual Vehicle Approval Application Process

6.1 How do I apply for an IVA inspection?

Firstly you will need to obtain the correct type of IVA application form for your vehicle category either from www.businesslink.gov.uk (from the Home page - Your Business Sector/Transport and Logistics/Vehicle Dealers/Individual Vehicle Approval (How to obtain an Individual Approval Certificate)) or www.direct.gov.uk (from the Home page - Motoring/Importing and exporting a vehicle/The Individual Vehicle Approval Scheme). If you do not have internet access, you can telephone our **Contact Centre** on **0300 123 9000** and they can arrange for one to be sent to you by post or fax. You will need to complete all the questions that apply to you on the form then send it to the address below along with any supporting documentation and the correct payment. Payments can be made via cheque or postal order (made out to VOSA) or by credit or debit card. Customers who wish to pay by card will be contacted by telephone for the relevant card details on receipt of the IVA application form at :

Vehicle and Operator Services Agency (VOSA)
Approval Section, Ellipse, Padley Road, Swansea, SA1 8AN

Tel : 0300 123 9000
Fax : 01792 454214
E-mail : approvals@vosa.gov.uk

6.2 Where can my vehicle be inspected?

The application form will also ask you to confirm what VOSA Test Station you wish your vehicle to be inspected at. If you are planning to apply for a large number of vehicles, you might wish for them to be inspected at other sites known as **Designated Premises** or '**DPS**'. These are privately owned sites that have been authorised by VOSA for their examiners to use to carry out IVA inspections. For a list of **VOSA IVA Test Stations** and **Designated Premises**, please turn to [Annex 4 on page 53](#) of this Guide. Alternatively, telephone our **CONTACT CENTRE** on **0300 123 9000** who will be able to supply you with a list of inspection premises and any other relevant information that you may need.

6.3 What if my vehicle does not have a Vehicle Identification Number (VIN)?

If your motor vehicle does not have a manufacturer's Vehicle Identification Number (VIN) stamped on the chassis, you will have to apply to your DVLA local office for one to be assigned before the IVA inspection is conducted. DVLA local office officials may wish to inspect the vehicle to check its authenticity/originality. VOSA will also check vehicle details against information held on stolen vehicle databases.

6.4 What happens with my IVA application form when VOSA receives it?

Please refer to the IVA Application Process Flowchart in [Section 6.9.1 on page 22](#).

6.5 Will the application form ask me for technical details on my vehicle?

Yes, the form will ask you to provide certain technical details in relation to the vehicle, e.g. maximum power of the engine and maximum design weights. Such information may be obtained by reference to the manufacturer's vehicle handbook or from the manufacturer or his agent. VOSA may check stated design weights against certain criteria to ensure that they are realistic. Any documentary evidence of the standards to which the vehicle was originally approved will always be helpful and must be provided for certain 'Normal' IVA items as described in the 'Demonstrating Compliance' section of this information guide.

6.6 How quickly will I be notified of the place and time of my IVA inspection?

VOSA will provide 95% of IVA customers with an inspection within 4 weeks of receipt of a correctly completed application. Your inspection appointment will be allocated to you by your chosen Test Station. The booking is not made by VOSA Swansea. You will receive confirmation of the date and time via an appointment letter which will be posted to you.

6.7 Will I be able to track the progress of my application?

Once your application has been submitted, it is requested that you allow 10 working days before contacting VOSA to check on its progress. During this time, you may well be contacted, either in respect of supplying additional information to support your application or to arrange an appointment.

If you do not hear from us within 10 working days, please contact us on **0300 123 9000**. You will be advised if your IVA application has been processed and whether it has been sent to the Test Station for an appointment to be allocated.

6.8 What should I do if I want to transfer my application to a different Test Station?

Your IVA application will, where possible, be sent to your specified first choice of Test Station and they, in due course, will issue you with an appointment date and time for the inspection of your vehicle. However, if before this date you decide you want to transfer your application to a different Test Station, then it is your responsibility to arrange this. You will need to telephone our Contact Centre on **0300 123 9000** and request to be transferred through to your preferred choice of Testing Station. If this Station is able to give you an inspection date, it is then your responsibility to arrange for your IVA application form to be transferred from the original Test Station to the new one.

VOSA Swansea should only be involved in this process if the paperwork is lost in transit from one station to another or if it arrives and is misplaced by the new station. Only in these cases will a copy of the application held at Swansea be faxed to the correct test station. However, it is the booking clerk at the Test Station (where the inspection is going to take place) who must request the faxed copy from VOSA Swansea and not the customer. **Please Note : You must also make sure that you cancel your original appointment date with the Test Station your application form was initially sent to or you may risk losing your fee.**

6.9 Are there any documents that I need to supply on the day of the inspection?

Passenger Cars & Light Goods Vehicles

In the case of a passenger car or light goods vehicle subject to Normal IVA (or class 'R'), on the day of the inspection you will need to present specific documents to the VOSA Examiner which demonstrate evidence of compliance to the Normal IVA requirements. This will include for example, an **original** copy of the **Japanese De-Registration** or **Export Certificate** (if the vehicle has originated from Japan) or alternative documents such as an original manufacturer's letter of Compliance for the vehicle.

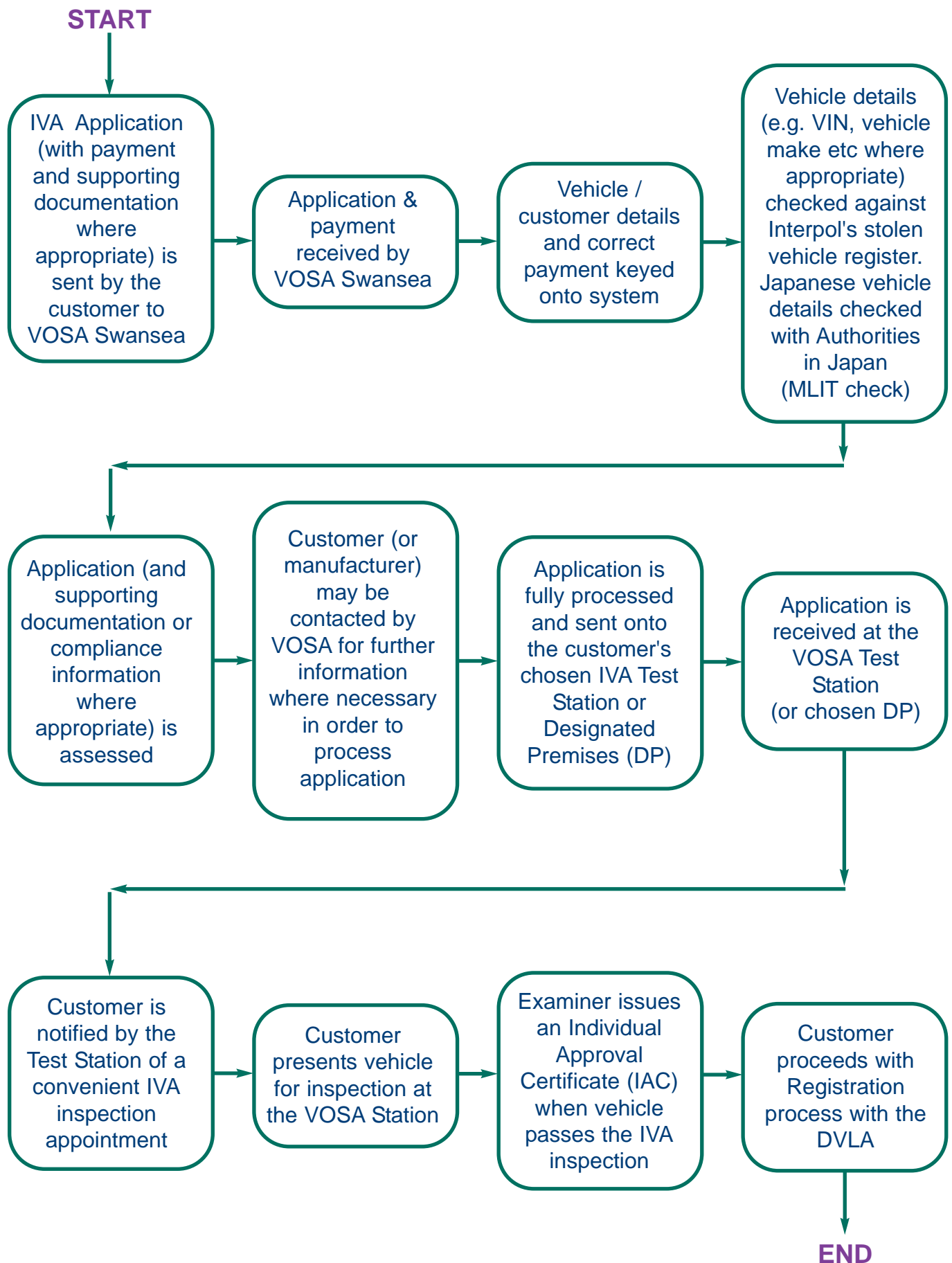
In addition, you will also need to present an **original certificate of installation** from an approved installer for an immobiliser that meets the European Directive requirements. Remember - for IVA purposes, only certificates issued from either a VSIB or MESF accredited installer will be acceptable.

All Other Vehicle Categories

In respect of any copies of documents supplied at time of application as evidence of compliance, for example a manufacturer's letter of compliance, Certificate of Conformity, evidence of approval etc, the **originals** must be provided to the Examiner on the day of the inspection.



6.9.1 The Individual Vehicle Approval Application Process Flowchart



7. Your Vehicle and the IVA Inspection

7.1 When can I drive my vehicle once it arrives in the UK?

After arrival, the only circumstances in which you can drive the vehicle before completing the registration and licensing formalities are to and from a pre-arranged IVA and/or MoT test and to and from a garage for remedial work following failure to pass the inspection. Other than in these situations, the vehicle must not be used on the road until the licensing and registration formalities have been completed.

Note : UK law requires vehicles to be licensed and registered for use on the road. To avoid difficulties, importers are advised by DVLA to transport rather than drive their vehicles from the port of entry to home or first destination and to keep them off the road until they have been properly licensed and registered.

7.2 Are there any conditions that apply to the IVA inspection?

There are several conditions that relate to the presentation of a vehicle for an IVA inspection. These are listed below :

- The vehicle or trailer must be eligible to the scheme.
- The vehicle or trailer must be presented for examination at the appointed time and place.
- At the time of the examination, the full fee must have been paid.
- The vehicle must be able to be driven and the engine run to the extent necessary to complete the examination.
- The vehicle must be presented in a clean and safe condition for the examination to be carried out.
- Loose items on the vehicle must be removed or secured as required by the examiner.
- The doors, tailgate, boot lid, engine cover, fuel cap or other such devices should be able to be opened.
- The vehicle condition during the examination must not present a risk of ;
 - injury to any person or,
 - damage to the vehicle or any other property
- The vehicle identification number must be ;
 - permanently fixed to the vehicle
 - easy to read and in an accessible position
 - adequate for the purpose of identifying the vehicle.
- The driver, at the time of the examination must remain with the vehicle and operate the controls or remove and refit panels as requested.
- If the vehicle is an M1 or N1 category, it must be presented with the fuel tank(s) full.

7.3 Can my vehicle be inspected before the build is complete?

A vehicle can only be submitted for examination if it is completed to the extent that all elements of the inspection can be undertaken. Subjects not covered by IVA can be completed after the inspection, providing the approval is not invalidated.

7.4 What if my vehicle has had a gas conversion?

If you are considering converting a vehicle to run on Liquefied Petroleum Gas (LPG or Autogas) before submitting it for IVA, you should use an installer approved by the UKLPG association (www.uklpg.org). LPG systems retro-fitted by other parties will not be accepted. Where a vehicle submitted for IVA has an LPG propulsion system fitted as original equipment by the vehicle manufacturer, verification of this may be needed and it will need to comply with European regulation UNECE R67.01. (Compliance with North American or Japanese regulations may also be accepted on cars and light trucks only where there is an accepted comparable standard).

7.5 What will happen when I present my vehicle to the Test Station?

When you arrive at the testing station, you must park your vehicle in the parking area and report to the reception office.

Testing stations can be dangerous places because there are large vehicles manoeuvring in restricted areas and you are asked to be very careful when both walking and driving around the station. It is very important that you follow the instructions of the Testing Station staff before moving your vehicle and which areas are safe for you to walk in.

Because of the hazards presented by other vehicles, we do not think that a testing station is a suitable environment for children and we would ask that you do not bring anyone less than 16 years old with you. You are also requested not to bring any animals.

The use of mobile phones is restricted in some areas of the testing station so you must follow the advice of testing station staff as to where and when they can be used. Under no circumstances should mobile phones be used when you are driving a vehicle or when you are assisting with the inspection.

Please note that the Test Stations do not have canteen facilities for public use. The IVA inspection can be quite long, up to half a day in the case of an amateur built vehicle; you may therefore wish to bring some refreshments with you.

If you have any questions about the inspection, please contact VOSA on our central number - **0300 123 9000**. A member of our Contact Centre team will transfer you to your chosen Test Station should you wish.

Passenger Cars and Light Goods Vehicles with Diesel Engines

For diesel engined vehicles, the test has been developed to ensure that, as far as possible, no damage occurs. Your engine will be accelerated until the governor cuts in. It will not be required to run at governed speeds for any period of time. Damage should not occur provided that the vehicle has been reasonably well maintained.

The Examiner will carry out a number of pre-checks and may ask some questions. The presenter may not have knowledge of the maintenance history of the vehicle and the Examiner will have to rely entirely on his/her pre-checks. These only give an indication of the condition of an engine. He/she will not carry out the emissions check if there is any reason to think that it may harm the vehicle. In this instance, the test will not be completed and a Refusal to Issue an Individual Approval Certificate will be issued.

Use of the Vehicle

Please remember that until the vehicle has been licensed and registered by DVLA, it may only be driven to and from the above test appointment or, if the vehicle fails the examination, to and from a pre-booked appointment to have relevant work done on the vehicle to allow it to pass the examination. The presenter is responsible for ensuring that the vehicle has insurance cover and that it complies with the requirements of the Road Vehicles (Construction and Use) Regulations and Road Vehicles Lighting Regulations when driven under these circumstances.

7.6 What do I do after my vehicle passes the IVA inspection?

Once your vehicle or trailer has successfully passed the IVA inspection, you will be issued with an Individual Approval Certificate (IAC).

Passenger Cars and Light Goods

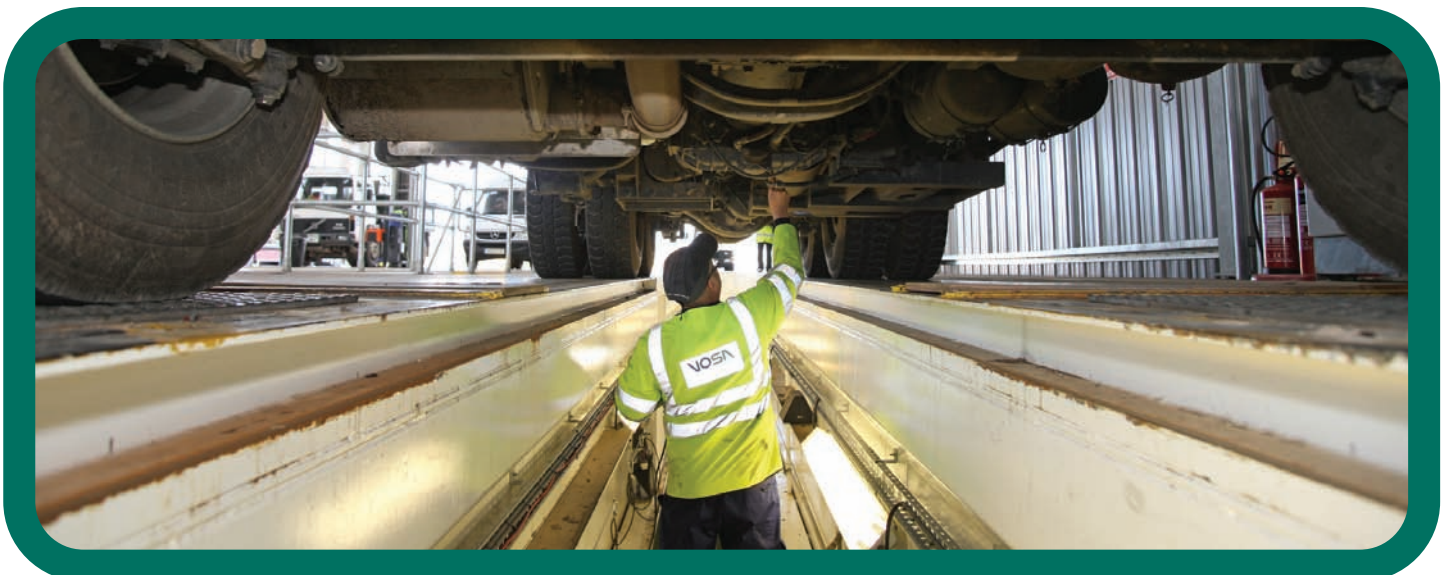
In the case of passenger cars and light goods vehicles, the next step is to take your IAC to your local DVLA office to get your vehicle licensed and registered. Please refer to the DVLA website for a list of their local offices.

Goods vehicles subject to Plating

Your IAC will be required to register the vehicle. You will need to complete 'Part 2' on the back of the IAC with details of who/where the plating certificate is to be issued to. The IAC will be retained by the Licensing Authority and subsequently sent to VOSA Swansea who will issue the 'Plating' documents for the vehicle.

Trailers

In the case of a Trailer, when the inspection has been successfully completed, the plating documents and an **'Entry into Service Notification'** will be issued.



8. Post IVA Inspection & Re-inspections

8.1 What if my vehicle does not meet the required standards and needs to be re-inspected?

If your vehicle does not meet the required standards, the examiner will issue you with a **'Notification of Refusal to Issue an Individual Vehicle Approval'** certificate (or an **IVA 30**). This notification will indicate the items of non-compliance being the reason(s) why an Individual Approval Certificate (IAC) has not been issued. An application for re-examination can be made up to 6 calendar months following the issue date of the first 'Notification of Refusal' in respect of the original application. In any other case, a new application and a full fee must be submitted.

When modification/rectification has been completed on the vehicle, or additional evidence of compliance obtained, an application for a re-examination (verbally or in writing) should be made. In the case of an M1 or N1 vehicle class as listed below, the application for re-examination must be submitted to the Test Station that originally issued the notification and in respect of any other classes or category, it should be submitted to the Test Station of your choice.

- Amateur Built Vehicle
- Rebuilt Vehicle
- Motor Ambulance
- Motor Caravan
- Vehicle manufactured using parts of a registered vehicle
- Disabled Person's Vehicle
- Hearse
- Armoured Vehicle
- Vehicle manufactured in very low volume

8.2 Can I use the vehicle if it does not meet the required standards?

It is an offence to use a vehicle that requires type approval without an Individual Approval Certificate (IAC) confirming compliance with the type approval requirements, except for the following purposes:

1. Submitting it, by previous arrangement, for an approval examination.
2. Bringing it away from such an examination.
3. Delivering it, by previous arrangement, to a place where relevant work is to be done on it following receipt of a refusal to issue an Individual Approval Certificate.
4. Bringing it away from a place where relevant work has been done on it.

You may have been notified of defects in addition to those appertaining to the approval requirements. Even in the above circumstances, you may be committing an offence if you use the vehicle and it does not comply with the various regulations relating to its construction and use.

8.3 What if I do not agree with the outcome of the IVA inspection?

If the vehicle does not meet the required standards and you are not satisfied, you can appeal against all or any of the grounds for refusal and have a re-examination carried out by an independent inspector. You must make your appeal within 14 days of the original decision by completing an **IVA 17** application form (available from www.businesslink.gov.uk) and submit this to the Test station where the inspection was carried out or alternatively to VOSA Swansea. The fee for the appeal will be the same as that paid for the original test. If the appeal is upheld, either wholly or in part, you may have your fee, or part of your fee refunded. It is important that no modification/rectification work is carried out on the vehicle before the appeal inspection as this may affect the outcome of the appeal.

8.4 Will I have to pay another fee for a re-inspection?

A 're-inspection' can be requested up to 6 months after the initial inspection, subject to a partial fee, however some items, which can be re-inspected relatively easily, are subject to a free re-inspection. These are listed on the notes to the **"Notification of Refusal to Issue an Individual Approval Certificate" (IVA 30)** document but are also listed on the next page.



8.5 What are the free re-inspection items and when do they apply?

Where a "Notification of Refusal to Issue an Individual Approval Certificate" is issued, a further examination (a re-inspection) will be carried out without further payment if ;

- the vehicle is submitted for the examination at the place where it was previously examined, and;
- the vehicle is submitted for examination before the end of the fifth day on which VOSA is accepting vehicles for inspection following the day of the original examination, and ;
- in the case of any vehicle category, the application is due to a failure to provide sufficient documentary evidence before the examination to demonstrate compliance, or;
- in the case of an M1 or N1 category vehicle only, failure is due to one or more of the following items (subject to a maximum of six items):-

Item 3	Fuel tanks/rear protective devices - fuel filler arrangements only;
Item 4	Rear registration plate space - all requirements;
Item 7	Audible warning - operation of audible warning device only;
Item 8	Indirect vision - all except field of view;
Item 9	Braking - warning lamps only;
Item 10	EMC - markings only;
Item 12	Interior fittings - no more than 3 separate examples of failure to comply;
Item 13	Anti-theft & immobiliser - all requirements;
Item 16	Exterior projections - no more than 3 separate examples of failure to comply;
Item 17	Speedometer - illumination only;
Item 18	Plates - all requirements;
Item 20-30	Lighting - all except angle of visibility and position;
Item 31	Seat belts - child restraint warning label only;
Item 33	Controls - no more than 3 separate examples of failure to comply;
Item 34	Defrost/demist - all requirements;
Item 35	Wash/wipe - all requirements;
Item 36	Heating - all requirements;
Item 37	Wheel guards - all requirements;
Item 45	Safety glass - approval marking only;
Item 46	Tyres - approval marking, one example only.

9. Single Vehicle Approval Certificates & SVA Re-inspections

9.1 What about SVA Re-inspections of M1 passenger vehicles after 29th April 2009?

All 'initial' SVA inspections conducted on vehicles before **29th April 2009** for which a 'Refusal to Issue an Approval Certificate' is issued, will be allowed up to 6 months in which to be re-presented for a 're-inspection' as provided for in current regulations.

9.2 Will my SVA certificate be valid after 29th April 2009?

Due to the mandatory introduction of IVA, an SVA certificate issued to an M1 passenger car (other than a van or Special Purpose vehicle) will only be valid for registration purposes until **31st December 2009**. After this date, SVA certificates presented to the DVLA in support of an application to register a passenger car will **not** be accepted.



10. IVA Technical Requirements for all Vehicle Categories

10.1 Passenger Cars and Light Goods Vehicles - M1 & N1

No.	Item	Basic IVA M1 Passenger	Normal IVA M1 Passenger	Basic IVA N1 Goods	Normal IVA N1 Goods
1	Noise	Inspection	Approval Documentation & Inspection	Inspection	Approval Documentation & Inspection
2	Emissions	Inspection	Approval Documentation & Inspection	Inspection	Approval Documentation & Inspection
3	Fuel tank (Gaseous)	Approval Documentation & Inspection	Approval Documentation & Inspection	Approval Documentation & Inspection	Approval Documentation & Inspection
4	Rear Registration plate	Inspection	Inspection	Inspection	Inspection
5	Steering effort	Inspection	Inspection	Inspection	Inspection
6	Door latches and hinges	Inspection	Inspection	Inspection	Inspection
7	Horn	Inspection	Inspection	Inspection	Inspection
8	Rear vision	Inspection	Inspection	Inspection	Inspection
9	Braking	Inspection	Approval Documentation & Inspection	Inspection	Approval Documentation & Inspection
10	EMC	Inspection	Inspection	Inspection	Inspection
11	Diesel smoke	Inspection	Inspection	Inspection	Inspection
12	Interior fittings	Inspection	Inspection	Inspection	Inspection
13	Anti-theft	Inspection	Approval Documentation & Inspection	Inspection	Approval Documentation & Inspection
14	Protective steering	Inspection	Approval Documentation & Inspection	Inspection	Approval Documentation & Inspection
15 & 38	Seat strength (head rests included)	Inspection	Inspection	Inspection	Inspection

No.	Item	Basic IVA M1 Passenger	Normal IVA M1 Passenger	Basic IVA N1 Goods	Normal IVA N1 Goods
16	Exterior projection	Inspection	Inspection	Inspection	Inspection
17	Speedometer & reverse gear	Inspection	Inspection	Inspection	Inspection
18	Plates (statutory)	Inspection	Inspection	Inspection	Inspection
19	Seat belt anchorages	Inspection	Approval Documentation & Inspection	Inspection	Approval Documentation & Inspection
20	Installation of lighting & light signalling devices	Inspection	Inspection	Inspection	Inspection
21	Retro reflectors	Inspection	Inspection	Inspection	Inspection
22	Side lights, marker lights, stop lights	Inspection	Inspection	Inspection	Inspection
23	Direction indicators	Inspection	Inspection	Inspection	Inspection
24	Rear registration plate lamps	Inspection	Inspection	Inspection	Inspection
25	Headlamps (including bulbs)	Inspection	Inspection	Inspection	Inspection
26	Front fog lamps	Inspection	Inspection	Inspection	Inspection
28	Rear fog lamps	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
29	Reversing lamps	Inspection	Inspection	Inspection	Inspection
30	Parking lamps	Inspection	Inspection	Inspection	Inspection
31	Seat belts	Inspection	Inspection	Inspection	Inspection
32	Forward vision	Inspection	Inspection	Inspection	Inspection
33	Identification of controls	Inspection	Inspection	Inspection	Inspection
34	Defrost/demist	Inspection	Inspection	Inspection	Inspection

No.	Item	Basic IVA M1 Passenger	Normal IVA M1 Passenger	Basic IVA N1 Goods	Normal IVA N1 Goods
35	Wash/wipe	Inspection	Inspection	Inspection	Inspection
36	Heating systems	Inspection	Inspection	Inspection	Inspection
37	Wheel guards	Inspection	Inspection	Inspection	Inspection
39	CO ₂ emissions/fuel consumption*	N/A	Approval Documentation & Inspection	N/A	Approval Documentation & Inspection
40	Engine power	Declaration	Declaration	Declaration	Declaration
44 & 48	Masses and dimensions	Inspection	Inspection	Inspection	Inspection
45	Safety glass	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
46	Tyres	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
50	Couplings	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
53	Frontal impact (if <2500kg GVM)	N/A	Approval Documentation & Inspection	N/A	Approval Documentation & Inspection
54	Side impact (if <700mm R point)	N/A	Approval Documentation & Inspection	N/A	Approval Documentation & Inspection
60	Frontal protection (bull bars)	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection



10. IVA Technical Requirements for all Vehicle Categories

10.2 Larger Passenger Vehicles - M2 & M3

No.	Item	M2 & M3
1	Noise	Approval Documentation & Inspection
2	Emissions	Approval Documentation & Inspection
3A	Fuel tank(s)	Approval Documentation & Inspection
3B	Rear under run	Approval Documentation & Inspection
4	Rear Registration plate	Inspection
5	Steering effort	Approval Documentation & Inspection
7	Horn	Inspection
8	Rear vision	Inspection
9	Braking	Approval Documentation & Inspection
10	EMC	Approval Documentation & Inspection
13	Anti-theft	Inspection
13	Immobiliser/Alarm (if fitted)	Approval Documentation & Inspection
15	Seat strength (including head rests) - incorporating belt	Approval Documentation & Inspection
15	Seat strength (including head rests) - not incorporating belt	Inspection
17	Speedometer & reverse gear	Approval Documentation & Inspection
17	Speedometer & reverse gear (tachograph fitted)	Inspection
18	Plates (statutory)	Inspection
19	Seat belt anchorages	Approval Documentation & Inspection
20	Installation of lighting & light signalling devices	Inspection
21	Retro reflectors	Marking & Inspection
22	Side lights, marker lights, stop lights	Marking & Inspection
23	Direction indicators	Marking & Inspection
24	Rear registration plate lamps	Marking & Inspection
25	Headlamps (including bulbs)	Marking & Inspection
26	Front fog lamps	Marking & Inspection
27	Tow Hooks	Inspection
28	Rear fog lamps	Marking & Inspection
29	Reversing lamps	Marking & Inspection
30	Parking lamps	Marking & Inspection
31	Seat belts	Marking & Inspection

No.	Item	M2 & M3
33	Identification of controls	Inspection
34	Defrost/demist	Inspection
35	Wash/wipe	Inspection
36	Heating systems (combustion heater)	Approval Documentation & Inspection
45	Safety glass	Marking & Inspection
46	Tyres	Marking & Inspection
47	Speed Limiter (if fitted)	Marking & Inspection
47	Speed Limiter (if not fitted) - Plaque	Inspection
48	Masses and dimensions	Inspection
50	Couplings	Marking & Inspection
51	Flammability - Declaration	Inspection
52	Interior	Approval Documentation & Inspection or Marking



10. IVA Technical Requirements for all Vehicle Categories

10.3 Medium to Heavy Sized Goods Vehicles - N2 & N3

No.	Item	N2 & N3
1	Noise	Approval Documentation & Inspection
2	Emissions	Approval Documentation & Inspection
3	Fuel tank (gaseous) / rear under run (calculation)	Approval Documentation & Inspection
4	Rear Registration plate	Inspection
5	Steering effort	Approval Documentation & Inspection
6	Door latches and hinges	Inspection
7	Horn	Inspection
8	Rear vision	Inspection
9	Braking	Approval Documentation & Inspection
10	EMC	Approval Documentation & Inspection
13	Anti-theft	Inspection
13	Immobiliser/Alarm (if fitted)	Approval Documentation & Inspection
15	Seat strength (including head rests)	Inspection
17	Speedometer & reverse gear	Approval Documentation & Inspection
17	Speedometer & reverse gear (tachograph fitted)	Inspection
18	Plates (statutory)	Inspection
19	Seat belt anchorages	Inspection
20	Installation of lighting & light signalling devices	Inspection
21	Retro reflectors	Marking & Inspection
22	Side lights, marker lights, stop lights	Marking & Inspection
23	Direction indicators	Marking & Inspection
24	Rear registration plate lamps	Marking & Inspection
25	Headlamps (including bulbs)	Marking & Inspection
26	Front fog lamps	Marking & Inspection
27	Tow Hooks	Inspection
28	Rear fog lamps	Marking & Inspection
29	Reversing lamps	Marking & Inspection
31	Seat belts	Marking & Inspection
33	Identification of controls	Inspection
34	Defrost/demist	Inspection

No.	Item	N2 & N3
35	Wash/wipe	Inspection
36	Heating systems (combustion heater)	Approval Documentation or Marking & Inspection
42	Lateral protection	Inspection
43	Spray Suspension	Marking & Inspection >7.5t
45	Safety glass	Marking & Inspection
46	Tyres	Marking & Inspection
47	Speed limiter (if fitted)	Marking & Inspection
47	Speed limiter (if not fitted)	Approval Documentation & Inspection
48	Masses and Dimensions	Inspection
49	External projection of cabs	Inspection
50	Couplings	Marking & Inspection
57	Front under-run protection	Approval Documentation & Inspection



10. IVA Technical Requirements for all Vehicle Categories

10.4 Trailers - O1, O2, O3 & O4

No.	Item	Trailer O1	Trailer O2	Trailer O3	Trailer O4
3B	Rear under run	N/A	N/A	Approval Documentation & Inspection	Approval Documentation & Inspection
4	Rear reg plate space	Inspection	Inspection	Inspection	Inspection
5	Steering effort (if fitted with steered axles)	Inspection	Approval Documentation & Inspection	Approval Documentation & Inspection	Approval Documentation & Inspection
9	Braking	Approval Documentation & Inspection (if fitted)	Approval Documentation & Inspection (if fitted)	Approval Documentation & Inspection	Approval Documentation & Inspection
10	EMC	Declaration	Declaration	Declaration	Declaration
18	Statutory plates	Inspection	Inspection	Inspection	Inspection
20	Lighting installation	Inspection	Inspection	Inspection	Inspection
21	Retro reflectors	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
22	Stop, End out-line & Side & Marker Lamps	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
23	Direction Indicators	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
24	Rear registration plate lamp	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
28	Rear fog lamps	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
29	Reverse lamps	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
36	Heater (combustion) (if fitted)	Approval Documentation or Marking & Inspection	Approval Documentation or Marking & Inspection	Approval Documentation or Marking & Inspection	Approval Documentation or Marking & Inspection
42	Lateral Protection	N/A	N/A	Inspection	Inspection
43	Spray suppression	N/A	N/A	Marking & Inspection	Marking & Inspection

No.	Item	Trailer O1	Trailer O2	Trailer O3	Trailer O4
45	Glass (if fitted)	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
46	Tyres	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
48	Masses and Dimensions non-M1	Inspection	Inspection	Inspection	Inspection
50	Couplings	Marking & Inspection	Marking & Inspection	Marking & Inspection	Marking & Inspection
	General design and construction	Inspection	Inspection	Inspection	Inspection



11. Model Reports and the IVA Scheme

A Model Report is used when an applicant wishes to prove compliance on a subsequent vehicle on the basis of a Directive or Comparison test or series of tests originally conducted on a "Master" vehicle (or vehicles).

The purpose of the Model Report is to enable a VOSA examiner to check that the specification of subsequent vehicles is the same in all relevant respects to the one originally tested at the designated Technical Service. It will include component descriptions, code numbers and other identifying features, supplemented by photographs or drawings.

Some companies have produced Model Reports and offer them for use to members of the public and other companies for a fee. If the vehicle is listed, a Model Report is available for one or more of the subjects requiring compliance. This report could be used as one of the methods of demonstrating compliance. The report owner should be contacted for further information. It is important to ensure that your vehicle is of the same specification as that in the report.

If the vehicle presented for inspection matches the specification in the Model Report, it will pass, if not it will fail and further modifications or alternative evidence of compliance will be necessary.

VOSA will be responsible for compiling Model Reports, although they will be owned by the applicant. Most Model Reports will consist of test reports and vehicle specification details from the Technical Service. For some vehicles e.g. where comparison on protective steering is required, the Technical Service will provide evidence to support the similarity of a non-type approved vehicle with one that has full Type Approval.

Model Reports have considerable commercial value. The confidentiality of Model Reports will be protected to ensure that only those staff who need to know their contents are able to see them. However, applicants can if they wish, allow the use of Model Reports by others. VOSA will only use such reports where there is a written agreement between both parties, a copy of which will need to be emailed directly to VOSA Swansea (approvals@vosa.gov.uk). Applicants using this process may be subject to a 'Compliance Check'.

Compliance Check

If the vehicle is submitted for assessment against an existing Model Report, it may be chosen for a 'Compliance Check'. This is carried out on a sample of vehicles to ensure that vehicles submitted on the basis that they are built to the same specification as an original vehicle described in a Model Report (the original vehicle having been inspected and found to comply with the relevant Normal IVA requirements) actually comply with the Normal IVA requirements and are built to the specification described in the Model Report.

The compliance check is part of the 'approval' process and vehicles submitted on the basis of an existing Model Report are therefore submitted on the understanding that they may be chosen for this check.

If the vehicle is selected for a compliance check, you will be notified when you present the vehicle for inspection. You will be required to leave the vehicle at the VOSA test site, from where it will be transported to a designated Technical Service, which will carry out a full check of the vehicle against the nominated Model Report.

11.1 Model Report Creation

The designated Technical Service will carry out either, tests to the relevant EU Directive or a detailed comparison of the subject vehicle against a Type Approved version. The information contained in a Model Report is derived from information supplied by the Technical Service as a result of these tests or comparisons. A pro-forma detailing the specifications and information required is completed by the Technical Service which, together with the individual test results, or in the case of a comparison test, the specification data, then becomes the "Test Report". These vehicle specifications cover a pre-defined list of components that could have an effect on the result of the specific test. Each pro-forma will cover a different key area, although many individual items will be common. There may also be the requirement for some dismantling of the vehicle to identify certain components or features (e.g. ECU). Certainly in the case of comparison testing, dismantling will be necessary as for example, data for brake comparisons will have to include wheel cylinder or piston dimensions.

It is important to stress that only one person or body paying for the laboratory work can claim **Intellectual Property Rights (IPR)** to the results of the tests and the subsequent Model Report. Although many importers use the services of agents to commission Technical Service testing for noise, emissions etc., those agents would not be entitled to have ownership of those Rights unless specifically authorised by the owner of the vehicle/purchaser of the test. Conversely, if the agent bears the cost of the Technical Service work, then the agent is the owner of the data. VOSA cannot accept test report documentation that did not clearly distinguish who the owner of the data was.

The Test Report and, as appropriate, the test results, are sent to the VOSA Testing and Support Services branch (TaSS) in Swansea by the Technical Service, in a specified electronic format. TaSS consolidate all the information provided to produce a Model Report for the vehicle.

It is not necessary for all of the Technical Service Test Reports that form the basis of the Model Report to have been carried out by the same Technical Service although it is important for the same vehicle to be used throughout to ensure that the detailed information fed back to TaSS contains no variations.

The "**Version 1**" of the Model Report is then sent to the VOSA IVA Testing station (requested by the customer at time of application) for the test to be conducted. The details of this Version 1 Model Report are verified by the examiner. Discrepancies are fed back to TaSS where any amendments necessary to the Model Report are made and Version 2 can be produced. This indicates that the report is now "live" and can be used for subsequent vehicles. Joint owners of data produced by a Technical Service will each have a report created in their own name, with their own unique reference number.



11.2 Model Report / Test Report Creation Process - Code of Practice

Responsibilities of the Applicant

Please Note : The numbers in brackets indicate references to boxes on the '**Model Report/Test Report Creation Process - Code of Practice**' flowchart on [page 44](#).

A. Identify if a Model Report is required (1).

B. Identify the specific Test Reports required (1).

This will depend on the vehicle type (passenger or goods) and the age of the vehicle. The 'Forward' sections of all the inspection manuals provides this information. However, if in doubt, contact VOSA.

C. Identify which Technical Service can carry out the tests required (1).

Not all Technical Services can conduct tests on all the subjects covered.

D. Arrange the test(s) with a Technical Service (1).

This is a commercial arrangement between the applicant and the chosen Technical Service.

E. Provide a suitable vehicle to the Technical Service (2).

This includes provision of a Type Approved version of the vehicle if comparison testing is to be carried out.

F. Submit an IVA application to VOSA for the vehicle and copy it to the Technical Service when submitting the vehicle (1).

This will allow the Model Report to be created and be sent to the chosen Test Station without unnecessary delay.

G. Provide sufficient information to assist the Technical Service to complete the Test Report pro-forma (2).

Details of the data owner or owners must be supplied to VOSA via the Technical Service documentation to ensure confidentiality. VOSA will not accept Test Reports if these details are omitted. The Technical Service may provide a copy of the test pro-forma and require the applicant to obtain information that they cannot obtain from the vehicle. Where the vehicle is modified, ensure that clear instructions on the modifications are detailed to the Technical Service at the time of the test (2).

H. Use the same vehicle for the different Technical Service tests and also the initial IVA examination to the new Model Report (1 + 8).

This will ensure there are no discrepancies between the specification of vehicles used for the individual tests and between the Technical Service data and the vehicle presented for

verification of the Model Report at the Test Station, thus ensuring a smooth transition to an active Model Report.

I. Allow the vehicle to be retained by the Technical Service during the data verification process (4).

This will ensure the vehicle is available should further information be required by VOSA.

J. Not to change the vehicle specification in respect of the IVA relevant items following the Technical Service test (8).

This will reduce the risk of failure to comply with the Model Report specification due to discrepancies between the vehicle presented to the station and the Model Report specification.

K. Comply with any compliance testing required by VOSA.

Vehicles not provided for compliance testing could invalidate the Model Report, if the data owner is involved in a decision not to provide the subject vehicle.

Responsibilities of the Technical Service

A. Establish whether test required is a "One-Off" or requires fully documenting to create a Model Report (3).

A "One-Off" is a vehicle where the test being conducted is in respect of the presented vehicle only and which is not to be documented to form a Model Report.

B. If a Model Report is required, confirm the vehicle is a suitable example.

As the effectiveness of the Model Report system relies on being able to accurately identify the precedent and subsequent vehicles, a vehicle that does not display the required model, engine or transmission codes requested will not be considered a suitable vehicle to document for the purposes of a Model Report.

C. Complete Test Report pro-forma ensuring all data requested is provided and is accurate (3).

Ensure the Test Report contains ownership details of data. The onus of providing data not otherwise available to the Technical Service in its examination of the vehicle is placed with the applicant. The Technical Service however, must ensure all requested data is provided and is accurate, which may require the applicant to provide documentary evidence. Reports will not be accepted if data is missing. Identification numbers or marks must be provided where requested in respect of the following (Emissions/Noise reports only) :

- Electronic Control Unit (ECU)
- Throttle Body
- Fuel Injectors
- Turbocharger
- Oxygen Sensor

Where any of these components (other than the ECU) have no identifying marks or numbers, it is unlikely that VOSA will be able to produce a Model Report unless it can be verified by the manufacturer that no identification numbers (not necessarily part numbers) were displayed on the particular component. Where a component has no identification features, evidence from the manufacturer to that effect must be submitted with the Test Report pro-forma.

To avoid confusion, all numbers located on relevant parts will be listed. Brake comparison Test Reports must include wheel cylinder sizes and/or calliper piston sizes.

B. Submit Test Report pro-forma to VOSA within 5 working days of completion of the vehicle test in respect of 90% of tests conducted (4).

Also send a copy of the IVA inspection application form if provided by the applicant. Provide a copy of the Test Report pro-forma to the applicant if requested.

C. Retain tested vehicle on site for 5 working days after notification of receipt of report by VOSA, unless advised earlier that the Report data is satisfactory (4).

This will ensure that if data has been omitted or requires verification, the vehicle is available for further examination. If the Technical Service has been notified of a problem, it would be advisable for them to retain the vehicle until VOSA can confirm that the data supplied is satisfactory. Vehicles can however, be permitted to go to another Technical Service for pre-arranged testing work within this period. The important element is that the vehicle is available at a laboratory for any verification required. The vehicle would be required to remain at the last test site for the 5 days.

D. Provide contact names and numbers for Normal IVA enquiries.

Responsibilities of VOSA

A. Advise Technical Service of receipt of Test Report.

Advise applicant via e-mail of receipt (5). (This will be by fax or e-mail upon receipt in the VOSA Technical Section.)

B. Check Test Report for completeness and advise the Technical Service accordingly by fax, e-mail or telephone within 5 working days of receipt from the Technical Service.

Advise applicant via e-mail (5). Where data is incomplete or appears incorrect, the Technical Service will be notified.

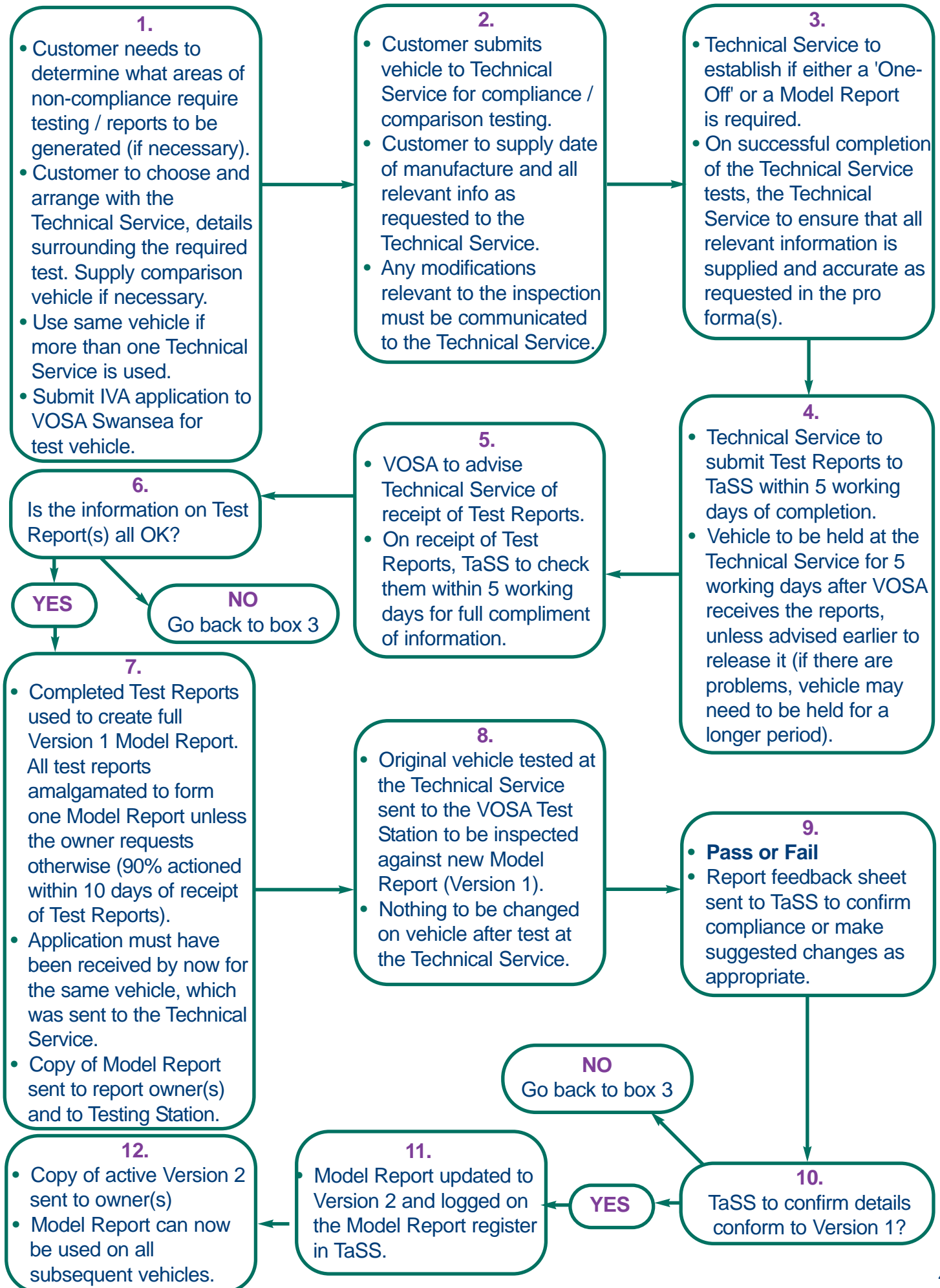
C. To create 90% of the Model Reports within 10 working days of receipt of a satisfactory test report (7).

D. To send a copy of the Model Report (Version 1) to the report owner (7).

A hard copy of the Model Report is to be posted to the Report owner. "Version 1" is the Model Report used to assess the first vehicle and from which the 'active' version (Version 2) is created. If the report owner is not the IVA applicant, a letter of authorisation will be required from the Report owner.

E. To release an active version of the Model report to the owner upon receipt of satisfactory feedback from the Test Station on "Version 1" (11).

11.2 Model Report / Test Report Creation Process - Code of Practice



11.3 Model Report Management

Creating a New Report

- a. A Model Report, either funded by an individual or under joint ownership will be created on the submission of one set of test data.
- b. The Test Report data will be carefully scrutinised and a report created only when VOSA are satisfied with the extent and quality of the data supplied.
- c. In the case of a jointly funded Test Report, details must be provided of those requiring reports under individual ownership.
- d. The data will be used to create a "Version 1" report to be sent to the nominated Testing Station
- e. Copies of the Version 1 report will be sent to all prospective owners.
- f. On receipt of the feedback sheet from the VOSA examiner, a Version 2 (live) report will be created for each of the prospective owners.
- g. Each owner will have his own unique identification code.
- h. A Model Report can only have one owner (no joint owners).

Updating a Report

- a. Individual reports will only be updated on the basis of information from the report owner.
- b. Each time a report is updated, a new version number will be issued (report and owner number remains the same).

Use of a Report

A report will be authorised for use against an application on the basis of one of the following:

- a. The application being submitted to VOSA is direct from the report owner.
- b. A chassis specific e-mail* from the report owner to VOSA.
- c. A chassis specific letter granting permission for use (one copy sent to VOSA, one to the applicant - a letter may cover more than one chassis number).

Please note: *VOSA cannot be held responsible for the authentication of authorisation letters submitted.*

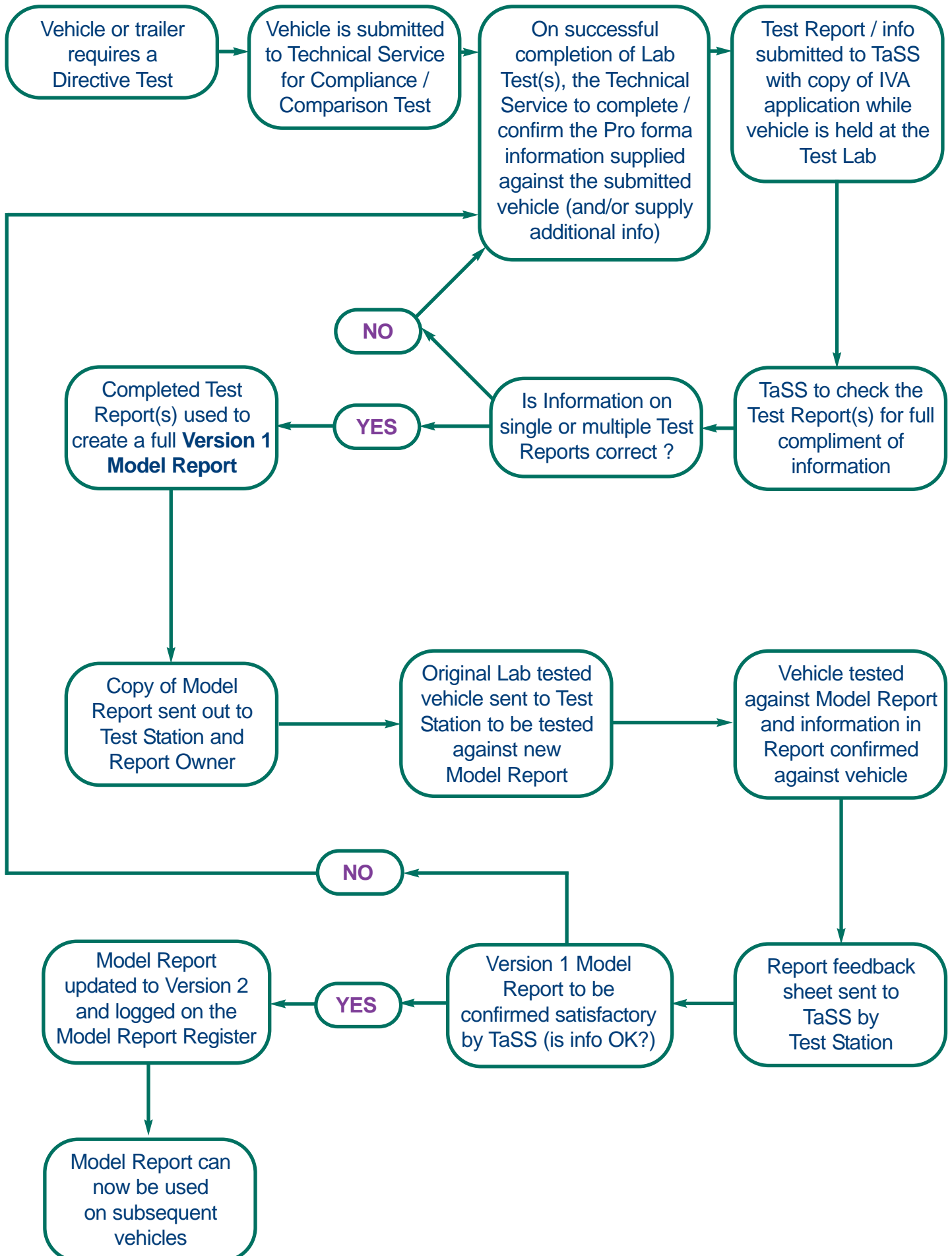
To maximise security of authorisation, it is advisable to submit authorisations by e-mail*, or preferably for the application to be submitted by the Model Report owner.

*All e-mail authorisations should be addressed to approvals@vosa.gov.uk.

Existing Reports





- a. Those under joint ownership will be split to create an individual report for each owner.
- b. Each individual report created will be given a unique number.
- c. Updating of any new report created will be the responsibility of the owner.
- d. A report owner may authorise another person/company to have a report created on the basis of one of his/her reports.

11.4 Model Report Process Overview







Annex 1 - Vehicle Category Chart





Passenger Vehicles

	Description	Category of Vehicle
	Vehicles designed and constructed for the carriage of passengers and comprising of no more than eight seats in addition to the driver's seat.	M1
	Vehicles designed and constructed for the carriage of passengers, comprising of more than eight seats in addition to the driver's seat and having a maximum mass not exceeding 5 tonnes.	M2
	Vehicles designed and constructed for the carriage of passengers, comprising of more than eight seats in addition to the driver's seat and having a maximum mass exceeding 5 tonnes.	M3
	Motor caravans, ambulances, hearses, armoured cars, wheelchair-accessible vehicles (WAVs).	M4 (Special Purpose Vehicles)

Goods Vehicles

	Description	Category of Vehicle
	Vehicles designed and constructed for the carriage of goods and having a maximum mass not exceeding 3.5 tonnes.	N1
	Vehicles designed and constructed for the carriage of goods and having a maximum mass exceeding 3.5 tonnes but not exceeding 12 tonnes.	N2
	Vehicles designed and constructed for the carriage of goods and having a maximum mass exceeding 12 tonnes. In the case of a towing vehicle designed to be coupled to a semi-trailer or centre-axle trailer, the mass to be considered for classifying the vehicle is the mass of the tractor vehicle in running order, increased by the mass corresponding to the maximum static vertical load transferred to the tractor vehicle by the semi-trailer or centre-axle trailer and, where applicable, by the maximum mass of the tractor vehicles own load.	N3
	Armoured Goods vehicles.	N1 (Special Purpose Vehicles)

Trailers

	Description	Category of Vehicle
	Trailers with a maximum mass not exceeding 0.75 tonnes.	O1
	Trailers with a maximum mass exceeding 0.75 tonnes but not exceeding 3.5 tonnes.	O2
	Trailers with a maximum mass exceeding 3.5 tonnes but not exceeding 10 tonnes.	O3
	Trailers with a maximum mass exceeding 10 tonnes. In the case of a semi-trailer or centre-axle trailer, the maximum mass to be considered for classifying the trailer corresponds to the static vertical load transmitted to the ground by the axle or axles of the semi-trailer or centre axle trailer when couple to the towing vehicle and carrying its maximum load.	O4

The vehicles shown as '**Special Purpose**' vehicles are given certain dispensations where it can be demonstrated to the Inspecting Authority that due to its design, it cannot comply with the technical requirements.



Annex 2 - Some Vehicle and Class Definitions

Armoured Vehicle (Class 'T')

An armoured vehicle is a civilian vehicle constructed or adapted for the protection of conveyed passengers and/or goods and complies with armour plating anti-bullet requirements.

Note: 'Anti-bullet' shall be interpreted as meaning; the driver and passenger compartment (front, rear and sides including doors and glazing) are capable of withstanding ballistic penetration from small arms fire eg. materials to CEN 1029 or an equivalent level of protection.

Hearse - Category M Only (Class 'M')

A hearse is a motor vehicle of category 'M' intended for the transport of deceased people and having special equipment for such purpose.

Amateur Built - M1 & N1 Only (Class 'A')

(1) A vehicle is an amateur built vehicle if -

- (a) the vehicle was -
 - (i) constructed or assembled or
 - (ii) having previously been registered under the 1994 Act, structurally modified, for the personal use of a person ('R') who is a relevant individual, and
- (b) the whole, or a substantial part, of the construction, assembly or modification was carried out -
 - (i) by 'R'
 - (ii) by one or more relevant individuals acting on behalf, and under the direction of 'R' or
 - (iii) by 'R' and one or more relevant individuals acting on behalf, and under the direction of 'R'

(2) For the purposes of this paragraph, a relevant individual in relation to a motor vehicle is an individual who does not, at any time during the period when the construction or assembly of the vehicle was being carried out, carry on a business in the course of which motor vehicles are normally constructed, assembled or modified.

Personal Import - Passenger Cars (M1) & Light Goods Vehicles (N1) Only (Class 'P')

A vehicle is a personally imported vehicle if either the conditions in sub-paragraph (1) or those in sub-paragraph (2) are satisfied ('A' being, in the following sub-paragraphs below, the applicant for Individual Approval).

(1) The conditions in this sub-paragraph are satisfied if -

- (a) the vehicle has been imported by 'A' upon entry into the United Kingdom,
- (b) 'A' had, prior to the time the vehicle was imported, been normally resident in a country other than the United Kingdom for a continuous period of at least 12 months,
- (c) 'A' intends to become normally resident in the United Kingdom,
- (d) the vehicle has been in the possession of and used by 'A' in the country where 'A' was normally resident for a period of at least 6 months before its importation, and
- (e) the vehicle is intended for 'A's' personal or household use in the United Kingdom

- (2) The conditions in this sub-paragraph are satisfied if -
- (a) 'A' is a serving member of the Armed Forces and intends to import it into the United Kingdom within 12 months of the date of the application for Individual Approval; at the time of that application 'A' has been normally resident in a country other than the
 - (b) United Kingdom for a continuous period of at least 12 months; and
 - (c) paragraphs (c) to (e) of sub-paragraph (1) are satisfied.
- (3) Subject to sub-paragraphs (4) to (6), for the purposes of this paragraph, 'A' is to be treated as being normally resident in a country if -
- (a) 'A' usually lives in that country for a period of, or periods together amounting to, at least 185 days in a period of 12 months; and
 - (b) that period, or those periods of residence occur because of 'A's' occupational and personal ties to that country.
- (4) Where 'A' has no occupational ties, sub-paragraph (3b) does not apply provided that 'A's' personal ties show close links with that country.
- (5) Where 'A' has occupational ties in one country and personal ties in a second country, 'A' is to be treated, for the purposes of this paragraph, as being normally resident in the second country if either;
- (a) 'A's' stay in the first country is in order to carry out a task of a definite duration, or
 - (b) 'A' returns regularly to the second country.
- (6) But if 'A' is a United Kingdom citizen whose personal ties are in the United Kingdom and whose occupational ties are in the country other than the United Kingdom, 'A' is to be treated as normally resident in that other country if 'A' has lived there for a period of, or periods together amounting to, at least 185 days in the period of 12 months immediately preceding the date of entry into the United Kingdom.
- (7) In this paragraph, "serving member of the Armed Forces" means a person who is employed by Her Majesty's air forces, Her Majesty's military forces or Her Majesty's naval forces but who is not a serving member of any of the reserve forces.

Rebuilt Vehicles - M1 & N1 ONLY (Class 'S')

- (1) A vehicle is a rebuilt vehicle if it -
- (a) is a vehicle to which the approval authority is required to assign a vehicle identification number,
 - (b) is not an amateur built vehicle or a vehicle manufactured using parts of a registered vehicle, and;
 - (c) has been rebuilt using a replacement chassis, or an integral chassis body, which is of the same design and construction as that of the original vehicle and which -
 - (i) was supplied for the purpose without having been previously used, or
 - (ii) previously formed part of a vehicle registered under the 1994 Act or any earlier Act providing for the licensing and registration of mechanically propelled vehicles.
- (2) For the purposes of sub-paragraph (1) the approval authority is required to assign a vehicle identification number to a vehicle where it appears to the authority upon receipt of an application under regulation 27 that the vehicle does not have a vehicle identification number which -

- (a) satisfies the requirements set out in paragraph 3 of the Annex to Council Directive 76/114/EEC,
- (b) has previously been assigned under the Schedule, or
- (c) if it does not fall within paragraph (a) or (b), is adequate for the purpose of enabling the vehicle to be identified.

Vehicles Manufactured using parts of a Registered Vehicle - M1 & N1 ONLY (Class 'C')

A vehicle is a vehicle manufactured using parts of a registered vehicle if -

- (a) it is constructed or assembled by a person carrying on a business in the course of which motor vehicles are normally constructed or assembled;
- (b) it is equipped with an engine which has previously been used as the engine of another vehicle which had been registered under the 1994 Act or any earlier Act providing for the licensing and registration of mechanically propelled vehicles; and
- (c) it is equipped with one or more of the following components taken from the same vehicle as the engine -
 - (i) chassis
 - (ii) body
 - (iii) suspension
 - (iv) an axle
 - (v) transmission, or
 - (vi) steering assembly.

Very Low Volume Production Vehicles - M1 & N1 Only (Class 'L')

- (1) A vehicle is a vehicle manufactured in very low volume if the condition in sub-paragraph (2) is satisfied.
- (2) The condition is that the total number of vehicles of the family of types to which the vehicle in question belongs which are manufactured in the world during any period of 12 months falling within the period of 36 months immediately preceding the month in which the vehicle was manufactured does not exceed 300.



Annex 3 - Special Purpose Vehicles & their Definitions

A '**Special Purpose**' vehicle means a vehicle intended to perform a function which requires special body arrangements and/or equipment.

The regulations give "dispensations" to certain categories of vehicle considered to be 'Special Purpose' vehicles. The following vehicles are considered to be 'Special Purpose':

Ambulance*

Motor vehicles of category 'M' (only) intended for the transport of sick or injured people and having special equipment for such purpose.

Armoured Vehicle (can be category M or N)*

Vehicles intended for the protection of conveyed passengers and/or goods and complying with armour plating anti-bullet requirements.

Hearse*

Motor vehicles of category 'M' (only) intended for the transport of the deceased and having special equipment for such purpose.

Motor Caravan*

Motor vehicles of category 'M' (only) constructed to include living accommodation which contains at least the following equipment:-

- seats and a table
- sleeping accommodation which may be converted from the seats
- cooking facilities
- storage facilities

This equipment must be rigidly fixed to the living compartment; however, the table may be designed to be easily removable.

Wheelchair Accessible Vehicle (WAV)*

Vehicles of category M1 (only) constructed or converted specifically so that they accommodate one or more persons seated in their wheelchair(s) when travelling on the road.

***Please Note :** 'N' category vehicles (Goods Vehicles) converted for the purpose will be considered as 'M' category Passenger Vehicles. For certain items, as described in the relevant inspection manual, dispensation is given to allow the base vehicle 'N' (Goods Vehicle) standards to be considered for IVA purposes.

Annex 4 - VOSA IVA Test Stations and Designated Premises

VOSA IVA Test Stations

Station	Address	Category of Vehicle Inspected					
		M1	N1	N2 N3	M2 M3	O1 O2	O3 O4
Aberdeen	Cloverhill Road, Bridge of Don Industrial Estate, Aberdeen, AB23 8FE	●	●			●	
Beverley	Oldbeck Road, Off Grovehill Road, Beverley, North Humberside, HU17 0JW	●	●			●	
Birmingham	Garretts Green Industrial Estate, Birmingham, B33 0SS	●	●			●	
Bristol	Merebank Road, Avonmouth, Bristol, BS11 8AQ	●	●	●	●	●	●
Cardiff (Llantrisant)	School Road, Miskin, Pontyclun, Mid Glamorgan, CF72 8YR	●	●			●	●
Carlisle	Brunthill Road, Kingstown Industrial Estate, Carlisle, CA3 0EH	●	●			●	●
Chadderton	Broad Gate, Broadway Business Park, Chadderton, Oldham, OL9 9XA	●	●	●	●	●	●
Derby	Curzon Lane, Alvaston, Derby DE24 8XB	●	●	●	●	●	●
Exeter	Grace Road, Marsh Barton Trading Estate, Exeter, Devon, EX2 8PH	●	●			●	●
Gillingham	Ambley Road, Gillingham, Kent, ME8 0SJ	●	●	●	●	●	●
Glasgow (Bishopbriggs)	Crosshill Road, Bishopbriggs, Glasgow, G64 2QA	●	●	●	●	●	●
Leighton Buzzard	Stanbridge Road, Leighton Buzzard, Bedfordshire, LU7 8QG	●	●			●	
London North (Edmonton)	Towpath Road (off Harbet Road), Lea Valley Trading Estate, Edmonton, N18 3JR	●	●			●	
London South (Mitcham)	Redhouse Road, Croydon, Surrey, CR0 3AQ	●	●			●	
London West (Yeading)	Cygnets Way, Willow Tree Lane, Yeading, Hayes, Middlesex, UB4 9BS	●	●			●	
Newcastle upon Tyne	Sandy Lane, Gosforth, Newcastle-upon-Tyne, NE3 5HB	●	●			●	
Norwich	Jupiter Road, Hellesden, Norwich, NR6 6SS	●	●			●	
Nottingham	Main Road, Watnall, Nottingham, NG16 1JF	●	●			●	
Shrewsbury	Ennerdale Road, Harlescote, Shrewsbury, SY1 3LF	●	●			●	
Southampton (Northam)	Unit R Centurion Industrial Estate, Bitterne Road West, Southampton, SO18 1UB	●	●			●	
Taunton	Taunton Trading Estate, Norton Fitzwarren, Taunton, Somerset, TA2 6RX	●	●			●	

Authorised Designated Premises (DPs)


DP	Address
ATUK	Unit 2, North Road, Marchwood Industrial Estate, Marchwood, Southampton, SO40 4BL
VDS Automotive Ltd	Unit 9 Willow Industrial Park, Willow Road, Castle Donington, Derbyshire, DE74 2RP
Parisbond (Cyprus) Ltd	SVA Test Centre, Larnaca Free Zone Area, PO Box 45107, 7111, Aradippou, Cyprus



Annex 5 - Designated Technical Services

Technical Service	Contact Details	Items Tested
JLR Product Compliance Centre Emission Test Laboratory	<p>Address : Product Compliance Centre, Emission Test Laboratory, Landrover, Lode Lane, Solihull, B92 8NW</p> <p>Contact : John Hanson Telephone : 0121 700 3131</p> <p>Email : jhanso14@jaguarlandrover.com</p>	Emissions
Millbrook Proving Ground Ltd	<p>Address : Millbrook, near Ampthill, Bedford, MK45 2JQ</p> <p>Contact : David Boon Telephone : 01525 408253 Email : david.boon@millbrook.co.uk</p> <p>Contact : Barry Hawkes Telephone : 01525 408362 Email : barry.hawkes@millbrook.co.uk</p>	Noise & Emissions
MIRA Ltd	<p>Address : Watling Street, Nuneaton, Warwickshire, CV10 0TU</p> <p>Contact : Richard Whiting Telephone : 02476 355 482 Email : richard.whiting@mira.co.uk</p>	Noise & Emissions (excl. 4x4 Diesel emissions)
STATUS	<p>Address : Department of Engineering & Technology, Manchester Metropolitan University, Chester Street, Manchester, M1 5GD</p> <p>Contact : Michael Hughes Telephone : 0161 247 6240 Email : m.p.hughes@mmu.ac.uk</p>	Seat Belt Anchorages

Annex 6 - Example of an Individual Approval Certificate (IAC)

 United Kingdom Individual Approval Certificate (IAC)		Individual Vehicle Approval (IVA) number: ZY 000000																			
Vehicle Identification Number (VIN): <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				Issued in accordance with the Road Vehicles (Approval) Regulations 2009	
Section 1																					
0.1. Make (Trade name of manufacturer): <table border="1"><tr><td></td></tr></table>			The vehicle can be permanently registered in member states having left hand traffic and metric/imperial units for the speedometer																		
0.2.1. Commercial name (Model): <table border="1"><tr><td></td></tr></table>			Technical Service responsible for carrying out IVA: <table border="1"><tr><td></td></tr></table>																		
0.2. Type: <table border="1"><tr><td></td></tr></table>			Approval Authority responsible for issuing IAC: <table border="1"><tr><td>Vehicle Certification Agency</td></tr></table>		Vehicle Certification Agency																
Vehicle Certification Agency																					
Variant: <table border="1"><tr><td></td></tr></table>			Place: <table border="1"><tr><td></td></tr></table>																		
Version: <table border="1"><tr><td></td></tr></table>			Date of issue: <table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>																		
0.4. Category: <table border="1"><tr><td></td></tr></table>			Signature: <table border="1"><tr><td></td></tr></table>																		
0.10. Engine Number: <table border="1"><tr><td></td></tr></table>			Verified? <table border="1"><tr><td>Y/N</td></tr></table>		Y/N																
Y/N																					
EC type-approval number: <table border="1"><tr><td></td></tr></table>			Position: <table border="1"><tr><td></td></tr></table>																		
Year of manufacture: <table border="1"><tr><td></td></tr></table>			Class Code: <table border="1"><tr><td></td></tr></table>																		
Date of original registration: <table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>						IVA Classification (Please tick one as appropriate):															
		<table border="1"><tr><td></td><td></td><td></td></tr><tr><td>Basic</td><td>Normal</td><td>Harmonised</td></tr></table>					Basic	Normal	Harmonised												
Basic	Normal	Harmonised																			
Section 2																					
3. Wheelbase (mm): <table border="1"><tr><td></td></tr></table>			14.3. Technically permissible mass on each axle (kg)																		
5. Axle track (mm)		Axle 1: <table border="1"><tr><td></td></tr></table>																			
Axle 1: <table border="1"><tr><td></td></tr></table>			Axle 2: <table border="1"><tr><td></td></tr></table>																		
Axle 2: <table border="1"><tr><td></td></tr></table>			Axle 3: <table border="1"><tr><td></td></tr></table>																		
Axle 3: <table border="1"><tr><td></td></tr></table>			Axle 4: <table border="1"><tr><td></td></tr></table>																		
Axle 4: <table border="1"><tr><td></td></tr></table>			14.5. Technically permissible maximum mass of the combination (kg)																		
12.1. Mass of the vehicle with bodywork in running order (in service mass) (kg): <table border="1"><tr><td></td></tr></table>			Maximum towable mass, or maximum UK GTW (tractor units only) (kg): <table border="1"><tr><td></td></tr></table>																		
14.1. Technically permissible maximum laden mass (design weight) (kg): <table border="1"><tr><td></td></tr></table>			24. Engine Capacity (cm ³): <table border="1"><tr><td></td></tr></table>																		
Maximum GVW in UK (kg): <table border="1"><tr><td></td></tr></table>			25. Fuel: <table border="1"><tr><td></td></tr></table>																		
		26. Maximum net power (kW at min ⁻¹): <table border="1"><tr><td></td></tr></table>																			
		37. Body/Vehicle type (DVLA code): <table border="1"><tr><td></td><td></td></tr></table>																			
		38. Colour of vehicle: <table border="1"><tr><td></td></tr></table>																			
		42.2. Number of seating positions (including driver): <table border="1"><tr><td></td></tr></table>																			
		42.3. Number of standing places: <table border="1"><tr><td></td></tr></table>																			
		46. Euro Status: <table border="1"><tr><td></td></tr></table>																			
		46.2. CO ₂ emissions - Combined CO ₂ emissions (g/km): <table border="1"><tr><td></td></tr></table>																			
		CO ₂ validation (HC): <table border="1"><tr><td></td></tr></table>																			
Authentication: <table border="1"><tr><td></td></tr></table>			Remarks and Exemptions: <table border="1"><tr><td></td></tr></table>																		

Annex 7 - The Mutual Recognition Scheme

In order to successfully register a vehicle in the UK, the Driver Vehicle Licensing Agency (DVLA) needs to be sure that the vehicle in question is suitable for use on UK roads. Evidence of compliance can usually be provided in one of the following ways :

- Vehicles which are designed and built for the European Union and are being imported from another European Member State can have a certificate issued by the **Vehicle Certification Agency (VCA)** under the Mutual Recognition IVA scheme.
- Vehicles which have been approved to the National requirements of another EC Member state e.g. not built for the EU or not approved under European Community Whole Vehicle Type Approval (ECWVTA) and having an Individual Approval in that state, maybe able to obtain a Mutual Recognition certificate, subject to assessment of the standards applied in that Member state against the UK requirements.
- Cars and light trucks under 10 years old and which are being imported from outside the European Union e.g. Japan, USA etc, will usually need to have passed an Individual Vehicle Approval inspection with VOSA.
- Heavy trucks under 25 years old being imported from outside the European Union e.g. Japan, USA etc and which are not accepted by VCA for Mutual Recognition, are unlikely to pass an IVA inspection without considerable modification and testing to European Directive Standards. Therefore, importation of such vehicles may not prove cost effective.

The Mutual Recognition process (which is also sometimes known as the **Commission Notice** procedure) requires that the person seeking to register the vehicle makes a number of declarations about the suitability of the vehicle for use on UK roads and provides evidence of any alterations made to the vehicle. Alterations may be necessary to ensure compliance with the UK Construction and Use legislation and the Road Vehicles Lighting Regulations.

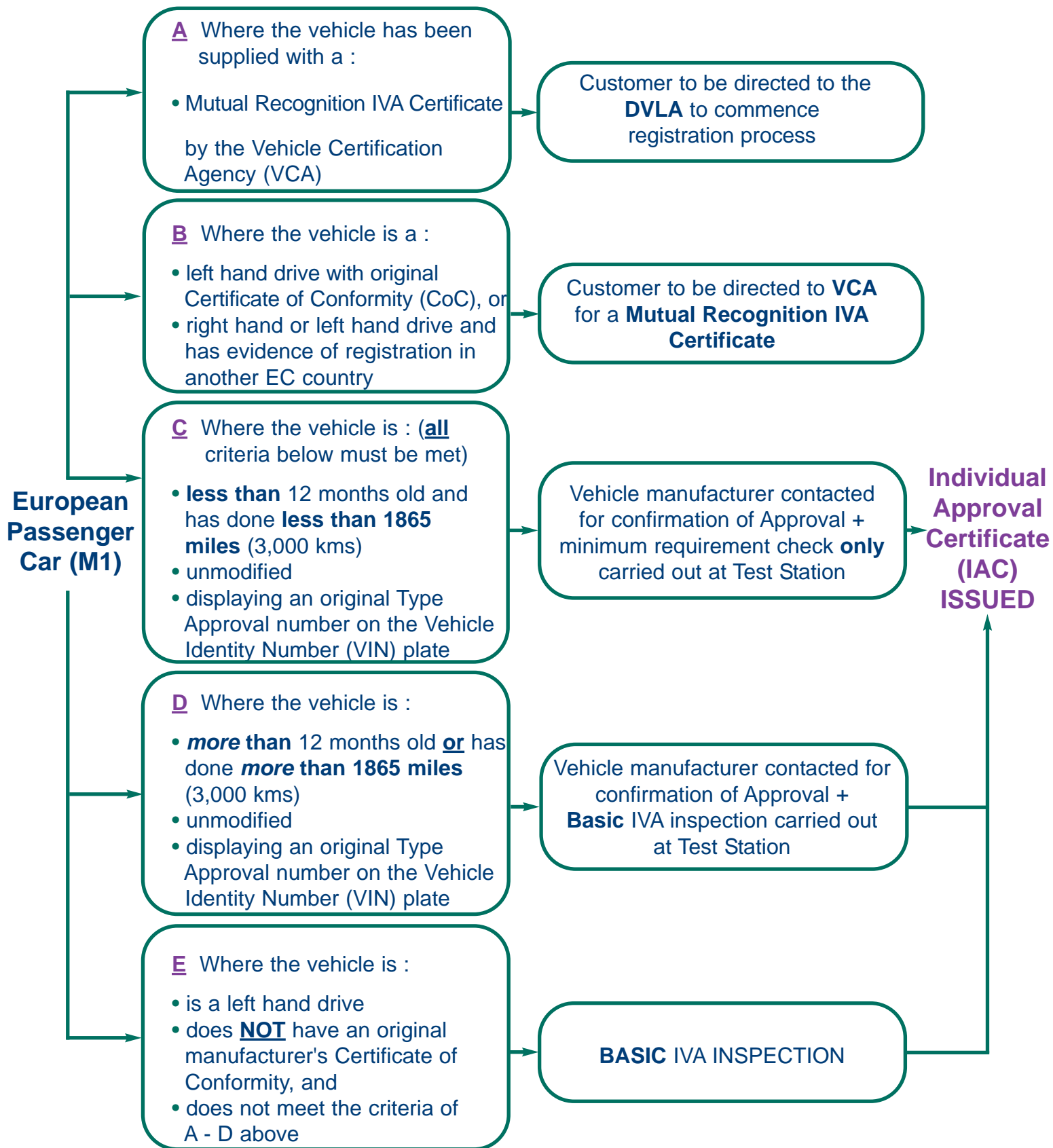
Following receipt of all necessary paperwork and the appropriate administration fee, VCA will issue a certificate that can be presented to the Driver Vehicle Licensing Authority (DVLA) in support of the request for UK registration.

To find out if your vehicle qualifies for a Mutual Recognition certificate as well as a list of the requirements, procedures and necessary forms involved, please refer to the following website :

www.vca.gov.uk

Vehicles for which there is documentary evidence that they have been registered in another EU Member State are likely to be permitted registration in the UK. However, vehicles first registered in the Republic of Ireland, Greece or the newer Member States such as Malta, Cyprus and Eastern European countries, might not be accepted, depending on their date of first registration in the Member State.

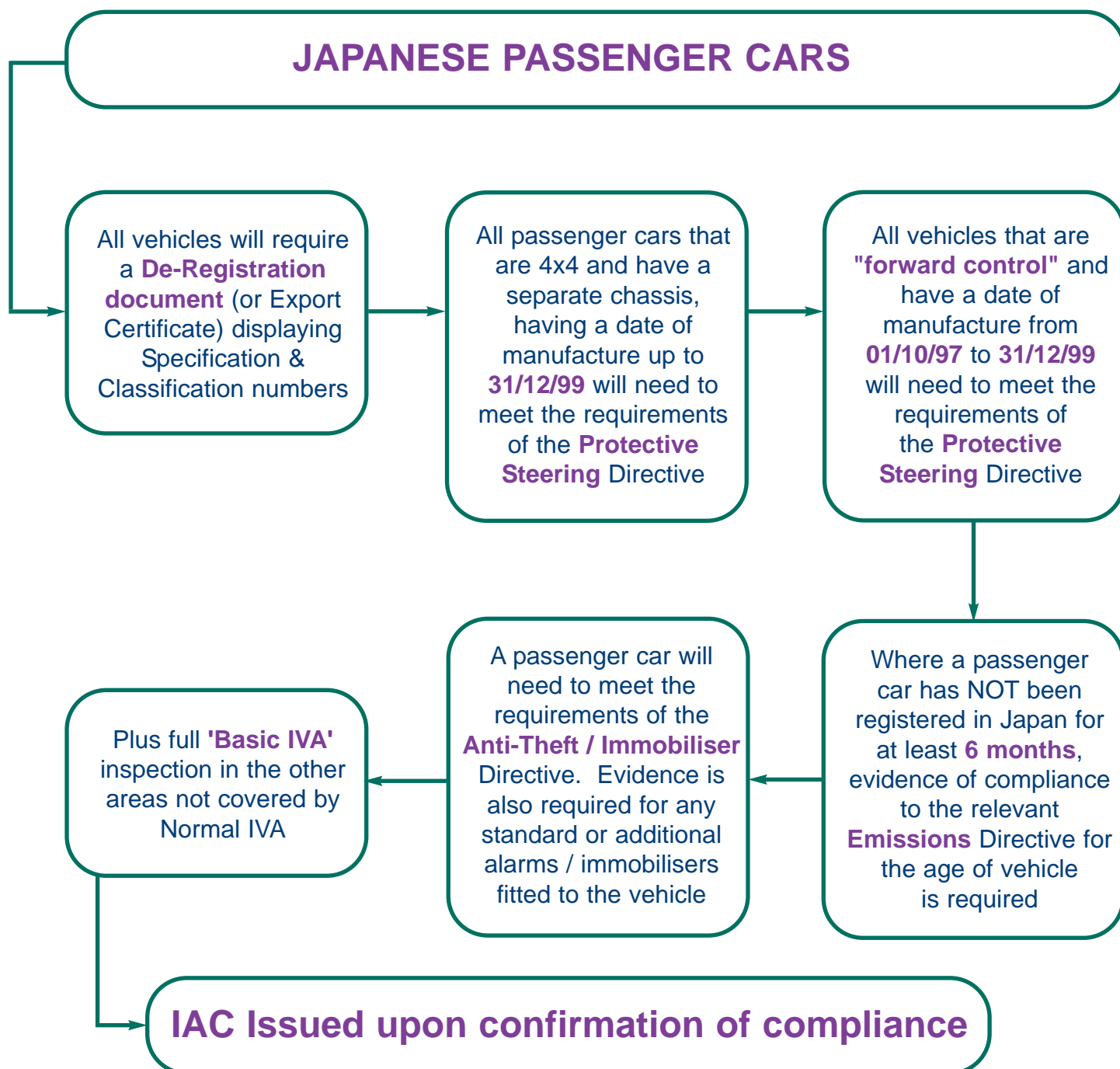
Annex 8 - European Specification Passenger Cars with Evidence of EC Approval



NOTE : Where a vehicle is modified such that the approval is no longer valid, evidence of compliance in its modified condition will be required e.g. a Test Report from a designated Technical Service

Annex 9 - Japanese Passenger Cars

Normal IVA with Export Certificate



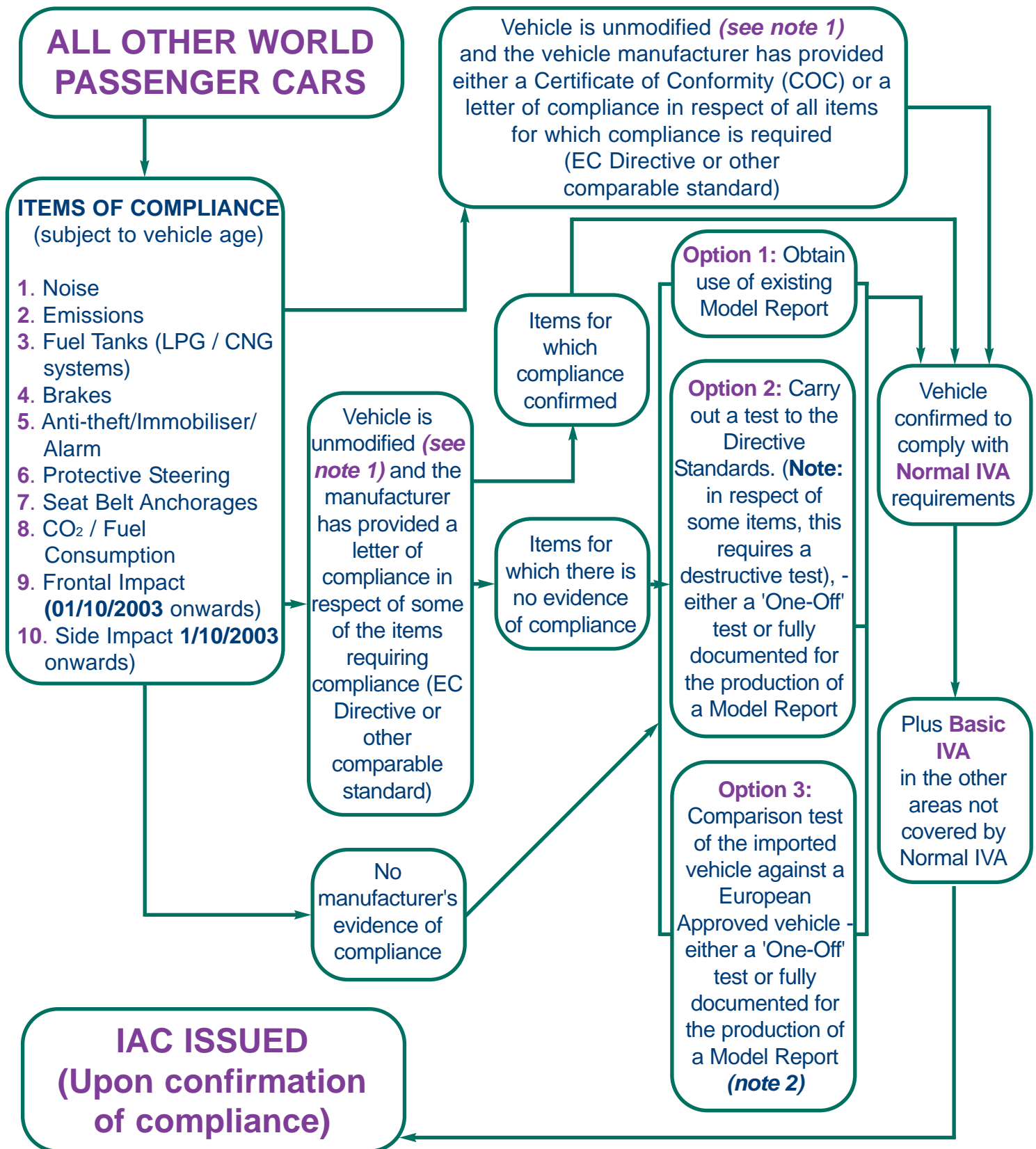
To qualify for **'forward-control'**, a vehicle must be :

A configuration, in which more than half the engine length is rearward of the foremost point of the windshield base and the steering wheel hub must be in the forward quarter of the vehicle length.

Note : Additional documentation

providing evidence of ECE 67.01, ECE 115.00, or a comparable standard is required for vehicles fitted with LPG fuel systems, if not fitted at the time of manufacture.

Annex 10 - Other World Passenger Cars (including Japanese Cars without Export Certificate)



Note 1: A modified vehicle may need to be accompanied by evidence of compliance in its modified condition.

Note 2: A Model Report allows the approval of subsequent vehicles based on the original test.

Note 3: Additional documentation providing evidence of ECE 67.01, ECE 115.00, or a comparable standard is required for vehicles fitted with an LPG fuel system.

Annex 11 - Useful Links

www.businesslink.gov.uk	IVA Information Guide IVA Inspection Fees IVA Inspection Manuals IVA Forms IVA Newsletters IVA Model Reports IVA VOSA Test Stations Technical Services Vehicle Approval Schemes
www.dft.gov.uk	Department for Transport
www.direct.gov.uk	Introduction to the IVA Scheme
www.dvla.gov.uk	Driver and Vehicle Licensing Agency (Registration & Licensing)
www.hmce.gov.uk	HM Customs and Excise
www.mesf.org.uk	Anti-theft/immobiliser (only certificates from selected installation Companies accepted for IVA)
www.opsi.gov.uk	Information on Regulations
www.vca.gov.uk	Vehicle Certification Agency (EC Type Approval & Legislation)
www.vosa.gov.uk	IVA Model Reports VOSA Corporate Information

Glossary of Terms and Abbreviations

Term	Explanation
Approval Authority	Means the authority of a Member State with competence for all aspects of the approval of a type of vehicle, system, component or separate technical unit or of the individual approval of a vehicle; for the authorisation process, for issuing and, if appropriate, withdrawing approval certificates; for acting as the contact point for the approval authorities of other Member States; for designating the technical services and for ensuring that the manufacturer meets his obligations regarding the conformity of production.
Base Vehicle	Means any vehicle which is used at the initial stage of a multi-stage type approval process.
Basic Individual Vehicle Approval	"Basic" being the level of approval applicable to vehicles of "minority classes" as defined in The Road Vehicles (Approval) Regulations 2009 Schedule 5, Part 1 para.4 as "Part 2 vehicles" and being subject to the technical requirements as defined in Schedule 5, Parts 2 & 3.
Certificate of Completion	A document issued by the vehicle manufacturer indicating the vehicle's Japanese Approval heritage for registration purposes in Japan.
Certificate of Conformity (COC)	Means a document which is issued by a manufacturer, certifying that a vehicle has been produced under the same production processes and systems as an example of that type which has achieved Type Approval.
Complete Vehicle	Means any vehicle which has been built in one stage by one manufacturer, for example - a panel van.
Completed Vehicle	A vehicle that has been built in more than one stage, normally by two or more different manufacturers. For example, a concrete mixer where a company has added the additional components (i.e. the mixer itself) to a chassis cab and the vehicle requires no further work before it can be considered finished.
Component	Means a device subject to the requirements of the Directive and Community legislation made under it and intended to be part of a vehicle. Examples are lights, tyres and mirrors.
De-registration certificate	See 'Export Certificate'.
Directive	A European Community document that specifies the technical and/or administrative requirements applicable to a particular subject under European law e.g. in the case of vehicle type approval - brakes, tyres etc.
European Community (EC)	See European Union.

Term	Explanation
EC Type Approval	Means the procedure whereby an authority of an EU Member State certifies that a type of vehicle, system, component or separate technical unit satisfies relevant technical requirements and administrative provisions listed in the Recast Framework Directive 2007/46/EC.
Economic Commission for Europe (ECE) (or United Nations Economic Commission for Europe)	One of five regional commissions of the United Nations. Its major aim is to promote pan-European economic integration by bringing together 56 countries located in the European Union, non-EU Western and Eastern Europe, South-East Europe and Commonwealth of Independent States (CIS) and North America. All these countries dialogue and cooperate under the aegis of the UNECE on economic and sectoral issues.
European Union (EU) (formally known as the European Community (EC))	An international organisation comprising of a large number of European nations or Member States in the European Union. Primarily formed to reduce trade barriers and to promote peace and security as well as economic, social and cultural development within Western Europe.
Electronic Control Unit (ECU)	The "brain" of an electrically controlled system. The ECU will control various parameters (in the case of an engine, usually ignition timing and fuelling requirements) based on user and sensor inputs.
European Economic Community (EEC)	Also known as the 'Common Market' in the UK, it was an international organisation created in 1957 to bring about economic integration between Belgium, France, Germany, Italy, Luxembourg and the Netherlands. It has since enlarged to six other states. When the European Union was created in 1993, the EEC was transformed into the European Community.
European Community Whole Vehicle Type Approval (ECWVTA)	Means a European approval scheme which is based on the concept of 'type approval' and put simply; this process provides a mechanism for ensuring that vehicles meet relevant environmental and safety standards. It allows a vehicle of a type to be approved for use across all member states in the EU without the need for further testing in each country.
Export Certificate	A document issued by the Japanese authorities indicating the vehicle to have been de-registered for export and providing particulars of the vehicle's previous registration.
Incomplete Vehicle	A vehicle that must undergo at least one further stage of build in order to be considered a finished vehicle, ready for use and which meets the relevant technical requirements of the Recast Framework Directive. For example, a chassis cab is an incomplete vehicle since a body must be added for it to be finished. After 2014, it will not be possible to register an incomplete vehicle.

Term	Explanation
Individual Approval Certificate (IAC)	Means the document whereby the approval authority officially certifies that a particular vehicle is approved.
Individual Vehicle Approval (IVA)	Means the procedure whereby an EU member state certifies that a single vehicle, whether unique or not, satisfies the relevant administrative provisions and technical requirements specified by that member state.
Manufacturer	Means the person or body who is responsible to the approval authority for all aspects of the type-approval or authorisation process and for ensuring conformity of production. It is not essential that the person or body be directly involved in all stages of the construction of the vehicle, system, component or separate technical unit which is the subject of the approval process.
Multi-stage Approval	The procedure whereby one or more EU member states certify that, depending on the state of completion, an incomplete or completed type of vehicle satisfies the relevant administrative provisions and technical requirements of the Directive.
National Type Approval (NTA)	Means a type-approval procedure laid down by the national law of a Member State, the validity of such approval being restricted to the territory of the Member State.
'Normal' Individual Vehicle Approval	'Normal' being the level of approval applicable to M1 and N1 vehicles that are not by classification subject only to 'Basic' requirements. These being subject to the requirements of the Road Vehicles (Approval) Regulations 2009 Schedule 5 parts 2 and 3 (see 'Individual Vehicle Approval' also).
Separate Technical Unit	Means a device subject to the requirements of a regulatory act and intended to be part of a vehicle, which may be type-approved separately, but only in relation to one or more specified types of vehicle where the regulatory act makes express provisions for so doing.
Special Purpose Vehicle (SPV)	Means a vehicle intended to perform a function which requires special body arrangements and/or equipment, such as a mobile crane, an ambulance or a wheelchair accessible vehicle (WAV).
Specification and Classification numbers	Reference numbers by which a vehicle is listed following Approval under the Japanese Type Approval scheme.
System	Means an assembly of devices combined to perform one or more specific functions in a vehicle and which is subject to the requirements of any of the regulatory acts.
Technical Service	Means an organisation or body designated by the approval authority of a Member State as a Testing Laboratory to carry out tests, or as a conformity assessment body to carry out the initial assessment and other tests or inspections, on behalf of the approval authority, it being possible for the approval authority itself to carry out those functions.

Term	Explanation
Trailer	Any non-self propelled vehicle on wheels which is designed and constructed to be towed by a motor vehicle.
Type	Means vehicles of a particular category, which do not differ in certain essential respects, set out in Annex II of the Directive.
Type Approval	Means the procedure whereby a Member State certifies that a type of vehicle, system, component or separate technical unit satisfies the relevant administrative provisions and technical requirements.
Type Approval Certificate	Means the document whereby the approval authority officially certifies that a particular vehicle is approved.
Type Designation & Variant Numbers	See 'Specification and Classification numbers'.
Vehicle Category	Refers to the different forms of vehicle affected by the ECWVTA Directive. These are passenger vehicles (M), goods vehicles (N) and trailers (O) and their sub-divisions (M1 vehicles are cars, M2 and M3 vehicles are buses and coaches etc - see ' Vehicle Category Chart ' in Annex 1 on pages 47 & 48).
Wheelchair Accessible Vehicle (WAV)	Vehicles constructed or converted specifically so that they accommodate one or more persons seated in their wheelchair(s) when travelling on the road.



Standards of Service Provided by VOSA

We want to deliver the best possible service to all of our customers. As such, we aim to :

- answer your letters clearly and accurately within 15 working days;
- see you within 10 minutes of an appointment time you have made at our offices;
- provide information about our services;
- provide a National Enquiry line which answers your telephone calls within 5 rings;
- publish a complaints procedure for the service we provide;
- make our services easily accessible to everyone;
- consult you regularly about our services and report on results.

We expect our staff to provide the best service that they can. They will :

- be courteous, helpful and give a polite and efficient service at all times;
- identify themselves, their organisation, provide contact details and explain what they are doing;
- give clear, professional advice and information;
- keep delays to a minimum and explain any delays as they might occur;
- do their best to help you overcome any difficulties that you may encounter.

Individual Vehicle Approval - Standards of Service

It is our aim to provide 95% of IVA customers with an inspection within four weeks of receipt of a **correctly completed application**.

Please visit www.vosa.gov.uk for more information on the standards of service VOSA aims to provide to all of its customers and details of our complaints procedure.



Do you have any comments?

We would be pleased to receive any comments or suggestions you may have about this Information Guide. Please write to :

**Vehicle and Operator Services Agency
Approval Section
Ellipse
Padley Road
Swansea
SA1 8AN**

Please note; this address is not for general enquiries. You should ring our Contact Centre number on **0300 123 9000**.

Alternatively, you can email us at the one of the addresses below :

**enquiries@vosa.gov.uk
or
approvals@vosa.gov.uk**



