

# MOT SPECIAL NOTICE



Vehicle & Operator Services Agency

**Issue Number**

**4-2005**

**Issue Date**

**June 2005**

**All Authorised Examiners and Designated Councils in Classes :**

**All Classes**

**The last Special Notice issued was**

**3 - 2005 All Classes**

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### Item 1 MOT Computerisation – Escalation Procedures

If VTS are experiencing problems with the service, need to report faulty equipment or obtain a progress report on an existing fault they should contact the Service Desk on **0845 071 1973**. In the event that the response provided by the Service Desk is unsatisfactory VTS should contact their local VOSA Area Office.

### Item 2 Training – Class I & II refresher course

Special Notice 2-2005 announced that a new one day Motorcycle Refresher course (NTTMCR) would be introduced later in the year. Arrangements are now being made to start running this course from 5 September 2005. The aim is for all active motorcycle NTs to attend a Refresher course once every five years. The pattern of attendance will be established in the first 5 year cycle. The course is mandatory and invitees should make every effort to attend the first course offered. The courses will be run at VOSA's training centres throughout the country and, as far as possible, delegates will be invited to attend a training centre closest to their place of work.

The course includes modules on applying the correct test standard, using the VOSA recommended inspection routine and using the VTS device and reference material.

**Steve Tonks**

Head of MOT Compliance and Computerisation

**All Nominated Testers should sign below to confirm that they have read and understood the contents of this Special Notice relevant to NTs for the classes they test. AEs must keep a copy of the signed SN on their records.**


### **Item 3 MOT Computerisation – VRM/VIN Mismatches**

The computerised MOT system began roll out on 18 April; to date more than 3,000 garages are using the new system and around 400,000 test records have been registered.

VOSA has been closely monitoring the service over the first few weeks and some issues have come to light with the information being inputted by Nominated Testers when registering vehicles for test. VOSA accepts that Testers need to become familiar with using MOT Computerisation and there are bound to be issues whilst this familiarisation process takes place.

**It is vitally important that testers follow the procedures laid down in the VTS Device User Guide Appendix 10.F when registering a vehicle for test.**

There is strong evidence that testers are ignoring system warnings that the Vehicle Registration Mark (VRM) and Vehicle Identification Number (VIN) do not match. Testers are continuing to input incorrect information into the system in spite of these warning messages without first checking that information taken from the vehicle is correct. Please remember that initially **only the last six digits** of the VIN need to be entered, **the full VIN is only required on the third attempt.**

If you receive a warning whilst registering a vehicle for test that there is a VRM/VIN mismatch, you **must** ensure that the information you are recording onto the system is correct by carefully re-checking the vehicle details. Failure to do so is resulting in Mismatch information being generated at DVLA who are subsequently writing to motorists in order to determine the correct details so that they can update and, if necessary, amend the DVLA database. This is causing concern amongst motorists and also results in incorrect information being held on the MOT Computerisation database.

We have also identified instances where testers have inputted the incorrect VRM and/or VIN and have subsequently realised their error after the test result has been entered on the system. They are then registering another test against the correct VRM and issuing the presenter with the correct documentation. This means that there is a test result registered against an incorrect VRM which will continue to be held on the system and be visible should a test history be requested. The VTS will also be paying for an additional unnecessary test slot in this instance. If you find you have registered a test result against an incorrect VRM and/or VIN, you must contact the SBS help desk who will advise you what to do, the help desk number is detailed in item 2 of this notice.

There have also been reported incidents of VTS refusing to test vehicles when the warning message on the VTS Device informs them that no match has been found for the VRM/VIN combination they have entered. Please refer to Section 10.F3 of the VTS Device User Guide for full instructions on how to register a vehicle for test.

**A VIN/VRM mismatch is not a reason for refusing to test.**

Whilst most of the mismatch problems we have identified involve VRM and VIN entry, issues have also been identified in respect of other items of incorrect data entry, such as recorded mileage.

**Please ensure that all the required vehicle details are entered correctly.**

**VOSA will continue to monitor the situation and may consider awarding disciplinary points in accordance with Appendix 8.4 of The MOT Testing Guide (6<sup>th</sup> Edition) where there is repeated evidence that the VRM and or VIN recorded on the VTS Device do not match the presented vehicle.**

### **Item 4 MOT Computerisation - Ordering test slots, supplies of test certificates and other forms.**

VTS that have been rolled out with MOT Computerisation are reminded that they should not use the VT10 form printed on green paper enclosed with SN 3-2005 for ordering test slots, supplies of test certificates and other forms. Orders for test slots, supplies of test certificates and other forms may be placed by using the VTS device, by telephone or by placing a posted written order. Posted written orders should be placed together with any necessary remittance, using the VT10 Requisition for Forms (Order Form) that can be printed from the MOT Documentation facility on the VTS Device. To access MOT Documentation press the F5 function key then select Item 7 – Forms from the Home Page (See: VTS Device User Guide Section 10.E1).

VTS that have not been rolled out with MOT Computerisation should order pads of test certificates and other MOT related goods using the VT10 form printed on green paper in accordance with Item 6 of SN3-2005.