

MOT SPECIAL NOTICE



Vehicle & Operator Services Agency

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All Authorised Examiners and Designated Councils in Classes :

All Classes

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Item 1 What is Emergency Testing?

Emergency Testing (ET) is the 2nd back-up procedure which enables the VTS to continue MOT Testing should there be a problem with the MOT Computerisation system.

The 1st back-up procedure if you cannot access MOT Computerisation is by means of Fallback testing. This is where an agent at the Service Desk accesses MOT Computerisation on behalf of the user and inputs MOT test details in 2 parts, Register Test and Enter Results.

When demand for the Fallback services exceeds the resources available VOSA and Siemens will instigate ET allowing NTs to manually complete MOT Test documentation.

In all cases information on the status of either fallback or ET can be accessed by contacting the Service Desk.

There are 4 key steps to Emergency Testing which are explained later in the 'Emergency Testing Quick Start Guide.

Alan Wilson
Head of Private Vehicles Scheme Management

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 2 Customer Leaflet explaining the Emergency Test Certificate

Enclosed with this Special Notice are 100 leaflets. You can give one of these to the vehicle presenter if you have to issue an Emergency Certificate. This will answer the commonly asked questions.

If you require further copies of these you can either copy for yourself or order free via the VTS Device.

Item 3 Emergency Testing – Quick Start Guide

This quick start guide is designed to provide you with an overview of the four Key Steps of Emergency Testing. For detailed information you should refer to the MOT Testing Guide Section N and the VTS Device User Guide Section 10 H5 when performing catch up.

Key Steps of when and how to use Emergency Testing.

1. How do I know when to start using Emergency Testing?
2. How do I use Emergency Testing?
3. How do I know when Emergency Testing is over?
4. What do I need to do once Emergency Testing is over?

Step 1 - How do I know when to start using Emergency Testing?

When an ET Incident is called not all Vehicle Testing Stations may be affected so it is important that you **use MOT Computerisation** if you can, even if you may hear that there is a current ET incident. (This will avoid you having to perform catch up).

If for any reason you are unable to use MOT Computerisation as an individual or as a VTS, phone the MOT Computerisation Service Desk on **0845 071 1973**. Have a pen and paper handy.

When you call the Service Desk the voice message you first hear will let you know if there is a problem with MOT Computerisation, or may provide instructions that you should follow.

If the voice message provides you with an instruction e.g. Reboot the VTS Device or synchronise your smart card, it is important that you carry out the instruction and not stay on the telephone line. If this does not resolve the problem then call the Service Desk again, the message may have been updated with further information.

When you call the Service Desk if the voice message does not provide you with any further information then select the appropriate option and speak to an agent.

If there is a serious national incident, lines to the Service Desk may be very busy. VOSA & Siemens are committed to invoke ET quickly if the problem cannot be resolved.

When you call the Service Desk if we have instigated an Emergency Testing (ET) incident then the essential seven digit ET Incident code will be broadcast at the beginning of the Service Desk voice message. **Do not hang on to speak to an agent.** This will then leave the line free for other users to access the message. If you missed the ET Number, replace the handset and redial to catch the announcement again.

The ET Incident code allows you to test without using MOT Computerisation and if your problem is not part of the national incident it is best to have it dealt with after the incident is over and the lines are less busy.

Please note your VOSA Local Area Office may not be able to help you while an incident is being instigated. It is important you only contact the Service Desk for information.

Step 2 - How do I use Emergency Testing?

Before you can start Emergency Testing you must have the 7 Digit Emergency Testing Incident Code, and the documents listed below which will need to be completed by hand. It is important that you make copies of these documents as these will be required to perform catch up once the system returns to normal service.

The following documents should be used during ET:

- VT20 ET This is self carbonating so you will need to insert a card to protect the next certificate. (Please note the certificates and copies look the same so pay special care to the serial Number) **Do not use the normal A4 VT20 or old style VT20.**
- VT30 You will need to create a copy for catch up later, you can use carbon paper or photo copy the completed form.
- VT32 You will need to create a copy for catch up later, you can use carbon paper or photo copy the completed form.
- VT40 Check List you do not need to make a additional copy of this document (**Note it is worthwhile you making a note of any vehicle variant detail that will help you locate the correct model VSI when carrying out catch up and also to record the brake figures as these will also be needed**)

Only the VT20 Emergency Test certificates must be used for ET. You should have a pack of these certificates available at all times.

Where a vehicle fails the test or you wish to advise an item, use the computerised VT30/32 which must be hand written, there are **no other special** forms.

The ET Incident Code **must be entered** onto all documents to validate handwritten MOT forms so that Post Offices and the Police will accept them until details of the test are entered onto MOT Computerisation.

The Code remains the same for the continuation of the same incident. **Do not worry** about entering the details on MOT Computerisation at this stage.

It is important that all tests are recorded on the normal VT40 Inspection Checklist. This document must be retained for 3 months and is used to record the test onto the database. Any VT30s or VT32 copies must be kept with the VT40 and retained for 3 months.

This notice does not cover cancelling, duplicate or replacement issue. Please refer to Section N of the MOT Testing Guide for this information.

Completion of an ET Test Certificate is straight forward and an example is shown below.

VT20 ET		Emergency MOT Test Certificate		VOSA	
Certificate No		9A00011026		Vehicle & Operator Services Agency	
This certificate can be exchanged for a printed version on the resumption of computerised testing. Please submit the hand written certificate to the original Testing Station					
Incident code number	Make	Odometer reading	Approximate year of first use		
1234567	VAUXHALL	12345 miles/km	2000		
Registration mark	Model	Fuel type	Design gross weight (goods vehicles)		
W427 GHM	VECTRA	PETROL	N/A kg		
Vehicle identification or chassis number	Colour	Test class	Advisory Notice Issued		
012345678901234567	GREEN	4	YES		
Expiry date	Issue date / time	For all vehicles with more than 8 passenger seats			
MARCH 09th 2006 (ZERO SIX)	MARCH 10th 2005 (ZERO FIVE) 11:30	Seat belt installation checked this test	NO		
Test station number	User ID	Previous installation check date	N/A		
4567AZ	NONY0001	Number of seat belts fitted at time of installation check	N/A		
Warning: A test certificate is not evidence that the vehicle is in a satisfactory condition.					
Issuer's name in CAPITALS		Inspection Authority			
A NONYMOUS		A GARAGE HIGH STREET ANYTOWN T45 9ZT			
Signature of issuer					
Check carefully that the above details are correct.					
		SB520ET/01/08			

For Completion of Documents during an ET Incident please refer to section N of the MOT Testing Guide

Step 3 - How do I know when Emergency Testing is over?

Remember that all ET tests **must be** eventually recorded onto the system as soon as you are able to. It is in your interest to reduce this additional task and resume normal computerised testing as soon as possible.

ET is valid for at least a minimum of the calendar day for which it has been invoked; ET may be terminated the next day.

In order to see whether MOT Computerisation has returned the VTS Device must be checked, ideally before each test or periodically during the day. *The function to use is CHECK SYSTEM AVAILABILITY which is found via 'Other Functions' > 'Fallback and Emergency Testing'.* Irrespective of whether the system functioning or not the VTS Device should still function and a message will inform the user if the system is back to normal. (This will be quicker than register a vehicle for test)

If MOT Computerisation remains unavailable call the Service Desk at regular intervals. The 'front end message' on the answering system may advise ET is no longer in force or confirm if further action should be taken. There is no need to wait for an agent unless you specifically need to log a different fault.

Although the system fault may be fixed, the lines to the MOT Computerisation Service Desk may still be busy. So whereas *some* users may be able to resume using MOT Computerisation straight away, others may have tests stuck on their cards, or have tests started under Fallback and need to have them aborted, or have other problems which need Service Desk assistance but *still have problems contacting them*.

Before you start testing at the beginning of the next working day you should contact the Service Desk and the message will confirm the action that should be taken. The demand on Service Desk resources will be monitored and if this continues to be a problem ET will remain open, and you will be advised of the status of ET by the 'front end' message on the answering system. There is no need to wait for an agent unless you specifically need to speak to one to log a different fault. ET will only be terminated once VOSA and SBS are content that the situation has been satisfactorily rectified and VTSs are able to test using mot computerisation

Step 4 - What do I need to do once Emergency Testing is over?

All tests carried out since 31st March 2006 have to be recorded on MOT Computerisation so you and your customer will be inconvenienced further if an Emergency Test has not been entered on the database. We apologise for this additional burden but the '**Catch Up**' process which is the use of ENTER EMERGENCY TEST RESULTS, must be completed within 5 working days of ET finishing. The following must be completed:

- Ideally the NT who carried out the original tests should enter his own Test results. (*The Site Manager or a someone else recognised by the system can, in exceptional circumstances, do this for him*)
- Request Emergency Test summary report (this is an overnight report and will not be available until the following day) to reconcile all tests have been entered onto MOT Computerisation.
- The Site Manager must confirm on the VTS Device using CONFIRM ALL EMERGENCY TESTS RECORDED that this is the case. This is a very simple click on function with no data to input other than the ET Incident Code. We would appreciate all SMs doing this even though you may not have carried out any ETs. (see VTS Device User Guide section 10.H6)
- A copy of the ET Test Log needs to be sent to the VOSA local office within 14 days.

This notice is intended to serve as a brief quick start guide and does not cover all of the details and requirements of ET. Full details can be found in Section N of the MOT Testing Guide. Should further advice still be required please contact the:

VOSA MOT Enquiry Unit on 0870 60 60 440.