



Vehicle & Operator Services Agency

From: **Information Access**
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Information Access Team
Berkeley House
Croydon Street
Bristol
BS5 0DA

BY E-MAIL

Tel: 0300 123 9000
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Our Ref: **F0003067**

Date: 16th December 2010

Dear

FREEDOM OF INFORMATION ACT 2000

I refer to your e-mail of 15th December 2010 in which you requested information relating to the guidelines/rules which are laid down to testing stations with regards to servicing before testing, and whether testing stations are expressly prohibited from carrying out services/pre-tests before the actual formal test.

Testing stations are not prohibited from carrying out a service or pre-test before carrying out an MOT test. However, the Vehicle and Operator Service Agency (VOSA) recommend that the MOT test should be carried out on the vehicle in its presented condition. The MOT test confirms that a vehicle met the minimum standard required at the time of test. If vehicles were serviced before the MOT test was completed, the pass rate recorded at time of test would potentially be 100%. This would not truly reflect the state of the vehicles in use on the road.

If you have any queries about this letter, please contact us, quoting reference **F0003067**.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,
Berkeley House,
Croydon Street,
Bristol,
BS5 0DA

or email vosa.corporateoffice@vosa.gsi.gov.uk

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner (www.informationcommissioner.gov.uk). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Yours sincerely

VOSA Information Access