

# The Single Vehicle Approval Scheme

A guide to the approval of special purpose passenger and light goods vehicles



GUIDE



## A guide to the approval of special purpose passenger and light goods vehicles

This guide aims to communicate all relevant information that you will need to know about the Single Vehicle Approval scheme and can be accessed via the following websites :

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

### 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**

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

Our address details for SVA application forms and SVA 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](mailto:approvals@vosa.gov.uk)**

# Additional contact details for further information and help

## General advice on European Type Approval and Mutual Recognition of National 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](mailto:enquiries@vca.gov.uk)  
Website : <http://www.dft.gov.uk/vca>

## 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.dft.gov.uk/dvla>

## Enquiries about policy and legislation on Single Vehicle Approval (SVA) :

Department for Transport  
Great Minster House, 76 Marsham Street, London, SW1P 4DR  
Tel : 0300 330 3000  
Fax : 020 7944 9643  
E-mail : [FAX9643@dft.gsi.gov.uk](mailto:FAX9643@dft.gsi.gov.uk)  
Website : <http://www.dft.gov.uk>

## What we can't advise on in this information guide :

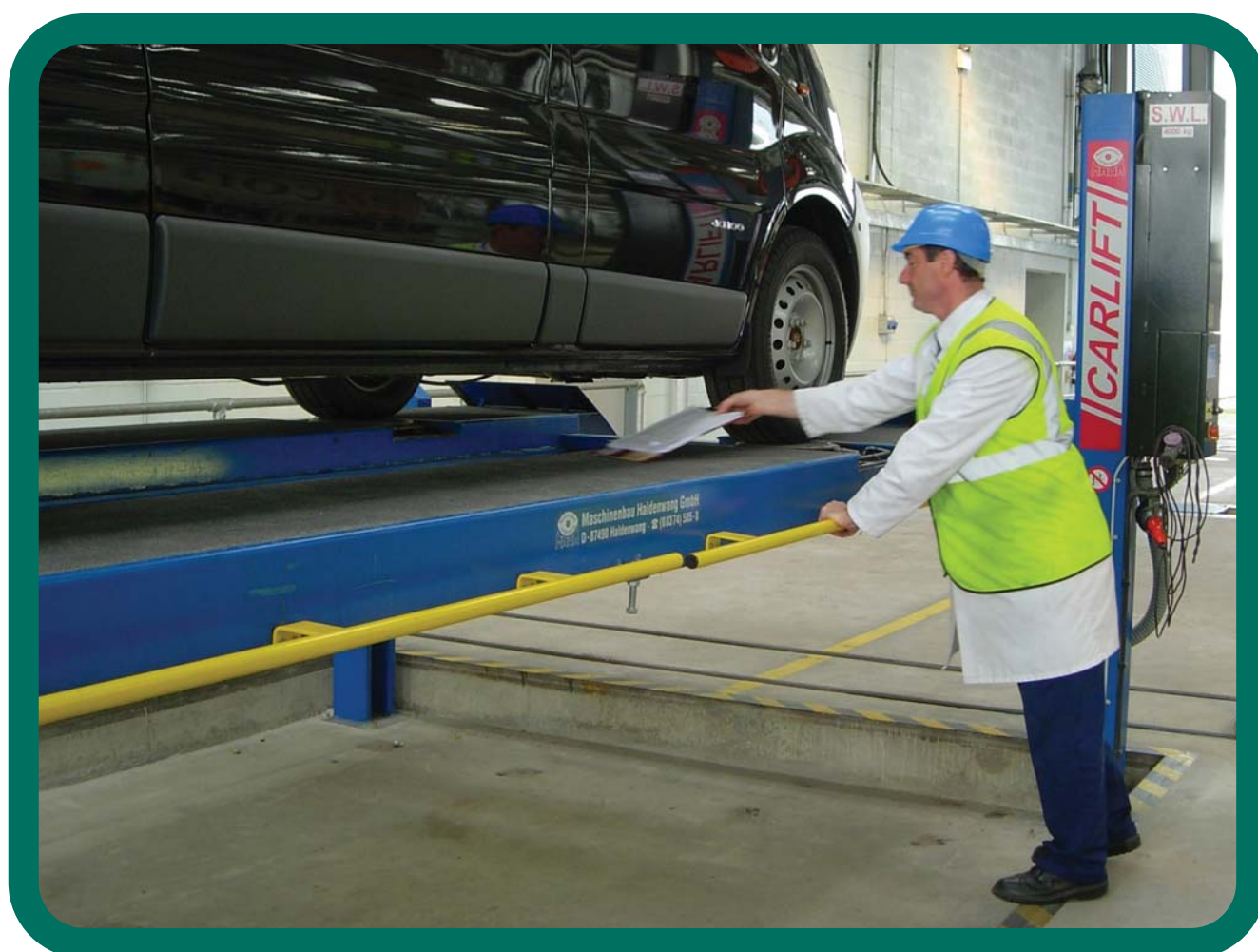
- lists of manufacturers, dealers and car prices
- insurance brokers
- shipping arrangements
- V.A.T. and import duty
- suitable garages/mechanics for any modifications
- registration & licensing procedures
- MoT inspections

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# 1. An introduction to the Single Vehicle Approval scheme

## 1.1 What is the Single Vehicle Approval scheme?

The Single Vehicle Approval (SVA) scheme is a pre-registration inspection for special purpose passenger and light goods vehicles under ten years old which, in either case, have not been type-approved to British or European standards. Passenger cars and light goods vehicles that are not 'Special Purpose Vehicles' are subject to similar checks under the Individual Vehicle Approval (IVA) scheme. Special purpose passenger vehicles will also come under the IVA scheme from **29th April 2012**.

The main purpose of the SVA scheme is to ensure that these vehicles have been designed and constructed to modern safety and environmental standards before they can be used on public roads. This involves a physical inspection of each individual vehicle at an inspection facility of the **Vehicle and Operator Services Agency (VOSA)** in Great Britain or the **Driver Vehicle Agency (DVA)** in Northern Ireland.

## 1.2 What are the benefits and why do we need SVA?

SVA checks that special purpose vehicles constructed for non-European economic area markets comply with British law. Even vehicles outwardly similar to European-specification models, but intended for other markets, can often be unsuitable for use in Britain without at least some modification (for further information on importing a vehicle, please refer to [www.dft.gov.uk/dvla](http://www.dft.gov.uk/dvla) for the INF 106 leaflet titled 'How to import your vehicle into Great Britain (GB)'). SVA recognises certain non-European technical standards as acceptable alternatives to the SVA requirements.

**Since 1 August 2001 there have been two levels of SVA : Standard and Enhanced** (see [Section 2.1 on page 10](#)). Standard SVA will be applied in cases where the number of affected vehicles is expected to be low and we can accept that the very demanding safety and environmental standards of type approval will not be undermined. The Enhanced inspection (ESVA) will be applied in other cases - i.e. where the number of vehicles entering service warrants type approval or comparable standards for key environmental and safety items.

## 1.3 Which vehicles are affected by SVA?

Below is a list of vehicles which fall under the SVA scheme (see [Annex 3 on page 38](#) for definitions of 'special purpose' vehicles) :

- 'Special purpose' vehicles; include those that are :
  - motor caravans
  - ambulances
  - hearses
  - armoured cars
  - wheelchair accessible vehicles (WAVs)

**Note 1:** Passenger cars that are not one of the above listed vehicles are subject to IVA.

## 1.4 Will SVA affect you?

Generally, your vehicle will need to be approved under the SVA scheme and issued with a **Minister's Approval Certificate** or '**MAC**' (see [Annex 4 on page 42](#)) if it is **up to 10 years old** from the date of manufacture and is not covered by either an EC or National Type Approval (British or similar national approval from another European economic area member state).

### Recognition of foreign single approvals

If your vehicle has been singly approved by another EEA member state to standards equivalent to those of British SVA, it is eligible for a Minister's Approval Certificate on that basis.

You must provide evidence of the actual standards to which the vehicle was tested by or on behalf of the authorities in question.

## 1.5 When does SVA not apply?

The SVA scheme does **not** apply to a passenger car or a light goods vehicle unless it is a special purpose vehicle.

The SVA scheme is **optional** for motor caravans and ambulances which do not require approval to be registered until **29th April 2012**, when they will become subject to the IVA scheme.

The SVA scheme does **not** apply to trailers, heavy goods vehicles, buses or coaches.

## 1.6 What is Voluntary Single Vehicle Approval (VSVA)?

Vehicles that are already registered for use in the UK are not eligible for a Single Vehicle Approval, however there are situations where evidence of compliance with the approval standard would be beneficial or be a requirement. An example would be a taxi licensing authority that may require evidence of compliance for a vehicle that has been modified since original registration, or where evidence of compliance is being used as part of a contractual agreement on a modified vehicle. To facilitate this requirement, a non-statutory '**Voluntary SVA**' inspection is available. The inspection criteria applied will be dependant on the vehicle category/class nominated on the application form (**VSVA 1**). The fees are the same as those appropriate to the particular class of vehicle/inspection required other than VAT is payable. If the vehicle is found to meet the requirements, a letter of compliance with the technical standards will be issued and not a Minister's Approval Certificate. The letter of compliance is not acceptable for the first licensing/registration purposes.

## 1.7 How do I obtain an SVA inspection manual?

A copy of the SVA Inspection Manual which gives full details of what is inspected and how can be obtained by telephoning our Contact Centre on **0300 123 9000** and paying either by debit or credit card. Alternatively, you can send a cheque or postal order for the correct amount to the following address :

**Vehicle and Operator Services Agency**  
**PO Box 12**  
**Ellipse**  
**Padley Road**  
**Swansea**  
**SA1 8AN**

Details regarding the cost of the SVA inspection manual and how to obtain an order form can be found on the following website :

[www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa) – from the Home page : Publications / Manuals and Guides / Vehicle testing manuals and guides / Single Vehicle Approval manuals.

## 1.8 Consultation advice

If you have a particular need to obtain more information about the inspection procedure and standards applied at the time of inspection (e.g. assessing a prototype vehicle against the SVA criteria) you can obtain this information by asking for a consultation in association with either a statutory inspection (following successful completion, of which a certificate will be issued) or a voluntary inspection. The consultation fee will be charged in addition to the inspection fee and will be subject to VAT.



## 2. How are the vehicles inspected?

### 2.1 What are 'Standard' and 'Enhanced' SVA?

'Standard SVA' and 'Enhanced SVA (ESVA)' refer to the different levels of inspection carried out on a vehicle depending on the vehicle class and are only required for light goods vehicles and special purpose passenger vehicles, both being **less than 10 years old**, which require first licensing and registration in the United Kingdom.

For both Standard and Enhanced SVA, all the inspections are undertaken at selected testing stations operated by the Vehicle and Operator Services Agency (VOSA). These tests 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 SVA testing. Please go to [www.businesslink.gov.uk/sva](http://www.businesslink.gov.uk/sva) for a list of **VOSA Test Stations and Designated Premises**.

#### Standard SVA

Standard SVA is only applicable to the following classes of goods vehicles and special purpose vehicles below (please refer to [Annex 2 on page 34](#) for **definitions of these vehicles** (excluding left hand drive));

#### Goods Vehicles :-

- Left hand drive
- Personal imports
- Rebuilt vehicles
- Vehicles manufactured using parts of a registered vehicle
- Very low volume production vehicles
- Amateur built vehicles
- Armoured vehicles (M or N categories - see [Annex 3 on page 38](#))

#### Special Purpose Passenger vehicles :-

- Hearses
- Motor caravans (optional)
- Ambulances (optional)
- Armoured vehicles

(A Wheelchair Accessible Vehicle (WAV) will be subject to an '**ENHANCED**' SVA inspection).

**Please Note** : If you purchase a vehicle that has no identity or have a vehicle where the identity has been removed by the DVLA and in either case another identification number has been issued, the vehicle is likely to require an Enhanced SVA.

Although the same items are inspected as in Type Approval, they are not inspected in the same way. To keep the fee to a level affordable by individuals, 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 that it complies with the regulations (e.g. an emissions test).

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.

A Minister's Approval Certificate (MAC) 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 SVA, 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 a Minister's Approval Certificate.

### Enhanced SVA (ESVA)

Enhanced SVA is only applicable to :

- **Special purpose goods vehicles that are not one of the classes listed as being subject to Standard SVA.**
- **Special purpose passenger vehicles that are Wheelchair Accessible Vehicles.**

These vehicles will have to meet the Standard SVA requirements as well as additional safety, environmental and security aspects. In the case of a Goods vehicle, these include brakes, noise and emissions, and in addition in the case of a Passenger vehicle, crash safety, seat belts and anchorages, anti-theft, CO<sub>2</sub> and fuel consumption. 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 Enhanced SVA 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 at the time of application to demonstrate that your vehicle complies with the "Type Approval" standards required of mass-produced light goods and special purpose vehicles 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 Testing Station for the remainder of the inspection.

## 2.2 Inspection items

Most of the items inspected in the SVA scheme are those that are tested when manufacturers apply for type-approval of mass produced vehicles. Please refer to [Section 7 on page 24](#) for a **list of items inspected** for light goods vehicles and special purpose cars for the two levels of SVA. All the items for Standard SVA are checked at the SVA test station. However, items for ESVA (other than seat belts) cannot be tested at the SVA test station and therefore you will have to produce documentary evidence of compliance (see [Section 3 on page 12](#) titled '**Demonstrating Compliance**'). The SVA test station will then check that your vehicle aligns to the documentation presented.

## 3. Enhanced SVA - Demonstrating compliance

For a given vehicle, the method by which a person confirms that it meets all the requirements for SVA 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 with the Enhanced standards 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.

### 3.1 Directive compliance

Directive compliance can be demonstrated for example, by a Type Approval number on the manufacturer's vehicle identification plate and approval verification being obtained by VOSA from the manufacturer or documentary evidence from the manufacturer that the vehicle, when manufactured, met the requirements of the appropriate European Directives. This, if available is the easiest method of demonstrating compliance.

### 3.2 Comparable standards

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 Inspection Manual which is available to purchase by contacting our Contact Centre on **0300 123 9000** (see [Section 1.7 on page 8](#)). Satisfactory evidence from the vehicle manufacturer that at the time of manufacture, the vehicle met a standard in a non-European country that is considered by the UK authorities to be comparable to the European standards will be acceptable. (For key areas other than emissions, it is possible to demonstrate compliance by a testing laboratory conducting a comparison with a known Type Approved vehicle.)

### 3.3 Comparison test

For key areas (other than emissions) it is possible to demonstrate compliance by arranging for one of the authorised testing laboratories to conduct a comparison of the vehicle with a known Type Approved vehicle. You will be required to provide the testing laboratory with a European approved vehicle for this purpose. This will check that certain components on the vehicle being tested are the same as those fitted to a 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 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).

It should be noted that although this method can be a cost effective method 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 an authorised testing laboratory would be necessary. (In the case of protective steering and potentially in the case of seat belt anchorages, the Directive tests are destructive).

A test can be in respect of an individual vehicle. However, if it is intended to use the results of these tests for other similar vehicles then it will be necessary for the testing laboratory to submit sufficient data to create a model report. A model report would cover all key areas that the comparison check covered.

Information obtained by the testing laboratory for the purposes of a vehicle approval will be sent directly to VOSA. If you require a comparison test, please refer to [www.direct.gov.uk/sva](http://www.direct.gov.uk/sva) for a list of authorised Testing Laboratories in the UK and abroad.

### 3.4 Directive test

Compliance can be demonstrated by arranging for a Directive test in respect of the relevant subject matter. This is possible for any of the key areas, although other methods of demonstrating compliance are likely to be more practical and/or more 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.

The tests are conducted only at authorised testing laboratories.

The testing laboratory will forward information directly to VOSA Swansea. This will always consist of information on the result of the test and will contain certain measurements taken in the test that are required by VOSA.

A test can be in respect of an individual vehicle. However, if you are intending using the results of this test as the basis for demonstrating compliance on other vehicles of a similar specification, then additional information will be required to enable VOSA to produce a "model report". The scope of information required depends on the key area being tested, but will require some additional work by the testing laboratory/vehicle owner to find all the information required.

### 3.5 Model report

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, as well as authorised Testing Laboratories please refer to [Section 8 on page 25](#).

## 3.6 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 3.2 on page 12](#) titled '**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 SVA 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 SVA 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 SVA 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.

## 3.7 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.

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.

**\*Federal motor vehicle safety standards & Canadian motor vehicle safety standards**

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 an authorised testing laboratory to most of the Enhanced SVA requirements (including destructive tests) before a Minister's Approval Certificate (MAC) 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 Standard SVA examination.

### 3.8 How can I demonstrate compliance with the anti-theft requirements?

All passenger vehicles subject to ESVA require an immobiliser to be fitted. When the vehicle is presented for test, you must show us documentary evidence of compliance. This can be evidence of an acceptable comparable standard, e.g. for vehicles registered in Japan from 1st July 2006 onwards, or from the vehicle manufacturer, an authorised test laboratory or an installer from an approved installer scheme that the immobiliser meets the European Directive standards. If the vehicle has an alarm fitted, you will also need to provide evidence that it complies with the required standard. Evidence from an approved installer scheme must be an **original document** and can be :

- a Thatcham Registered Installer (TRI) certificate of installation or installation report (telephone 01635 868855 or visit [www.thatcham.org](http://www.thatcham.org)) or,
- a Mobile Electronics Security Federation (MESF) certificate of installation (selected installers only, telephone 01376 561040 or visit [www.mesf.org.uk](http://www.mesf.org.uk)).



## 4. The Single Vehicle Approval application process

### 4.1 How do I apply for an SVA inspection?

Firstly you will need to obtain an 'SVA 1' application form from [www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa) (from the Home page - Forms / Vehicle test forms). 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 SVA application form at :

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

### 4.2 Where will my vehicle be inspected?

The application form will also ask you to confirm what VOSA Test Station you would like 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 SVA inspections. For a list of **VOSA SVA Test Stations and Designated Premises**, please go to [www.businesslink.gov.uk/sva](http://www.businesslink.gov.uk/sva).

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.

### 4.3 How much will my SVA inspection cost?

For information regarding the Single Vehicle Approval inspection fees, please refer to [www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa) (from the Home page - Latest Fees) or [www.direct.gov.uk/sva](http://www.direct.gov.uk/sva).

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

If your 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 SVA 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.

### 4.5 What happens with my SVA application form when VOSA receives it?

Please refer to the **SVA Application Process Flowchart** in [Section 4.9.1 on page 18](#).

## 4.6 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 'Enhanced' SVA items as described in the 'Demonstrating Compliance' section of this information guide.

## 4.7 How will I be notified of my SVA appointment?

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.

## 4.8 What should I do if I want to transfer my application to a different test station?

Your SVA 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 SVA application form to be transferred from the original test station to the new one.

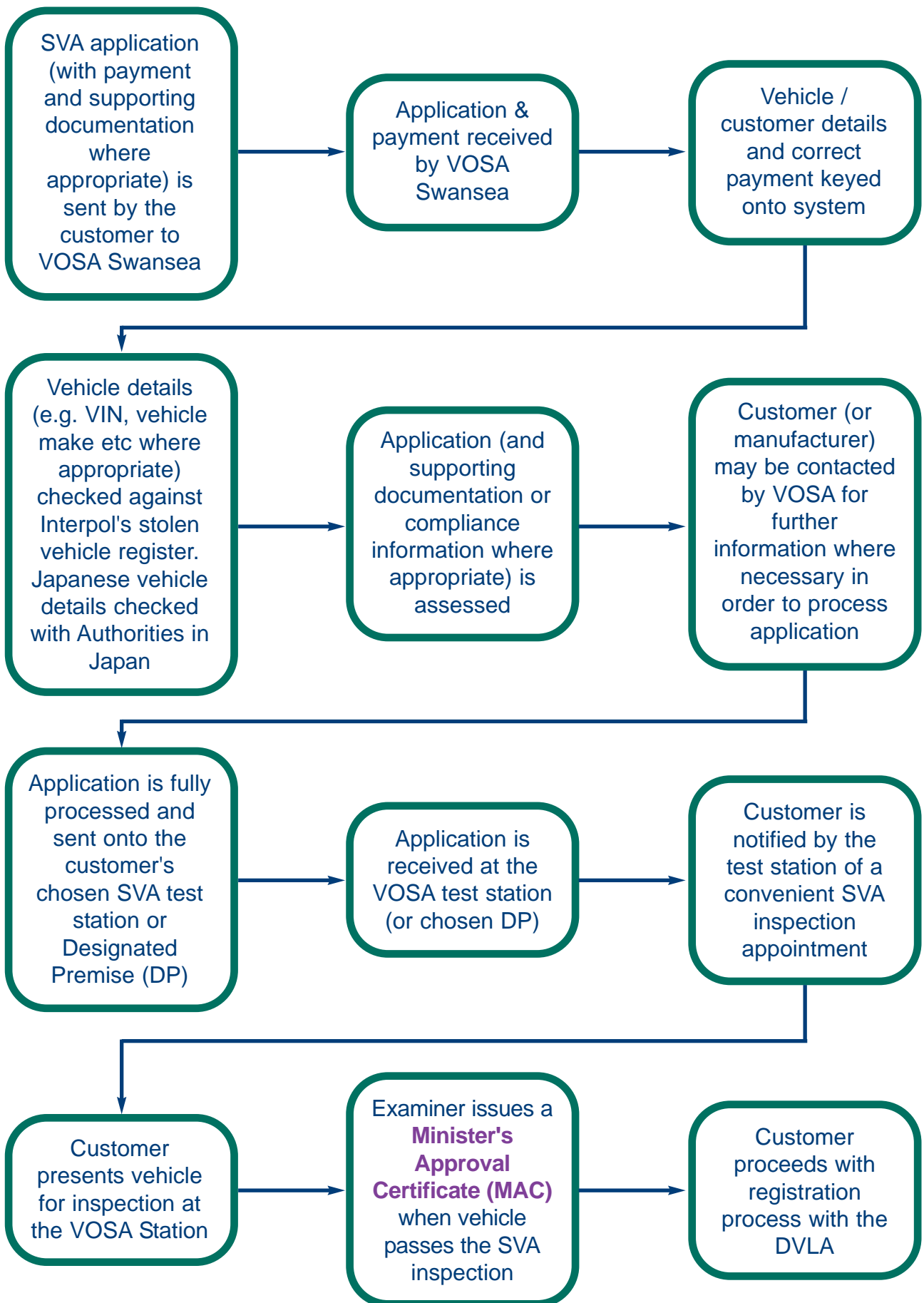
**Please Note** : You must also make sure that you cancel your **original** appointment date with the test station your application form was initially sent to or you may risk losing your fee.

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

If your application has been processed under the 'R' class (Enhanced), then on the day of the inspection you will need to present specific documents to the VOSA Examiner which demonstrate evidence of compliance to the Enhanced SVA 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 SVA purposes, only certificates issued from either a **Thatcham** or **MESF** accredited installer will be acceptable (see **Section 3.8 on page 15** for details).

### 4.9.1 The Single Vehicle Approval application process flowchart



## 5. Your vehicle and the SVA inspection

### 5.1 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 SVA 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.

**Please 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.

### 5.2 Are there any conditions that apply to the SVA inspection?

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

- The vehicle must be eligible to the scheme.
- The vehicle 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.
- The vehicle must be presented with the fuel tank(s) full.

### 5.3 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 SVA can be completed after the inspection, providing the approval is not invalidated.

### 5.4 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 SVA 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

#### The SVA inspection includes an exhaust emissions check.

For diesel engined vehicles, the inspection 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 **'Notification of Refusal to Issue a Minister's Approval Certificate' (SVA 30)** will be issued (see [Section 6.1 on page 22](#)).

#### 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.

## 5.5 What do I do after my vehicle passes the SVA inspection?

Once your vehicle has successfully passed the SVA inspection, you will be issued with a Minister's Approval Certificate (MAC). With a MAC, you will be able to go to your DVLA local office to get your vehicle licensed and registered (please refer to [www.dft.gov.uk/dvla](http://www.dft.gov.uk/dvla) for more information).

If your vehicle fails the SVA, you will be allowed to take your vehicle away for repairs and modification. You will then have to re-apply to VOSA.

The vehicle user will remain responsible for ensuring that the vehicle continues to comply with all relevant 'Construction and Use' Regulations and Lighting Regulation requirements. However, for vehicles which have been given a MAC under SVA, several existing requirements are relaxed. For instance, vehicles will not need to be fitted with European type-approved components such as lamps, mirrors, seat belts and glazing, if they remain fitted with the same components as when inspected at SVA - these having been assessed as providing an equivalent level of safety.



## 6. Post SVA inspection information and re-inspections

### 6.1 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 a Minister's Approval Certificate' (SVA 30). This notification will indicate the items of non-compliance being the reason(s) why a Minister's Approval Certificate (MAC) 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
- Hearse
- Armoured vehicle
- Vehicle manufactured in very low volume

### 6.2 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 a Minister's Approval Certificate (MAC) 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 a Minister's 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.

### 6.3 What if I do not agree with the outcome of the SVA inspection? Can I appeal?

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 **SVA 17** application form (this form is available from [www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa))

- from the Home page - Forms / Vehicle test forms) 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.

## 6.4 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 a Minister's Approval Certificate**' (SVA 30) document but are also listed below.

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

Where an SVA 30 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;
- failure is due to one or more of the following items :-

### PASSENGER CARS

#### Enhanced SVA

- Item E5b-8.b Seat belt label

#### Standard SVA

- Item 1 Anti-theft device
- Item 2 Defrosting/demisting
- Item 3 Wipers/washers
- Item 6 Interior fittings (providing there are no more than 3 separate examples of failure to comply)
- Item 9 Lighting/signalling (but not including the requirements relating to angles of visibility or position)
- Item 13 Exterior projections (providing there are no more than 3 separate examples of failure to comply)
- Item 15.2 General; item 1b only (relating to fuel filler tube requirements)
- Any item in respect of which sufficient documentary evidence is produced before the examination to satisfy the examiner as to compliance with the Regulations.

### GOODS VEHICLES

- Item 15.2 General; Item 1b only (relating to fuel filler tube requirements)
- Item 22 Manufacturer's plate
- Any item in respect of which sufficient documentary evidence is produced before the examination to satisfy the examiner as to compliance with the regulations.

## 7. Technical requirements for Standard and Enhanced SVA

ITEM	STANDARD SVA PASSENGER SPV	STANDARD SVA LIGHT GOODS	ENHANCED SVA WAV (CAR)	ENHANCED SVA LIGHT GOODS
Anti-theft devices	Inspection	N/A	Approval Documentation & Inspection	N/A
Defrosting and demisting system	Inspection	N/A	Inspection	N/A
Wiper and washer system	Inspection	N/A	Inspection	N/A
Seats and their anchorages	Inspection*	N/A	Inspection	N/A
Seat belts	Inspection*	N/A	Approval Documentation & Inspection	N/A
Seat belt anchorages	Inspection*	N/A	Approval Documentation & Inspection	N/A
Installation of seat belts	Inspection*	N/A	Approval Documentation & Inspection	N/A
Interior fittings	Inspection	N/A	Inspection	N/A
Radio interference suppression	Inspection	Inspection	Inspection	Inspection
Glass : windscreen & other windows outside	Inspection	N/A	Inspection	N/A
Lamps, reflectors and devices	Inspection	N/A	Inspection	N/A
Rear view mirrors	Inspection	N/A	Inspection	N/A
Tyres	Inspection	N/A	Inspection	N/A
Doors, their latches and hinges	Inspection	N/A	Inspection	N/A
Exterior projections	Inspection	N/A	Inspection	N/A
Protective steering	Inspection*	N/A	Approval Documentation & Inspection	N/A
General vehicle construction	Inspection	Inspection	Inspection	Inspection
Brakes	Inspection*	Inspection*	Approval Documentation & Inspection	Approval Documentation & Inspection
Noise and silencers	Inspection*	Inspection*	Approval Documentation & Inspection	Approval Documentation & Inspection
Exhaust emissions	Inspection*	Inspection*	Approval Documentation & Inspection	Approval Documentation & Inspection
Smoke emissions (diesels only)	Inspection	Inspection	Inspection	Inspection
Speedometers	Inspection	N/A	Inspection	N/A
Design weights	Inspection	N/A	Inspection	N/A
Fuel input	Inspection	Inspection	Inspection	N/A
CO <sub>2</sub> emissions & fuel consumption (vehicles manufactured after 1 January 1997)	N/A	N/A	Approval Documentation & Inspection	N/A
Front impact protection (vehicles manufactured after 1 October 2003)	N/A	N/A	Approval Documentation & Inspection	N/A
Plate for goods vehicles	N/A	Inspection	N/A	Inspection
Side impact protection (vehicles manufactured after 1 October 2003)	N/A	N/A	Approval Documentation & Inspection	N/A

\*Compliance with the Enhanced Requirements shall exempt the vehicles from these SVA items.

## 8. Model Reports and the SVA 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 authorised testing laboratory. 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 testing laboratory. For some vehicles e.g. where comparison on protective steering is required, the testing laboratory 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](mailto:approvals@vosa.gov.uk)). Applicants using this process may be subject to a 'Compliance Check'.

A list of SVA Model Reports is available on [www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa) (from the Home page - Publications / Model Reports).

### 8.1 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 Enhanced SVA requirements) actually comply with the Enhanced SVA 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 an authorised testing laboratory, which will carry out a full check of the vehicle against the nominated Model Report.

## 8.2 Model Report creation

The authorised testing laboratory 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 Testing Laboratory as a result of these tests or comparisons. A pro-forma detailing the specifications and information required is completed by the testing laboratory 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 testing laboratory 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 testing laboratory 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 testing laboratory, 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 Testing Laboratory Test Reports that form the basis of the Model Report to have been carried out by the same Testing Laboratory, although it is important wherever possible 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 SVA 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 testing laboratory will each have a report created in their own name, with their own unique reference number.

**Please Note** : Please go to [www.direct.gov.uk/sva](http://www.direct.gov.uk/sva) for a list of authorised Testing Laboratories in the UK and abroad.

## 8.3 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 30](#).

- 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 provide this information. However, if in doubt, contact VOSA.
- C. Identify which testing laboratory can carry out the tests required (1).**
- Not all testing laboratory can conduct tests on all the subjects covered.
- D. Arrange the test(s) with a testing laboratory (1).**
- This is a commercial arrangement between the applicant and the chosen testing laboratory.
- E. Provide a suitable vehicle to the testing laboratory (2).**
- This includes providing a Type Approved version of the vehicle if comparison testing is to be carried out.
- F. Submit an SVA application to VOSA for the vehicle and copy it to the testing laboratory 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 testing laboratory to complete the test report pro-forma (2).**
- Details of the data owner or owners must be supplied to VOSA via the testing laboratory documentation to ensure confidentiality. VOSA will not accept test reports if these details are omitted. The testing laboratory 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 testing laboratory at the time of the test (2).
- H. Use the same vehicle for the different testing laboratory tests and also the initial SVA 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 testing laboratory 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 testing laboratory 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 SVA relevant items following the testing laboratory 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 testing laboratory

**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 testing laboratory in its examination of the vehicle is placed with the applicant. The testing laboratory 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.

**D. 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 SVA inspection application form if provided by the applicant. Provide a copy of the test report pro-forma to the applicant if requested.

**E. 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 testing laboratory 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 testing laboratory 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.

**F. Provide contact names and numbers for Enhanced SVA enquiries.**

### Responsibilities of VOSA

**A. Advise testing laboratory 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 testing laboratory accordingly by fax, e-mail or telephone within 5 working days of receipt from the testing laboratory.**

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

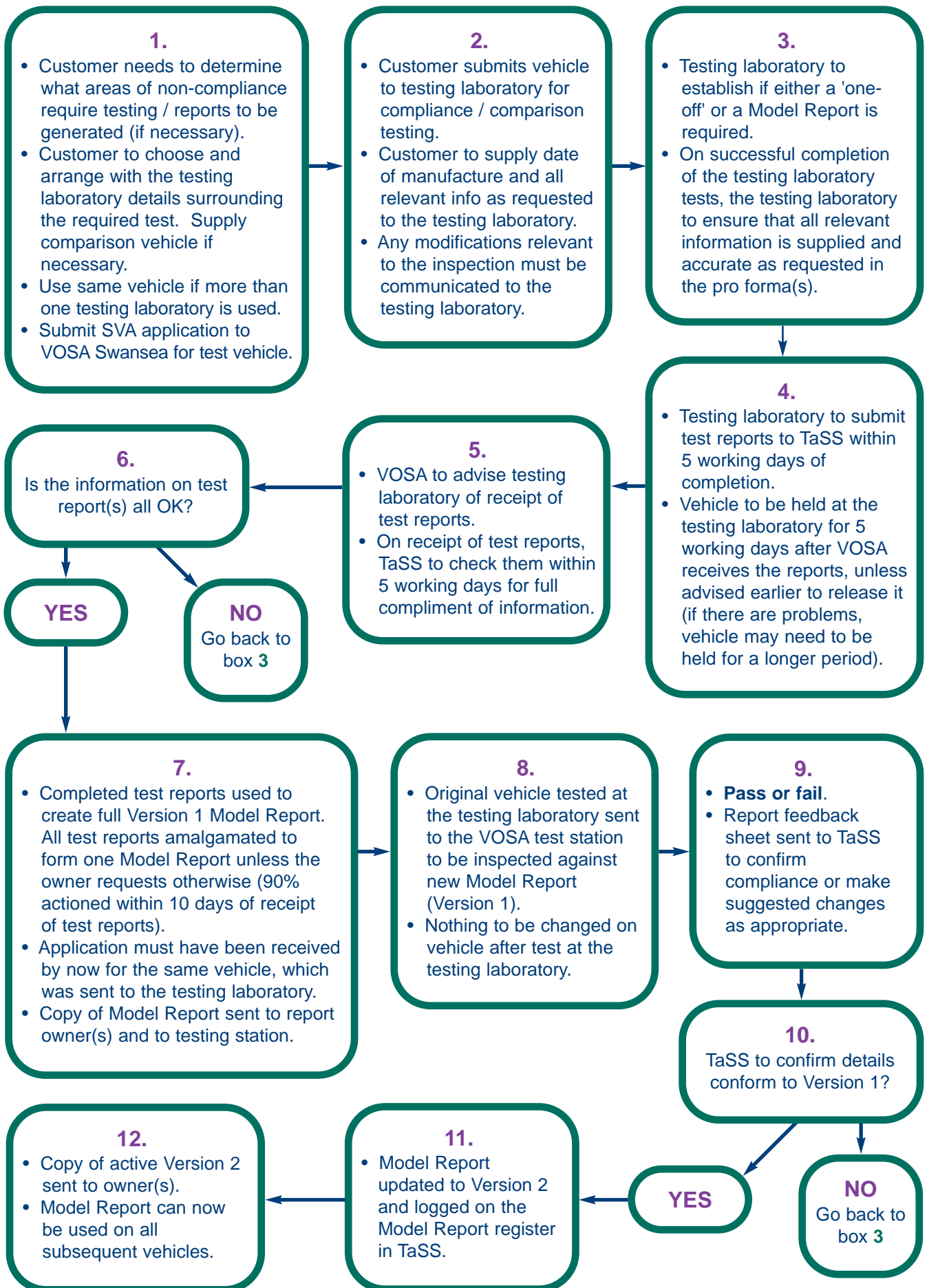
**C. To create 90% of the Model Reports within 10 working days of receipt of a satisfactory test report (7).**

**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 SVA 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).**

### 8.3.1 Model Report / test report creation process - Code of Practice flowchart



## 8.4 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.**

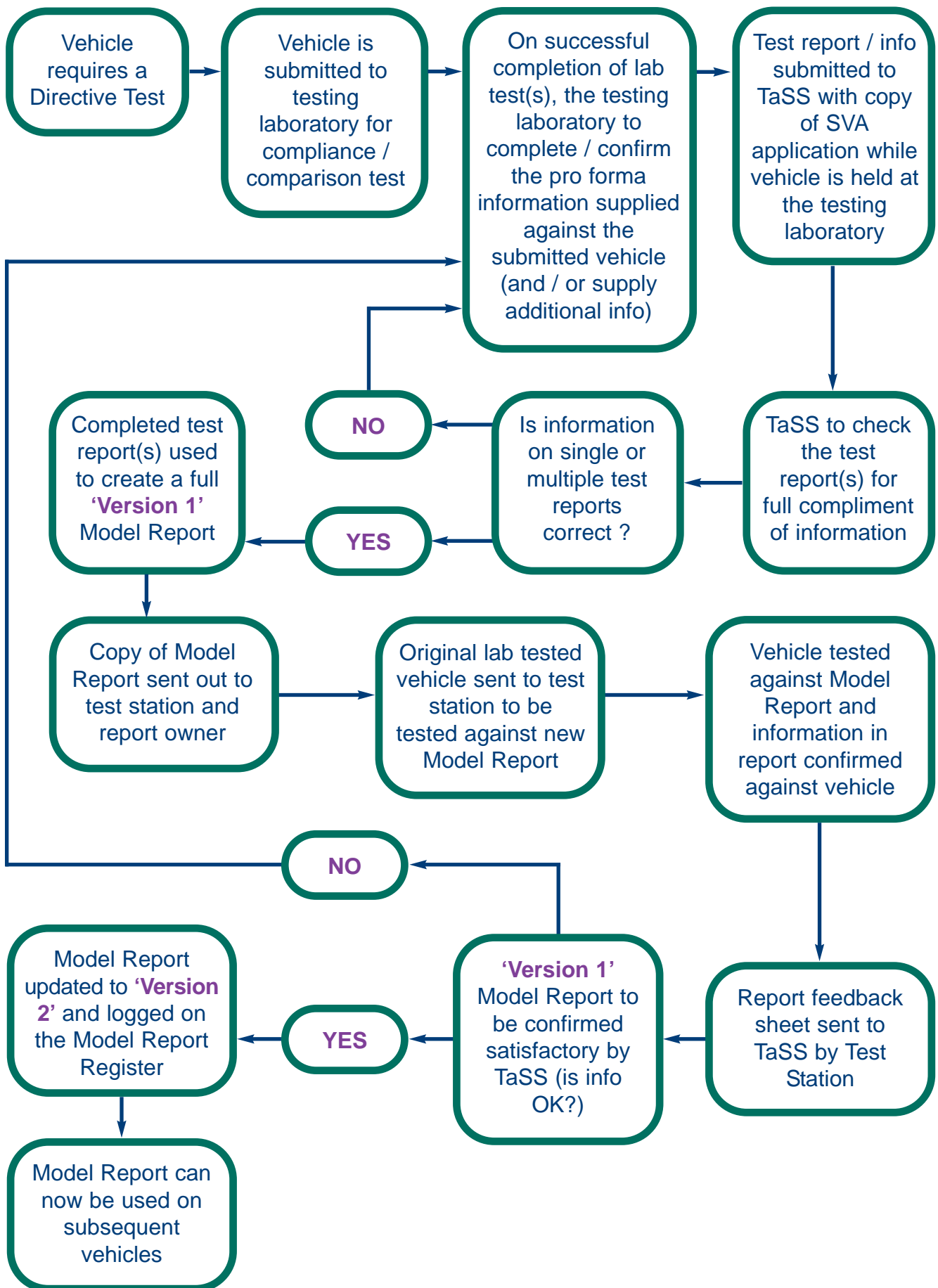
To maximise security of authorisation, it is advisable to submit authorisations by e-mail\*, or preferably for the application to be submitted by the Model Report owner.

\*All e-mail authorisations should be addressed to [approvals@vosa.gov.uk](mailto: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.

### 8.4.1 Model Report process overview flowchart




# Annex 1 - Vehicle category chart

## Special Purpose Passenger Vehicles

	Description	Category of Vehicle
	<p>Vehicles designed and constructed for the carriage of passengers and comprising of no more than eight seats in addition to the driver's seat.</p> <p>A '<b>Special Purpose</b>' vehicle means a vehicle intended to perform a function which requires special body arrangements and/or equipment e.g. motor caravans, ambulances, hearses, armoured cars, wheelchair-accessible vehicles (WAVs).</p>	<p><b>M1</b> (Special Purpose Vehicles)</p>

## Special Purpose Goods Vehicles

	Description	Category of Vehicle
	<p>Vehicles designed and constructed for the carriage of goods and having a maximum mass not exceeding 3.5 tonnes.</p> <p>A '<b>Special Purpose</b>' vehicle means a vehicle intended to perform a function which requires special body arrangements and/or equipment e.g. an armoured vehicle.</p>	<p><b>N1</b></p>



# Annex 2 - Some vehicle and class definitions

## Vehicle definitions

### Car (passenger)

A car means a motor vehicle which is constructed solely for the carriage of passengers and their effects or is a dual-purpose vehicle and which -

- I. is adapted to carry not more than 8 passengers exclusive of the driver and either has four or more wheels or, if having only three wheels has a maximum gross weight of more than 1000kg, ***or***
- II. has three wheels, a maximum gross weight not exceeding 1000kg and either a design speed exceeding 50 kph or an engine with a capacity exceeding 50cc, and is not a motorcycle with or without a sidecar attached.

### Dual-purpose vehicle

A vehicle constructed or adapted for the carriage of both passengers and goods or burden of an unladen weight not exceeding 2040kg and :

- is permanently fitted with a rigid roof, (covering a common passenger/load compartment)

**Note :** *Where the vehicle has two separate compartments for passengers and goods (possibly with separate roof structures) or the roof on the passenger area does not extend over the goods area, the vehicle is deemed to be a Goods Vehicle.*

- the area to the rear of the driver's seat
  - is permanently fitted with at least one row of transverse seats for two or more passengers which are sprung or cushioned with an upholstered backrest, and;
  - is fitted on each side and at the rear with a window or windows of glazing material having an area or aggregate area of not less than 1850cm<sup>2</sup> on each side and 770cm<sup>2</sup> at the rear, and;
  - has a distance between the rearmost part of the steering wheel and the backrests of the rearmost row of seats of not less than one third of the distance between the rearmost part of the steering wheel and the rearmost part of the floor of the vehicle.

## Class definitions

### Amateur built – Class 'A'

- (1) A vehicle is an amateur built vehicle if –
  - (a) the vehicle was constructed or assembled for the personal use of a relevant individual; and
  - (b) the construction or assembly or a substantial part of the construction or assembly was carried out by –
    - (i) the individual referred to in paragraph (a)
    - (ii) one or more relevant individuals acting on his behalf and under his direction, or
    - (iii) the individual referred to in paragraph (a) and one or more relevant individuals acting on his behalf and under his direction.
- (2) For the purposes of this paragraph, a reference to a relevant individual, in relation to a motor vehicle, is a reference to an individual who did 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 or assembled.

### Personal import – Class 'P'

- (1) A vehicle is a personally imported vehicle if –
  - (a) it has been imported by a person entering the United Kingdom, or in the case of a serving member of the Armed Forces, shall be imported into the United Kingdom in the next 12 months;
  - (b) the person had, at the time that the vehicle was imported, or in the case of a serving member of the Armed Forces, at the time that the application for a Minister's approval certificate was made, been normally resident in a country other than the United Kingdom for a continuous period of at least 12 months;
  - (c) the person intends to become normally resident in the United Kingdom;
  - (d) the vehicle has been in the possession of that person and used by him in the country where he has been normally resident for a period of at least 6 months before its importation; and
  - (e) the vehicle is intended for his personal or household use in the United Kingdom.
- (2) For the purposes of this paragraph a person shall be treated as being normally resident in the country where he usually lives –
  - (a) for a period of, or periods together amounting to, at least 185 days in a period of 12 months;
  - (b) because of his occupational ties; and
  - (c) because of his personal ties.

**Personal import - Class 'P' continued...**

- (3) In the case of a person with no occupational ties, sub-paragraph (2) shall apply with the omission of paragraph (b), provided that his personal ties show close links with that country.
- (4) Where a person has his occupational ties in one country and his personal ties in another country, he will be treated, for the purposes of this paragraph, as being normally resident in that latter country provided that either -
  - (a) his stay in the former country is in order to carry out a task of definite duration, or
  - (b) he returns regularly to the country where he has his personal ties.
- (5) Notwithstanding paragraph (4), a United Kingdom citizen whose personal ties are in the United Kingdom but whose occupational ties are in a country other than the United Kingdom shall be treated for the purposes of this paragraph as normally resident in the country of his occupational ties, provided that he has lived there for a period of, or periods together amounting to, at least 185 days in a period of 12 months.
- (6) 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; provided that a serving member of any of the reserve forces shall not be included within this definition.

**Rebuilt vehicles - Class 'S'**

- (1) A vehicle is a rebuilt vehicle if it -
  - (a) is a vehicle to which the Secretary of State is required by regulation 7 to assign a vehicle identification number;
  - (b) does not fall within either of the 'A' (Amateur Built) or 'C' (Vehicles manufactured using parts of a registered vehicle) classes; 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 registered vehicle.

**Very low volume production vehicles - Class 'L'**

- (1) A vehicle is a vehicle manufactured in very low volume if the condition specified in either paragraph (2) or paragraph (3) is complied with.
- (2) The condition specified in this paragraph 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 for 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 200.
- (3) The condition specified in this paragraph is that the number of vehicles of the type variant to which the vehicle in question belongs which are manufactured in the world

**Very low volume production vehicles - Class 'L' continued...**

for 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 20.

- (4) For the purposes of sub-paragraph (3), a type variant consists exclusively of vehicles which do not differ in at least the following essential respects -
- (a) the manufacturer;
  - (b) essential aspects of construction and design, that is to say in:
    - (i) obvious and fundamental differences in the chassis, floor pan or other parts of the vehicle's structure, or
    - (ii) the power plant (whether internal combustion, electric or hybrid);
  - (c) body style (by way of example, saloon, hatchback, coupe, cabriolet or estate);
  - (d) the following further characteristics of the power plant:
    - (i) its working principle (whether positive ignition or compression ignition, and whether four stroke or two stroke),
    - (ii) the number and arrangement of its cylinders,
    - (iii) differences in maximum power of more than 30% (the highest is more than 1.3 times the lowest), or
    - (iv) engine capacity differences of more than 20% (the highest is more than 1.2 times the lowest),
  - (e) number, position or interconnection of the powered axles; or
  - (f) number or position of the steered axles.

**Vehicles manufactured using parts of a registered vehicle - Class 'C'**

- (1) 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 Vehicle Excise and Registration Act 1994 or any earlier Act relating to the 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.

# Annex 3 – Special purpose vehicles and 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':

## **Armoured vehicle (can be Category M or N)\***

A vehicle intended for the protection of conveyed passengers and/or goods and complying 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 e.g. materials to CEN 1029 or an equivalent level of protection.

## **Hearse - Class 'M' (Category M only)\***

A vehicle intended for the transport of deceased people and having special equipment for such purpose. This shall be interpreted as a vehicle :-

- having an enclosed glazed area to the rear of the driving position,
- being fitted with a permanent deck of suitable length to accommodate a full size coffin incorporating bier fittings such as coffin stops and/or rollers and;
- not fitted with any seats or seat mountings below the deck/bier (although storage space may be provided).

## **Motor ambulance - Class 'M' (Category M only)\***

A motor vehicle of category M (passenger vehicles) intended for the transport of sick or injured people and having special equipment for such purpose. The interpretation applied to this definition is as follows :-

The vehicle shall be readily identifiable as a vehicle used for the carriage of sick, injured or disabled people to or from welfare centres or places where medical or dental treatment is given by being permanently marked "Ambulance" (or "Ambiwlans") on both sides and/or to the front and rear.

The vehicle must have the following equipment or characteristics;

- An optical warning system i.e. a blue warning beacon (or special warning lamp) or a device which fulfils the same function,
- An acoustical warning system,
- One operational 12v socket for medical devices in the patient's compartment,
- The electrical supply system shall consist of at least four separate sub-systems as follows :

**Motor Ambulance - Class 'M' (Category M Only)\* continued...**

- basic system in non-equipped vehicle
- supply system for specific body mounted devices
- supply system for patient compartment
- supply system for communications.

Apart from the basic system (the pre-converted vehicle system), the road ambulance body shall not be used as part of any of the supply systems (i.e. it must be an insulated return system).

- A communication system;
  - with a transceiver permanently installed
  - connected to external antenna(e).
- A permanently fitted bulkhead;
  - separating the driver's compartment from the patient's compartment
  - if fitted with a door that the door is self closing while the vehicle is moving and is secured against self-opening
  - having one of two windows with a minimum separation of 100mm and;
- Any permanently fitted window;
  - shall be made of material displaying an "e" or "E" marking
  - shall have a maximum area of 0.12m<sup>2</sup>
  - shall allow direct visual contact with the driver
  - shall be secured against opening
  - shall have an adjustable blind or other means of preventing the driver being disturbed by the light of the patient's compartment.
- External windows;
  - positioned or screened to ensure patient's privacy
  - displaying an "E" or "e" marking.
- Restraint systems
  - All positions for occupants on board shall be fitted with a permanent restraint which when subject to a force of 10g shall prevent the occupant becoming detached such as to create a hazard to the safety of other persons on the ambulance.
  - All items (e.g. medical devices/equipment/objects) on board shall be fitted with a permanent restraint and when subjected to a force of 10g shall not become detached such as to create a hazard to the safety of the persons on the ambulance.
  - The maximum distance the patient, the stretcher and any item attached to either the holding assembly or stretcher may travel is 150mm.
- Evacuation - It shall be possible to release all persons in the ambulance without the use of equipment on board the ambulance.
- Doors - An audible and/or visual signal shall warn the driver when any door is not completely closed when the vehicle is in motion.

**Motor caravan\***

A special purpose M1 category vehicle (vehicle having 8 or less passenger seats) constructed to include living accommodation which contains at least the following equipment :

**Motor caravan\* continued...**

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

This equipment shall be rigidly fixed to the living compartment; however the table may be designed to be easily removable. The interpretation applied to this definition is as follows:-

**Seats and a table**

- Are required to be an integral part of the living accommodation area, and mounted independently of other items.
- The table must be capable of being mounted directly to the vehicle floor and/or side wall.
- The table mounting arrangement must be secured as a permanent feature (bolted, riveted, screwed or welded), although the table may be detachable.
- Permanently secured seating must be available for use at the table.
- The seats must be secured directly to the vehicle floor and/or side wall.
- The seats must be secured as a permanent feature (bolted, riveted, screwed or welded).

**Sleeping accommodation**

- Must be an integral part of the living accommodation area.
- Either beds or a bed converted from seats (to form a mattress base).
- Secured as a permanent feature, with base structures bolted, riveted, screwed or welded to the vehicle floor and/or side wall (unless the sleeping accommodation is provided as a provision over the driver's cab compartment).

**Cooking facilities**

- That are an integral part of the vehicle living accommodation and are mounted independently of other items.
- That are secured to the vehicle floor and/or side wall.
- Secured as a permanent feature (bolted, riveted, screwed or welded).
- The cooking facility must consist of a minimum of a two ring cooking facility or a microwave, in either case having fuel/power source.
- If the cooking facility is fuelled by gas having a remote fuel supply, the fuel supply pipe must be permanently secured to the vehicle structure.
- If the cooking facility is fuelled by gas having a remote fuel supply, the fuel reservoir must be secured in a storage cupboard or the reservoir secured to the vehicle structure.

**Motor caravan\* continued...****Storage facilities**

- Storage facilities must be provided by a cupboard or locker.
- The facility must be an integral part of the vehicle living accommodation, i.e. mounted independently of other items, unless incorporated below seat/sleeping accommodation or the cooking facility.
- The storage facility must be a permanent feature (bolted, riveted, screwed or welded).
- The storage facility must be secured directly to the vehicle floor and/or side wall, unless a storage provision is provided over the driver's cab compartment.

**Wheelchair Accesible Vehicle (WAV)\***


Vehicles of category M1, constructed or converted specifically so that they accommodate one or more person(s) 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 SVA purposes.*



# Annex 4 – Example of a Minister’s Approval Certificate (MAC)

British National Type Approval  
**Minister's Approval Certificate**  
issued under Section 58(1) of the Road Traffic Act 1988  
by virtue of  
the Motor Vehicles (Approval) Regulations 2001

**VOSA**   
Vehicle & Operator Services Agency

The motor vehicle having the identification/chassis number:

having been examined under Section 58 of the Road Traffic Act 1988, it is hereby certified that on the date of the examination this vehicle complied with the relevant requirements prescribed under Section 54 of the Road Traffic Act 1988.

Make:

Design Weights:

Axle 1	_____ kg
Axle 2	_____ kg
Axle 3	_____ kg
Gross Weight	_____ kg
Train Weight	_____ kg

Model:

Class Code:  DVLA Model Code:

Category (passenger(M1)/goods(N1)):

Fuel Type e.g. (Petrol/Diesel/Gas Bi-Fuel):

CO<sub>2</sub>:  HC:

NOTE: In the case of a goods vehicle the design weights shown are also the plated weights.

Signed by authority of the Secretary of State:

Station Location:

Name in CAPITALS:

Date of issue:

Authentication Stamp:

Serial Number: **AA**

## Annex 5 – 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 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, may be able to obtain a Mutual Recognition certificate, subject to assessment of the standards applied in that member state against the GB 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.

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.

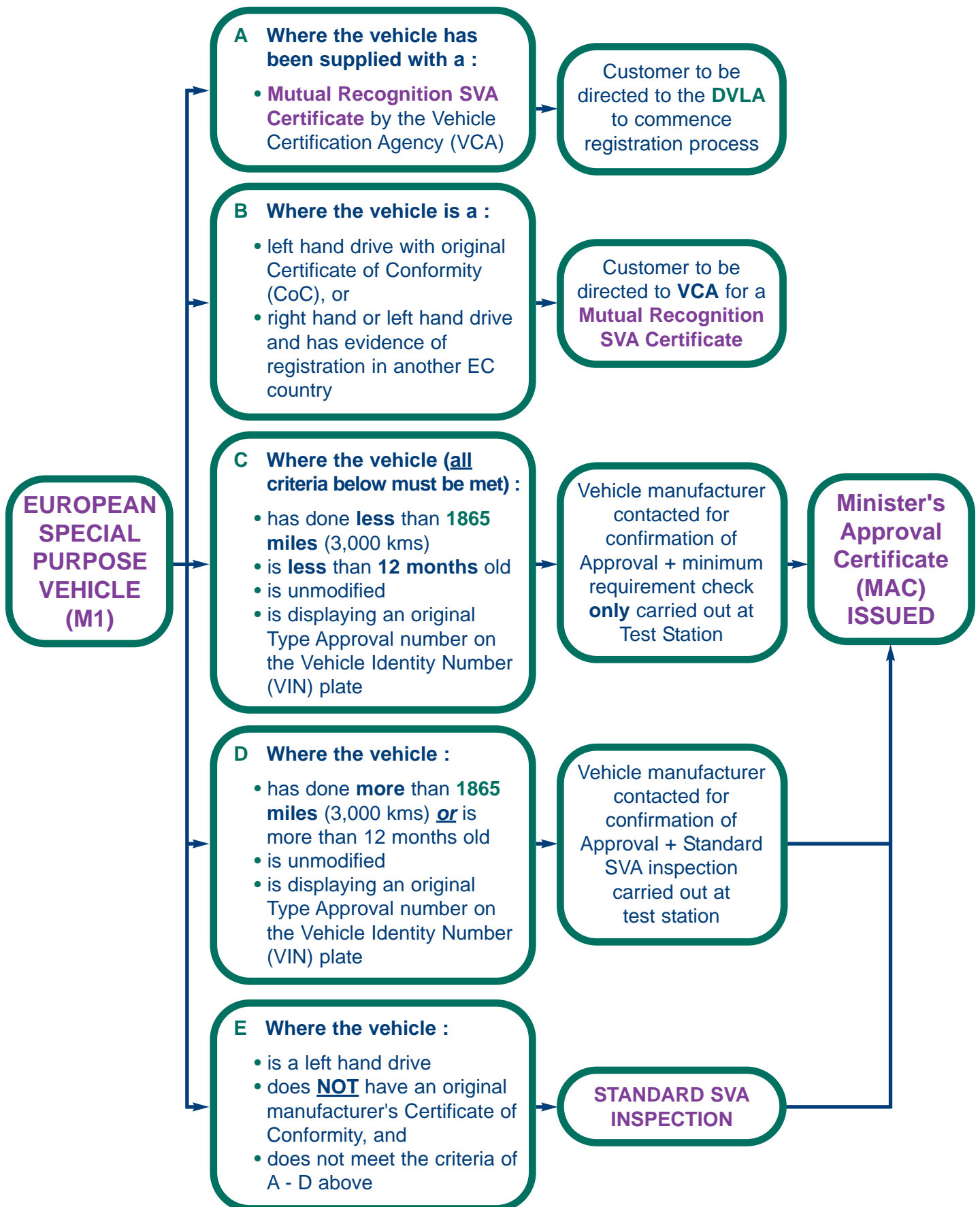
Following receipt of all necessary paperwork and the appropriate administration fee, VCA will issue a certificate that can be presented to the Driver Vehicle Licensing Authority (DVLA) in support of the request for UK registration.

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](http://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 6 – European specification special purpose passenger cars with evidence of EC approval



**NOTE :** In respect of ESVA, goods vehicles only require compliance to the Noise, Brakes and Emissions Directives. Where a vehicle (passenger or goods) 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 an authorised testing laboratory.

# Annex 7 – Passenger Wheelchair Accessible Vehicles from Japan (ESVA with export certificate)

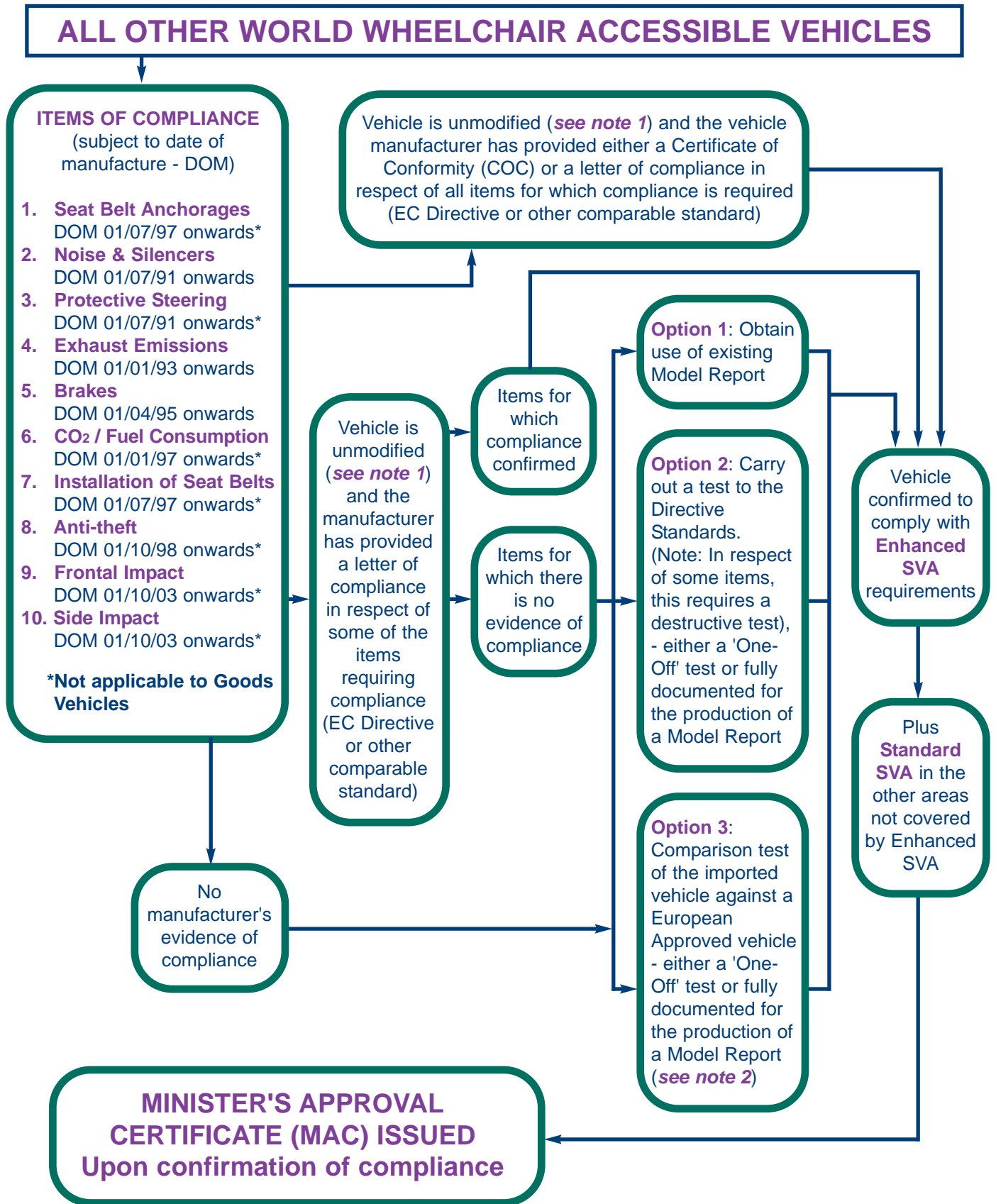


**To qualify for 'forward-control', a vehicle must be :**  
 A configuration, in which more than half the engine length is rearward of the foremost point of the windshield base and the steering wheel hub must be in the forward quarter of the vehicle length.

\* Compliance with the emissions Directive to the required level is only required if the vehicle has not been registered in Japan for more than 6 months.

**D.O.M. = Date of Manufacture**

# Annex 8 – Other World Wheelchair Accessible Vehicles (including Japanese Cars with no 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.

## Annex 9 – Useful links

<a href="http://www.businesslink.gov.uk">www.businesslink.gov.uk</a>	Information on importing and exporting a vehicle SVA information guide SVA inspection manual (order form) Vehicle Approval Schemes
<a href="http://www.dft.gov.uk">www.dft.gov.uk</a>	Department for Transport
<a href="http://www.direct.gov.uk">www.direct.gov.uk</a>	The Single Vehicle Approval Scheme SVA Forms SVA Information Guide SVA Inspection Fees SVA VOSA Test Stations
<a href="http://www.dft.gov.uk/dvla">www.dft.gov.uk/dvla</a>	Driver and Vehicle Licensing Agency (Registration and Licensing)
<a href="http://www.hmce.gov.uk">www.hmce.gov.uk</a>	HM Customs & Excise
<a href="http://www.mesf.org.uk">www.mesf.org.uk</a>	Anti-theft/immobiliser (only certificates from selected installation companies accepted for ESVA)
<a href="http://www.opsi.gov.uk">www.opsi.gov.uk</a>	Information on Regulations
<a href="http://www.thatcham.org">www.thatcham.org</a>	Anti-theft/immobiliser (only certificates from selected installation companies accepted for ESVA)
<a href="http://www.dft.gov.uk/vosa">www.dft.gov.uk/vosa</a>	SVA Inspection Manual (Order Form) SVA Model Reports available to the public VOSA Corporate Information
<a href="http://www.dft.gov.uk/vca">www.dft.gov.uk/vca</a>	Vehicle Certification Agency (EC Type Approval & Legislation)



# Glossary of terms and abbreviations

TERM	EXPLANATION
<b>Base Vehicle</b>	Means any vehicle which is used at the initial stage of a multi-stage type approval process.
<b>Certificate of Completion</b>	A document issued by the vehicle manufacturer indicating the vehicle's Japanese Approval heritage for registration purposes in Japan.
<b>Certificate of Conformity (COC)</b>	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.
<b>Component</b>	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.
<b>De-registration certificate</b>	See 'Export Certificate'.
<b>Directive</b>	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.
<b>EC Type Approval</b>	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.
<b>European Union (EU)</b> <i>(formally known as the European Community (EC))</i>	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.
<b>Electronic Control Unit (ECU)</b>	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.
<b>Export Certificate</b>	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.
<b>Manufacturer</b>	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.

TERM	EXPLANATION
<b>National Type Approval (NTA)</b>	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.
<b>Separate Technical Unit</b>	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.
<b>Special Purpose Vehicle (SPV)</b>	Means a vehicle intended to perform a function which requires special body arrangements and/or equipment, such as an ambulance or a wheelchair accessible vehicle (WAV).
<b>Specification and Classification numbers</b>	Reference numbers by which a vehicle is listed following Approval under the Japanese Type Approval scheme.
<b>System</b>	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.
<b>Testing Laboratory</b>	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.
<b>Type</b>	Means vehicles of a particular category, which do not differ in certain essential respects, set out in Annex II of the Directive.
<b>Type Approval</b>	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.
<b>Type Designation &amp; Variant Numbers</b>	See 'Specification and Classification numbers'.
<b>Vehicle Category</b>	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 ' <b>Vehicle Category Chart</b> ' <a href="#">Annex 1 on page 33</a> ).
<b>Wheelchair Accessible Vehicle (WAV)</b>	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.

Please visit [www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa) for more information on the standards of service VOSA aims to provide to all of its customers as well as 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 :

**Approval Section  
Vehicle and Operator Services Agency  
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**



**Visit our websites:**

for commercial customers

**[www.businesslink.gov.uk/transport](http://www.businesslink.gov.uk/transport)**

for private motorists

**[www.direct.gov.uk](http://www.direct.gov.uk)**

for corporate information

**[www.dft.gov.uk/vosa](http://www.dft.gov.uk/vosa)**

**Contact us:**

E-mail

**[enquiries@vosa.gov.uk](mailto:enquiries@vosa.gov.uk)**

National Number

**0300 123 9000\***

Monday to Friday - 7.30am until 6.00pm  
(normal working hours)