

MATTERS OF TESTING

# MOT



Free for authorised examiners  
and testers

DECEMBER 2011

ISSUE 52



## MOT seminars 2012

What do you want to ask us?

What have you got to tell us?

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## From the editor

As we approach the end of the year, we're also approaching the end of the printed editions of *Matters of Testing*. In line with the Government's drive to go digital by default, we will be issuing future copies of the magazine in electronic format in the first instance. Rather than a magazine hitting the doormat, you'll be getting a message through the VTS Device to let you know that the next issue is available to view online.

We explain more about this move on page 12 – and ask for your opinion on what content you'd like to see in the digital *Matters of Testing*.

We've dedicated page 7 to telling you more about the 2012 seminars. Pages 8 and 9 give more information on new Reasons for Rejection brought in by the Testing Directive. If you've any questions and if no-one else can help, you can discuss your concerns with an MOT test expert at a seminar near you. Take a look at the back cover for further details and the booking form.

Keep up to date with *Matters of Testing*.

### Jessie VanBeck

Keep your comments, rants, opinions and ideas coming in to:

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You can view this magazine, along with previous issues, as a PDF on the VOSA website: **www.vosa.gov.uk/matters-of-testing**

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# Ask Stevo...

## Plain paper MOT certificates

**You ask:** Although I agree that the change to plain paper certificates and other MOT documentation makes practical sense, I am not happy now that I have to take on the cost of supplying the paper and toner, and the new certificate given to the customer is somewhat less than impressive. Will there be a reduction in the slot fee to offset the additional costs we are being asked to pay in such austere times? And will the Post Office accept the new certificates?

**Stevo says:** I'll tell you straight – the introduction of plain paper printing will not see a direct reduction to the test (slot) fee. This is because the savings generated – when broken down to the level of an individual test – are very small. The MOT scheme is also required to break even over time. Any savings from the new austerity measures will be used to offset cost increases elsewhere in the system that would otherwise put pressure on us to increase slot fees. So there is no plan to change the slot fee at this time.

While there is a shift of cost to the VTS, the benefits to garages include:

- the saving in time now that printers no longer have to be loaded with individual certificate sheets
- faster printing of multi-page documents, such as reports and Special Notices
- no need to order and maintain stocks of different forms.

Although the new certificates may not seem very impressive, it is worth reminding everyone that these are simply confirmation of the results recorded on the online MOT test database. Although there may be attempts to forge an MOT certificate, the true record is kept online. Vehicle presenters can take a look at [www.direct.gov.uk/yourmotcheck](http://www.direct.gov.uk/yourmotcheck) to check their vehicles' MOT test results.

The DVLA has informed Post Office counters to accept the new certificate when taxing your vehicle.

You can download leaflets or posters from [www.vosa.gov.uk/vehicle-testing-leaflets](http://www.vosa.gov.uk/vehicle-testing-leaflets) to help you explain to customers why their MOT Certificate is changing.



John Stephenson heads up the MOT Compliance team and has a wealth of knowledge and experience in all aspects of the MOT scheme.

Send your comments, queries and views on the MOT to [mattersoftesting@vosa.gov.uk](mailto:mattersoftesting@vosa.gov.uk) with 'Ask Stevo' as the subject.

## The MOT review – a closer analysis



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We know that the MOT test review has been discussed for some time now, though the media has only picked up on the test frequency aspect. This is a great shame as the review will cover much more than just how often the test is carried out. You know this, of course, because other developments to the test have taken place while the review has been considered. The changes brought about by the Testing Directive (more on pages 8 and 9) couldn't wait for a review, and EU law gave us the opportunity to look at historic vehicles (see page 5).

The new Secretary of State for Transport, Justine Greening MP, has taken a keen interest in the MOT scheme and the opportunity that a broad and wide-ranging review will present to all MOT stakeholders. But remember,

the review won't just be for the MOT trade. Motorists, their representative bodies and various safety groups all have views that will be taken into account.

At the time of writing, we can tell you that Ministers and officials at DfT are now finalising their thoughts on what the MOT review should contain. We know you've all been very patient since the review was originally announced and we thank you for your continued patience.

Once the scope of the MOT review has been published, you should look at it carefully and consider how the MOT scheme could be improved to benefit road safety and our environment and to cut vehicle crime. Are there new opportunities to increase value for money for all British motorists?

# OPPORTUNITY



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## Replacing your smart card

Testers who need a replacement smart card can get their site manager to issue them with a spare card. The site manager can order a replacement card for this user at the same time. This should allow you to continue testing without the need to call the Service Desk.



Find out as soon as the MOT review is announced – sign up for *Latest VOSA news*, free emails direct to your inbox, giving you breaking news and updates from VOSA. Email 'Sign up for LVN' to [mattersoftesting@vosa.gov.uk](mailto:mattersoftesting@vosa.gov.uk)

# Historic vehicle MOT test exemptions?

You will read a lot about the new Testing Directive in this edition of *Matters of Testing*, but did you know that there is an exemption in the Directive from the need to have an MOT test at all?

If they wish, EU member states can exempt vehicles of historic interest that are never or hardly ever used on public highways. The Directive states that historic vehicles are those which were manufactured prior to 1 January 1960.

On 3 November 2011, Transport Minister Mike Penning announced the launch of a public consultation on a proposal to exempt historic vehicles from the MOT test. This aligns with the Government's objective of removing unnecessary regulation and reducing 'gold-plating' of EU legislation.

Historic vehicles generally do not travel many miles and are often meticulously maintained, with an average MOT failure rate of just 12%. Pre-1960 unladen heavy goods vehicles have been



exempt for many years and there is no evidence for concern.

Assuming a successful consultation, it is likely that the Department for Transport's officials

will then consult further with the EU Commission to introduce an MOT test exemption for historic vehicles some time during 2012, if there is space available in the legislative programme.

## Centralised MOT scheme applications

VOSA is already centrally processing all applications for Authorised Testing Facilities (ATFs) – privately owned test stations for trucks and buses – as well as offering a lead area office service for multi-site AEs. VOSA is looking at centralising the process for all MOT scheme applications, for a slicker, standard procedure.

We will also look at merging the MOT and ATF application forms to save duplication for applicants, and



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explore the use of an interactive option with a view to making online applications possible. As part of exploring the option to submit an application electronically, we will also review the documents we currently ask candidates to enclose with their application.

## Messaging the Service Desk

AEs and testers are asked to remember: always include your VTS and telephone numbers when using the messaging system for the Service Desk – this will help the Service Desk staff to get back to you easily.



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# EU to mandate motorbike testing?

You might not know this, but motorbikes and trikes are not currently covered by the Testing Directive. In fact, under EU law we do not have to have a bike MOT at all!

However, the EU Commission is pressing ahead with plans for a draft Directive mandating bike testing across member states.

An important part of the Commission – called DG MOVE (Directorate-General for Mobility and Transport) – is responsible for mobility and safety across the EU. DG MOVE is keen to see the MOT test apply to all two- and three-wheeled vehicles to help to reduce the disproportionate numbers of motorbike casualties across all member states.

For the last few years, CITA (the international motor vehicle inspection committee) has had a recommendation in place that describes the best practice that countries may adopt – ‘Recommendation 5’. It is likely that this will be the starting point for a new Directive. A quick look at this CITA recommendation shows that it is very similar to what we are already doing in Great Britain. So, if the Commission doesn’t deviate from this too much, we should be pretty well placed to adopt any new EU laws.



New EU laws take a while to put into place. While this process is under way you can be sure that we at VOSA and our colleagues at the Department for Transport will be contributing to the debate about bike testing across Europe.

If you've any views to contribute on this matter, email them to [mattersoftesting@vosa.gov.uk](mailto:mattersoftesting@vosa.gov.uk) or send them to your local VTS Council member.

# Seminars are back!

The year has once again flown by and we're now poised and ready to begin MOT seminars in 2012. There's a lot to discuss, so we've booked 90 venues across the country between 9 January and 22 March at which to pass on all the latest news from VOSA. Around 6,000 of you turned up to the 2011 seminars, which was an excellent turn-out. But we'd like to see even more of you for 2012, given the importance of the information we're sharing.

As you're all aware, the Testing Directive will introduce some new items into the MOT test next year, making it the biggest change to MOT testing since MOT Computerisation was introduced back in 2005 (seems like only yesterday, doesn't it!).

Over the next few pages, we give you more information on changes to the Inspection Manual brought about by the Testing Directive. This issue's DVD will walk you through some of the changes to the inspection process. We're also devoting a large portion of the 2012 MOT seminar presentation to going through the changes so you have a full understanding of what our expectations are.

We've booked some spectacular hotels for 2012, so you can refuel at the buffet in comfort before we get down to business.

We're sticking with the format that proved so popular last year – an informal presentation in three parts – so you have frequent chances to ask questions of our policy engineers (you may get to



'Ask Stevo' personally!). These experts on the MOT scheme have been central to putting together the revamped manual and are well prepared to answer any query you put to them.

If you'd rather not speak openly, you can put questions forward on paper or via the VTS Council member, or wait for the break and catch our engineers for a one-on-one chat – that way you can still get the information you want.

These seminars are your chance to air your thoughts and share your problems – the feedback we get is often used to develop the MOT scheme for the future. Who knows, you might see a change because of a comment you made!

Turn to the back cover for more information on how to book your place at the 2012 MOT seminars.

# Prepare yourself for changes


## Additional RfRs from 1 January 2012

The 2012 Inspection Manual has been available online since September, giving you plenty of time to have browsed through it and made yourself familiar with the changes.

Additional Reasons for Rejection (RfRs) for existing testable components will be ready for full use from 1 January 2012. But defects found in completely new testable components (such as electrical wiring and Supplementary Restraint Systems) will be advisory for the first few months.

The following guide is intended to help testers to understand when particular changes will come into effect, although readers should note that details of the vehicles to which these RfRs apply are in the Inspection Manual.

### SECTION 1: Lamps, Reflectors and Electrical Equipment

- Registration plate lamp(s) and the front and rear position lamps not illuminating with a single operation of the switch.  For applicable Class 5 vehicles, this includes end outline marker lamps.
- All lamps, other than headlamps, having less than 50% of the light sources illuminating.
- All lamps not being visible from a reasonable distance due to products on the light lens or source.
- Hazard warning lamps not fitted, or inoperative.
- Headlamp beam image is clearly incorrect.

### SECTION 2: Steering and Suspension


- Steering and suspension ball joint dust covers not preventing the ingress of dirt etc.
- Any inappropriate repair or modification to steering linkage, power steering or suspension components.
- A steering lock stop missing where one was fitted as standard.
- A significant oil leak from a steering box.
- Power steering: fluid level below minimum (where visible); pipes and hoses damaged, corroded or fouling; components fouling or misaligned on external power steering systems.
- **Any** drive shaft support bearing excessively worn or a coupling gaiter missing or no longer preventing the ingress of dirt etc.

### SECTION 3: Brakes


- A parking brake control missing or insecure.
- Any inappropriate repair or modification to a parking or service brake control or a mechanical brake component.
- ABS system component obviously missing, excessively damaged, inappropriately repaired or modified.
- ABS wiring excessively damaged.
- A brake cable, rod or clevis joint insecure.
- Any inappropriate repairs or modification to a braking system component.
- Load sensing valve seized, inoperative, function impaired or incorrectly adjusted.
- Air brake actuator dust cover missing or no longer preventing the ingress of dirt etc.
- Vehicle deviating excessively from a straight line during decelerometer parking brake efficiency check.

### SECTION 6: Vehicle Structure, Body and General Items

- The driver's seat fore and aft adjustment mechanism not functioning as intended.
- A passenger door cannot be opened from outside the vehicle using the relevant control.
- A door hinge, catch or pillar missing, insecure or deteriorated to the extent that a door cannot be readily opened or closed.
- Vehicle Identification Number incomplete.
- A towbar assembly inappropriately repaired or modified.


 Class 5 window, screen or partition missing.

### SECTION 7: Exhaust, Fuel and Emissions

- A catalytic converter missing where one was fitted as standard. (Vehicles subject to a full cat test only.)
-  Exhaust tailpipe positioned so that fumes are likely to enter the driver's or passenger area.
- A fuel pipe or hose excessively chafed or damaged.

### SECTION 9: Tricycle and Quadricycle Testing

- Handlebars or fork yokes excessively deformed or inappropriately repaired or modified.
- A service brake control missing or its mounting retaining or locking device missing or insecure.

 Relates to Class 5 vehicles only.

# Preparation for the MOT test

## New RfRs from April/May 2012

### SECTION 1: Lamps, Reflectors and Electrical Equipment

- Headlamp levelling or cleaning device inoperative or obviously defective (LED or HID headlamps only).
- The 'tell-tale' does not illuminate when main beam is selected.
- A battery insecure or leaking electrolyte.
- Electrical wiring insecure or inadequately supported, or its insulation excessively damaged or deteriorated.
- A trailer electrical socket insecure or damaged, or deteriorated to the extent that the connecting lead could not be securely connected.
- A trailer 13-pin Euro socket not operating the trailer lamps as intended.

### SECTION 2: Steering and Suspension

- A steering lock mechanism missing, inadvertently engaging or inoperative.
- An electronic steering lock malfunction warning displayed.
- An electronic power steering malfunction indicator lamp indicates a failure in the system.

### SECTION 3: Brakes

- Electronic parking brake (EPB) warning indicates a malfunction.
- Electronic Stability Control (ESC) component obviously missing, excessively damaged or inappropriately repaired or modified.
- ESC wiring excessively damaged.
- ESC warning lamp missing, not working or indicating a fault.
- ESC switch insecure or faulty.
- A brake slack adjuster defective or incorrectly installed.
- A brake fluid warning lamp illuminated or inoperative.
- 🚗5 Electronic Braking System (EBS) warning device missing, inoperative or indicating a fault.

### SECTION 4: Tyres

- A tyre pressure monitoring system (TPMS) warning lamp inoperative or indicating a fault in the system.

### SECTION 5: Seat Belts and Supplementary Restraint Systems (SRSs)

- An airbag missing or obviously defective.
- An SRS malfunction indicator lamp operative or indicating a system malfunction.
- A seat belt load limiter or pre-tensioner missing or obviously deployed.

### SECTION 6: Vehicle Structure, Body and General Items

- An engine mounting missing or seriously deteriorated resulting in excessive movement.
- An engine mounting bracket missing, insecure, fractured or damaged so that it is likely to fail.
- A speedometer not fitted, cannot be illuminated, incomplete or dial glass broken or missing.
- 🚗5 An entrance or exit step or its anti-slip provision insecure, or in such a condition that it is likely to be a trip hazard or cause injury, or a retractable step not operating correctly.
- 🚗5 A stair missing.
- 🚗5 A stair or its anti-slip provision insecure, or in such a condition that it is likely to be a trip hazard or cause injury.
- 🚗5 A passenger entrance or exit door in such a condition that its function is impaired, it is likely to cause injury or its emergency or remote control is inoperative.
- 🚗5 A passenger 'door open' warning device inoperative.
- 🚗5 A missing 'break glass' emergency exit hammer.
- 🚗5 A missing or illegible emergency exit sign.



Spotlight on...

# VOSA's MOT Appeals team

VOSA's MOT Appeals team provides an independent review of formal written warnings and appeals cases. Here we give you the inside story on the team's work.

Working as part of the Chief Executive's Office, VOSA's MOT Appeals team is entirely separate from the other MOT teams. This separation allows the Appeals team to provide an independent and impartial review of MOT disciplinary cases where AEs and testers do not believe VOSA has made the correct decision.

In the five years to 2011, the team received almost 500 appeals against decisions by VOSA to refuse testers and garages entry to, or to remove them from, the MOT scheme. On average, VOSA's earlier decision is overturned 20% of the time. But, importantly, each case is judged on its individual merits – there are no quotas. In every instance, the team takes account of all the circumstances, including technical evidence, and gives detailed reasons for the eventual decision in writing.

In July 2007, the team also took on the work of reviewing formal warnings and has now processed well over 400 applications. Around 15% resulted in the warning being rescinded. The disciplinary points were reduced in a further 15% of cases. Again, there are no quotas – each case is judged on its individual merits.



## If you need to request an appeal or review:

### Do

- ✓ Act quickly
- ✓ Refer to the published guidance (see below)
- ✓ Apply in writing
- ✓ Ensure that your request arrives in time (by post, fax, email or hand delivery)
- ✓ Explain in full why you think VOSA made the wrong decision
- ✓ Expect to receive a timely outcome to your case (generally, within five weeks of making representations).

### Don't

- ✗ Ignore – or fail to collect – disciplinary letters
- ✗ Change your address without notifying VOSA
- ✗ Put off making your request
- ✗ Fail to include reasons for your request
- ✗ Forget – if you need help, a family member, friend, trade consultant or legal representative can act for you.

For complete information on the MOT disciplinary process, see Section I and the Appendices to The MOT Testing Guide (6th Edition). To assist you further, some grounds for appeal are categorised in Appendix 8.8. You can view The MOT Testing Guide at [www.vosa.gov.uk/vehicle-testing-manuals-and-guides](http://www.vosa.gov.uk/vehicle-testing-manuals-and-guides) or on your VTS Device.

If you need advice about the appeals or disciplinary process, you can contact VOSA by emailing [enquiries@vosa.gov.uk](mailto:enquiries@vosa.gov.uk) or calling **0300 123 9000**.

# Horror Story

Two tales of torment

## Swing low, sweet chariot

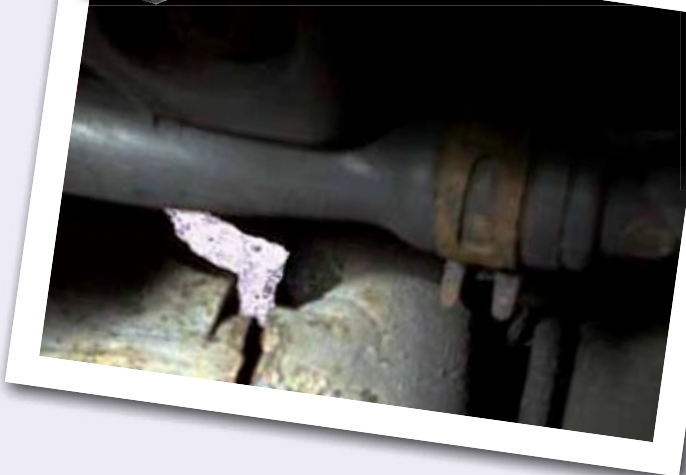
An 07 plate Yamaha YBR125 turned up at CMS, an MOT station in Blackburn. Tester Mick Clark didn't expect too much to be the matter – 'run of the mill', he thought, especially as the machine had only done 23,000 miles. How wrong could he be?

The front pads were metal-to-metal, which is nothing unusual (so ordinary, in fact, that Mick didn't send any pictures of the pads). But this did give an indication of what the rest of the inspection was to have in store. Mick noticed that the swinging arm was cracked right through and that the sprocket was excessively worn, and sent us pictures of both.

Mick says that the defects fit in with the presenter's comments that 'Sometimes the drive slips for some reason and I had to put the chain on full adjustment'. Clearly both are failures (IM 2.4.1a and 6.2.1e respectively) and the presenter sensibly decided to leave it at the VTS for repairs.

Hopefully he is now a bit wiser and will also get the machine regularly maintained!

Just to show that car drivers are no different, Mel Cox of Co. Durham sent in this picture of a completely severed rear upper arm on a V reg Audi TT. Again, it was a straightforward failure (IM 2.4.G1). When contacted, the presenter said that there were no handling problems... but then there never are! Unsurprisingly (and wisely), Mel didn't carry out a brake test.



Have you got a horror story to tell?  
Send your photos and ghastly tales to [mattersoftesting@vosa.gov.uk](mailto:mattersoftesting@vosa.gov.uk) with the subject 'Horror Story'.

# Digital by default

**VOSA, in line with other government agencies, is making the move to digital. What this means is that if you are able to receive communications electronically, then we'll send them electronically. This includes *Matters of Testing*.**

VOSA has received a few concerns about the move to digital, not least that if you don't have internet access, you won't be able to read it. Some people don't like reading things on screen. Others who leaf through the magazine during their tea break simply won't read it if it's locked up in a monitor rather than lying on the coffee table.

But at present, *Matters of Testing* is printed and posted to around 21,000 testing stations across Great Britain. This costs money. And it takes time. Articles are limited by the size of the magazine – if there's more information to share than we have space for, then we have to cut it down to size.

At the moment we're getting around this by providing a web link at the end of each article that you can use to look up further information online.

But why not start you reading online in the first place? Instead of printing out 21,000 copies – which takes about a week – we could upload the magazine to the internet. Instead of posting out 21,000 copies – which, from



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envelope to doormat, takes another week – we could send you an email or message on the VTS Device to let you know it's there. Finally, instead of having to remember a web address, you could easily click the mouse over the link. Some of you will be reading this on screen already and wondering what the point of this article is...

Online services can also drive service and quality improvements as our systems will be updated and automated according to customer need... but you have to use our online services first, before you can inform their development. So by receiving this magazine electronically, you'll be helping us to operate more effectively.

We're looking at designs that can easily be printed to A4 so that if you want to, you can print it off to read it as a paper copy. You may lose some of the visual quality, but the content will still be informative and relevant.

In fact, the move to digital gives us the opportunity to ask you what changes you'd like to see to the content of *Matters of Testing* – we can create a much friendlier magazine with the potential for you to like, share, tag, comment and feed back, which will make each new issue much more relevant to you.

Ask for the next issue of *Matters of Testing* electronically – simply email 'Subscribe' to [mattersoftesting@vosa.gov.uk](mailto:mattersoftesting@vosa.gov.uk)

# The knowledge

Electronic parking brakes (EPBs) have been around for some time now and we have covered several configurations in previous issues of *Matters of Testing*. Generally, testing them is quite straightforward, but four-wheel drive (4WD) vehicles seem to be causing some concern.



The IM states that the brakes on vehicles with permanent drive to more than one axle should not be tested using a roller brake tester (RBT)... but VSI for 4WD vehicles often has the RBT message: 'If car has drive to more than one axle, only carry out a roller brake test if: a) two-wheel drive is engaged, and/or b) it is a type you know can be roller brake tested without causing damage'. So what do you do?

Well, the IM was originally written some years ago when 4WD systems were not as 'intelligent' as modern systems and using an RBT could cause problems. Many testers opt for safety and just use a decelerometer, which is fine, but some newer designs can be safely tested using an RBT. We devised the VSI message so that those testers with product knowledge could confidently use the RBT if they know it won't cause damage.

Then EPBs came along and we quickly found that many of them have intelligent systems that can operate the service system above certain speeds (approx 6mph). This means that a decelerometer is useless for testing the EPB as the decelerometer test speed is approximately 20mph. This presented a potential problem for testers who routinely use a decelerometer to test 4WD drive vehicles. So, we contacted some individual manufacturers for advice on their particular EPB system.

As a result you can now find advice on test procedures for EPBs on all models, including 4WD vehicles, currently listed

in VSI. The outcome is that EPBs on 4WD vehicles listed in VSI can be tested using an RBT **except** for Land Rover/Range Rover models, which **must** be tested using a decelerometer and using the prescribed procedure in VSI.



Citroën will be issuing a revised test method for testing Citroëns with EPB:

*'If fitted, the EPB must be tested using an RBT. EPB application is the same for Non-ATL, ATL and OPTL approved RBTs. The vehicle must be in neutral, engine off, ignition on and ESP switched off. NOTE: The EPB may automatically apply when the ignition has been switched off so ensure EPB is not applied before starting brake roller(s). Start rollers and apply EPB by depressing the EPB switch (holding the switch in the "on" position may increase application). To release the EPB depress the EPB button and simultaneously press the brake pedal. The EPB may also release on drive off. NOTE: It is not possible to test the EPB using either a Plate Brake Tester or a Decelerometer.'*

This text will be added to VSI at the next opportunity.



# 60-second INTERVIEW

Keith Redman is the AE at BRM Auto Engineers – an independent testing and repair garage in Clevedon – and is also a member of his local VTS Council.

## How long have you been working as an AE?

I've been MOT testing for 33 years. We started out doing MOT tests only – I didn't offer repairs as I wanted it to be clear to customers that they'd be getting a completely impartial service. But so many people complained about having to take their vehicles elsewhere to have any work done that within three months I started offering a repair service too. Now we test bikes, cars and camper vans.

## Why did you join the VTS Council?

Because AEs and testers are on the front line – we're at the point where the system meets the customer. If we don't feed back our experiences and suggestions to the people running the system, we can't expect anything to improve.

## Such as?

Partial retests came out of a suggestion from a VTS Council.

## What's the best thing about your job?

Making sure that vehicles are safe to drive. I spent my apprenticeship working with recovery vehicles and saw the results of around two fatal

accidents a week. That experience taught me how important the MOT test is to road safety.

## And the worst?

Getting customers to realise that the MOT test is more than just a hoop to jump through to get a tax disc. I've actually had a customer say 'I don't want to spend too much – it's only used by the missus to take the kids to school!'

I ask them if they'd get on an aeroplane that had been fitted with cut-price tyres and had a half-price safety check.

I'm concerned that some places are offering MOT tests for £20. A reduced price discredits the test – it must be carried out for an appropriate reward. Proper pay reflects the professionalism of the tester.

## How do you unwind at the end of the day?

I play the saxophone at open mic nights. I've just mastered 'Careless Whisper' and 'Baker Street' – it's completely different to everything else I do.

## DVD review

### 2010/48/EU: A Test Odyssey

Well, Robert has been studying hard and is ready to try testing a vehicle again... But what he doesn't know is that the Inspection Manual changes on 1 January 2012 to include items introduced by new EU legislation. Luckily, technical trainer Brian Gray is on hand to assist Robert and explain the differences, such as testing tow bar electrics, checking the MIL and inspecting the battery.

This DVD takes you through the items that have been added or changed by the EU and explains which vehicles they apply to. Most of the changes are straightforward, so get yourself a cuppa, sit back and soak up the info that will have you ready for the new test in the New Year.

This DVD is one of the most important training tools your tester will have to help them to get ready for the changes to the MOT test. Make sure they watch it! You could even play it in your reception so that customers can see the changes too.

If you have any questions, come along to one of the MOT seminars in 2012 (booking info on the back cover) and ask the experts!



## On the job



We have to admire the lengths some garages will go to in these lean times. A recent tale reached our ears of a VTS asking customers to bring their VT20 back with them the following year. Was this to check details, you ask? As it turns out, the enterprising AE had listened

to the fact that you may not advertise on the rear of the MOT certificate and saw a blank sheet going spare... He decided to ask customers to bring in last year's VT20 so he could print this year's on the back – which I suppose now becomes the front! Top marks for austerity, we say.

Remember – although you cannot advertise on the back of a document issued on behalf of the Secretary of State, you can print the emissions readings on the back if you wish.

## Competition

Can you find the Christmas-themed words on this grid? Send the completed puzzle, along with your name, address and VTS number, to: **Competition, Matters of Testing, VOSA, Berkeley House, Croydon Street, Bristol BS5 0DA** by 31 December 2011.

ADVENT	FRANKINCENSE	MYRRH
ANGEL	GABRIEL	NATIVITY
BETHLEHEM	JESUS	NOEL
BIRTH	JOSEPH	SHEPHERD
CAROL	MANGER	STAR
CHRISTMAS	MARY	WISE MAN

The first correct entry drawn will win £20 of vouchers that can be used at most high street stores.

M	A	S	L	N	G	A	L	M	N	R	Y
Y	V	I	T	A	N	G	E	L	A	N	M
R	E	G	N	A	M	H	I	S	T	R	H
R	N	S	T	R	E	B	R	H	I	V	Y
H	T	R	A	L	O	I	B	E	V	S	R
T	I	T	H	T	R	S	A	P	I	A	R
R	S	T	P	L	N	S	G	H	T	M	M
I	E	N	E	O	L	E	I	E	Y	T	A
B	S	U	E	R	S	J	V	R	M	S	Y
E	U	L	J	A	U	S	E	D	R	I	R
E	S	N	E	C	N	I	K	N	A	R	F
R	E	W	I	S	E	M	A	N	S	H	Y
T	J	O	S	E	P	H	I	R	T	C	H

### You've won!

The winner of last issue's competition is Rob Hall of BT Fleet Limited in Sheffield. Congratulations, Rob - the vouchers are winging their way to you!



# VOSA MOT Seminars 2012

From 9 January through to 22 March 2012, the MOT seminars are set to discuss all the changes coming in to effect from 1 January 2012 as a result of the Testing Directive. Come along and discuss the issues concerning you.

## First pick your venue

The list of venues for 2012 was sent out to all test stations via Special Notice 08-2011 and is also posted online at [www.vosa.gov.uk/events-diary](http://www.vosa.gov.uk/events-diary)

## Then book your place

Once you've chosen a venue, use the booking form below and send it, along with a cheque made payable to 'VOSA', to the address at the bottom of the form.

Or you can call the VOSA contact centre on **0300 123 9000** to book your place – make sure you have your payment card details ready.

**Tickets are £30 (including VAT)**

## BOOKING FORM

Contact name .....	Preferred seminar location .....
Company name .....	Date of seminar .....
VTS number .....	No. of delegates .....
VTS address .....	Second choice seminar .....
.....	Date of seminar .....
.....	No. of delegates .....
Postcode .....	Cheque enclosed for £ .....
Tel no: (inc. code) .....	(£30 per delegate)

Cheques should be made payable to VOSA.

Payment by cheque may take up to 14 working days to process. The number to claim back VAT will be on your ticket.

Return this booking form, with payment to:

**Vehicle & Operator Services Agency, MOT Seminar Bookings, Ellipse, Padley Road, Swansea, SA1 8AN.**

### FOR VOSA USE ONLY:

Cheque no. \_\_\_\_\_

Booking no. \_\_\_\_\_