

For enquiries relating to the use of the:

- MOT Computerisation System

please call the VOSA Service Desk:

0845 071 1973

For enquires or questions relating to:

- MOT Test Standards
- MOT Inspection Manuals
- MOT Testing Guide

please call the VOSA Enquiry Unit:

0870 60 60 440

Question or Observation

Getting Started / The System

Q. Equipment calibration

A. VTS Site Managers should request a Garage Test Equipment History Report. This will be generated overnight and will provide all the equipment listed at the site. **(VTS Device User Guide Section 10.P)**

Q. The equipment listed against my Testing Station is wrong

A. Leave the equipment list alone for the time being; your local Area Office will be contacting you in the near future to help you enter the correct equipment. If a calibration fault is preventing you from testing contact your local Area Office.

Q. VTS Device slow to connect to central database

A. If a shared line, someone else on site may be using the fax or PDQ machine. Wait a few minutes and then retry. If fault remains contact the VOSA Service Desk.

Q. Fast track retest - The system will not allow me to do a Fast Track retest on a vehicle I failed yesterday for an inoperative headlamp

A. When failing a vehicle for a headlamp defect, testers often select the statement "headlamp alignment test not carried out". The system does not recognise this as a Free Retest Item and rejects the Fast Track option. The actual RfR such as 'bulb not working' should be selected, this will then allow a subsequent Fast Track retest if required.

Q. VOSA Service Desk requests my security detail

A. Please cooperate with the Service Desk agent, this information is needed to safeguard data by ensuring only authorised "Users" have access to the system.

Registering Vehicle for Test

Q. VRM and/or VIN not recognised by the system

A. Check the information has been entered correctly by checking against the presented vehicle. If after 3 attempts the system cannot find a match you will be prompted to create a new test record for that vehicle. **(VTS User Guide section 10.F3)**

Q. Date of First Use. Is the V5C required before a vehicle is tested?

A. No, unless evidence of first use is required to determine what test standards to apply e.g. when vehicle has had a "cherished" transfer.
If the VRM is from a year where the date is not going to make a difference to the test standards - enter 01/01/Year, (if the VRM covers two years, 01/01 of the first year) . **(The MOT Inspection Manual - Introduction Section 2.a)**

Question or Observation

Registering Vehicle for Test (continued)

Q. VSI shows a different fuel type to that of the vehicle being tested

A. Ignore the VSI, and test the vehicle according to the fuel type as entered on the initial 'Identify Vehicle' screen. If the vehicle fails the emissions test, you will be able to select the relevant RfRs according to the actual fuel type.

Q. Vehicle presented for early test - added time

A. When entering the test pass result enter the previous test certificate serial number and amend the "predicted" expiry date. If performing a retest don't use the Fast Track Retest function, as you cannot change the predicted expiry date using this function. If the test requires an expiry extension you should use the normal Register Vehicle and Enter Test Results functions. If the vehicle has a previous test pass recorded on MOT Computerisation, the system will automatically add any time due when recording the pass. **(VTS User Guide section 10.F6)**

Q. Date of First Use on system different from that on V5C

A. The year displayed on the MOT Test Certificate is approximate and the information on the V5C Registration Certificate will always be the definitive year. The Area Office cannot change the date of the 1st use as this could change the test outcome.

Entering Test Results

Q. System calculates wrong brake efficiencies

A. Ensure the correct VSI has been selected for the vehicle being tested; ensure that correct brake system is selected i.e. single or dual line and that the appropriate vehicle weight has been entered e.g. GVW or ULW; ensure that the correct units are used (kilograms not pounds) when entering test results.

Q. System passed vehicle with one brake not working

A. It is possible for a vehicle to pass a brake test with one brake not working if the brake figures from the other three wheels are sufficient, therefore the correct Reason for Rejection must be applied. **(For a class III, IV or VII vehicle see the Inspection Manual Section 3.7 Reasons for Rejection 1a, 3a, 4a etc.)**

Q. Reason for Rejection - The system allows me to fail a vehicle for defects like 'inner front drive shaft boot torn' or 'near-side rear fog lamp inoperative' which are not valid RfRs.

A. The system only lists defects that are specified as 'Reasons for Rejection' in the Inspection Manuals to fail a vehicle. The tester should select the correct Reason for Rejection and the appropriate location of the defect. There are some cases where the tester can select an inappropriate location for a Reason for Rejection but the advisory text is appropriate. An example of this is the drive shaft boot.

The Reason for Rejection is 'drive shaft boot split' and the advisory 'drive shaft boot deteriorated'. A fail for the 'inner drive shaft boot split' is incorrect although an advisory for the 'inner boot deteriorated' would be correct.

Other

Q. Printer will not print

A. Turn off the VTS Device and disconnect the printer lead between the VTS Device and the printer, reconnect, turn on and try again. If problems persist contact the VOSA Service Desk.

Q. Test Certificate has been printed but an error has been noticed

A. If the error is on the expiry date, colour or the mileage then you can correct these (up to the end of the next working day) by issuing a replacement certificate. **(VTS Device User Guide section 10.I2)**. For all other changes you need to contact your local Area Office for them to amend the details and issue a Replacement. **(The MOT Testing Guide – H.9.b.(iii))**. Do not enter a second test to issue the replacement.

Q. Incorrect odometer reading entered on Test Certificate

A. If the error is noticed within one working day of the vehicle test, the Testing Station that carried out the test can amend the details and issue a Replacement. **(The MOT Testing Guide - H4.9b.(iii))**. After this time the error will need to be referred to the VOSA local Area Office for investigation.