

➤ Guide to the RAV for vehicle type approval holders

March 2022

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Director – Creative Services
Communication Branch
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601
Australia

Email: publishing@infrastructure.gov.au

Website: www.infrastructure.gov.au

Contents

Purpose of this guide	4
Who should read this guide?	4
Background	5
What is a road vehicle?	5
What is the Register of Approved Vehicles?	6
RAV records and VIN submissions	ϵ
Entering a vehicle on the RAV	7
RAV public search	7
RAV entry levy charge	8
Data requirements	8
RAV identification	8
RAV identification details available via ROVER	8
RAV data file format	10
Automated system emails	10
Amending records	11
Further information	12
Attachment A – Requirements for type approval pathways	13
Attachment B – Rules for each field	14
Attachment C – Creation of RAV files	18
Instructions	18
XML file format (preferred)	18
CSV RAV data file	18
XML example	19
CSV example	20
Attachment D – Samples of successful and unsuccessful RAV entry submission notifications	21

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Version 2.2 published September 2021 – Attachment C guidance on date format for csv files amended

Version 2.3 published November 2021 – Page 18, road train capable and B-double capable corrected – Y / N

Version 2.4 published March 2022 – Tare is not allowed for MD and ME category vehicles. Updates to RAV correction section. test RAV section removed.

Purpose of this guide

This guide explains what the Register of Approved Vehicles (RAV) is, how it fits within the *Road Vehicle Standards Act 2018* (RVSA) and provides directions on how to use the RAV.

Who should read this guide?

This guide has been designed for organisations and businesses intending to enter vehicles on the RAV via the vehicle type approval pathway when an approval is granted under the RVSA.

This guide may be updated from time to time in response to changing circumstances, system upgrades, and feedback or to reflect changes to legislation or policy.

Background

The Road Vehicle Standards Act 2018 (RVSA) replaced the Motor Vehicle Standards Act 1989 (MVSA) on 1 July 2021.

The detail of how the RVSA regulatory framework operates is contained in subsidiary legislation, the <u>Road Vehicle Standards Rules 2019</u> (the Rules). The RVSA, the Rules and other related legislation are collectively referred to as the Road Vehicle Standards (RVS) legislation.

The RVS legislation ensures all road vehicles meet safety, security, environmental and anti-theft performance requirements to help keep Australians safe on our roads.

The Department of Infrastructure, Transport, Regional Development and Communications (the department) administers the RVS legislation.



Important: Please see the <u>RVS Glossary of terms</u> on our website for a comprehensive list of RVS terms and their definitions.

What is a road vehicle?

Section 6 of the RVSA provides the meaning of a road vehicle as a:

- a) motor vehicle designed solely or principally for use in transport on public roads
- b) trailer or other vehicle (including equipment or machinery equipped with wheels) designed to be towed on a public road by a motor vehicle covered by (a)
- c) vehicle that is within a class determined under paragraph 6(5)(a), being classes of vehicles that are road vehicles (examples in the first box below), and not determined under paragraph 6(5)(b), that is classes of vehicles that are not road vehicles (examples in second box below)
- d) vehicle determined under paragraph 6(6)(a), that is a specified vehicle, as required to be notified
- e) partly completed or unassembled vehicle that would otherwise be covered by any of (a) to (d) above.

The <u>Road Vehicle Standards</u> (<u>Classes of Vehicles that are Road Vehicles</u>) <u>Determination 2021</u> is made under paragraph 6(5)(a) of the RVSA.

It provides that the Secretary of the department may, by legislative instrument, determine classes of vehicles that are road vehicles.

This determination captures vehicles that may not be typically designed for use in transport but makes it clear that they are road vehicles.

What is the Register of Approved Vehicles?

The Register of Approved Vehicles (RAV) is an online database of vehicles that have met the requirements of the RVS legislation and been approved for provision to the Australian market.

Two pathways to RAV entry are available, road <u>vehicle type approval</u> and <u>concessional RAV entry approval</u>. This guide is for organisations and companies using the vehicle type approval pathway. Further information is available on the Road Vehicle Standards laws webpage.

Details of each vehicle approved for provision to the Australian market must be entered on the RAV. Entry on the RAV is almost always a prerequisite for state and territory registration for use on public roads.

RAV records and VIN submissions

The RAV has replaced the need to fit road vehicles with identification plates containing compliance information and a certification statement from the manufacturer.

However, a number of the vehicle marking arrangements from the MVSA remain in place and unaffected by the RVSA, including:

- Vehicle Identification Number (VIN)
- vehicle plates for trailers and some heavy vehicles, and
- other marking requirements of <u>Australian Design Rule (ADR) 61/03 (made under the RVSA)</u> and/or <u>ADR 38</u>.

Note: state and territory number (or registration) plate markings are unaffected.

The process for submitting a <u>Vehicle Identification Number (VIN)</u> to the National Exchange of Vehicle and Driver Information System (NEVDIS) under the MVSA remains unchanged under the RVS legislation and may happen at any time before a RAV submission.

A RAV submission can only occur when the vehicle:

- manufacture is complete
- is covered by a type approval
- is in Australia (except when the type approval specifically allows the vehicle to be outside Australia),
- complies with the requirements of the RVS legislation.

Once added to the RAV, the digital record can be searched by using the VIN only.

<u>Vehicle type approval</u> holders are provided with an authorisation number in <u>ROVER</u> to allow for vehicle records to be added on the RAV. Trailers and some heavy vehicles will require both a RAV record and a physical (vehicle) plate to comply with the requirements of <u>ADR 61/03</u>. ROVER is the department's online applications and approvals portal.

Type approval holders must be aware of their obligations when using the RAV and be familiar with the relevant provisions of the legislation, in particular, Part 2, Division 3 of the RVSA.

Important: the **RAV** should only be used for submitting **real data**, not test data.

The RAV became available on 1 July 2021. Vehicles can only be added when covered by a type approval or a concessional RAV entry approval granted under the RVS legislation. Vehicles supplied under MVSA arrangements during the transition year must not be added to the RAV.

Entering a vehicle on the RAV

The steps for entering a vehicle on the RAV are:

- 1. The submitter generates a data file in an XML or CSV format. A CSV template is available here, an XML file generator is available here.
- 2. Save the file to your drive.
- 3. Submit data files by email to the RAV:
 - o Address RAV.submissions@nevdirect.com.au
 - Subject line to include: Organisation ID: RAV00000X Submitter ID: RS000000X
- 4. An auto-response email will confirm successful or unsuccessful submission of the data records for the RAV. Where the record(s) has been rejected, the response will list all rejection reasons.

Note: Filenames are not validated in any way and may be 50 characters long (recommended length for human readability). Please **avoid** these characters:

- / forward slash
- \ backward slash
- ; semicolon
- :-colon
- @ ampersand
- ? question mark
- * asterisk.

Approvals – The RAV validates for approvals on ROVER. The approval must be of the form **VTA-nnnnnn** with a hyphen as shown.

Please refer to Attachment A and Attachment B for data type requirements for RAV submissions.

RAV public search

Records of vehicles entered on the RAV can be found via the publicly accessible <u>RAV search function</u>. Records of new entries are transferred to the public search database at 12 noon and 6 pm daily AEST (1pm and 7pm AEDT). The RAV is searchable only by the VIN and only one VIN at a time.

RAV entry levy charge

Every vehicle added to the RAV is subject to a levy (charge) as follows:

Type of vehicle	Charge per vehicle
2/3 wheeled vehicle	\$2.80
Low ATM trailer	\$0.60
Bus and goods vehicle	\$5.25
High ATM trailer	\$3.50
Passenger vehicle	\$7.20

RAV entry levy charges are payable after successful validation or invoiced after entry if agreed by the department.

A vehicle type approval holder can request to enter into an agreement with the department to pay RAV entry charges after vehicles have been entered on the RAV. A separate agreement is required for each RAV organisation but the one agreement will cover all vehicle type approvals they hold.

Where an agreement is in place the department will issue entities with an invoice on the first of the month for vehicles entered on the RAV in the previous month. Invoice terms are strictly 30 days and failure to pay an invoice by the due date may result in the agreement being terminated.

A template written agreement can be downloaded from the Register of Approved Vehicles <u>webpage</u>. After filling out the applicant's portion of the agreement, email the agreement to <u>ROVERinfo@infrastructure.gov.au</u> for consideration.

Data requirements

The RAV data requirements (Attachments \underline{A} and \underline{B}) set out the mandatory, conditional and non-applicable data for the RAV. These RAV details are required for the process of uploading data into the \underline{RAV} .

RAV identification

An organisation ID, a submitter ID number and an email address are required to create a submission. These unique ID numbers are validations to access to the RAV and should be kept confidential. IDs are in the format:

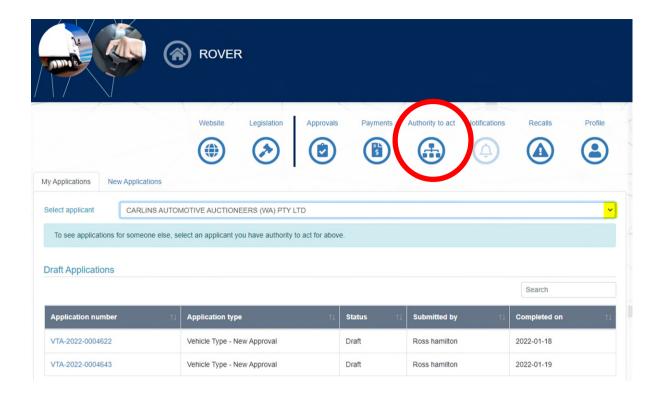
- an organisation ID: RAV00000X
- a submitter ID: RS000000X.

In ROVER, you can use the **authority to act** function to self-serve – looking up identifications and changing submitters for the RAV.

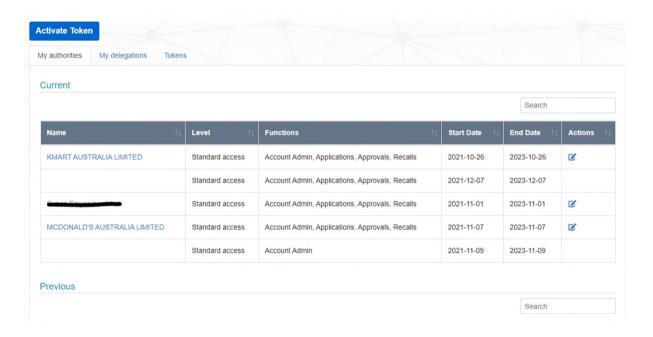
RAV identification details available via ROVER

You will need to create a **ROVER** account to access ROVER. Once you are in the ROVER portal:

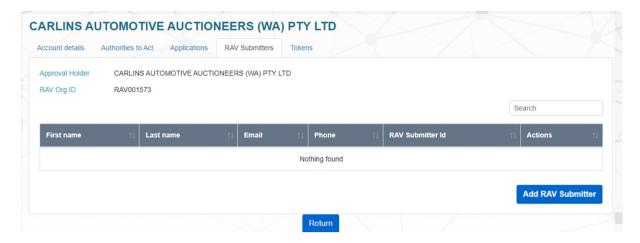
select the Authority to act icon at the top of the screen



choose the relevant entity from those you have access to



- select the RAV submitters tab. Note, this tab is only available once you have been granted a vehicle type approval.
- You are able to view the RAV Org ID and view / add or remove submitters as required.



RAV data file format

The RAV can receive data files in one of two formats:

- XML is recommended for type approval holders. See example in <u>Attachment C</u> and electronic example XML file¹, and
- **CSV,** an alternative format. See example in <u>Attachment C</u>. A first row of header information is required.

The department has a <u>file generator</u> available for all RAV submitters to assist with creating a valid data file in XML format. The department recommends that RAV submitters either use the file generator or develop a system to produce the file data in either format.

Please note:

- Up to 20,000 RAV records may be provided in a single submission data file to NEVDIS.
- The RAV validates for VINs added to the NEVDIS VIN database.
- Approvals The RAV validates for approvals on ROVER. The approval must be of the form **VTA-nnnnn** with a hyphen as shown.
- The RAV data fields in <u>Attachment A</u> and <u>Attachment B</u> include a description of each data requirement and the format required for each data type entry.
- The RAV validation process happens automatically upon receipt of a submission and an automated email response is provided with the validation status of each record. <u>Attachment D</u> includes samples of successful and unsuccessful submissions.
- Successfully validated records will appear on the public search the day after the RAV submission at the latest, subject to payment of the RAV levy. Records of new entries are transferred to the public search database at 12 noon and 6 pm daily AEST (1pm and 7pm AEDT).

Automated system emails

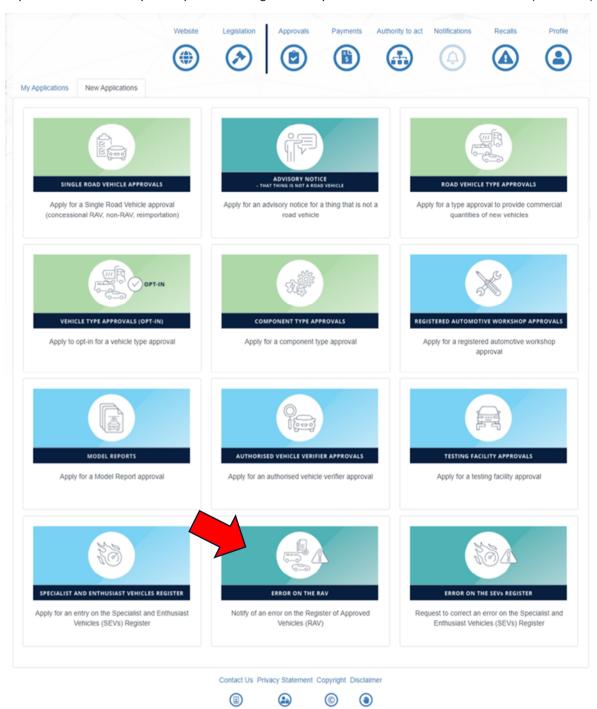
The automated system may not always provide a name along with the Content-Type header in its email. If this happens, the RAV **InvalidAttachmentCount** functionality may be triggered.

In this case, the attachment is present, but when the email handler searches the content descriptors it doesn't find the name – so it's not aware of the attachment.

¹ Data sourced from Road Vehicle Descriptor published on RVCS

Amending records

Where there is an error relating to a record on the RAV, the approval holder or another person may notify the department. Please notify the department using the 'Notify of an error on the RAV' tile in ROVER (see below).



The notification process requires you to identify the relevant record(s).

Where an error exists in any of the fields – VIN, entry pathway or approval number – the record(s) will be updated with the corrected information supplied during this application. A 'Bulk RAV amendment template' can be downloaded here if the correction is for more than one record.

Otherwise, where an error exists in the other fields, the record can be updated with a subsequent RAV submission after the request is processed. A 'Bulk RAV amendment template non key update' can be downloaded here where the correction is for more than one record.

The RAV entry date of the modified record is not changed from the date of the original submission.

Further information

For further information, please visit the <u>department's website</u> or submit an <u>online enquiry</u>.

A helpdesk is available during business hours on email: RAVquestions@infrastructure.gov.au



IMPORTANT: Section 5 of the Rules defines a **business day** as a day that is not a Saturday, Sunday or a public holiday in the Australian Capital Territory.

Attachment A – Requirements for type approval pathways

Field	Type approval – standard	Type approval – non standard	Type approval – second stage of manufacture			
Date of entry (NEVDIS to populate)	Х	Х	Х			
VIN	х	Х	Х			
Approval number	х	Х	Х			
Vehicle category code (VCC)	x	X	Х			
Name of approval holder	х	Х	Х			
Make	х	Х	X			
Model	Х	Х	Х			
GVM/ATM (kg)	С	С	С			
GTM (kg)	С	С	С			
Tare (kg)	С	С	С			
Power (kW)	С	С	С			
Seating capacity	С	С	С			
Month and year of build date	X	X	X			
Odometer reading	N/A	N/A	N/A			
Gross combination mass (kg)	С	С	С			
Road train (capable)	С	С	С			
B double (capable)	С	С	С			
Entry pathway sub-category	type approval - standard	type approval - non standard	type approval -second stage of manufacture			
Authorised by name	Approval holder name	Approval holder name	Approval holder name			
Authorised by number	Approval holder number	Approval holder number	Approval holder number			
Added by (NEVDIS to populate)	Х	Х	Х			
Legends: C – Conditional (see 'rules' following), N/A – Not Applicable, X – Mandatory						

Attachment B – Rules for each field

Name	Description	Data type	Length	Rules
Date of entry	The date of entry field contains the date on which the vehicle is added to the RAV. This is the date that the vehicle is declared compliant.	Date format (dd/mm/yyyy)	10	RAV submitters will not supply data in this field. This will be auto-created on successful RAV submission.
VIN	Vehicle Identification Number.	Alphanumeric characters	17	This field is mandatory
Approval number	Approval number is the type approval number for vehicles supplied under the type approval entry pathway.	String	20	This field is mandatory e.g. VTA - 000001
Vehicle category code (VCC)	The vehicle category code (VCC) is as defined in the Vehicle Standard (Australian Design Rules – Definitions and Vehicle Categories) 2005.	Alphanumeric characters	3	This field is mandatory VCC must be one of the following: LA LB LC LD LEM LE LEG MA MB MC MD1 MD2 MD3 MD4 ME NA NB1 NB2 NC TA TB TC TD
Name of approval holder	The approval holder accepts responsibility for meeting the particular requirements of the RVS legislation. Where the entry pathway is second stage manufacture (SSM) the approval holder is the name of the SSM approval holder.	Alphanumeric characters	Maximum 60	This field is mandatory
Make	Make of vehicle. This is the make or brand as per the approval.	String	Maximum 50	This field is mandatory Must match that shown on approval documentation.
Model	Model as listed on the approval.	String	Maximum 50	This field is mandatory Must match that shown on approval documentation.

Name	Description	Data type	Length	Rules
GVM/ATM (kg)	Gross Vehicle Mass (GVM) or Aggregate Trailer Mass (ATM) are as defined in the Australian Design Rules and recorded in kilograms.	Numeric	6	This field is mandatory for VCC = MD1-4, ME, NA, NB, NC, TA, TB, TC and TD. This field is Optional for MA, MB, MC and LA; LB; LC; LD;
				LEM; LEP and LEG.
GTM (kg)	Gross trailer mass is as defined in the Australian Design Rules and recorded in kilograms.	Numeric	6	This field is mandatory for VCC = TA, TB, TC and TD.
Tare (kg)	Tare mass of a vehicle (other than a motorcycle or motor tricycle) ready for service, unoccupied and unladen, with all fluid reservoirs filled to nominal capacity except for fuel, which shall be 10 litres only, and with all standard equipment and any options fitted. (For motorcycles, tricycles, the fuel tank is empty.) For light trailers, the definition of tare is outlined in the ADR definition and vehicle categories. Where optionally adding tare for cab chassis vehicles in NA, NB1 and NB2 categories, the tare is as supplied without the rear tray.	Numeric	6	This field is mandatory for VCC = LA, LB, LC, LD, LEM, LEP, LEG, MA, MB, MC, TA and TB. This field is optional for NA, NB1, NB2, NC, TC, TD.
Power (kW)	Maximum engine power as defined by Regulation 85 of the UN Economic Commission for Europe.	Numeric (rounded to the nearest whole kW) or decimal 0.1 kW for L group	4	This field is mandatory for LA, LB, LC, LD, LEM, LEP, LEG MA, MB and MC. N/A for VCC = TA, TB, TC, TD. This field is optional for: NA, NB1, NB2, NC, MD 1-4 and ME. For VCC = LA, LB, LC, LD, LEM, LEP, LEG allow 1 decimal place.
Seating capacity	Seating Capacity is the number of seated adult persons the vehicle is designed to carry and for which seating positions are provided.	Numeric	3	This is mandatory for all vehicle category codes (VCC) except for TA TB, TC and TD.

Name	Description	Data type	Length	Rules
Month and year of build date	Build date is the Month and Year (MM/YYYY) on which the vehicle was substantially completed. Guidance for substantial completion is:	Date format (mm/yyyy)	7	This field is mandatory Future dates are not allowed.
	Motorcycles and passenger cars: the calendar month and the year in which the body shell and power train subassemblies are conjoined and the vehicle is driven or moved from the production line.			
	Commercial vehicles and busses: The calendar month and the year in which the cabin and chassis, or body shell, and power train subassemblies are conjoined and the vehicle is driven or moved from the production line. Alternatively, for a cab/chassis vehicle manufactured in stages at more than one location and that remains under the control of the original equipment manufacturer, the calendar month and the year in which the body is fitted to the cab/chassis and the vehicle is driven or moved from the production line.			
	Where a vehicle leaves a manufacturing location for significant further manufacture that is covered by the approval, such as the installation of seats, the calendar month and the year in which the further manufacture was completed.			
	Trailers: The calendar month and the year in which the trailer is towed or moved from the production line. Alternatively, for a trailer that is manufactured in stages at more than one location and that remains under the control of the original equipment manufacturer, the calendar month and the year in which the body is fitted to the chassis and the vehicle is towed or moved from the production line.			
Odometer reading (km)	Odometer reading when approved for use on a public road in Australia.	Numeric	7	N/A Leave blank

Name	Description	Data type	Length	Rules
Gross combination mass (GCM)	Value specified for the vehicle by the 'Manufacturer' as being the maximum of the sum of the 'Gross Vehicle Mass' of the drawing vehicle plus the sum of the 'Axle Loads' of any vehicle capable of being drawn as a trailer.	Numeric	6	This field is mandatory for all vehicles with VCC = NC. This field is optional for NA, NB1 and NB2 vehicles.
Road train capable	A combination of vehicles, other than a 'B-Double', consisting of a motor vehicle towing at least 2 trailers (counting as one trailer a 'Converter Dolly' supporting a 'Semi-trailer').	True / False	N/A	This field requires a response for vehicles with VCC = NC or TD.
B-double capable	A combination of vehicles consisting of a prime mover towing 2 'Semi-trailers'.	True / False	N/A	This field requires a response for vehicles with VCC = NC.
Entry pathway sub- category	Entry pathway is the method through which the vehicle was approved to be provided for the first time in Australia A sub-category refers to a particular set of circumstances that are relevant to the approval under the relevant entry pathway. There are 3 sub-categories. Each refers to a particular set of circumstances relevant to the approval: 1. Type approval - standard 2. Type approval - non - standard 3. Type approval - second stage manufacture	Alphanumeric characters (Exactly matching the formal shown)	Maximum 60	This field is mandatory. For Entry Pathway = Type Approval - Second Stage Manufacture, a RAV record with this VIN and with Entry Pathway of Type approval (Standard or Non-standard or Minor and Inconsequential) must already exist. Vehicles covered by a type approval with minor and inconsequential non-compliance are to be added on the RAV as: Type Approval – Standard.
Authorised by name	The name of entity or authority authorised to add the vehicle: Type approval holder name.	Alphanumeric characters	Maximum 60	This field is mandatory. Name as per the type approval.
Authorised by number	The number of entity or authority authorised to add the vehicle: Type approval holder's RAV Organisation Number.	Alphanumeric characters	Maximum 10	This field is mandatory. [Public Search does not display this field]
Added by (NEVDIS to populate)	RAV submitter's ID.	Alphanumeric characters	Maximum 60	RAV Submitters will not supply data on this field. [Public Search does not display this field]

Attachment C - Creation of RAV files

Instructions

These instructions accompany the RAV examples provided by the Department for CSV and XML schema.

XML file format (preferred)

- This data file is a text file (Mac or MS-DOS, UTF-8 encoded) with an .xml extension containing XML formatted data, see example following
- Open the online XML RAV Data File generator at http://rav.infrastructure.gov.au/XmlTool
- Populate the XML file with the RAV data
- Save / Download file

CSV RAV data file

- This data file is a text file (Mac or MS-DOS, UTF-8 encoded) with a .csv extension containing CSV (comma-separated values) formatted data.
- Use Excel or similar editor to create a file
- Header information shown in the example MUST remain
- Populate the file with the RAV data as per <u>Attachment A</u>
- For 'date' the number format must be set manually to mm/yyyy. (Tip: use one space before mm/yyyy to
 prevent the format reverting each time the file is reopened.)

XML example

XML example available from <RAV Guide and XML file>

This XML example has been created from the Department's XML file generator, which is available here.

```
<?xml version="1.0" encoding="utf-8" ?>
<RavSubmission TotalRecords="1" batchId="3e526975-1bc0-461c-bbe5-
8c89b43a70fe"
xmlns="http://schemas.datacontract.org/2004/07/RavService">
     <RAVRecord>
           <EntryPathway>Type Approval - Standard</EntryPathway>
           <VIN>6F5000000AA441398</VIN>
           <ApprovalNumber>42358</approvalNumber>
           <VCC>NC</VCC>
           <ApprovalHolder>Name of Holder of
Approval</ApprovalHolder>
           <VehicleMake>Kenworth</vehicleMake>
           <VehicleModel>T909</VehicleModel>
           <GVM_ATM>32000</GVM_ATM>
           <GTM />
           <Tare />
           <Power>615</Power>
           <SeatingCapacity>3</SeatingCapacity>
           <BuildDate>10/2017</BuildDate>
           <GCM>240000</GCM>
           <IsBDouble>false</IsBDouble>
           <IsRoadTrain>true</IsRoadTrain>
           <AuthorisedByNumber>RAV00000#</AuthorisedByNumber>
           <AuthorisedByName>Name of Holder of
Approval</AuthorisedByName>
     </RAVRecord>
</RavSubmission>
```

CSV example

											Date		Com					Authoris
	Approval	Vehicle	Name of Holder of			GVM/			Power	Seating	(mm/yyy	Leave	binat	Road		Entry	Authorised	ed by
VIN	Number	Category Code	Approval	Make	Model	ATM (kg)	GTM (kg)	Tare (kg)	(kW)	Capacity	y)	Blank	ion	Train	B Double	Pathway	by Name	Number
SJNFAAF16A1118798	VTA-050709	MA	Nissan Motor Co. (Austra	Nissan	F16 Juke			1225	84	5	04/2021					Type Approval	Nissan Motor C	RAV000014

Attachment D – Samples of successful and unsuccessful RAV entry submission notifications

Sample 1. Successful

Reply Reply All Sporward Milm

Thu 29/07/2021 2:35 PM

noreply@nevdirect.com.au

RAV Submission Completed

To RAV Questions

f there are problems with how this message is displayed, click here to view it in a web browser.

Hello,

Your recent RAV Submission with file name Mitsubishi Triton29July21.xml has been processed successfully.

All 1 vehicle records submitted have been loaded into RAV.

Summary:

Submission	RAV Records
File: Mitsubishi Triton29July21.xml	Total: 1
Date: Thu 29 Jul 2021 14:35:01 (AEST)	Loaded: 1
Batch ID: 4deb7edd-c1a9-4def-b385-bc2bfc536aa6	Rejected: 0
Email: RAV Questions < RAVQuestions@infrastructure.gov.au>	

For any queries please contact NEVDIS Data Team between 9:00am to 5:00pm (AEST).

Regards,

NEVDIS Data Team 02 8265 3350 | nevdis@nevdis.com.au

Sample 2. Unsuccessful



Tue 20/07/2021 12:35 PM

noreply@nevdirect.com.au

RAV Submission Completed

To RAV Questions

follow up. Completed on Tuesday, 20 July 2021.

If there are problems with how this message is displayed, click here to view it in a web browser.



Hello.

Your recent RAV Submission with file name Toyota 30 June sample of approval numbers.xml has been processed. 0 of the 4 vehicle records submitted have been loaded into RAV.

Submission RAV Records File: Toyota 30 June sample of approval numbers.xml Total: 4 Date: Tue 20 Jul 2021 12:34:59 (AEST)
Batch ID: 7cae8f18-1857-443a-8521-ec60f26bc6ff Loaded: 0 Rejected: 4 Email: RAV Questions

Please review the below report for details regarding the 4 records which produced exceptions and could not be loaded. This report details the reasons why individual RAV records were not accepted by the RAV system. There may be one or more reasons for a record to fail acceptance criteria. Refer to the <u>RAV Guide</u> for more information.

For any queries please contact NEVDIS Data Team between 9:00am to 5:00pm (AEST).

NEVDIS Data Team 02 8265 3350 | nevdis@nevdis.com.au

RAV Exception Report

VIN	Entry Pathway	Approval Number	Reason(s)
JTEGD32M507019618	TYPE APPROVAL - NON - STANDARD	VTA-048868	l. Record exists for VIN JTEGD32M507019618: 2813cf4b-a068-4c06-bad9-de72ff807b40
JTEGD32M007019820	TYPE APPROVAL - NON - STANDARD	VTA-048868	l. Record exists for VIN JTEGD32M007019820: 2813cf4b-a068-4c06-bad9-de72ff807b40
JTELC71J700010234	TYPE APPROVAL - NON - STANDARD	VTA-049953	l. Failed to validate approval number VTA-049953 for make: TOYOTA, model: CAMRY 70 SER
JTELC71J200010299	TYPE APPROVAL - NON - STANDARE	VTA-051020	. Failed to validate approval number VTA-051020 for make: TOYOTA, model: CAMRY 70 SER