



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



➤ Guide to operating as an approved authorised vehicle verifier

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Director – RVS Legislation, Policy and Partnerships
Vehicle Safety Policy & Partnerships Branch
Department of Infrastructure, Transport, Regional Development, Communications and the Arts
GPO Box 594
Canberra ACT 2601
Australia

Email: RVSAimplementation@infrastructure.gov.au

Website: www.infrastructure.gov.au

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Operating as an authorised vehicle verifier

This guide outlines conditions of your approval as an authorised vehicle verifier (AVV), your obligations and the processes you must follow when conducting a vehicle verification. The guide does not cover every scenario and is not legally binding.

What is an AVV's role?

As an AVV, you can provide an independent vehicle verification service in certain circumstances.

Your role is to assure vehicle owners, and the Australian public more broadly, that vehicles are manufactured or modified in accordance with an approved [Model Report](#) (a Model Report) by a [registered automotive workshop](#) (RAW). A Model Report sets out how a particular make, model, variant(s) or build range of vehicle may be modified or manufactured to meet the standards that apply to it.

Some vehicles cannot be entered on the [Register of Approved Vehicles](#) (RAV), which allows them to be provided for the first time in Australia, until they have been verified by an AVV. This includes vehicles manufactured or modified by a RAW in accordance with an approved Model Report.

In some instances, an AVV may be engaged to verify a vehicle as a condition of an approval or because verification is required before a specific vehicle can be provided in Australia.

Note: An AVV **does not** generally verify vehicles that meet the requirements for a [vehicle type approval](#).

There are 2 types of verifications:

- vehicle manufactured or modified by a RAW in accordance with an approved Model Report
- undertaken as a condition of a [concessional RAV entry approval](#), [non-RAV entry import approval](#) or [reimportation import approval](#).

Conditions on my approval

An AVV has certain responsibilities for ensuring legislative requirements are met and that a vehicle manufactured or modified by a RAW meets the required standards. These responsibilities will appear as standard and specified conditions in the approval notice.

All AVV approvals have standard conditions that cover:

- conducting verifications
- compliance with the [Verification of Road Vehicles Determination](#)
- quality assurance and location of verifications
- conflicts of interest
- record keeping
- providing information to the departmental when requested
- notifying the department of errors in RAV entries.

In addition to the standard conditions, your approval may also be subject to other conditions, including, but not limited to notifying the department of any change of key management personnel. These conditions will be specified when your approval is granted.

You must comply with all the conditions of your approval. It is an offence under the RVS legislation if these conditions are not met and penalties may apply.

For further information, refer to [Details of AVV approval conditions](#).

Verification and specified requirements

As an AVV, you will verify vehicles in accordance with the Verification Checklist/s in a Model Report or by following specified requirements of a condition on an approval.

All AVVs must:

- ensure procedures are kept up-to-date and made readily available to appropriate staff
- notify the department of any changes to key management personnel as soon as possible
- complete vehicle verification reports and notify the department of the outcome of a verification within 3 business days of completing the verification
- provide the verification report to the department within one business day of completing the report if the vehicle or modifications are not verified
- keep all verification reports and records relating to verification services for 7 years from the date they are made.

Inspection safety requirements

You need to ensure inspections are performed safely. They must not endanger the health or safety of staff carrying out inspections or of any other person employed or engaged by the AVV, or any other person present during a verification, such as the RAW or vehicle owner.

You should undertake vehicle Inspections according to your state or territory's workplace health and safety legislation and the *Work Health and Safety Act 2011* (Commonwealth).

Location of noise testing

To test a vehicle for noise as part of a verification, you must use a site that complies with the applicable standard in the Australian Design Rule (ADR) concerning stationary noise testing:

- [Vehicle Standard – \(ADR 28/01\) – External Noise of Motor Vehicles\) 2006](#)
- [Vehicle Standard \(ADR 83/00 – External Noise\) 2005](#)
- Vehicle Standard ADR 28 – External Noise for Motor Vehicles
- Vehicle Standard ADR 39 – External noise of Motor Cycles
- ADR 56—Moped Noise.

Keeping procedures up-to-date

As part of your approval, you must maintain up-to-date procedures. This ensures verifications are carried out in accordance with requirements in the [Road Vehicle Standards \(Verification of Road Vehicles\) Determination 2021](#). Refer to the [Checklist for AVV verifying road vehicles manufactured or modified by a RAW](#).

Supporting material used in a verification

During a verification, you may need to rely on supporting material, including:

- information provided by the RAW
- results of testing or analysis conducted:
 - under a testing facility approval (if you are satisfied that it was carried out correctly), or
 - by a testing facility approval holder that did not have an approval at the time the testing was done (if you are satisfied that it was carried out correctly), or
 - by the RAW. Only use material from the RAW if you have taken reasonable steps to be satisfied that it is true and accurate

- visual or audio-visual material, such as photographs or videos of the vehicle.

Other types of supporting information (not listed above) may also be used. However, you will need to record the information source and why you are using it.

How to verify a vehicle manufactured or modified by a RAW

To conduct a verification for a vehicle manufactured or modified by a RAW, you need to use the current version of the Model Report's Verification Checklist. This can be found on [ROVER](#), the department's online applications and approvals portal. The [Road Vehicle Standards \(Model Reports\) Determination 2020](#) contains more details about the Verification Checklist.

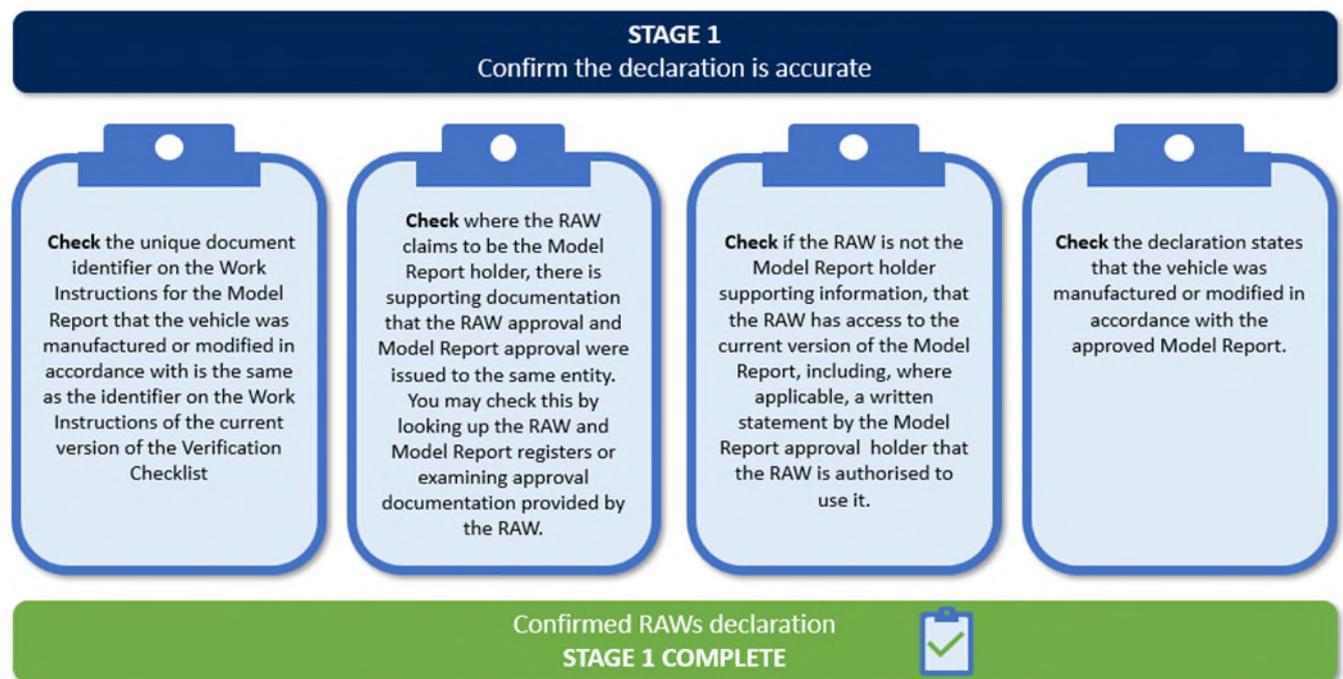
You must confirm that the Work Instructions document identifier supplied by the RAW in their declaration matches the identifier on the verification checklist provided by the department. If you find any discrepancies, please contact the department.

There are 3 stages to verify a vehicle manufactured or modified by a RAW:

- **Stage 1.** Confirm the RAW's declaration
- **Stage 2.** Examine the information provided by the RAW
- **Stage 3.** Inspect the vehicle.

Stage 1. Confirm the RAW's declaration

When presenting a vehicle for verification, the RAW must give you a declaration.



Stop: If you are not satisfied that details in the declaration are true and correct, you **must** make a record of the reasons why you are not satisfied and **do not** proceed to the next stage of verification.

You can either seek further information from the RAW to clarify the issues identified with the declaration or complete your verification report indicating that you are not verifying the vehicle.

Stage 2. Examine the information provided by the RAW

STAGE 2
Examine the information provided by the RAW

Confirm the RAW has completed each check specified in the Model Report's work instructions

Confirm the road vehicle is covered by the approved Model Report

Confirm the RAW has correctly carried out each stage of manufacturing or modification required by the Model Report

Confirm the level of damage or corrosion on the vehicle assessed by the RAW does not exceed the limit

Confirm the odometer is accurate

Confirm the deterioration limits of components have not been exceeded

Confirm the vehicle has been resolved in accordance with each applicable recall issued in its source market

Completed all parts of the work instructions of the Model Report **STAGE 2 COMPLETE**

Stop: If you are not satisfied with the information or documentation presented to you by the RAW, you **must** record the reasons why on the Verification Checklist and **do not** proceed to the next stage of the verification.

You may either ask the RAW to clarify the issues around the declaration **or** complete your verification report with a result that you are not verifying the vehicle.

Stage 3. Inspect the vehicle

STAGE 3
Inspect the vehicle

Must be completed first

Scope **check**

Modification **checks**

Deterioration **checks**

Damage or corrosion **checks**

Odometer **checks**

Recall **checks**

Inspection successfully completed **STAGE 3 COMPLETE**

Note: If any of the verification checks are too difficult to perform, you may, in some instances, rely on other information sources to complete them. Refer to [Supporting material used in a verification](#).

Scope check

The scope check **must** be performed as the **first** step in inspecting the vehicle. It is fundamental to confirming whether the vehicle you are verifying is covered by the Model Report's scope.

You must complete each scope check set out in the Verification Checklist.

To satisfy yourself that the vehicle is covered by the Model Report, check that the vehicle specifications are the same as the specifications listed in the Vehicle Scope. Tolerances are listed under 'Major dimensions' in [Appendix 1](#).

The Vehicle Scope of the Model Report sets out the vehicle's specifications both before and after it has been manufactured or modified in accordance with the Model Report. You must ensure you check the vehicle meets the specifications after it has been manufactured or modified.

Where 2 or more alternative specifications are set out in the Vehicle Scope (in relation to a vehicle characteristic), the vehicle's relevant characteristic can fall within one of those alternatives. For example, if the report gives 2 different tyre size options, then at least one of the options in the Vehicle Scope must match the vehicle.

If there are differences resulting from recall rectification action, the vehicle may still be within scope of the Model Report. Recall rectification action is explained further in Section 19 of the [Road Vehicle Standards \(Model Reports\) Determination 2021](#).

If you are not satisfied that the vehicle is covered by the Model Report, you must record the reasons why on the Verification Checklist and continue with the verification.

Full details and items forming the scope checks are provided in [Appendix 1](#).

Modification checks

Modifications are a critical aspect of compliance for vehicles manufactured or modified by a RAW. If a modification, or stage of manufacture, has not been performed correctly in accordance with the Model Report, it is likely the vehicle will not comply with the applicable standards.

You must:

- complete each manufacture or modification check in the Verification Checklist
- confirm whether the RAW has correctly carried out each modification (or stage of manufacture) required by the Model Report
- check that each system of the vehicle affected by the modification is functioning correctly.

If you are not satisfied that modifications have been carried out correctly, you must record the reasons why on the Verification Checklist and continue with the verification.

Deterioration checks

To determine whether any vehicle components exceed the deterioration limit, complete each deterioration check in the Verification Checklist. This is a necessary process, as a vehicle with deteriorated components may not comply with the applicable standards. If you base any part of your assessment on information sources other than a physical inspection, you must be satisfied the information is true and correct.

If you are satisfied that a vehicle component exceeds the deterioration limit, you must record the reasons on the Verification Checklist and continue with the verification.

Damage or corrosion checks

When inspecting vehicles for corrosion or damage, you must complete each damage or corrosion check in the verification checklist, record any damage or corrosion found, and determine whether it exceeds the thresholds set out in Table 1 below. Where a verification requires parts of vehicles to be removed, you can ask the RAW to remove those parts.

The [Road Vehicle standards \(Limit of Acceptable Damage or Corrosion Determination\) 2021](#) provides the limits for damage or corrosion. The extent and types of damage or corrosion on the vehicle must not exceed the limit set out in the Determination, as shown in Table 1 below.



Important: If you are satisfied that a component of the vehicle exceeds the damage or corrosion limit, you must record the reasons on the Verification Checklist and continue with the verification.

Table 1: Acceptable limits for damage and corrosion

Type of damage or corrosion	Limits
One or more dents	25 mm deep or less.
Distortion of a structural component of the vehicle ¹	5 mm or less, as determined by a body alignment test.
Distortion of the vehicle structure ²	5 mm or less, as determined by a body alignment test.
Damage or corrosion of a vehicle or vehicle structure	Acceptable only when repaired by replacing damaged structural components with new components as per original specifications, and repairs did not involve cutting or welding the component or the vehicle structure.
Variations in the size of gaps between adjacent panels greater than 5mm	Acceptable only when they are: <ul style="list-style-type: none"> not the result of damage to the vehicle structure, and if a body alignment has not been conducted, a body alignment test would not be required under the Road Vehicle Standards (Verification of Road Vehicles) Determination 2021 by reason of the variations, and if a body alignment has been conducted, the difference in the length of corresponding diagonal lines is 5 mm or less.
Corrosion	Not resulting in flaking or pitting.
Alterations that result in damage to a structural component of the vehicle	<ul style="list-style-type: none"> Where alterations did not involve bending, distorting, drilling, cutting or heating the metal of the structural component, or were carried out in accordance with the approved Model Report that applies to the vehicle.

Regardless of the information in Table 1, it is not acceptable **if the damage or corrosion results in:**

- a seam or joint between panels splitting, or
- a spot weld failing.

Example: The vehicle sustained damage that resulted in dents less than 25 mm deep but also resulted in a spot weld failing. This level of damage would prevent you from verifying the vehicle.

¹ A **structural component** is any component intended to carry a load or force in the operation of the vehicle (including a load or force imposed as a result of a crash), other than components only used to support trim and lamps. For examples: Door structures, hinges, latches, anchorages, airbag mounts and suspension mounts.

² The **vehicle structure** is the parts of a vehicle that are integral to the vehicle, including the vehicle chassis, vehicle frame and the monocoque frame.

Body alignment tests

If you find indications of repairs to damage or corrosion, you must conduct a body alignment test. An exception is where the RAW has provided you with information about the vehicle's history that includes one or more body alignment tests they conducted.

A body alignment test is also required where you need to determine whether distortion of a structural component of the vehicle or distortions of the vehicle's structure exceed acceptable limits. The test can be conducted by measuring corresponding diagonal lines across the vehicle and comparing their length to determine symmetry. The acceptable limit is a difference of 10 mm or less, unless there are variations in the gaps between panels greater than 5 mm and a body alignment test has been conducted, in which case the acceptable limit is 5mm or less.

If the vehicle exceeds the limits in the Determination, you must record reasons for the failure on the Verification Checklist and continue with the verification.

Odometer checks

The AVV must complete each odometer check (if any) in the verification checklist. They must be satisfied that the odometer reading accurately reflects the number of kilometres travelled. If the odometer is faulty or has been tampered with, this may indicate that it does not accurately reflect the number of kilometres that the vehicle has travelled.

If, during the specified odometer check, you become aware that the odometer has been replaced to comply with the Model Report, you must obtain satisfactory information from the RAW that the new odometer's reading reflects the distance travelled by the vehicle.

When conducting an odometer check, electronic tools or physical inspection will only be required if the Model Report does not include an assessment of vehicle history information.

For second stage of manufacture vehicles requiring an AVV verification, information about the odometer reading is unlikely to be available because the vehicle is new. For such vehicles, you must record that the vehicle is new and there is no registration history.



Important: If you are not satisfied that the odometer reading reflects the distance travelled or there is evidence of tampering, you **must** record the reasons for failure on the Verification Checklist and **continue** with the verification.

Recall checks

You must complete each recall check in the Verification Checklist to ensure the vehicle is not added to the RAV while recalls from their original market are unresolved.

These checks help you ensure that all applicable recalls have been identified, and determine if the vehicle has been resolved in accordance with the required recall action.

When a recall issue is identified, the RAW needs to provide the AVV with the relevant information confirming all necessary rectification action has been taken.

If you are not satisfied with a particular aspect of the recall resolution, including if the RAW has not provided relevant information confirming a recall issue has been rectified, you must record the reasons on the checklist and continue with the verification.

Entering a vehicle on the RAV

If a vehicle manufactured or modified by a RAW has passed its verification it, you can enter it on the RAV.

Further information on entering vehicles on the RAV is available in the [Guide to the Register of Approved Vehicles for authorised vehicle verifiers](#).

How to verify a vehicle with a specified approval condition

In some cases, an approval will include a condition stating that an AVV verification is required. The condition will set out what is required in the verification. In these cases, you cannot verify the vehicle unless you have inspected it in accordance with the requirements specified in that condition. These verifications may apply to the following approvals if specified in the conditions of approval:

- [concessional RAV entry](#) – for vehicles other than vehicles to be modified by a RAW approval holder where the vehicle or applicant meet the criteria specified in the Rules (for example, personal import or older vehicle)
- [non-RAV entry import](#) – for vehicles that will not be used on a public road (except in exceptional circumstances) and are being imported for a specific purpose (for example, race/rally or public exhibition) or temporary period
- [reimportation import](#) – for vehicles fitted with an identification plate under the *Motor Vehicle Standards Act 1989* or on the RAV and meet reimportation criteria.

The 2 stages for these kinds of verifications are:

- **Stage 1.** Examine the condition(s)³
- **Stage 2.** Inspect the vehicle according to the specified conditions.

Stage 1. Examine conditions on the approval

The relevant approval holder will supply you with a copy of their approval. You will need to examine the specified conditions of the approval before starting the vehicle inspection to ensure you conduct an appropriate verification.

Stage 2. Inspect the vehicle

You must inspect the vehicle in accordance with conditions of the approval.

The guide, [How to add a road vehicle to the Register of Approved Vehicles once specified conditions have been met](#), provides further information.

³ Condition refers to the condition (or conditions) of a concessional RAV entry, non-RAV entry import or reimportation import approval that requires an AVV verification.

Reporting requirements

You must comply with reporting requirements in the Verification of Road Vehicles Determination.

For vehicles manufactured or modified by a RAW, the verification report must be completed by the AVV stating whether or not the vehicle or any modifications to the vehicle are verified.

[Appendix 2](#) contains a list of requirements for the verification report. You may also include any other information you consider to be relevant in your verification report. However, you must include the minimum requirements set out in the list of requirements.

For verifications conducted as an approval condition of a concessional RAV entry, non-RAV entry import or reimportation import approval, complete a verification report. [Appendix 3](#) contains suggested content for the verification report.

You can include other information in your report and should check the requirements of the condition of the approval as it may require further specific information.

For all verifications, the reporting requirements are:

- when you complete a verification:
 - notify the department within 3 business days of **completing the verification** (positive or negative result)
 - provide a copy of the report to the department within one business day **of completing the verification report**, if the verification is not confirmed ('negative' result only)
- in relation to a stolen vehicle:
 - if you have formed a reasonable suspicion that a vehicle was stolen, you must report this to the police in the state or territory where you operate
 - you must include in the verification report that the vehicle is suspected of being stolen and this has been reported to the police in the state or territory where you operate
 - the outcome of the verification is, 'not verified – reported stolen'.

Equipment and technology

The list of required equipment and technology must include the following in accordance with Part 4 of the [Road Vehicle Standards \(Verification of Road Vehicles\) Determination 2020](#) and outlined in Table 2.

Table 2: Verification equipment and technology requirements

Equipment	Requirements
Audio-visual equipment	Cameras or smart phones may be used to take a comprehensive series of photographs or video for each verification. The photographs and videos must be high resolution, to clearly show damaged and corroded areas, part numbers and other matters that need checking in accordance with the Verification Checklist.
Bore scope camera	A bore scope with camera for inspecting damage or corrosion on the inside of vehicle components. The bore scope must be an appropriate size that allows modifications to be fully inspected without having to dismantle the vehicle.
Dimensional measuring equipment	Measuring equipment to confirm vehicles are of the correct specifications, including (but not limited to): <ul style="list-style-type: none"> • tape measures • rulers • vernier callipers • micrometres.
Exhaust 5-gas analyser	A 5-gas analyser for assessing compliance with deterioration requirements for certain vehicles. The analyser must record the gases listed by the vehicle manufacturer for assessing the idle emissions of the vehicle.
Headlamp aiming equipment	Equipment for measuring the dipped beam inclination in accordance with Annex 6 of ADR 13/00 (2005–Amendment 6) (as amended from time to time).
Hoist or pit	All verifications must be performed using an appropriately rated and correctly maintained hoist or vehicle pit. A vehicle must be hoisted (or alternatively driven over a pit) to a level that permits the inspector to walk under the vehicle without stooping. Mopeds and motorcycles, may be lifted just to the point where the inspector can inspect these vehicles without stooping. Hoists and pits must comply with any appropriate standards, including workplace health and safety requirements, and maintenance requirements (in the jurisdiction where they are located).
Portable lighting	Strong portable lighting is required to enable verifications to be undertaken in poor light conditions. The lighting must be of sufficient brightness to provide good general illumination of the vehicle and enable detailed inspection of the confined spaces in the vehicle.
Noise testing equipment	Noise meter and calibration equipment suitable for testing to ADR 28/00, ADR 28/01, ADR 39/00, ADR 56/00 or ADR 83/00, as applicable to the vehicle. The AVV must ensure the location used for testing also meets relevant ADR requirements for stationary noise testing.
Other equipment specified by the verification checklist	The equipment must meet all requirements set out in the Model Report.

Maintaining equipment and technology

Equipment and technology (owned, leased or borrowed) must be appropriately calibrated and maintained.

AVV owns equipment/technology

You must ensure each piece of equipment or technology used to inspect a vehicle:

- is maintained according to the manufacturer's instructions
- where there are no instructions, it is kept fit for use and in good repair
- where it is capable of being calibrated, you are responsible for ensuring it is appropriately calibrated at the time the inspection is carried out.

AVV hires or borrows equipment

Every time you hire or borrow equipment or technology to inspect a vehicle, you must be satisfied it is fit for use and in good repair before using it.

Where it can be calibrated:

- verify that it is appropriately calibrated before using it
- where the equipment/technology owner has a calibration certificate, keep a copy of the certificate as a record.

Record keeping

You will keep records of the verification as outlined below:

Table 3: Record keeping requirements

Requirement	What you need to keep
Declaration	A record of the declaration provided by the RAW (for a period of 7 years from the day the record is made).
Verification report	The verification report completed for the vehicle, including, where applicable, the Verification Checklist.
Equipment records	<p>For each verification conducted:</p> <ul style="list-style-type: none"> • the type of equipment used • the instrument number (if any) • A copy of the calibration certificate if it exists. <p>It is advisable to keep, (where possible):</p> <ul style="list-style-type: none"> • the equipment's calibration period • when the equipment was used.
Other types of records	<p>For each verification conducted (unless already in the verification report):</p> <ul style="list-style-type: none"> • all correspondence between you and the RAW about the verification • all correspondence between you and the owner of the vehicle • digital images of the vehicle displaying: <ul style="list-style-type: none"> – the identity of the vehicle, including the VIN – the condition of the vehicle, including images from head-on, rear-on and each quarter – in circumstances where you were required to inspect damage or corrosion – all damage or corrosion found on the vehicle – all modifications made to the vehicle • name and qualifications of each AVV inspector involved in the verification • Where a vehicle was manufactured or modified in accordance with a Model Report, a record of any information that the Model Report requires the holder of the approval to review.

Further information

For further information, please visit the [department's](#) website or submit an [online enquiry](#).

Details of amended or new ADRs that may impact your vehicle type will be released well before their applicability time. You can [subscribe](#) to receive new or amended ADR notifications.

Quick links

- [Authorised vehicle verifiers](#)
- [ROVER guide: How to add a road vehicle to the RAV once specified conditions have been met](#)
- [Guide to operating as an approved authorised vehicle verifier—Appendix 1—Scope checks undertaken in accordance with a Model Report](#)
- [Guide to operating as an approved authorised vehicle verifier—Appendix 2—Details to include in a verification report](#)
- [Guide to operating as an approved authorised vehicle verifier—Appendix 3— Content needed in a verification report when it is a specified condition of an approval](#)
- [Guide to the Register of Approved Vehicles for authorised vehicle verifiers](#)
- [Road Vehicle Standards \(Verification of Road Vehicles\) Determination 2021](#)
- [Road Vehicle Standards \(Limit of Acceptable Damage or Corrosion\) Determination 2021](#)
- [Road Vehicle Standards \(Model Reports—Compliance with Standards\) Determination 2021](#)
- [Road Vehicle Standards \(Model Reports\) Determination 2021](#)
- [What are the RVS fees and charges?](#)
- [How is my personal and commercial information in ROVER managed?](#)

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