

Questions Answered During Webinar

Question

The ROVERinfo@infrastructure.gov.au email response continues to be very, very slow. This is making it very difficult to operate our normal business practices

ROVER page upload times is still extremely slow. The system often hangs on a white screen after saying 'processing'. The only possible action is to close the browser and start again. This is highly inefficient and means that it takes much longer to make a ROVER VTA application than IPA in RVCS

When will off line capability for ROVER be implemented? This was ALWAYS an all of industry request (requirement) and will enable efficiencies which are not possible with the on-line only version of ROVER that is currently implemented. This should be a very high priority for the implementation team.

At Webinar #1, department advised guidance material is being prioritised regarding the departments position on "Provide to a consumer for the first time in Australia". This was followed-up at Webinar #2 with no feedback. Is there any update?

For RFI's a response is required within a 30 days. However if further clarification is requested on the same RFI - Is the response time extended based on the extended request or must it be done within the original 30 days

Votes Response

13 The department is continuing to receive a high volume of queries and is responding to these as quickly as it can. We are developing a dedicated web form with drop down menu selections which should make the triaging process more efficient and allow us to respond more quickly. In the meantime, we request you try to include helpful information in the subject lines of your emails, for example, what the issue is (e.g. ROVER login), what it relates to (e.g. component type approvals), etc.

13 ROVER servers are being upgraded in late September, which should help address this performance issue.

13 The largest volume of applications are for single road vehicles, which are often one-off applications. The department is continuing to work with all ROVER users to better understand all their different requirements. The department understands that ROVER needs to be an efficient tool for businesses, and enhancements are being planned and implemented. For example, the ability to clone applications will soon be available, which will allow the re-use of information in existing applications. The department has not disregarded full offline form functionality, however, expects that future planned enhancements will offer equivalent functionality.

6 The department has prioritised this guidance and will soon be undertaking further consultation with jurisdictional regulators. We expect to be able to finalise and publish this guidance on our website by early to mid-October.

5 The 30 day response time includes responses to subsequent requests for clarification with respect to the same RFI. However, stakeholders can seek an extension by requesting this through the RFI form. Please include a reason for seeking the extension and an indication of how long you think you will need to be able to provide the additional information being requested. All reasonable extension requests will be considered by the assessor.

For a Type Approval Holder granted under the Opt-in Arrangement, is ROVER capable of tracking and notifying the approval holders if the CRNs/SARNs (if used) are no longer valid (or no longer meeting the requirements of the ADRs)?

3 No, CRNs and SARNs are not tracked as they are registrations, not approvals. However, component type approval holders will be notified if an applicable ADR is updated. Noting approval holders are responsible for ensuring their approvals are kept up to date. Further, when opted-in approvals are varied for the first time, compliance checks with all applicable ADR evidence, including CRNs and SARNs (if being relied upon) are undertaken, and if CRNs/SARNs are no longer valid applicants will be advised of this at that time.

VTA applications are being rejected, the reason given being "Insufficient information", with no more details being given by the Department in the RFI. This is simply not enough information for a User. How can these issues be discussed with the Department before the VTA is rejected

4 The department has received applications where not all relevant compliance information (CI) forms are attached or completed by the applicant, and some forms are blank. In these situations, the department sends an RFI to the applicant before rejecting them. Details should be included in the RFI - if this is not the case, please let us know and we can investigate further. However, where no CI forms are submitted, the department has no choice but to reject the application.

Webinar#2 Q&A advises monthly RAV Invoices will be sent to the RAV organisation submitter's contact. Given that this 'recorded contact' is overseas and since RAV Data entries are made by the Company's distributor in Australia, why can't this RAV fee Invoice be entered in the Company's Rover Account.

2 Invoices are sent to the email address for the RAV organisation. However, anyone who has an authority to act on behalf of the submitter can also access and download those invoices in ROVER.

Is it possible to add a search function in Approvals Listing (e.g. Test Facility - facility location and ADR they can test; Component - type of component, too difficult to look for components when 'other component' is selected)

2 ROVER already has some search functionality for testing facility and component type approvals. The department will consider whether enhanced search functionality for ADRs can be implemented in the future.

What are the payment terms for Monthly 'post-payment' RAV Data entry Invoices? Can these Invoices be posted in the Company's ROVER account under the 'payment' tab?

2 Payments are 30 days. Invoices can be accessed in ROVER if you have authority to act.

How is Circular 0-1-3 (Safety Chain Connection Devices) treated under RVSA? Will it affect compliance to ADR 62?

2 Responsibility for complying with ADRs sits with the relevant approval holder. However, Safety Chain Connection is not part of the CI form for ADR 62.

If transferring a Current MVSA RAW approval to an RVSA Approval, will the applicant be able to continue operating under both the MVSA SEVS (using MVSA schedule) and RVSA SEVS concurrently? or is the applicants RAWS MVSA SEVS schedule no longer valid.

2 Yes, both approvals will be valid and can be used concurrently.

RECALLS - When a recall is entered and submitted in ROVER, the user can no longer view their submission or any pertinent details or documents they have entered once it has been submitted.

2 Users can notify and submit recalls without a verified authority to act, but will only see recalls that they have authority to act for.

If the build date is incorrect on a CRE-older vehicles, what is the process to change the date on the RAV?

3 If there is an incorrect RAV entry, please notify the department as soon as possible and we can facilitate the changes. There will be new functionality for you to notify us via the ROVER portal with the October release.

Will RAV invoices be itemised, and if so to what level (e.g. individual VIN level, batch level, total number of VINs submitted in invoice period?). Some organisation IDs (VTA holders) have varying product imported by different importers such as light vehicles by one and heavy vehicles by another.

2 Invoices are itemised down to the approval level only, so if you have 5 of one approval and 9 of another, then you will see them as line items - invoices do not show the individual VINs.

Why is the Department asking for "Lamp Type" when a CTA is used in a VTA application? This question is NOT asked on the VTA CI form when a CTA is used, so why is this additional information being requested in RFIs? The Lamp Type is a requirement in the CTA application/approval.

2 Lamp type information is not required when a CTA is used in a VTA application. RFIs on this issue will not be raised in the future.

I hold an ADR 62 test report from a test facility that is no longer existent. The current light trailer drawbar is still current, relevant and identical with the one tested in the report. Is the ADR 62 report still an acceptable evidence? If not, what are my other options?

1 There is a position paper on our website (https://www.infrastructure.gov.au/sites/default/files/migrated/vehicles/rvs/files/Position_Paper_TA5P-Test_Reports_not_supplied_by_a_Testing_Facility.pdf) that outlines circumstances where the department will consider test results from facilities that no longer exist. However, this applies to opt-in approvals only. In this case, the drawbar would need to be re-tested if a component type approval was being sought.

RECALLS - When a RECALL is submitted and accepted, ROVER does not provide a notification that it has been publicly released and Published on the applicable websites.

Will agents be able to have one RAV Submitter ID for submission on behalf of multiple VTA holders? How is this arranged?

When assessing an application can industry have some visibility on the assessment criteria being applied to applications as it seems to differ between applications

Listing of Approvals (except Test Facilities) are in no specific order and appear to be random e.g. AVV listings are random - will these listing be tabulated in a similar manner to Test Facilities and ordered according to their approval number?

Can you please look at putting some filters on the ROVER Recalls page to allow users to filter into categories. e.g.: MA, LC etc. Can you also look at on the ROVER application page, can you add the manufactures model description or similar to make reviewing submissions easier.

1 When the department is notified of a recall, ROVER will send an automated message to the relevant contact person to confirm submission. Currently, ROVER does not send automated messages to advise of publication on the Vehicle Recalls website. The department may engage with a supplier prior to publishing to confirm the content that is intended to be published, however, if you have concerns related to a specific recall this should be communicated to the Recalls team when submitting a notification.

1 Yes, agents can have one submitter ID to act on behalf of multiple different organisations. Please email questions to RAVquestions@infrastructure.gov.au for more specific information.

1 Assessment criteria is outlined in the Road Vehicle Standards Rules 2019. Assessments are conducted based on documented policies and procedures. If there are instances where you think the department has not been consistent in its decision making, please email us with specific examples and we will investigate further.

SEVs are sorted by approval number and can be resorted by any column value.

Testing facilities are sorted by facility name, and can be resorted by any column value. We do not display the approval number for testing facilities in the published list.

1 RAWs are sorted by approval number and can be filtered by the available search tools.

VTAs can be resorted by any column value and have a range of search options as well.

AVVs can be filtered by the available search tools.

CTAs are sorted by approval number and can be resorted by any column value.

The department can consider improving the sort order for AVVs and VTAs as a minor enhancement in the future if it is of sufficient priority.

1 The department will need to investigate the recalls filter request as we do not currently capture Vehicle Category Code for recalls.

We will also look into adding Make/Model to the application page table, depending on other build priorities.

How do I register individual VIN numbers for trailers ? I have sent an application for the type approval for the model for the trailer but there is no avenue that I know of that I can find to include the individual VIN number. Any advise on this would be greatly appreciated. Thank you.

The CI forms for lighting require a component p/n to be supplied even when using a UN ECE approval. This is often difficult to obtain because the component ECE approval certificate does not typically include the part number. Is it agreeable to use the lamp drawing number as found in the approval?

Can someone please advise the meaning of 'Invalid CSV record: Parsing error ' - received after 'live' RAV Data submission. Thanks

Is it possible to include alerts for any guidance material updates?

0 The legislation allows the department to provide VINs (where required) for concessional RAV entry vehicles. For Australian manufacturers with a type approval, NEVDIS is able to issue the WMI part of the VIN. Other type approved vehicles should seek the WMI from the equivalent jurisdictional authority. For vehicle type approval applications where a VIN is not yet available, applications can include TBA for the typical VIN.

1 The CI form requests this information so the part number can be checked against the ECE approval wherever possible (many manufacturers provide the name and part number). If this is not possible, please attach a copy of the relevant ECE approval so it can be confirmed it covers the component in the application.

0 The file doesn't meet the schema. If you insert an extra column, for example, then it won't work. A template available on the RAV page of the department's website that passes the schema. Any troubleshooting concerns can be directed to RAVquestions@infrastructure.gov.au

0 Updated guidance now includes information detailing what has been updated. The title of guidance also includes date, for example, "September 2021" to provide an indication of when it was last updated. We will investigate whether it is possible to provide more sophisticated alerts in future.