



Amending a key field error on the RAV

ROVER guide

April 2025

This guide will take you through the steps on how to notify the department of one or more key field errors on the Register of Approved Vehicles (RAV), such as the Vehicle Identification Number (VIN), the RAV entry pathway or the approval number.

Follow these instructions to notify us of an error in a single or multiple RAV entries. You can complete all the form fields manually or upload the RAV entry details in ROVER using [ROVER template: Bulk RAV amendment key update](#).

Once we have accepted your amendment request, we will replace the RAV entry with a new entry, including the amended information provided in your request. The new RAV entry will be visible on the [RAV](#) within 4 hours of us processing your request.

Notify us about a key field error

To **Notify a key error on the RAV**, ensure you are signed in to ROVER (navigate to [Welcome to ROVER](#) and select the **Sign in** button) and complete the following steps.

1. Select the **RAV** icon.
2. Select the **RAV Correction** button.
3. Select the relevant **checkbox** to identify whether you, or someone you represent, is responsible for the RAV entry you wish to correct.
4. Provide the error details by following the steps on how to [complete the form fields](#) or [upload a bulk RAV amendment template](#).

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Complete the form fields

1. Select the **Provide details on this form** checkbox.
2. Select the **Yes** checkbox to confirm you are providing new details for one or more key fields.
3. Select the **Add** button.
4. Enter the current **Approval number**.
5. Enter the current **VIN**.
6. Enter the current **Entry pathway**.
7. Enter the updated **Approval number**.
8. Enter the updated **Entry pathway**.
9. Enter the updated **Approval number**.
10. Select the **Add** button.
11. Repeat steps 3 to 10 for adding multiple RAV entries.
12. Next, follow the instructions on how to [Provide supporting information](#).

Would you like to provide details on this form or upload using the appropriate bulk RAV amendment template which be found [here](#) ? *

1 ☒ Provide details on this form ☐ Upload using a bulk amendment template

Does this error relate to the approval number, VIN or RAV entry pathway? *

2 ☐ No ☒ Yes

Please list all RAV errors below *

3 Add

Current Approval ↑	Current VIN	Current Pathway	Correct Approval	Correct VIN	Correct Pathway
There are no records to display.					

Add RAV error details

Current RAV details ?	Details that should be on RAV ?
4 Approval number*	7 Approval number*
5 VIN*	8 VIN*
6 Entry pathway*	9 Entry pathway*
10 Add	

Upload a bulk RAV amendment template

Download [ROVER template: Bulk RAV amendment key update](#) and add the current and updated VIN, entry pathway and approval number in the columns provided for each vehicle entry that needs to be corrected. Save the file to your device in CSV file format and follow these steps:

1. Select the **Upload using a bulk amendment template** checkbox.
2. Select the **Yes** checkbox to confirm you are providing new details for one or more key fields.
3. Select the **Upload** button.
4. Select the **Choose File** button.
5. Select the saved CSV file from your device.
6. Select the **Open** button.
7. Select the **Upload** button.
8. Next, follow the instructions on how to [Provide supporting information](#).

Would you like to provide details on this form or upload using the appropriate bulk RAV amendment template which be found [here](#) ? *

☐ Provide details on this form ☒ Upload using a bulk amendment template

Does this error relate to the approval number, VIN or RAV entry pathway? *

☐ No ☒ Yes

Please upload your completed template to notify of errors affecting multiple RAV entries here *

Upload

File Name	Uploaded by	Uploaded On ↓
There are no records to display.		

Upload RAV Correction File

Attach file (*.csv)*

Choose File No file chosen

Upload

Open

This PC > Downloads

Name	Date modified	Type	Size
rover-template-bulk-rav-amendment-te...	11/04/2025 2:33 PM	Microsoft Word D...	1,418 KB
	11/04/2025 12:45 PM	Microsoft Excel C...	1 KB
	10/04/2025 3:56 PM	Kofax Power PDF ...	2,511 KB
	10/04/2025 3:56 PM	Kofax Power PDF ...	2,558 KB
	10/04/2025 3:39 PM	Microsoft Excel W...	21 KB
	10/04/2025 3:38 PM	Microsoft Excel W...	21 KB
	10/04/2025 10:47 AM	Outlook Item	81 KB
	8/04/2025 3:44 PM	SNAGX File	590 KB
	1/04/2025 12:06 PM	Kofax Power PDF ...	774 KB
	25/03/2025 1:49 PM	Microsoft Word D...	16 KB
	25/03/2025 12:25 PM	Microsoft Word D...	19 KB
	21/03/2025 11:22 AM	Microsoft Word D...	18 KB
	21/03/2025 11:20 AM	Microsoft Word D...	115 KB

File name:

Upload from mobile

Open

Cancel

Provide supporting information

To demonstrate that this is an error requiring correction, you can complete the free text field manually or upload supporting documentation.

1. Enter the information in the **free text field**
2. Upload the relevant documents:
 - a. Select the **Upload** button.
 - b. Select the **Choose File** button.
 - c. Select a .jpg, .png or .bmg type from your device.
 - d. Select the **Open** button.
 - e. Select the **Upload** button.
3. Select the **checkbox** to confirm you **understand that it is a contravention of section 32 of the Road Vehicle Standards legislation to provide false or misleading information.**
4. Select the **Submit** button

Please provide details or upload documentation to demonstrate that this is an error requiring correction. *

1

2 Upload supporting files

a Upload

File Name	Uploaded by	Uploaded On ↓
There are no records to display.		

3 I understand that it is a contravention of section 32 of the Road Vehicle Standards Act 2018 to provide false or misleading information.

4 Submit

Upload Supporting Documents

Attach file (*.pdf, *.jpg, *.png, *.bmp)

b Choose File No file chosen

c

d

e Upload

Further information

For further information, please visit [Vehicles | Department's website](#) or submit an online enquiry via the [Contact us—RVS | Department's website](#) page.

Quick links

- [Welcome to ROVER](#)
- [RAV Public Search](#)
- [Guidance note—Amending entries on the Register of Approved Vehicle | Department's website](#)
- [RVS guides and resources | Department's website](#)
- [RVS legislation glossary of terms | Department's website](#)
- [ROVER template: Bulk RAV amendment key update | Department's website](#)