

Australian Government

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

# 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 <u>ROVER template: Bulk RAV amendment key update</u>.

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 <u>RAV</u> 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 <u>Welcome to ROVER</u> 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 <u>complete the form fields</u> or <u>upload a bulk RAV</u> <u>amendment template</u>.

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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 d	details on this fo	orm or upload using the a	ppropriate bulk RAV a	amendment templat	e which be found <u>here</u> ? *	
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No Yes 2 Please list all RAV errors b	elow *					
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### Upload a bulk RAV amendment template

Download <u>ROVER template: Bulk RAV amendment key update</u> 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.

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### 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

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## **Further information**

For further information, please visit <u>Vehicles | Department's website</u> or submit an online enquiry via the <u>Contact us—RVS | Department's website</u> page.

## Quick links

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

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