



# Correcting information on the RAV

## ROVER guide

June 2026

This guide explains how to notify the department about one or more errors on the Register of Approved Vehicles (RAV) and how to check the status of your request and identify any errors.

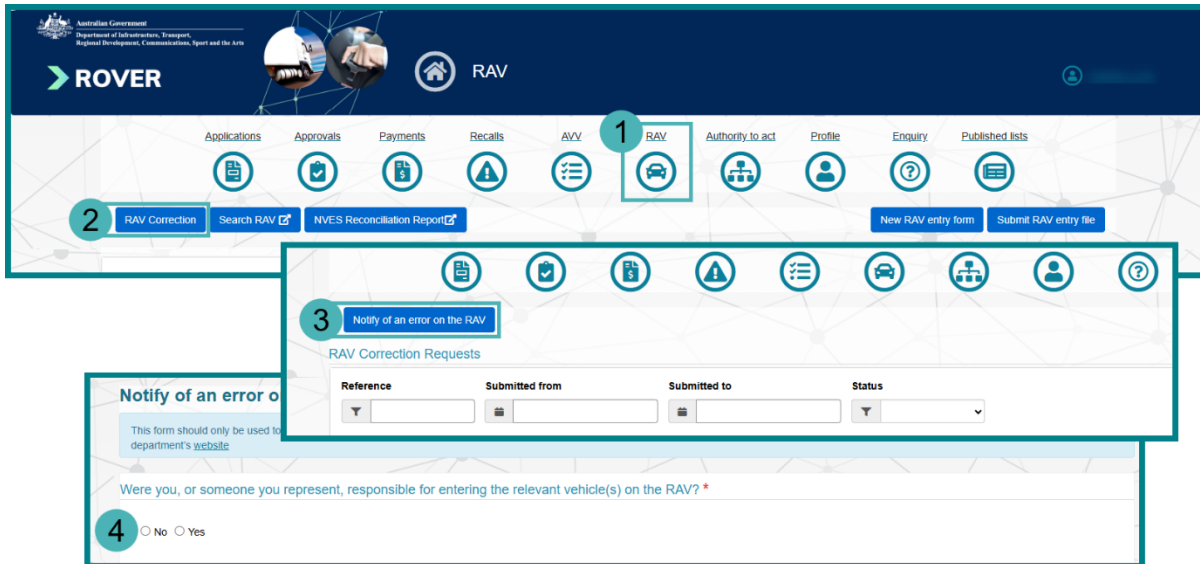
Follow these instructions to notify us of an error in single or multiple RAV entries. You can complete all the form fields manually or upload the RAV entry details in ROVER using [ROVER template: Bulk RAV corrections](#).

Once we have assessed and accepted your request, the RAV entry will be updated with the amended information provided in your request.

## Notify us of a correction

To **notify us of a correction**, 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. You can also access the RAV corrections button through the AVV page.  
You can also access the RAV corrections button through the AVV page.
2. Select the **RAV Correction** button.
3. Select the **Notify of an error on the RAV** button.
4. Select the relevant **checkbox** to identify whether you, or someone you represent, is responsible for entering the relevant vehicle(s) on the RAV?
5. Provide the error details by following the steps on how to [complete the form fields](#) or [upload a bulk RAV corrections template](#).



## Complete the form fields

To provide the RAV error details by completing the form fields, ensure you have the vehicle's **Approval number, VIN and Entry pathway** details that are currently published on the RAV. You can check these details by searching the [RAV Public Search site](#) for the vehicle record using the vehicle's VIN.

1. Select the **Provide details on this form** checkbox.
2. Select the **Add** button.
3. Enter the current **Approval number**.
4. Enter the current **VIN**.
5. Select the **Entry pathway** from the dropdown options.
6. Select the **Search** button to find the RAV Entry.  
Review the RAV entry to ensure it is the correct record.
7. Select the **Edit** button at the bottom of the pre populated field.

Would you like to provide details on this form, or by uploading a bulk RAV amendment using the [bulk RAV amendment template](#) ? \*

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

Please list all RAV errors below

2 Add

VIN	Entry pathway	Approval number
There are no records to display.		

Search RAV Entry

To find the approval number and entry pathway, search for the vehicle's VIN on the [Register of Approved Vehicles](#). These details are shown in the vehicle record. The information entered in the fields below must exactly match the information currently on the RAV for this vehicle.

3 From Approval Number\*

4 From VIN\*

5 From Entry Pathway\*

6 Search

Search RAV Entry

NVES vehicle type

Type 1

Carbon Dioxide Emissions

500

Mass In Running Order

560

Rated Towing Capacity

7 Edit

8. Enter the correct information into the **relevant fields**.
9. Select the **Update** button when complete.
10. Repeat steps 2 to 9 for adding multiple RAV entries that contain errors.
11. Next, follow the instructions on how to [Provide supporting information](#).

Search RAV Entry

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NVES Vehicle Type ⓘ

Type 1

Carbon Dioxide Emissions (g/km) ⓘ

500

Mass In Running Order (kg) ⓘ

560

Rated Towing Capacity (kg) ⓘ

9 Update

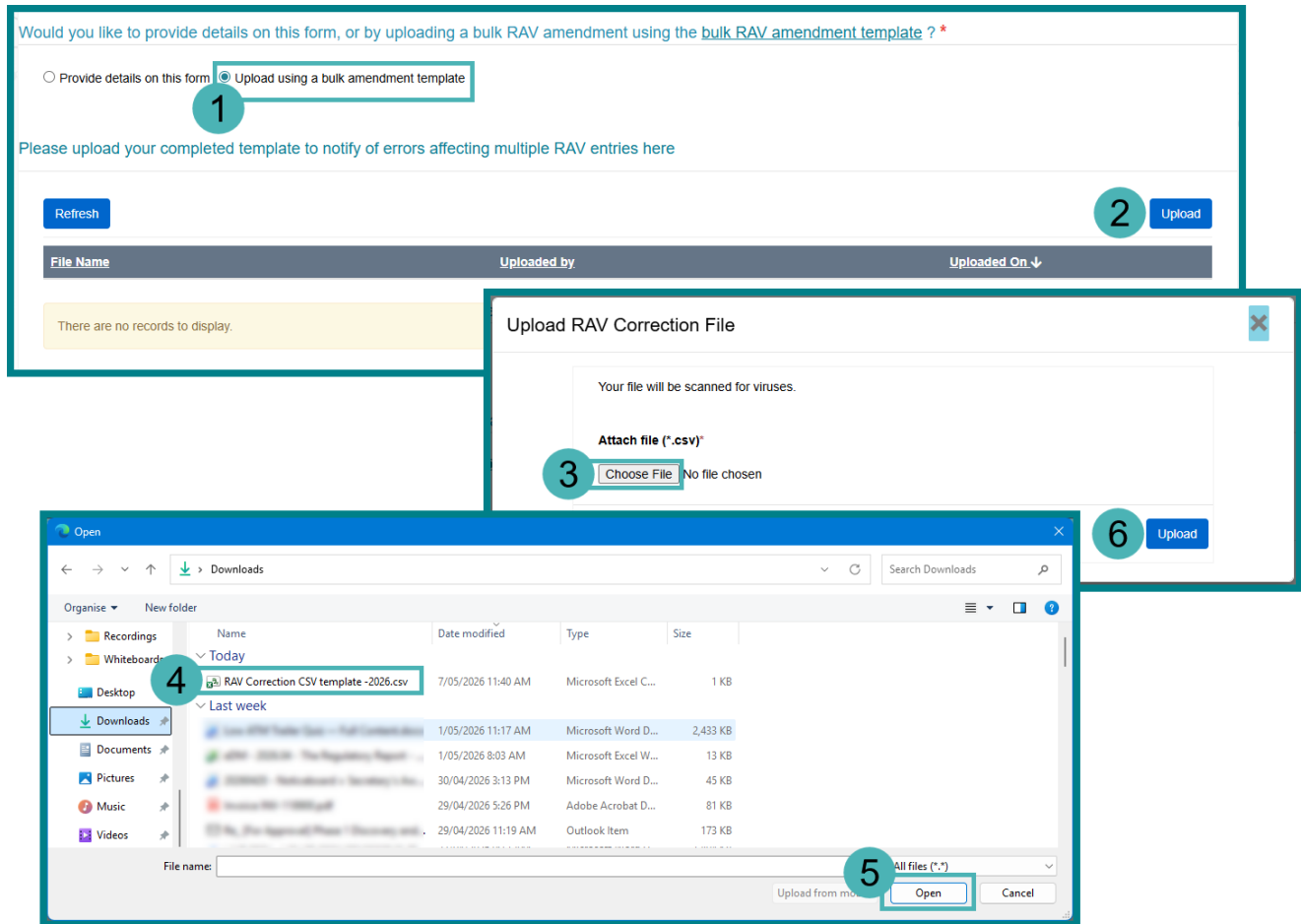
## Upload a bulk RAV corrections template

To provide the RAV error details by uploading a CSV file, ensure you have downloaded [ROVER template: Bulk RAV corrections](#). Fill in all the relevant vehicle details for the RAV entry, even if the existing information is accurate. If a field does not apply to your vehicle, or you need to remove a field value, leave the field blank. If

you need to correct the VIN, approval number or entry pathway, you will also need to enter the corrected values in columns Y, Z or AA.

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 **Upload** button.
3. Select the **Choose File** button.
4. Select the saved CSV file from your device.
5. Select the **Open** button.
6. Select the **Upload** button.
7. Next, follow the instructions on how to [Provide supporting information](#).



## Provide supporting information

To provide supporting information that **demonstrates 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 .pdf, .jpg, .png or .bmp 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. For further information and forms of evidence we require please review the [guidance note](#) available on the department's website.\*

1

Refresh

2 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.\*

Add Item

Your file will be scanned for viruses.

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

b Choose File No file chosen

4 Submit

5 Upload

Open

File Explorer: Desktop

Name	Status	Date modified	Type
Recordings			
Whiteboards			
Desktop			
Downloads			
Documents			
Pictures			
Music			

File name:  All files (\*.\*)

Upload from mobile

Open Cancel

## Check the status of a submitted RAV correction request

1. Select the **RAV** icon.
2. Select the **RAV Corrections** button.
3. In the **RAV Corrections Requests** table, you will be able to monitor the **status** of your submitted requests.

Australian Government  
Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

ROVER

RAV

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2 RAV Correction Search RAV NVES Reconciliation Report New RAV entry form Submit RAV entry file

RAV submissions

Status

Notify of an error on the RAV

RAV Correction Requests

Reference	Submitted from	Submitted to	Status	Submitted by
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3

Reference	Submitted On ↓	Status	Submitted By
RAVC-00506	11/05/2026 11:39 AM	Received	

## Check the error reason of an invalid RAV correction request

An **invalid** status means that the RAV Correction request contained one or more errors and did not pass the system validations. You will need to resubmit your RAV Correction request without errors by following the steps outlined under [Notify us of a correction](#). To check why a submitted RAV Correction request is invalid, complete the following steps.

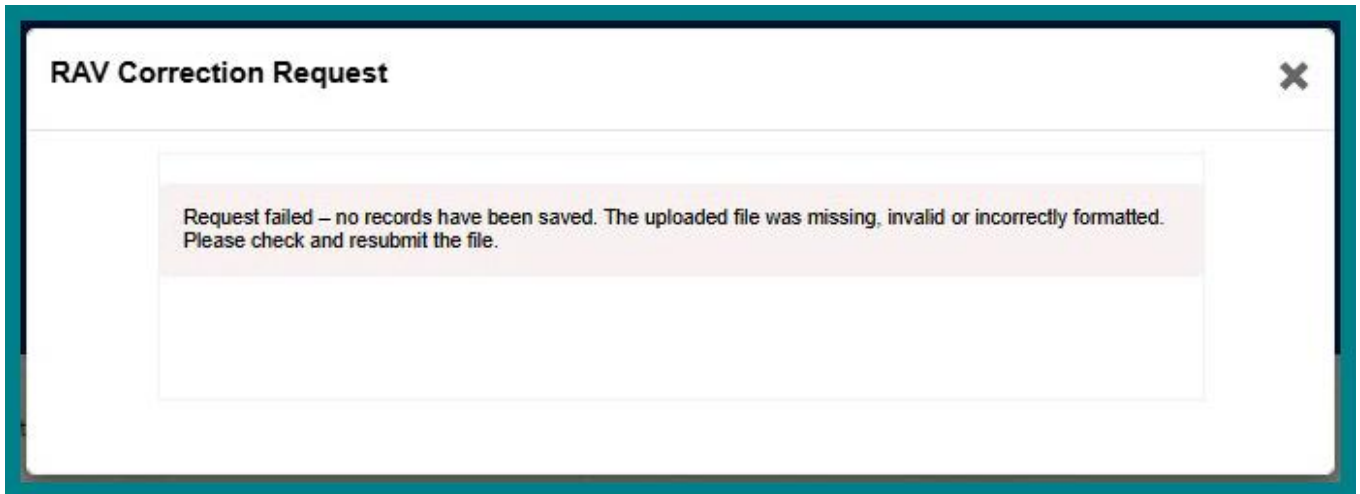
1. Select the **RAV** icon.
2. Select the **RAV Corrections** button.
3. View the error using one of the following methods:
  - a. In the **RAV Corrections Items - Errors** table, you will be able to view the individual **Error Message**.

- b. In the **RAV Corrections Requests** table, you will be able to view all errors related to a RAV Correction request. Select **Item Details** from the action menu and then select **View Error** from the action menu.

Reference	VIN	Approval Number	Entry Pathway	Error Message	Created On
RAVC-00506	6ZZZZZJSKDJF02061	CRE-000016	CONCESSIONAL - RAWS - SECOND STAGE MANUFACTURE	Motive Power must be provided for this vehicle category	11/05/2026 11:40 AM
RAVC-00506	6ZZZZZJSKDJF02061	CRE-000016	CONCESSIONAL - RAWS - SECOND STAGE MANUFACTURE	Authorised By Name Rover 9.1 AVV does not match the associated authorised vehicle verifier approval holder	11/05/2026 11:40 AM

## OFFICIAL

**Example:** What you will see if there is an issue with the file you have submitted.



## 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 corrections | Department's website](#)