



Australian Government

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



ROVER guide: How to report a safety or non-compliance issue for a road vehicle component

November 2022

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Published November 2022

How to report a safety or non-compliance issue for a road vehicle component

A vehicle safety or non-compliance report (a report) for a road vehicle component notifies the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) of potential vehicle component safety issues or alleged non-compliance with the Road Vehicle Standards (RVS) legislation.

Anyone can submit a report. You can include your contact details with a report or submit it anonymously. Reports can be submitted through [ROVER](#), the department's online applications and approvals portal.

If you **do not** have a ROVER account you can still [submit a report](#). The guide: [How to report a vehicle safety or non-compliance issue without a ROVER account](#) explains how.

Guides on how to report a potential vehicle safety concern or alleged non-compliance are also available:

- ROVER guide: [How to report a safety or non-compliance issue for a road vehicle](#)
- ROVER guide: [How to report companies or people for a vehicle safety or non-compliance issue](#)
- ROVER guide: [How to report a safety or non-compliance issue not involving people, a road vehicle or a road vehicle component](#).

Recommended browsers

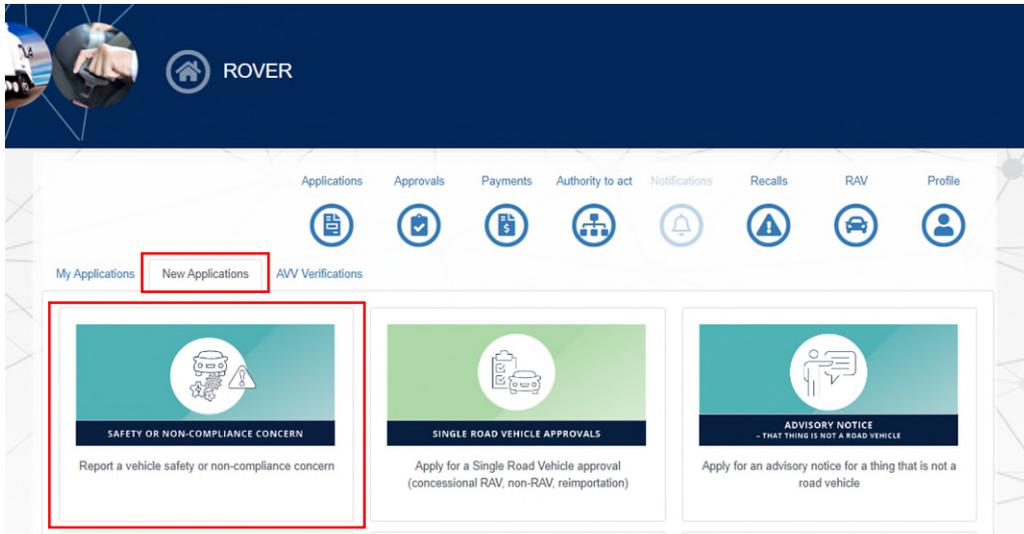
The recommended browsers to use when accessing ROVER are: Google Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are not recommended.

Note: Red asterisks * in the report are **mandatory** fields. These fields must be answered before proceeding further.

How to submit your report

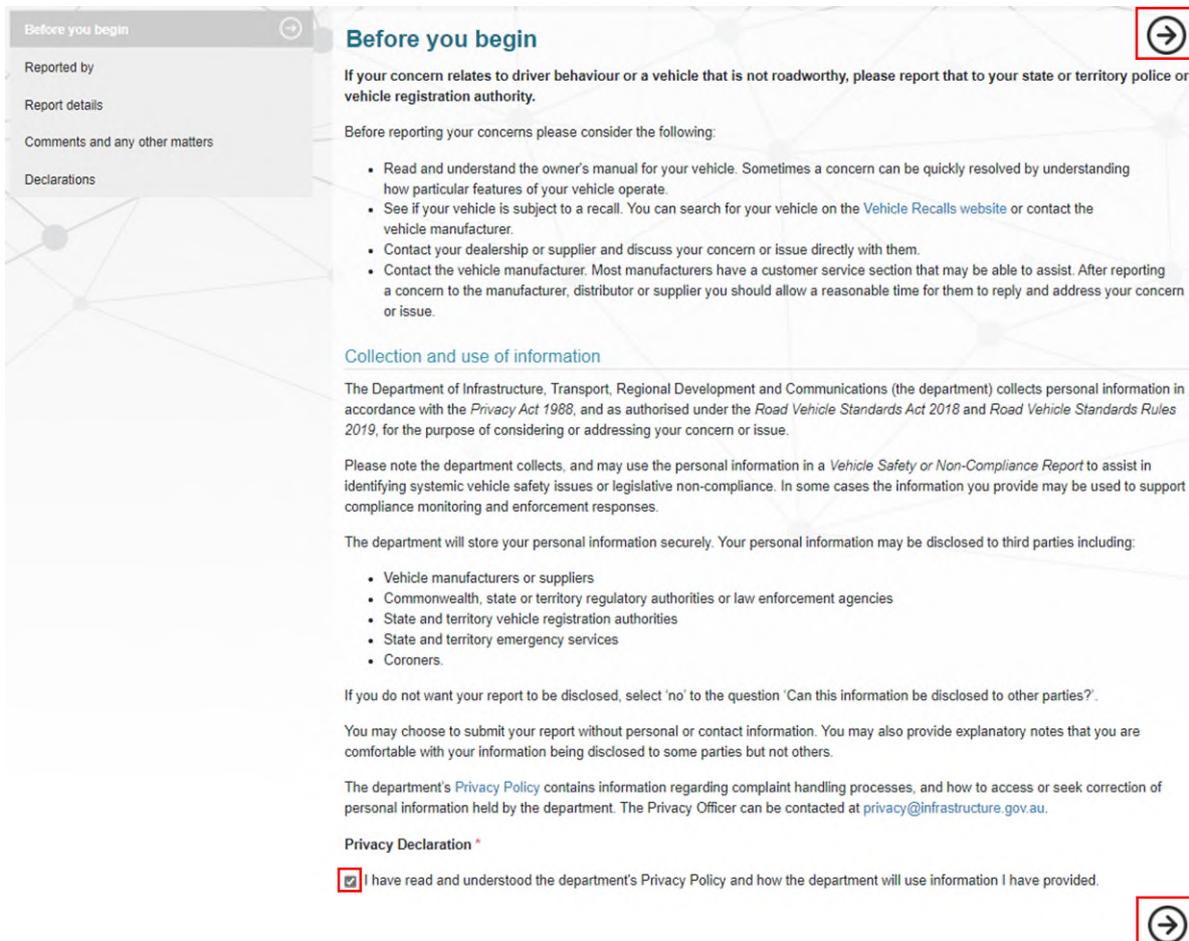
Step 1.

Sign in to ROVER and select the **New Applications** tab. Then select the **Safety or Non-Compliance Concern** icon. This will take you to the **Before you begin** page.



Step 2.

Read the **Before you begin** page. and tick the box at the bottom of the page to acknowledge that you have read and understood the **Privacy Declaration**. Click the **arrow** to go to the next page.



Step 3.

Next, select who is submitting the report. You can submit as yourself (**Myself**), as someone you represent (**Someone else I represent**), or anonymously (**I would like to report anonymously**). Instructions for each type of submission are included below.



Before you begin

Reported by

Report details

Comments and any other matters

Declarations

Reported by

Who is submitting this report? *

Myself

Someone else I represent

I would like to report anonymously

The reporter can be:

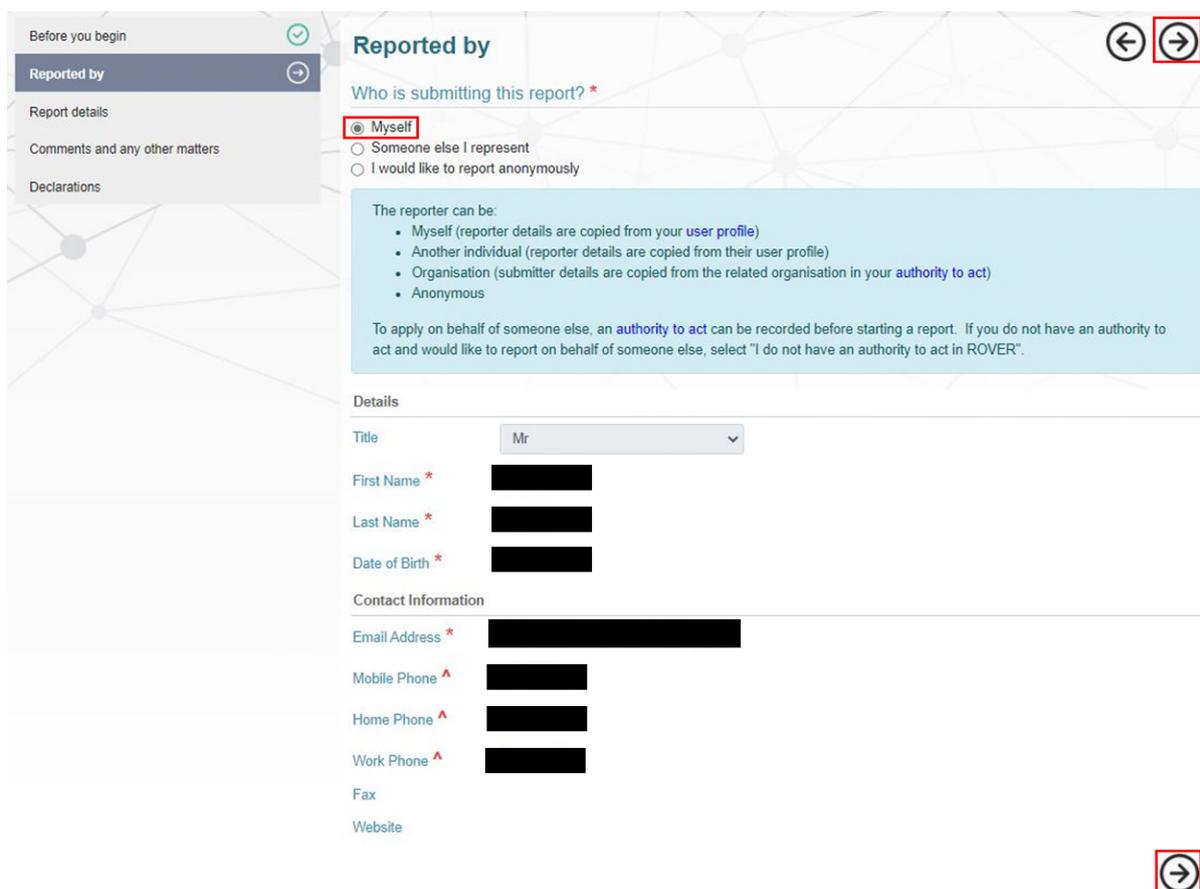
- Myself (reporter details are copied from your [user profile](#))
- Another individual (reporter details are copied from their user profile)
- Organisation (submitter details are copied from the related organisation in your [authority to act](#))
- Anonymous

To apply on behalf of someone else, an [authority to act](#) can be recorded before starting a report. If you do not have an authority to act and would like to report on behalf of someone else, select "I do not have an authority to act in ROVER".

Submitting a report as yourself

Under **Who is submitting this report?** select **Myself**. As you are signed in to your ROVER account, the form will be automatically pre-filled with your information. Click the **arrow** to go to the **Report details** page.

Now move on to [How to add Report details](#) on page 8.



Before you begin

Reported by

Report details

Comments and any other matters

Declarations

Reported by

Who is submitting this report? *

Myself

Someone else I represent

I would like to report anonymously

The reporter can be:

- Myself (reporter details are copied from your [user profile](#))
- Another individual (reporter details are copied from their user profile)
- Organisation (submitter details are copied from the related organisation in your [authority to act](#))
- Anonymous

To apply on behalf of someone else, an [authority to act](#) can be recorded before starting a report. If you do not have an authority to act and would like to report on behalf of someone else, select "I do not have an authority to act in ROVER".

Details

Title

First Name *

Last Name *

Date of Birth *

Contact Information

Email Address *

Mobile Phone ^

Home Phone ^

Work Phone ^

Fax

Website

Submitting a report on behalf of someone else

Under **Who is submitting this report?** select **Someone else I represent**.

You can submit a report on behalf of another individual or organisation you have an authority to act for. Select the individual or organisation submitting the report from the dropdown menu list of accounts you have authority to act for. ROVER will prefill their details. If you want to report on behalf of someone else but do not have an authority to act, tick the box next to **I do not have an authority to act in ROVER**.

Who is submitting this report? *

Myself

Someone else I represent

I would like to report anonymously

The reporter can be:

- Myself (reporter details are copied from your [user profile](#))
- Another individual (reporter details are copied from their user profile)
- Organisation (submitter details are copied from the related organisation in your [authority to act](#))
- Anonymous

To apply on behalf of someone else, an [authority to act](#) can be recorded before starting a report. If you do not have an authority to act and would like to report on behalf of someone else, select "I do not have an authority to act in ROVER".

Please select *

I do not have an authority to act in ROVER

Once completed, click the **arrow** to go to **Report details**.

Now move on to [How to add Report details](#) on page 8.

Before you begin

Reported by

Report details

Comments and any other matters

Declarations

Reported by

Who is submitting this report? *

Myself

Someone else I represent

I would like to report anonymously

The reporter can be:

- Myself (reporter details are copied from your [user profile](#))
- Another individual (reporter details are copied from their user profile)
- Organisation (submitter details are copied from the related organisation in your [authority to act](#))
- Anonymous

To apply on behalf of someone else, an [authority to act](#) can be recorded before starting a report. If you do not have an authority to act and would like to report on behalf of someone else, select "I do not have an authority to act in ROVER".

Please select *

ROVER Inc.

I do not have an authority to act in ROVER

Primary Contact Details

Email * ROVER@infrastructure.gov.au

Phone * 0400000000

Website

Details

Legal Entity Name ROVER Inc.

ABN

ACN

ARBN

Submitting a report anonymously

You can submit a report in ROVER without disclosing your identity.

Important: If you report anonymously, the department will not have your contact details to obtain further information. This may result in the case being closed if there is insufficient information provided.

Under **Who is submitting this report?** select **I would like to report anonymously**. You will need to provide all relevant information before submitting the report because the department will be unable to contact you.

Click the **arrow** to go to the **Report details** page.

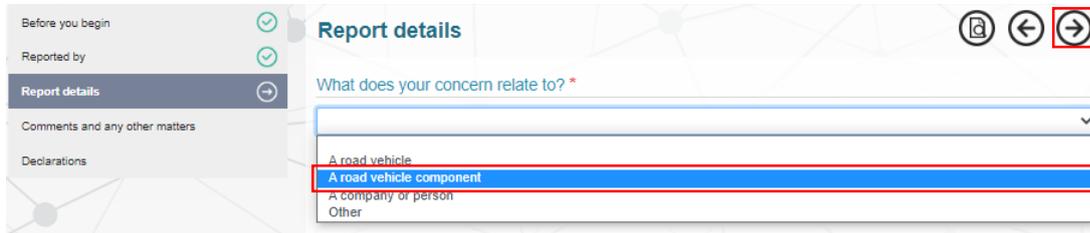


The screenshot shows a web form titled "Reported by" with a sidebar on the left containing navigation links: "Before you begin", "Reported by" (highlighted), "Report details", "Comments and any other matters", and "Declarations". The main form area has the heading "Reported by" and the question "Who is submitting this report? *". Three radio button options are listed: "Myself", "Someone else I represent", and "I would like to report anonymously" (which is selected and highlighted with a red box). Below the options is a light blue information box stating: "The applicant can be:" followed by a bulleted list: "Myself (applicant details are copied from your user profile)", "Another individual (applicant details are copied from their user profile)", and "Organisation (applicant details are copied from your authority to act)". Below this is a note: "To apply on behalf of someone else, an authority to act must be recorded before starting an application." At the bottom of the form is a yellow warning box: "If you are reporting anonymously, please provide all relevant information before submitting as we will not be able to contact you for further details." In the top right corner of the form, there are three icons: a lock, a left arrow, and a right arrow. A red box highlights the right arrow icon in the bottom right corner of the form.

How to add report details

Step 4.

Under **What does your concern relate to?**, click the dropdown menu and select **A road vehicle component** from the list.

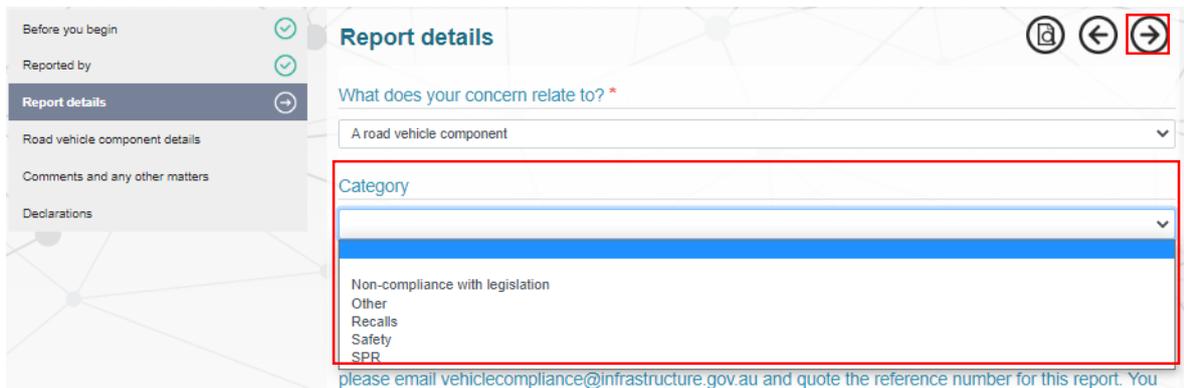


The screenshot shows the 'Report details' form. On the left is a navigation menu with 'Report details' selected. The main form area has a dropdown menu for 'What does your concern relate to? *'. The dropdown is open, showing options: 'A road vehicle', 'A road vehicle component' (highlighted in blue), 'A company or person', and 'Other'. A red box highlights the dropdown menu and the selected option.

Step 5.

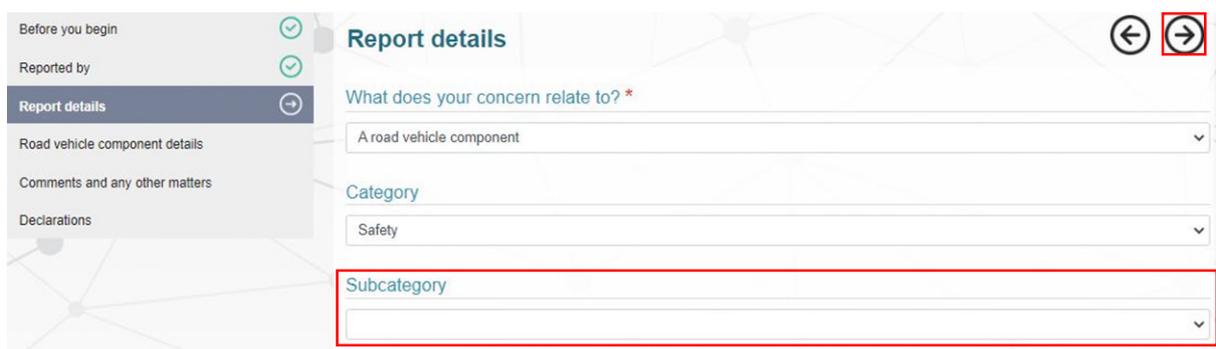
Select one of the 5 options from the **Category** dropdown menu or leave the field blank.

If you choose **Other** from the list, you will need to describe the issue your concern relates to.



The screenshot shows the 'Report details' form. The 'What does your concern relate to?' dropdown is set to 'A road vehicle component'. The 'Category' dropdown is open, showing options: 'Non-compliance with legislation' (highlighted in blue), 'Other', 'Recalls', 'Safety', and 'SPR'. A red box highlights the 'Category' dropdown menu and the selected option. Below the dropdown, there is a note: 'please email vehiclecompliance@infrastructure.gov.au and quote the reference number for this report. You

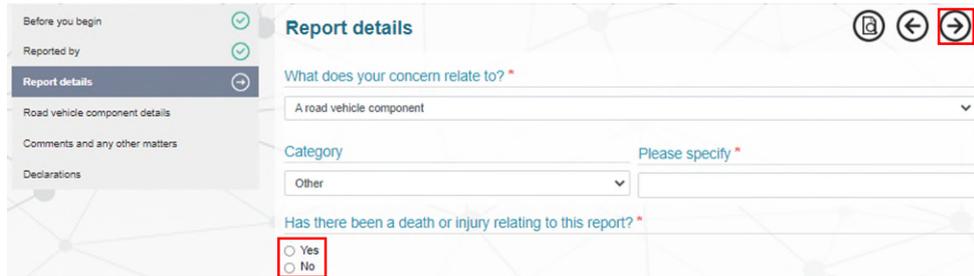
If you choose one of the 4 categories besides **Other**, you will be presented with a **Subcategory** dropdown list. You can choose a subcategory from the dropdown menu's list or leave it blank.



The screenshot shows the 'Report details' form. The 'What does your concern relate to?' dropdown is set to 'A road vehicle component'. The 'Category' dropdown is set to 'Safety'. The 'Subcategory' dropdown is open, showing a blank list. A red box highlights the 'Subcategory' dropdown menu.

Step 6

Then, under **Has there been a death or injury relating to this report?** select either **Yes** or **No** as applicable.

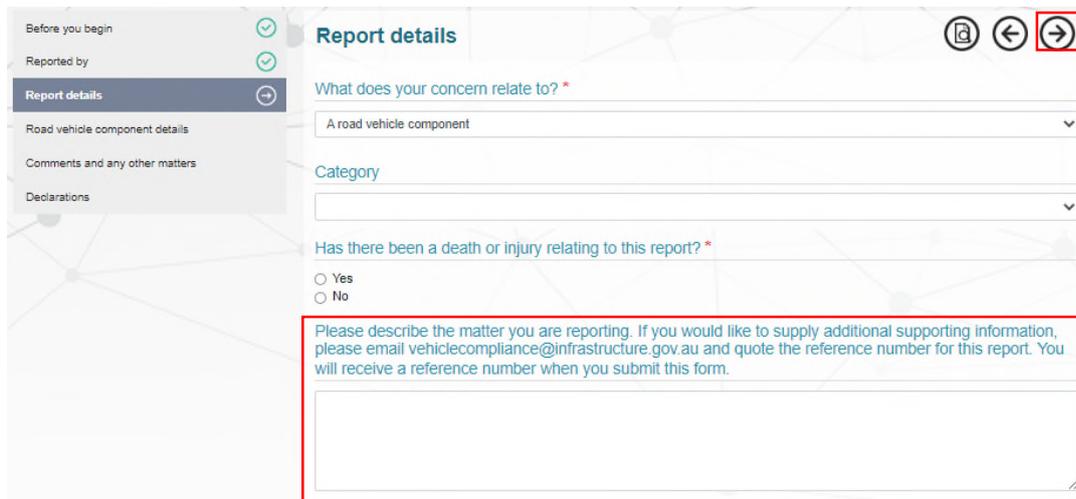


The screenshot shows the 'Report details' section of a web form. On the left is a navigation menu with items: 'Before you begin' (checked), 'Reported by' (checked), 'Report details' (active), 'Road vehicle component details', 'Comments and any other matters', and 'Declarations'. The main form area has a title 'Report details' and navigation icons (lock, back, forward). The 'What does your concern relate to?' field is set to 'A road vehicle component'. The 'Category' dropdown is set to 'Other'. The question 'Has there been a death or injury relating to this report?' is followed by two radio buttons: 'Yes' and 'No', both of which are highlighted with a red rectangular box.

Step 7

Under **Please describe the matter you are reporting**, provide a description of the matter, regardless of whether you selected yes or no in the previous step.

If you wish to provide further information, email it to vehiclecompliance@infrastructure.gov.au and quote the report's **reference number**. This reference number is provided after you have submitted the report, so you will need to send the email after completing the report.



This screenshot shows the same 'Report details' form as in Step 6. The 'Category' dropdown is now empty. The question 'Has there been a death or injury relating to this report?' is followed by 'Yes' and 'No' radio buttons. Below this is a text area for 'Please describe the matter you are reporting'. This text area contains the following text: 'Please describe the matter you are reporting. If you would like to supply additional supporting information, please email vehiclecompliance@infrastructure.gov.au and quote the reference number for this report. You will receive a reference number when you submit this form.' The text area itself is highlighted with a red rectangular box.

Step 8.

Under **Have you reported the matter to manufacturer, dealer or supplier?** select **Yes** or **No** as applicable.

If you selected **Yes**, fill out the field asking **What was the outcome?**

Report details

What does your concern relate to? *

A road vehicle component

Category

Has there been a death or injury relating to this report? *

Yes
 No

Please describe the matter you are reporting. If you would like to supply additional supporting information, please email vehiclecompliance@infrastructure.gov.au and quote the reference number for this report. You will receive a reference number when you submit this form.

Have you reported the matter to manufacturer, dealer or supplier?

Yes
 No

What was the outcome?

Personal information is collected, used and disclosed in accordance with the Privacy Act 1988. For more information on how the department protects privacy, please see the department's [online privacy policy](#).

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.) *

Step 9.

Under **Can this information be disclosed to other parties?**, select **Yes** or **No** as applicable. Then click the **arrow** to go to the next page and fill in the road vehicle details.

Have you reported the matter to manufacturer, dealer or supplier?

Yes
 No

Personal information is collected, used and disclosed in accordance with the Privacy Act 1988. For more information on how the department protects privacy, please see the department's [online privacy policy](#).

Can this information be disclosed to other parties? (i.e. vehicle manufacturers, state authorities.) *

Yes
 No

How to add road vehicle component details

Step 10.

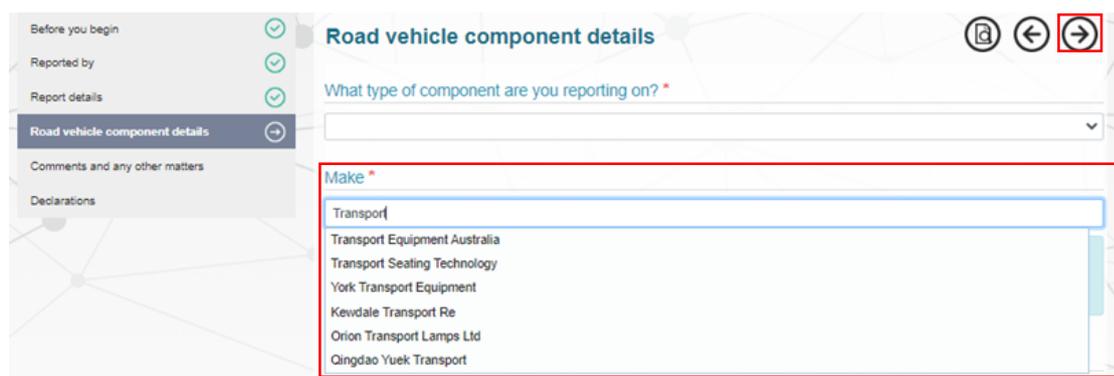
Under **What type of component are you reporting on?**, select the dropdown menu to choose one of the options. If you select **Other Component**, you will need to specify the type of vehicle component you are reporting.



The screenshot shows the 'Road vehicle component details' form. On the left is a navigation menu with items: 'Before you begin', 'Reported by', 'Report details', 'Road vehicle component details' (selected), 'Comments and any other matters', and 'Declarations'. The main form area has a title 'Road vehicle component details' and a dropdown menu labeled 'What type of component are you reporting on? *'. The dropdown is open, showing a list of options: 'Bus Chassis', 'Diesel Engine', 'Trailer Braking Component', and 'Other Component'. Below the dropdown is a light blue instruction box: 'To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.'

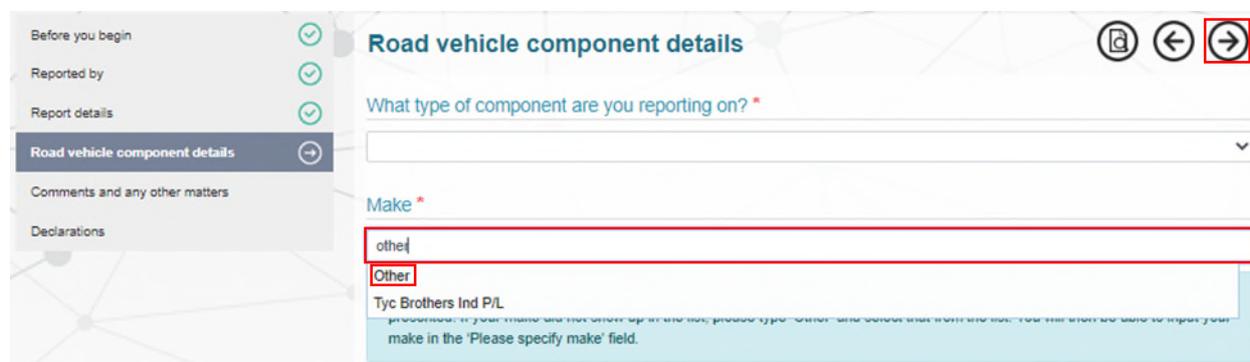
Step 11.

After selecting a component type, you must select the component make. Under **Make**, start typing in the field to see a list of component makes. Select the make of the component you are reporting from the list.



The screenshot shows the 'Road vehicle component details' form. The dropdown menu for 'What type of component are you reporting on?' is now closed. Below it is a text input field labeled 'Make *'. The field contains the text 'Transport'. A dropdown list is open below the input field, showing a list of component makes: 'Transport', 'Transport Equipment Australia', 'Transport Seating Technology', 'York Transport Equipment', 'Kewdale Transport Re', 'Orion Transport Lamps Ltd', and 'Qingdao Yuek Transport'.

Note: If your vehicle component make is not in the list, type **Other**, select that from the list, then specify the component make in the **Please specify make** field that appears.



The screenshot shows the 'Road vehicle component details' form. The 'Make *' field now contains the text 'other'. A dropdown list is open below the input field, showing a list of component makes: 'Other', 'Tyc Brothers Ind P/L', and a partially visible 'Please specify make' field. The 'Other' option is highlighted in red.

Road vehicle component details

What type of component are you reporting on? *

Make *

Please specify make *

Other

To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.

Model *

Step 12.

Next, add the component model in the **Model** field. Please note that a dropdown menu is not provided.

Road vehicle component details

What type of component are you reporting on? *

Make *

To select the Make, please start typing your make in the textbox and then select the relevant option from the alphabetical list presented. If your make did not show up in the list, please type 'Other' and select that from the list. You will then be able to input your make in the 'Please specify make' field.

Model *

Step 13.

Enter in the year the component was manufactured (e.g. 2004) and the number of the month the component was manufactured (e.g. 10 if the month is October).

Then, enter in the year the component was purchased (e.g. 2006) and the number of the month the component was purchased (e.g. 07). You can also identify whether the component is **New** or **Used** under **Was the component new or used?**

Step 14.

Type in the serial number or equivalent, for the component you are reporting under **What is the serial number or equivalent for the component?** if applicable.

After entering the serial number or details for the component, enter the component's approval number (e.g. CTA-000000) under **Approval number**. Once completed, click the **arrow** to go to the next page.

Step 15.

On the **Comments and any other matters** page, type in any comments or additional information you may have to support your report, and then click the **arrow** to go to the final page.

Step 16.

This is the final page of the report. Read the text under **Declarations**, then tick the box at the bottom of the page to acknowledge the declaration.

You can now click **Submit** to submit your report. Once submitted, a report record is created in ROVER. Each report is assigned a unique identifying reference number in the format REP-YYYY-MM-#####.

Before you begin

Reported by

Report details

Road vehicle component details

Comments and any other matters

Declarations

Declarations

By ticking the box below, I, or I on behalf of an organisation I represent, declare that the information I have provided in this *Vehicle Safety or Non-Compliance Report* form (my report) including any documents (and images) that I have provided in support of my report, are true and accurate.

I also confirm that I have not provided any false or misleading information in providing my report to the department.

I also understand that I may not be further contacted by the department in relation to my report and I acknowledge the department does not provide status updates regarding the progress (or not) of my report.

Declaration *

I declare that the content of this report is true and accurate and confirm that no false or misleading information has been provided.

Submit

Once you have submitted your report, a confirmation page with your report reference number will appear on the screen. From here, you can download a PDF copy of the report for your records. You will also be sent an email from ROVER (ROVER notification) with your reference number.

Please note: We do not provide general updates about the status of a report. If you have provided your contact details, we may contact you if we have any specific questions regarding your report.

Documents

1 File (Download All)

- Vehicle Safety or Non-Compliance Report (pdf)

Report submitted

Thank you for reporting your concerns.

Your report reference is: REP-2022-10-000247

All reports are recorded and forwarded to the relevant operational areas within the department for further consideration.

If you would like to submit any further information to the department please email vehiclecompliance@infrastructure.gov.au and include your report reference number in the email subject.

Your report may be used to assist in monitoring:

- compliance with Road Vehicle Standards (RVS) legislation,
- the performance of vehicle recalls; and
- potential systemic vehicle safety issues.

Please note we do not provide general updates about the status of our considerations regarding a report. If you have provided your contact details, we may contact you if we have any specific questions regarding your report.

For further information about how we undertake compliance and enforcement under the RVS legislation please refer to the [Compliance and Enforcement webpage](#).

For further information about vehicle recalls please refer to the [Vehicle Recalls website](#).

For issues relating to customer satisfaction, vehicle quality, warranty, repairs or durability please contact the relevant consumer protection agency in your State or Territory. Contact details for these agencies can be found on the [Australian Competition and Consumer Commission website](#).

Important: The department is not a consumer advocate and is unable to assist with disputes involving vehicle dealerships or vehicle suppliers, compensation and re-imbursement of costs related to issues with your vehicle.

Further information

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

Quick links

- [ROVER portal](#)
- [ROVER resources](#)
- ROVER guide: [How to report a safety or non-compliance issue for a road vehicle](#)
- ROVER guide: [How to report companies or people for a vehicle safety or non-compliance issue](#)
- ROVER guide: [How to report a safety or non-compliance issue not involving people, a road vehicle or a road vehicle component](#).
- [How to report a vehicle safety or non-compliance issue without a ROVER account](#).