



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

November 2022

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

A vehicle safety or non-compliance report (a report) for a road vehicle notifies the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) of potential vehicle 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 component](#)
- 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

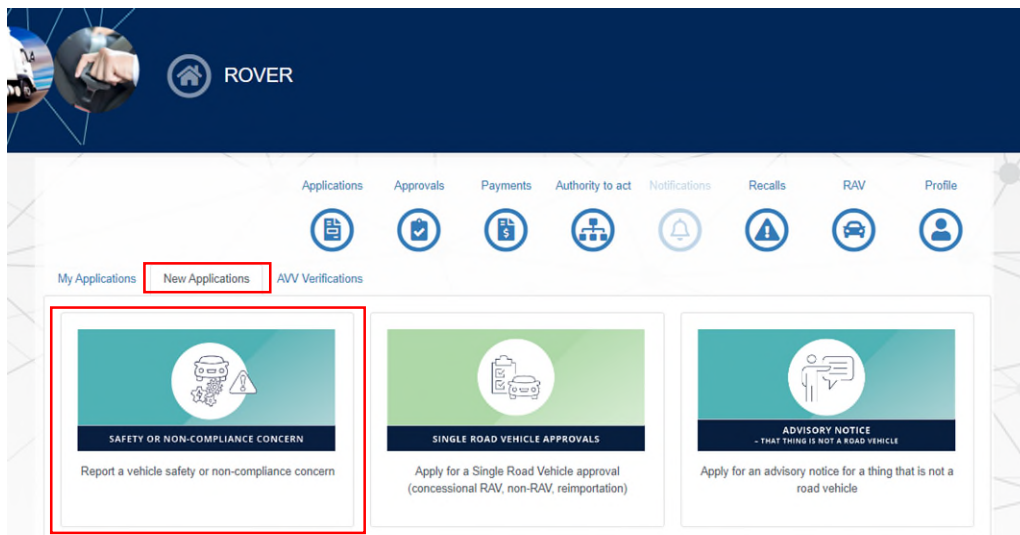
The recommended browsers to use when accessing ROVER are: Google Chrome, Firefox or Microsoft Edge. Internet Explorer and Safari are **not** recommended.

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.

A screenshot of the 'Before you begin' page in the ROVER application. On the left, a sidebar menu has 'Before you begin' selected. The main content area is titled 'Before you begin' and contains instructions on how to report a concern. At the bottom, there is a 'Privacy Declaration' section with a checkbox that is checked, indicating the user has read and understood the policy. A red box highlights the 'arrow' button in the top right corner of the page, which is used to proceed to the next step.

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 below.

The screenshot shows the 'Reported by' step of a reporting process. On the left is a sidebar with a progress indicator and a list of steps: 'Before you begin' (checked), 'Reported by' (active), 'Report details', 'Comments and any other matters', and 'Declarations'. The main area is titled 'Reported by' and contains the question 'Who is submitting this report? *' with three radio button options: 'Myself', 'Someone else I represent', and 'I would like to report anonymously'. Below these options is a light blue box titled 'The reporter can be:' containing a bulleted list: '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)', and 'Anonymous'. A paragraph below the list explains that an 'authority to act' can be recorded before starting a report, and if not, the user should select 'I do not have an authority to act in ROVER'. Navigation arrows are visible in the top right and bottom right corners.

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.

The screenshot shows the 'Report details' step of the reporting process. The sidebar on the left is the same as in the previous step. The main area is titled 'Reported by' and shows the 'Myself' option selected. Below the options is the same light blue box explaining the reporting options. A red box highlights the 'Details' section, which contains a form with the following fields: 'Title' (a dropdown menu showing 'Mr'), 'First Name *', 'Last Name *', 'Date of Birth *', 'Contact Information' (a section header), 'Email Address *', 'Mobile Phone ^', 'Home Phone ^', 'Work Phone ^', 'Fax', and 'Website'. Navigation arrows are visible in the top right and bottom right corners.

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 the form with 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 either **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".

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.

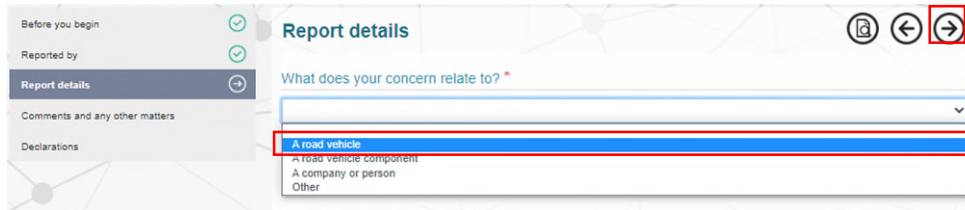
Click the **arrow** to go to the **Report details** page.

The screenshot shows the 'Reported by' section of the ROVER interface. On the left is a sidebar with a progress indicator and a list of steps: 'Before you begin' (checked), 'Reported by' (active), 'Report details', 'Comments and any other matters', and 'Declarations'. The main content area is titled 'Reported by' and contains the question 'Who is submitting this report? *'. There are three radio button options: 'Myself', 'Someone else I represent', and 'I would like to report anonymously' (which is selected and highlighted with a red box). Below these options is a light blue box explaining that the applicant can be 'Myself', 'Another individual', or an 'Organisation', with details copied from the user profile or authority to act. A note states that an 'authority to act' must be recorded if applying on behalf of someone else. At the bottom, a yellow box advises providing all relevant information for anonymous reports. Navigation icons are visible: a lock icon, a back arrow, and a forward arrow (highlighted with a red box) in the top right, and another forward arrow (highlighted with a red box) at the bottom right.

How to add report details

Step 4.

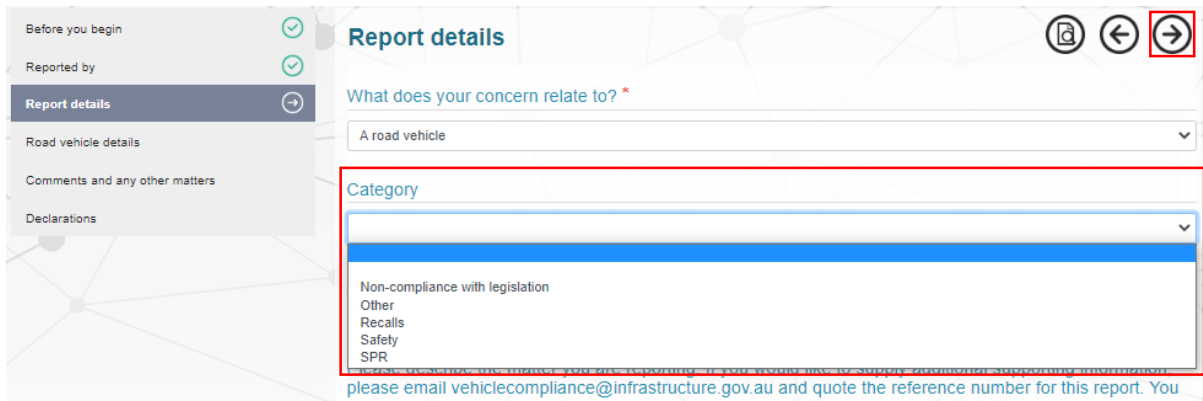
Under **What does your concern relate to?** click the dropdown menu and select **A road vehicle** from the list. The form will expand.



The screenshot shows the 'Report details' section of a form. On the left is a sidebar with steps: 'Before you begin', 'Reported by', 'Report details' (highlighted), 'Comments and any other matters', and 'Declarations'. The main area has the title 'Report details' and a question 'What does your concern relate to? *'. Below the question is a dropdown menu that is expanded, showing options: 'A road vehicle' (highlighted in blue), 'A road vehicle component', 'A company or person', and 'Other'. Navigation icons (back, forward, search) are visible at the top right.

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.



This screenshot shows the 'Report details' form after the first dropdown has been filled. The 'What does your concern relate to?' dropdown now shows 'A road vehicle'. Below it, the 'Category' dropdown is expanded, showing options: 'Non-compliance with legislation' (highlighted in blue), 'Other', 'Recalls', 'Safety', and 'SPR'. A red box highlights the 'Category' dropdown menu. At the bottom, 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 other categories, a **Subcategory** dropdown menu will appear. You can choose a subcategory from the dropdown menu's list or leave it blank.



This screenshot shows the 'Report details' form with the 'Category' dropdown set to 'Non-compliance with legislation'. Below it, a 'Subcategory' dropdown menu is visible and highlighted with a red box. The 'Subcategory' dropdown is currently empty. The 'What does your concern relate to?' dropdown remains set to 'A road vehicle'.

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 form. On the left is a sidebar with steps: 'Before you begin', 'Reported by', 'Report details' (highlighted), 'Road vehicle details', 'Comments and any other matters', and 'Declarations'. The main form area has the title 'Report details' and navigation icons. It contains the following fields: 'What does your concern relate to?' with a dropdown menu showing 'A road vehicle'; 'Category' with a dropdown menu showing 'Other' and a 'Please specify' text box; and 'Has there been a death or injury relating to this report?' with radio buttons for 'Yes' (selected) and 'No'. The 'Yes' radio button is highlighted with a red 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.

The screenshot shows the 'Report details' section of a form, continuing from Step 6. The sidebar and form title are the same. The 'What does your concern relate to?' dropdown still shows 'A road vehicle'. The 'Category' dropdown is now empty. The 'Has there been a death or injury relating to this report?' section shows both 'Yes' and 'No' radio buttons as unselected. Below this is a large text area for 'Please describe the matter you are reporting'. The text inside this area reads: '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 entire text area is highlighted with a red 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?** and click the **arrow** to move to the next page.

Before you begin ✓

Reported by ✓

Report details →

Road vehicle details

Comments and any other matters

Declarations

Report details

What does your concern relate to? *

A road vehicle

Category Please specify *

Other

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](#).

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 **Road vehicle details** page.

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

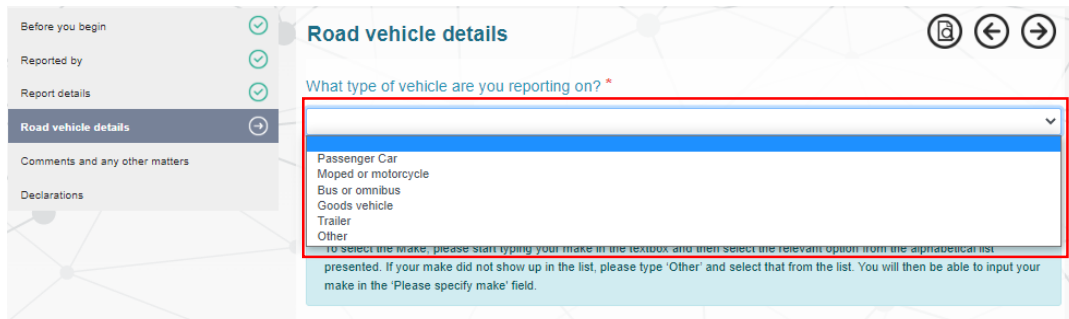
☐ No

Next

How to add road vehicle details

Step 10.

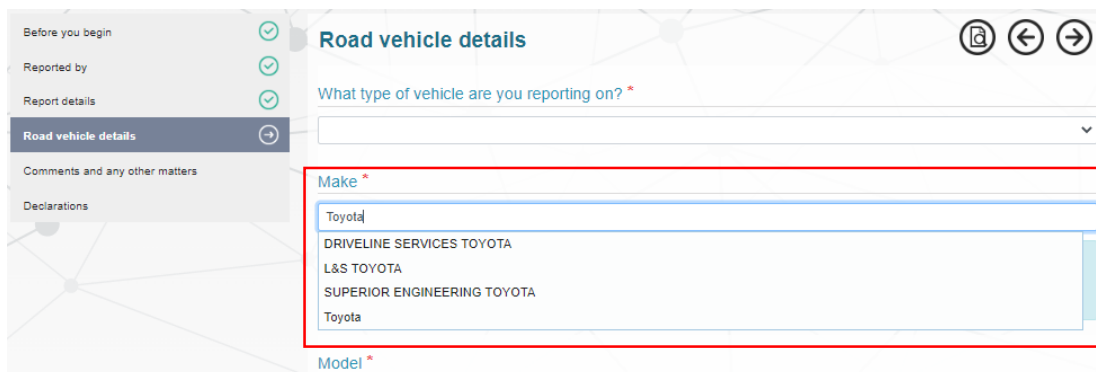
Under **What type of vehicle are you reporting on?**, select one of the options in the dropdown menu. If you select **Other**, you will need to specify the type of vehicle you are reporting.



The screenshot shows the 'Road vehicle details' form. On the left is a sidebar with steps: 'Before you begin', 'Reported by', 'Report details', 'Road vehicle details' (highlighted), 'Comments and any other matters', and 'Declarations'. The main form area has the title 'Road vehicle details' and a question 'What type of vehicle are you reporting on? *'. A dropdown menu is open, showing options: 'Passenger Car', 'Moped or motorcycle', 'Bus or omnibus', 'Goods vehicle', 'Trailer', and 'Other'. Below the dropdown, a note states: '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.'

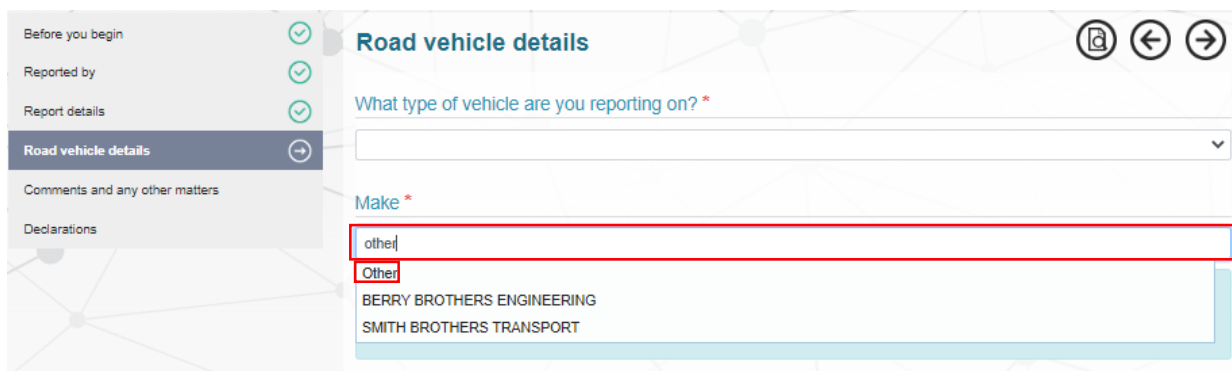
Step 11.

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



The screenshot shows the 'Road vehicle details' form. The 'What type of vehicle are you reporting on?' dropdown is now closed. The 'Make *' field is active, and a dropdown menu is open showing a list of makes: 'Toyota', 'DRIVELINE SERVICES TOYOTA', 'L&S TOYOTA', 'SUPERIOR ENGINEERING TOYOTA', and 'Toyota'. The 'Model *' field is visible below the 'Make' field.

Please note: If your vehicle make is not in the list, start to type **Other** and select it. Then add the vehicle make in the **Please specify make** field that appears.



The screenshot shows the 'Road vehicle details' form. The 'Make *' field is active, and a dropdown menu is open showing a list of makes: 'other', 'Other', 'BERRY BROTHERS ENGINEERING', and 'SMITH BROTHERS TRANSPORT'. The 'other' option is highlighted, and the 'Other' option is also visible.

Road vehicle details

What type of vehicle are you reporting on? *

Make *

Please specify 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 12.

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

Road vehicle details

What type of vehicle 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.

Under **Variant**, enter the vehicle's variant if applicable, and the vehicle's seating capacity (e.g. 5) under **Seating capacity**.

Road vehicle details

What type of vehicle 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 *

Variant

Seating capacity

When was the vehicle manufactured?

Step 14.

Enter in the year the vehicle was manufactured (e.g. 2004) and the month the vehicle was manufactured in numerals (e.g. 10 for October).

Then, enter in the year the vehicle was purchased (e.g. 2006) and the month the vehicle was purchased (e.g. 07 for July).

You can also indicate whether the vehicle is **New** or **Used** under **Was the vehicle new or used?**

Before you begin

Reported by

Report details

Road vehicle details

Comments and any other matters

Declarations

Road vehicle details

What type of vehicle 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 *

Variant

Seating capacity

When was the vehicle manufactured?

Year Month

When was the vehicle purchased?

Year Month

Was the vehicle new or used?

☐ New

☐ Used

Please provide either the VIN or the chassis number for the vehicle.

VIN Chassis number

Step 15.

Type in either the Vehicle Identification Number (VIN) for the vehicle you are reporting in the **VIN** field or the vehicle's chassis number in the **Chassis number** field as applicable.

Next, enter in the vehicle's approval number (e.g. VTA-000000) under **Approval number**. You do not need to enter an approval number for a **Trailer** vehicle type.

Was the vehicle new or used?

☐ New

☐ Used

Please provide either the VIN or the chassis number for the vehicle.

VIN Chassis number

Approval number e.g. VTA-000000

This may be an RVSA approval (e.g. vehicle type approval, concessional RAV entry approval, non-RAV entry import approval) or an MVSA approval (e.g. identification plate approval, used import approval). For RVSA approvals, please include the approval type prefix before the unique number, e.g. VTA-000000

Step 16.

Under **Fuel type**, select the fuel type for the vehicle you are reporting from the dropdown menu. If you cannot find the correct fuel type, select **OTHER**. A **Please specify** free text field will appear next to the **Fuel type** field for you to enter the details.

This may be an RVSA approval (e.g. vehicle type approval, concessional RAV entry approval, non-RAV entry import approval) or an MVSA approval (e.g. identification plate approval, used import approval). For RVSA approvals, please include the approval type prefix before the unique number, e.g. VTA-000000

Fuel type

- Petrol
- Diesel
- LPG
- NG
- Petrol/LPG
- Petrol/NG
- Petrol/Ethanol (E86)
- OTHER: enter details in remarks (O)

Step 17.

Under **Transmission type**, select the transmission type of the vehicle you are reporting, or select **Other** if your vehicle's transmission type is not included in the dropdown menu options.

Fuel type

Transmission type

- Manual (M)
- Manual All WD (MAWD)
- Automatic (A)
- Automatic All WD (AAWD)
- Semi-Automatic (SA)
- Semi-Automatic All WD (SAWD)
- Continuously Variable Transmission (CVT)
- Continuously Variable Transmission AWD (CVTAWD)
- Other

Step 18.

Under **Gross Vehicle Mass (GVM) (kg)** enter the gross vehicle mass of the vehicle you are reporting in kilograms.

However, if you are submitting a report for a **Trailer**, you will need to enter the **Gross Trailer Mass (GTM) (kg)** and **Aggregate Trailer Mass (ATM) (kg)** instead (see second image below).

Once completed, select the **arrow** to go to the next page.

Was the vehicle new or used?

☐ New

☐ Used

Please provide either the VIN or the chassis number for the vehicle.

VIN Chassis number

Gross Trailer Mass (GTM) (kg) ⓘ

Aggregate Trailer Mass (ATM) (kg) ⓘ

➔

Step 19.

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

Before you begin ✓

Reported by ✓

Report details ✓

Road vehicle details ✓

Comments and any other matters →

Declarations ✓

Comments and any other matters

Please provide any comments or additional information to support your report below. 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.

→

Step 20.

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 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 automated email with your reference number.

Please note: We do not provide general updates about the status of reports. 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 on ROVER, please visit [ROVER resources](#) 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 component](#)
- 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](#).