



## Dealing with VIN and Chassis identifier discrepancies

It is not uncommon for a discrepancy to be found between the VIN or Chassis identifier [number] recorded by the LVV Certifier on form FS001 and that existing in LTNZ registration data for the vehicle concerned.

As the display of a Certification Plate containing a different identifier to that shown on the vehicle would result in an invalid certification, it has been LTNZ's practice to request that the Certifier recheck the FS001 entry against the vehicle concerned prior to the Plate being engraved.

The inevitable result is considerable delay in the return of the Plate to the Certifier and unnecessary inconvenience all round, particularly when the error is eventually found to be in LANDATA.

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In the course of discussions on how to minimise delays in Plate supply, LTNZ and LVVTA have agreed that there should be a change to procedure in this area. The following procedure will apply for future certifications.

1. LTNZ will check all VIN or chassis identifiers recorded on FS001 against LANDATA records.
2. Where a discrepancy is found, LTNZ will engrave the Certification Plate with the identifier shown on the FS001 and return the Plate to the Certifier, together with a note informing them of the discrepancy.
3. In the course of checking the Plate data [as Certifiers are requested to do prior to fixing any Plate to a LVV], Certifiers need to make quite sure that the VIN or chassis identifier on the Plate is valid.
4. If the identifier on the Plate does not match that on the vehicle, the Plate must not be attached. It must be returned to LTNZ for re-issue. The fitting of an incorrect plate is illegal and of course makes the certification invalid.
5. If the data has been incorrectly recorded on the FS001 in the first instance, then the cost of Plate re-issue is with the Certifier. If error is the result of incorrect engraving, then LTNZ will re-issue the Plate free of charge.
6. If LANDATA contains the invalid information, please request the vehicle owner to contact the **Transport Registry Centre on 0800-80-45-80** to correct the discrepancy. This will avoid probable future delays for them in re-licensing or obtaining a WOF.

We are confident that this new procedure will help to improve our service to our customers.

Glenn Johnston

PO Box 75-790 Manurewa Auckland New Zealand

phone 64 9 268 9550

fax 64 9 268 9552

Office - 6 Hill Road Manurewa Auckland

E-mail [adminlvvta@xtra.co.nz](mailto:adminlvvta@xtra.co.nz)

**Executive Officer**