



## Approval Record

<b>Signed in accordance with clause 1.3(5) of the <i>Low Volume Vehicle Code</i> of LVVTA, on ..... by:</b>			
New Zealand Transport Agency		Low Volume Vehicle Technical Association	
Name	Signature	Name	Signature
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## Amendment Record

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Note 1	The first ten amendment processes to the LVV ORS (Amendment #s 1-10), carried out between August 2003 and June 2017, were made to the complete ORS document. From Amendment # 11 (which is Version 12, issued 10 September 2025), amendments are carried out to individual chapters.		
Note 2	Text highlighted in grey shows amendments that have been made subsequent to the previous version of this chapter, and a grey vertical stroke to the left of the text denotes important new or changed information (which may include information which has been removed).		

## About the LVV Operating Requirements Schedule

The LVV Operating Requirements Schedule (LVV ORS), and its sub-set of LVV ORS chapters (the chapters) set out the operational systems and processes which enables the LVV certification system to function effectively. Whereas the *Low Volume Vehicle Code* provides the legal platform upon which the LVV certification system operates, the LVV ORS provides robust operational systems and processes to ensure that LVV certification outcomes are consistent, fair, transparent, and of a high quality.

## Author, Publisher, & Owner

This chapter is authored, published, and owned by the Low Volume Vehicle Technical Association Incorporated (LVVTA). LVVTA is an incorporated society established in 1992, that represents a group of specialist automotive organisations (in turn representing approximately 150,000 members) who are dedicated to ensuring that vehicles, when scratch-built or modified, meet the highest practicable safety standards.

The information in this chapter has stemmed from work undertaken by LVVTA founding member organisations that commenced in 1989 and has been progressively developed as an integral part of the New Zealand Government’s land transport regulatory system, by agreement and in consultation with the New Zealand Transport Agency (NZTA).

As a result, the considerable experience in specialist certification management built up by LVVTA and the specialist automotive member groups over the past several decades can be of benefit to members of the New Zealand public who also wish to build or modify motor vehicles.

LVVTA's contact details are:

- Phone: +(00) 64 4 238 4343
- Email: [info@lvvta.org.nz](mailto:info@lvvta.org.nz)
- Postal address: P. O. Box 50-600, Porirua 5240, Wellington, New Zealand
- Website: [www.lvvta.org.nz](http://www.lvvta.org.nz)

## Availability & Current Version

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Note that printed copies of this chapter, like any other printed LVVTA documents, may have been superseded by a later version and become out of date.

Therefore, this and all other LVVTA documents should not be relied upon without first ensuring that the version number (on the right-hand side of the header above) is the current version – please visit the LVV ORS area of [www.lvvta.org.nz](http://www.lvvta.org.nz) to check that this chapter is in fact the latest version.

## User's Feedback

This chapter is constantly undergoing an evolutionary development process in order to keep pace with changing trends and technology. To assist in this, LVVTA invites users of the chapter to engage in an ongoing consultation process with us by making submissions for any changes, additions, or clarifications which might improve the chapter, at any time.

Any submissions made via this rolling consultation process will be thoroughly considered, and incorporated, where appropriate, at the next available amendment opportunity.

Submissions should be made to [submission@lvvta.org.nz](mailto:submission@lvvta.org.nz), with the name of this chapter in the Subject line.

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## Contents

Subject		Page #
<b>Purpose of this Chapter</b>		<b>5</b>
<b>Section 1 – Principles of Error Recording and Reporting</b>		<b>5</b>
1.1	Introduction	5
1.2	Recording Errors	5
1.3	Reporting Errors	6
1.4	Positive effect of LVV CPRs	6
<b>Section 2 – Error Reports</b>		<b>6</b>
2.1	Introduction	6
2.2	Identifying and recording an Error	7
2.3	Breakdown of Error types	7

2.4	Determining Error type	7
2.5	Application of Errors	8
2.6	Recording time when processing Error Reports	9
<b>Section 3 – Error Report Summaries</b>		<b>9</b>
3.1	Introduction	9
3.2	Monthly Error Report Summaries	9
3.3	Weighting and points conversion	9
3.4	Annual Error Report Summaries	10
3.5	Notification to LVV Certifiers	10
<b>Section 4 – Customer Complaints</b>		<b>10</b>
4.1	Introduction	10
4.2	Resolving customer complaints	11
4.3	Recording customer complaints	11
<b>Section 5 – Error Reporting to NZTA</b>		<b>11</b>
5.1	Introduction	11
5.2	LVV Certifier Performance Report	12
<b>Terms &amp; Definitions for Chapter 11</b>		<b>13</b>
<b>APPENDIX 1 – SAMPLE LVV CERTIFIER PERFORMANCE REPORT</b>		<b>15</b>

# Chapter 11:

## LVV Certifier Error Recording & Reporting

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### Purpose of this Chapter

The purpose of this LVV Operating Requirements Schedule chapter (the chapter) is to explain LVVTA's 'Error Recording' and 'Error Reporting' processes, in relation to the 'LVV File Review system' (otherwise known as desk-top auditing) which occurs prior to the activation of the LVV Electronic Data Plate (LVV EDP) fitted to a vehicle which has been LVV certified.

This chapter should be read in conjunction with *LVV ORS Chapter 9: Submission of LVV Certification Files*, *LVV ORS Chapter 10: LVV File Review System*, and *LVV ORS Chapter 12: LVV Certification Plates & Labels*.

*Italics* are used throughout this chapter when referencing 'external documents' that are not part of this chapter.

### Section 1 Principles of Error Recording and Reporting

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#### 1.1 Introduction

*LVV ORS Chapter 10: LVV File Review System* explains the desk-top auditing process (applied to the *LVV Certification Files* received from the LVV Certifiers) which is used to provide everyday-oversight of the decisions of the LVV Certifiers, and explains how LVVTA supports the LVV Certifiers through the associated coaching which goes hand-in-hand with the LVV File Review system.

The information gained through the application of the LVV File Review system has led to the establishment of 'Error Recording' and 'Error Reporting' systems.

If an LVV Certifier fails to meet a technical or operational requirement, this is referred to as an 'Error'. The Error Recording system, which has been in operation since 2010, records any Errors found within an *LVV Certification File* submitted by an LVV Certifier.

This system enables the tracking and measuring of each LVV Certifier's performance, from the perspective of a stand-alone performance, and also the LVV Certifier's performance in relation to other LVV Certifiers.

An associated Error Reporting system has been developed as a means of keeping the New Zealand Transport Agency (NZTA) informed of the performance of all LVV Certifiers.

There are four different types of Errors; 'Procedural', 'Technical Low', 'Technical Medium', and 'Technical High'. As the terms imply, some Errors are more serious than other Errors, and as with common sense and common law, some mistakes matter more than others.

#### 1.2 Recording Errors

LVVTA records any Errors made by an LVV Certifier within an 'Error Report', and then the information from each Error Report is transferred into a '*Monthly Error Report Summary*'.

As part of the *Monthly Error Report Summary*, LVVTA formally notifies an LVV Certifier if an Error is recorded against them. In each case, the LVV Certifier is made aware of what the Error is, why it has been recorded, and is provided with the opportunity to discuss the matter with the LVVTA Certifier Support Officer and present their point of view if they disagree that an Error should be recorded.

An important part of the process is for LVVTA to work with the LVV Certifier in resolving the issue and upskilling the LVV Certifier for the future via ‘coaching’, as explained in *LVV ORS Chapter 10: LVV File Review System*.

### 1.3 Reporting Errors

The accumulating information from the *Monthly Error Report Summaries* track the performance progress of each LVV Certifier across a 12-month period, which, in turn, is collated each month into an LVVTA document called the ‘*LVV Certifier Performance Report*’ – or ‘*LVV CPR*’, as a relevant acronym for ensuring the health of the LVV certification system.

The *LVV CPR* is provided to NZTA every month, so that NZTA can maintain confidence that the LVV Certifiers are collectively working well, or where problems exist, NZTA can be made aware of such problems at an early stage.

### 1.4 Positive effect of LVV CPRs

The concept of recording Errors might sound like a negative process, but it can have quite the opposite effect. Certainly, if an LVV Certifier continues to make mistakes and doesn’t learn from LVVTA’s coaching process, or deliberately and knowingly chooses to LVV certify vehicles that are unsafe or non-compliant, the Error Recording & Reporting system will accumulate evidence against the LVV Certifier which NZTA will act upon.

Conversely however, the Error Recording & Reporting system can be a very effective tool in protecting an LVV Certifier who generally performs well.

LVVTA and NZTA recognise that as human beings, anyone can have a bad day now and then. If an LVV Certifier who normally performs well comes into question as a result of a mistake that might be made, the *Monthly Error Report Summary* will graphically and objectively demonstrate that, rather than being a poor-performing LVV Certifier, it’s likely a case of a good LVV Certifier having a bad day.

LVVTA’s processes also record and summarise complaints made to LVVTA about the performance of an LVV Certifier (usually in relation to service provision) by members of the public, and report on this aspect of LVV Certifier performance to NZTA.

## Section 2 Error Reports

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### 2.1 Introduction

By agreement between LVVTA and NZTA, LVVTA will keep records of any instances where an LVV Certifier has failed to meet a technical or procedural requirement identified during an LVV File Review, known as ‘Error Recording’. LVV File Reviews are explained in *LVV ORS Chapter 10: LVV File Review System*.

Procedural Errors relate to filling out paperwork or following procedures, and are not usually safety related. On their own, they would not require any remedial work to the vehicle being LVV certified.

However, over time, if Procedural Errors are shown to be disproportionate to the number of LVV certifications carried out by the LVV Certifier, this will need to be resolved.

A Technical Error may, depending on the Error type, have an effect on vehicle safety, and is a more serious type of Error.

An internal file is kept for each LVV Certifier, within which each Procedural Error or Technical Error identified is recorded, known as an Error Report.

## 2.2 Identifying and recording an Error

- 2.2(1) An LVV certification Error occurs when an LVV Certifier fails to meet a specified technical or procedural requirement, or has made a poor decision during an LVV certification inspection.
- 2.2(2) Information which enables LVVTA to identify that an Error has been made by an LVV Certifier may come from either:
- (a) LVVTA carrying out an Administrative File Review or a Technical File Review of an *LVV Certification File*; or
  - (b) by other sources of information such as from an NZTA Certification Officer or a customer complaint to LVVTA or to NZTA.
- 2.2(3) If LVVTA identifies that an LVV Certifier has made an Error, an Error Report will be opened, which will record all relevant information relating to the Error.

## 2.3 Breakdown of Error types

- 2.3(1) An Error identified during an LVV File Review of an *LVV Certification File* provided by an LVV Certifier, or via other means, will be categorised as either:
- (a) a 'Procedural Error', which is where an LVV Certifier has failed to submit a required *LVV Base Form* or *LVV Inspection Form-set*, or where an LVV Certifier has failed to identify a modification (see Notes 1 and 2 below); or
  - (b) a 'Technical Low Error', which is where a technical requirement has not been met, however, this will be unlikely to cause an accident or make the outcome of an accident worse; or
  - (c) a 'Technical Medium Error', which is where a technical requirement has not been met and may worsen the outcome of an accident, or where a safety-related requirement has not been met but is unlikely to cause a sudden and complete failure and will take some time, certain circumstances, fatigue, or loading to contribute to or cause a failure; or
  - (d) a 'Technical High Error', which is where a critical safety-related technical requirement has not been met, and may cause a sudden and complete failure which could cause a loss of directional control or braking control.

Note 1 A Procedural Error may, where an LVV Certifier has failed to identify a modification, be escalated to a Low, Medium, or High Technical Error, if there is a risk to vehicle safety as a result of not identifying the modification.

Note 2 A Procedural Error may be escalated to a Technical Low Error if the same Procedural Error is repeatedly made despite coaching by LVVTA.

## 2.4 Determining Error type

- 2.4(1) LVVTA has developed over time, a bespoke 'Risk-assessment Matrix' specific to LVV certification, to determine the level of risk to road safety associated with an Error made by an LVV Certifier, which in turn, determines whether a Technical Low, Technical Medium, or Technical High Error rating is recorded against an Error on the Error Report (see Table 11.1 below and Notes 1 to 3 below).

Table 11.1 - LVVTA Risk-assessment Matrix				
	Risk of minor occupant injury	Risk of serious occupant injury	Risk of serious multi-occupant injury	Risk to other road users from loss of vehicle control
Likely to occur	High	High	Extreme	Extreme
Unlikely to occur	Moderate	High	High	Extreme
Very unlikely to occur	Low	Moderate	High	High

Note 1 When assessing safety risk based on Table 11.1, where the:

- risk rating falls into more than one column, the highest risk rating is selected; and
- problem affects a series of vehicles that are modified or built identically, risk rating increases by one; and
- likelihood of risk is present only when the vehicle is subjected to extreme use, risk rating reduces by one.

Note 2 Examples of the four risk areas (across the top of Table 11.1) are:

- 'Risk of minor occupant injury': potential for knee injury due to unprotected lower dashboard shelf; or arm laceration due to insufficient radius on interior door handles or window winders; and
- 'Risk of serious occupant injury': potential for head injury due to sharp or hard objects intruding into A-zone; or upper torso injury due to poorly designed steering system impact design; and
- 'Risk of serious multi-occupant injury': potential for head and upper torso injury due to inadequate seatbelt anchorages, or inadequate seat design or attachment system, in more than one seating position; and
- 'Risk to other road users through potential loss of vehicle control': potential for collision with other road users or pedestrians through loss of directional or braking control as a result of steering component failure, braking component failure, or driver's seat failure.

Note 3 Table 11.1 - LVV Risk-assessment Matrix referred to in 2.4(1) is also used in *LVV ORS Chapter 13: LVVTA Complaint & Performance Management*, which is available to the public electronically, free of charge, from the LVVTA website [www.lvvta.org.nz](http://www.lvvta.org.nz)

## 2.5 Application of Errors

2.5(1) After an Error Report is opened, LVVTA will (see Notes 1 to 4 below):

- identify the Error type, and enter the Error in the *LVVTA Online Error Tracking Form*; and
- at the first LVVTA-NZTA Technical Working Group meeting of the following month, discuss the Error, taking into account all relevant factors, in particular the complexity of the LVV certification, and jointly agree the Error type, as specified in 2.3(1); and
- assign the Error to the LVV Certifier, and give the LVV Certifier the opportunity to respond with any clarifying information, or to dispute the outcome of the Error, in which case the Error will be reconsidered; and
- once the outcome is finalised, enter the assigned Error for the LVV Certifier into the *Monthly Error Report Summary*.

Note 1	All Errors identified as a result of LVVTA's Administrative LVV File Review or Technical LVV File Review are discussed during an LVVTA-NZTA Technical Working Group meeting, and are jointly assigned as either Procedural, Technical Low, Technical Medium, or Technical High.
Note 2	The involvement of NZTA at these regular LVVTA-NZTA Technical Working Group meetings ensures that NZTA is involved in the decisions relating to assigning Error types, and ensures that LVVTA's process is always fair and transparent.
Note 3	The timeframe given for the opportunity to respond referred to in 2.5(1)(c) is five working days from the date of communicating the Error to the LVV Certifier.
Note 4	Information about the LVVTA-NZTA Technical Working Group is provided in <i>LVV ORS Chapter 15: LVVTA Committees and Working Groups</i> , which is available to the public electronically, free of charge, from the LVVTA website <a href="http://www.lvvta.org.nz">www.lvvta.org.nz</a>

## 2.6 Recording time when processing Error Reports

- 2.6(1) LVVTA will record the time taken to open and complete the Error Report, including the process of working with the LVV Certifier to oversee the remedial work when it is required to be undertaken on the vehicle being LVV certified (see Note 1 below).

Note 1 In most cases the LVV Certifier will accept when an Error has occurred and will work with LVVTA technical staff to ensure that minimal time is spent dealing with the issue. However this process can become much more difficult and time-consuming if the LVV Certifier chooses to engage in an unjustified debate, or proposes unacceptable solutions to the problems that have been raised, causing time delays, or added costs.

## Section 3 Error Report Summaries

### 3.1 Introduction

An Error Recording system provides a very clear window into the overall performance of each LVV Certifier, and shows at a glance how each LVV Certifier is performing in relation to all other LVV Certifiers.

The Error Recording system is based on formulas which take into account many operational factors, so as to remove any potential for subjectivity to be applied when considering an LVV Certifier's performance. The system provides a transparent process of recording all LVV Certifiers' Errors in such a way that all LVV Certifiers are treated equally and fairly.

The process of recording Errors takes many factors into consideration, so as to provide a real-world indication of the level of safety risk presented by each LVV Certifier, and ensures a fair outcome each time an Error is assigned.

### 3.2 Monthly Error Report Summaries

- 3.2(1) The information recorded within each completed Error Report issued to each LVV Certifier, as specified in section 2, is entered into the Error Tracking system, which captures all Errors made by LVV Certifiers.

- 3.2(2) The information recorded within the Error Tracking system is, at the end of each month, collated into a *Monthly Error Report Summary*, which provides, via graphical representation, the number of Procedural Errors, Technical Low Errors, Technical Medium Errors, and Technical High Errors made by each LVV Certifier.

### 3.3 Weighting and points conversion

- 3.3(1) Within the *Monthly Error Report Summary*, to ensure that each LVV Certifier is assessed fairly in terms of the seriousness of Errors made, a mathematical weighting formula is applied to each Error, which will take into account (see Note 1 below):

- (a) the number of LVV certifications carried out by the LVV Certifier; and
- (b) the seriousness of the Error made.

Note 1 Although not 'weighted', the complexity of the type of LVV certification being undertaken is also taken into account. This is because an LVV Certifier who engages in very complex and diverse LVV certification work has a greater opportunity for making an Error than an LVV Certifier who does comparatively straight-forward LVV certification work - and so the LVV Certifier who engages in the more complex aspects of LVV certification must not be disadvantaged for doing so.

- 3.3(2) To enable a clear comparison to be made between each LVV Certifier's ongoing performance, a points system is applied to each Error made by each LVV Certifier, by applying the following formula to the *Monthly Error Report Summary* (see Note 1 below):
- (a) eight Procedural Errors equal one point; and
  - (b) four Technical Low Errors equal one point; and
  - (c) two Technical Medium Errors equal one point; and
  - (d) one Technical High Error equals one point.

Note 1 The points recorded against an LVV Certifier under the system specified in 3.3(2) are divided by the number of certifications that the LVV Certifier has completed over the preceding 12-month period.

### 3.4 Annual Error Report Summaries

- 3.4(1) The information recorded in the *Monthly Error Report Summary* as specified in 3.2, and weighted and converted as specified in 3.3, is collated into a continuously updated and rolling *Annual Error Report Summary*, in order to provide an overall picture of each LVV Certifier's performance over the previous 12-month period.
- 3.4(2) The information contained in the *Annual Error Report Summary* will provide (see Note 1 below):
- (a) information about each LVV Certifier's performance in respect of Error volume and seriousness; and
  - (b) information about each LVV Certifier's performance relative to all other LVV Certifiers; and
  - (c) useful background information on an LVV Certifier's performance history and level of competence, to assist in the process of considering a complaint of a more serious nature; and
  - (d) information to assist NZTA Certification Officers in the application of their NZTA Performance Review System assessments.

Note 1 By providing a longer-term record of an LVV Certifier's performance, the *Annual Error Report Summary* effectively creates a 'flattened curve', which is typically more representative of an LVV Certifier's overall performance and competence. Longer-term information like this can prevent a highly competent LVV Certifier who may have had a number of Errors recorded within a short space of time from featuring as a poor-performer.

### 3.5 Notification to LVV Certifiers

- 3.5(1) LVVTA will inform each LVV Certifier periodically, and upon request, of:
- (a) the total number of *Error Reports* that are on file for the LVV Certifier; and
  - (b) where the LVV Certifier is positioned in relation to all other LVV Certifiers.

## Section 4 Customer Complaints

### 4.1 Introduction

LVVTA receives complaints from the customers of LVV Certifiers from time to time, most commonly about basic customer service issues.

When a customer complaint is received, LVVTA technical staff record all relevant details to enable them to engage with the LVV Certifier in question to assist in resolving or defusing the issue with the customer.

LVVTA operates an LVVTA '*Customer Complaints Tracker*', which allows all LVVTA technical staff to record the outcome of customer service-related complaints about LVV Certifiers. The information compiled in the *Customer Complaints Tracker* populates a '*Monthly Customer Complaints Report*', which enables LVVTA to clearly identify those LVV Certifiers who are consuming a disproportionate amount of LVVTA technical staff members' time in relation to customer service problems.

By understanding the customer service areas in which LVV Certifiers fall short, as well as working with the LVV Certifiers who are the recipients of the complaints to resolve the immediate issues, LVVTA is also able to identify common themes. Understanding where the common problems lie enables LVVTA to provide specialised training to help LVV Certifiers provide better customer service in the future, and continuously improve the quality of their LVV certification services.

## 4.2 Resolving customer complaints

4.2(1) In the event that LVVTA receives a customer service-related complaint from the customer of an LVV Certifier, LVVTA will:

- (a) contact the LVV Certifier in question to gain an understanding of the LVV Certifier's perspective on the issue; and
- (b) work with the LVV Certifier and the customer in an effort to achieve a resolution for both parties.

## 4.3 Recording customer complaints

4.3(1) Each customer service-related complaint received by LVVTA from the customer of an LVV Certifier will (see Note 1 below):

- (a) be recorded, at the time, in a *Customer Complaints Tracker*; and
- (b) be transferred monthly into a *Monthly Customer Complaints Report*, which over time will populate an *Annual Customer Complaints Report*; and
- (c) enable, where appropriate, the development and provision of specialised training to LVV Certifiers to assist them in providing better customer service into the future.

Note 1 The *Monthly Customer Complaints Report* and *Annual Customer Complaints Report* builds a picture of those LVV Certifiers who feature disproportionately in customer complaint-related issues, enabling targeted coaching to be provided where it is needed the most.

# Section 5 Error Reporting to NZTA

## 5.1 Introduction

The information about Errors made by LVV Certifiers is, each month, presented to NZTA within a formal document known as the *Certifier Performance Report (LVV CPR)*. The monthly *LVV CPRs* are provided to specified NZTA management personnel, and to NZTA Certification Officers to support them in applying NZTA's Performance Review System to the LVV Certifiers.

## 5.2 LVV Certifier Performance Report

- 5.2(1) From the information recorded within the Error Tracking system, *Monthly Error Report Summaries*, and *Annual Error Report Summaries*, LVVTA will provide to NZTA, each month, an *LVV CPR* (see Note 1 below).

Note 1 A sample of the *LVV CPR* is provided in Appendix 1 at the back of this chapter.

- 5.2(2) The information contained within each *LVV CPR*, will include, for the preceding month (see Notes 1 and 2 below):
- (a) the number of LVV certifications carried out by each LVV Certifier; and
  - (b) the number of Administrative File Reviews undertaken by LVVTA; and
  - (c) the number of Technical File Reviews undertaken by LVVTA; and
  - (d) the ‘trigger’ for each Technical File Review; and
  - (e) the number of LVV certifications found to contain Errors; and
  - (f) the breakdown of Procedural Errors, Technical Low Errors, Technical Medium Errors, and Technical High Errors recorded for each LVV Certifier; and
  - (g) each LVV Certifier’s individual performance; and
  - (h) the overall performance of all LVV Certifiers; and
  - (i) which LVV Certifiers consumed the most time in dealing with Errors.

Note 1 Information about Administrative File Reviews and Technical File Reviews, as referred to in 5.2(2)(b) and (c), can be found in *LVV ORS Chapter 10: LVV File Review System*, which is available to the public electronically, free of charge, from the LVVTA website [www.lvvta.org.nz](http://www.lvvta.org.nz)

Note 2 Information about ‘triggers’ for Technical File Reviews, as referred to in 5.2(2)(d), can be found in *LVV ORS Chapter 10: LVV File Review System*, which is available to the public electronically, free of charge, from the LVVTA website [www.lvvta.org.nz](http://www.lvvta.org.nz)

- 5.2(3) In addition to the monthly information contained within each *LVV CPR* for the preceding month as detailed in 5.2(2), the *LVV CPR* will also include, for the preceding 12-month period:
- (a) the number of LVV certifications carried out by each LVV Certifier; and
  - (b) the number of LVV certifications found to contain Errors; and
  - (c) each LVV Certifier’s individual performance; and
  - (d) the overall performance of all LVV Certifiers; and
  - (e) which LVV Certifiers consumed the most time in dealing with Errors.
- 5.2(4) In addition to the information contained within each *LVV CPR* for the preceding month and preceding 12-month period as detailed in 5.2(2) and 5.2(3), the *LVV CPR* will also include:
- (a) all customer complaints about LVV Certifiers for the preceding month, including details and outcomes for each complaint; and
  - (b) a rolling record of all customer complaints about LVV Certifiers for the preceding 12-month period; and

- (c) a rolling record of the types of customer complaints made against LVV Certifiers for the preceding 12-month period.

5.2(5) In addition to the information referred to in 5.2(2) to 5.2(4), LVVTA will, where an LVV Certifier presents an on-going risk to vehicle safety and to the reputation of the LVV certification system, make that information clear to NZTA within the *LVV CPR*.

## Terms & Definitions Chapter 11

<b>Applicable requirements</b>	means any technical or operational requirement referred to in the <i>LVV Code</i> which an LVV must comply with in order to be approved for LVV certification.
<b>Inspection</b>	means the vehicle inspection process specified in <i>section 2.4, 2.5, and 2.6</i> of the <i>LVV Code</i> , carried out by an LVV Certifier during the LVV certification of a low volume vehicle.
<b>LVV</b>	<b>(Low Volume Vehicle)</b> means, in simple terms, vehicles which are modified or scratch-built in small numbers, and includes individually modified or scratch-built vehicles. The full definition of an LVV is contained in the <i>LVV Code</i> .
<b>LVV Base Forms</b>	<b>(Low Volume Vehicle Base Forms)</b> means the set of Forms used by an LVV Certifier as part of their inspection of an LVV which are common to all LVV certifications.
<b>LVV Certification</b>	<b>(Low Volume Vehicle Certification)</b> means the process specified by the <i>LVV Code</i> , by which the design of an LVV is determined to comply with any applicable requirements, and, in recognition of which, an LVV EDP is affixed.
<b>LVV Certification File</b>	<b>(Low Volume Vehicle Certification File)</b> means the set of documents, including the <i>LVV Base Forms, LVV Inspection Form-sets</i> , supporting information, and photographic record, which an LVV Certifier is required to collate during an LVV certification inspection process, and submit to LVVTA upon completion.
<b>LVV Certifier</b>	<b>(Low Volume Vehicle Certifier)</b> means a person appointed by NZTA under the provisions of <i>Land Transport Rule: Vehicle Standards Compliance 2002</i> , to carry out certification of modified and scratch-built LVVs, as specified by <i>Part 2</i> of the <i>LVV Code</i> .
<b>LVV Certify</b>	<b>(Low Volume Vehicle Certify)</b> means the same as LVV certification.
<b>LVV Code</b>	<b>(Low Volume Vehicle Code or the Code)</b> means an LVVTA document which is incorporated by reference into the <i>Land Transport Rule: Vehicle Standards Compliance 2002</i> , and all applicable individual <i>Land Transport equipment rules</i> , that provides the legal framework to enable the LVV certification of modified and scratch-built LVVs in New Zealand.
<b>LVV CPR</b>	<b>(LVV Certifier Performance Report)</b> means the reporting document that LVVTA uses to report the individual and overall performance of the LVV Certifiers to NZTA each month.
<b>LVV EDP</b>	<b>(Low Volume Vehicle Electronic Data Plate)</b> is an RFID tag, in use from February 2021, fitted to an LVV upon completion of the LVV certification process, which when scanned by an NFC-capable device, displays details and photographs of the modifications and construction features on the LVV to which it is affixed.

<b>LVV File Review System</b>	<b>(Low Volume Vehicle File Review System)</b> means a comprehensive desk-top auditing process applied by LVVTA to a specified percentage of <i>LVV Certification Files</i> submitted by LVV Certifiers, upon completion of their LVV certifications, as an additional step in ensuring safety and compliance of LVVs.
<b>LVV Inspection Form-set</b>	<b>(Low Volume Vehicle Inspection Form-set or LVV Form-set)</b> means the check-sheets used by an LVV Certifier to guide and record their inspection of an LVV, and confirm compliance with applicable requirements.
<b>LVV ORS</b>	<b>(Low Volume Vehicle Operating Requirements Schedule or ORS)</b> means the document, incorporated by reference under the <i>LVV Code</i> , which provides LVVTA's operational processes and systems necessary to meet applicable requirements. The <i>LVV ORS</i> sets out the obligations and responsibilities of LVVTA, and the LVV Certifiers.
<b>LVVTA</b>	<b>(Low Volume Vehicle Technical Association)</b> is an incorporated society comprised of specialist vehicle associations. Established in 1992, its objectives are to represent the interests of vehicle modifiers and builders in New Zealand, and to ensure high safety standards for modified and scratch-built LVVs. The LVVTA owns and administers the <i>LVV Code</i> .
<b>Modification</b>	is defined in <i>Land Transport Rule: Vehicle Standards Compliance 2002</i> ) to change a vehicle from its original state by altering, substituting, adding or removing any structure, system, component or equipment, but does not include repair. 'Modified' and 'modification' have corresponding meanings.
<b>NFC</b>	<b>(Near Field Communication)</b> means a short-range wireless technology, typically requiring a distance of 40 mm or less to initiate a contact.
<b>NZTA</b>	<b>(New Zealand Transport Agency)</b> is a Crown entity responsible for managing New Zealand's land transport system.
<b>PRS</b>	<b>(Performance Review System)</b> is the quality management monitoring tool used by NZTA to measure the performance of all certifiers, including LVV Certifiers.
<b>Remedial work</b>	means any additional work required of an LVV, as a consequence of the LVV File Review System and LVVTA's associated coaching provided to an LVV Certifier, in order to remediate the LVV into a condition where it meets the applicable requirements.
<b>RFID</b>	<b>(Radio Frequency Identification)</b> is a technology which uses electromagnetic fields to automatically identify and track tags attached to objects. These tags link to electronically stored information, which can be accessed using RFID readers.
<b>Scratch-built (LVV)</b>	means, in simple terms, an LVV which has been individually constructed from unrelated components, or a mass-produced vehicle which has been modified to such an extent that it can no longer be considered to be a modified mass-produced vehicle. The full legal definition of a scratch-built LVV is currently under review, and will be incorporated within the <i>LVV Code</i> once revised.
<b>TWG</b>	<b>(Technical Working Group)</b> is a working group involving LVVTA and NZTA technical staff, which meets regularly to focus on day-to-day technical issues, challenges, and problems relating to the LVV certification system.

# APPENDIX 1 – SAMPLE LVV CERTIFIER PERFORMANCE REPORT

## LVVTA CERTIFIER PERFORMANCE REPORT

JANUARY 2025



Please note that this LVVTA Certifier Performance Report contains sensitive information and is therefore strictly confidential and is not to be distributed beyond the intended recipients.

### 1 FORM-SET REVIEW PROCESS OVERVIEW

May 2021 saw a total of 572 LVV certifications submitted, all of which underwent an Administrative Form-set Review. Of the 572, 68 LVV certifications underwent the more intensive Technical Form-set Review (triggered by the reasons shown in Figure 1 below). Of the 68 LVV certifications to which a Technical Form-set Review was applied, six LVV certifications were found to contain a total of eight errors. These eight errors comprise four Procedural Errors, two Technical Low Errors, and two Technical Medium Errors (shown in table 1 and figure 2).



All errors were resolved prior to the affected vehicles being issued with LVV electronic data plates and going on the road in their modified form.

FIGURE 1

TRIGGERS FOR TECHNICAL FORM-SET REVIEW SELECTION



### 2 LVV CERTIFICATION ERROR RECORDING

Procedural & Technical Errors were recorded for the following LVV Certifiers from the completed Technical Form-set Reviews undertaken during the month.

TABLE 1

LVV CERTIFIER ERRORS FOR MONTH

LVV Certifier Name	Highest Category Held	Total # of Technical Errors Found	Procedural Errors	Technical Low	Technical Medium	Technical High
LVV Certifier A	ID	14	1	0	1	0
LVV Certifier B	ID	9	0	0	1	0
LVV Certifier C	ID	9	1	1	0	0
LVV Certifier D	ID	33	0	1	0	0
LVV Certifier E	ID	5	2	1	0	0
LVV Certifier F	ID	42	8	1	0	0
316 Remaining Certifiers	-	460	42	0	0	0
TOTALS	-	572	68	4	2	0

NOTE: For an individual LVV Certifier, it is possible that their 'Total # of Technical Form-set Reviews' could exceed their 'Total # of Certs Submitted', because of completion of older on-hold Technical Form-set Reviews.

FIGURE 2

LVVTA CERTIFIER ERRORS COMPARED TO TOTAL LVV CERTIFICATION VOLUME FOR MONTH

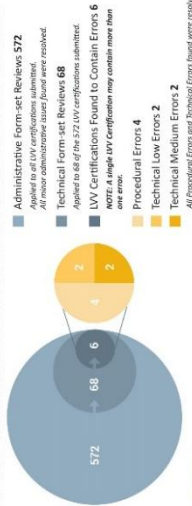


TABLE 2

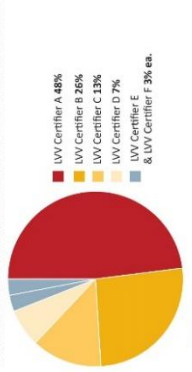
LVV CERTIFIER ERRORS FOR PAST YEAR

LVV Certifier Name	Highest Category Held	Total Number of Certs	Technical Errors Weighted	Procedural Errors Weighted	Combined Errors & Weighted
LVV Certifier A	ID	323	0.00	0.00	0.00
LVV Certifier B	IC	307	0.00	0.00	0.00
LVV Certifier C	IC	119	0.00	0.00	0.00
LVV Certifier D	IC	113	0.00	0.00	0.00
LVV Certifier E	IC	106	0.00	0.00	0.00
LVV Certifier F	IC	81	0.00	0.00	0.00
LVV Certifier G	2B	49	0.00	0.00	0.00
LVV Certifier H	ID	46	0.00	0.00	0.00
LVV Certifier I	1B	37	0.00	0.00	0.00
LVV Certifier J	OM	22	0.00	0.00	0.00
LVV Certifier K	2C	17	0.00	0.00	0.00
LVV Certifier L	1B	6	0.00	0.00	0.00
LVV Certifier M	3B	3	0.00	0.00	0.00
LVV Certifier N	ID	338	0.13	0.00	0.13
LVV Certifier O	ID	438	0.25	0.25	0.50
LVV Certifier P	ID	267	0.38	0.00	0.38
LVV Certifier Q	1C	357	0.13	0.50	0.63
LVV Certifier R	ID	341	0.50	0.25	0.75
LVV Certifier S	ID	271	0.38	0.25	0.63
LVV Certifier T	ID	526	1.25	1.25	2.50
LVV Certifier U	ID	130	0.00	0.50	0.50
LVV Certifier V	ID	225	0.25	0.75	1.00
LVV Certifier W	1C	82	0.13	0.25	0.38
LVV Certifier X	1C	278	1.00	1.38	2.38
LVV Certifier Y	1C	309	1.13	0.50	1.63
LVV Certifier Z	ID	23	0.13	0.00	0.13
LVV Certifier AA	1B	43	0.00	0.25	0.25
LVV Certifier AB	ID	207	1.50	1.75	3.25
LVV Certifier AC	ID	343	0.25	2.75	3.00
LVV Certifier AD	ID	67	0.13	0.50	0.63
LVV Certifier AE	ID	99	0.00	1.00	1.00
LVV Certifier AF	1C	47	0.50	0.00	0.50
LVV Certifier AG	ID	118	1.25	1.38	2.63
LVV Certifier AH	ID	87	0.38	0.75	1.13
LVV Certifier AI	ID	333	0.88	3.75	4.63
LVV Certifier AJ	ID	132	0.25	2.00	2.25
LVV Certifier AK	ID	77	0.63	1.25	1.88
LVV Certifier AL	ID	173	0.50	4.00	4.50
LVV Certifier AM	ID	104	0.50	2.25	2.75
LVV Certifier AN	ID	77	0.63	1.75	2.38
LVV Certifier AO	1B	39	2.13	2.00	4.13
LVV Certifier AP	1C	16	0.63	1.50	2.13

NOTE: LVV Certifier AP shows a rolling 12 month total of 13.28, however, there are no new errors made by him in May and he continues to be monitored.

FIGURE 3

TIME TAKEN TO DEAL WITH LVV CERTIFIER ERRORS FOR MONTH



### 3 CUSTOMER COMPLAINT RECORDING

The following information summarises the complaints made to LVVTA by customers about LVV Certifiers.

FIGURE 4

CUSTOMER COMPLAINTS ABOUT LVV CERTIFIERS FOR MONTH



FIGURE 5

CUSTOMER COMPLAINTS ABOUT LVV CERTIFIERS FOR PAST YEAR

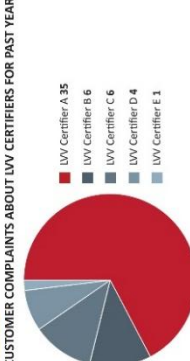
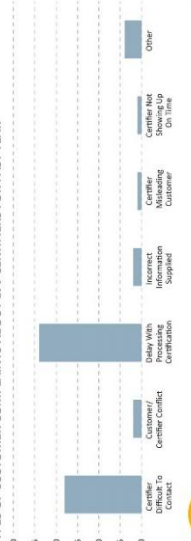


FIGURE 6

TYPES OF CUSTOMER COMPLAINTS ABOUT LVV CERTIFIERS FOR PAST YEAR



### 4 REFERENCES

For detailed information relating to the Error Reporting described in this LVV Certifier Performance Report, please refer to the 'LVV Certifier Performance Report References' on the following page.