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# Low volume vehicle certification review (phase 1)

## QUESTION AND ANSWERS

October 2015

### Why are we conducting the review?

The Low Volume Vehicle (LVV) certification system for scratch-built or modified vehicles has been in place since 1992, and has not been formally reviewed by the Transport Agency in that time.

Recent customer feedback and experiences have prompted us to review the system to ensure it is still fit for purpose, and look for ways it could be improved.

In particular, we want the system to be responsive to innovation, and its running and monitoring to be efficient and transparent. The system must uphold the safety of road users, while also providing a positive user experience for customers of that certification process.

### How are we going about the review?

As a starting point, we commissioned Standards NZ to undertake an independent survey with users of the LVV system, to understand their perspectives on which elements of the current system are working well, and those that are not working so well.

The findings of that survey will be analysed, along with other relevant information available to us (such as customer feedback, and correspondence such as Official Information Act requests) to form a picture of potential changes we can make to the system.

The survey was conducted in August 2015. Over 800 people completed the survey, and represented a wide range of geographical locations and types of interaction with the LVV system.

### What have we learned so far?

[The Standards NZ report](#) is now available – it details the process used to conduct the survey, and summarises its findings.

Overall, 66% of respondents were satisfied with or neutral about the LVV certification process. However, some areas for improvement were highlighted. The key themes identified through responses to the survey are as follows:

- There was a high level of dissatisfaction with the need to go through a full re-certification process, and incur the associated additional cost, when a minor change was made to a vehicle. Respondents would prefer to see a process which would certify the change as an add-on to the current certification.
- The cost of the certification process for a vehicle was seen as being too expensive (especially given the re-certification requirement identified above).
- The LVV system is seen as not being representative of the needs of enthusiasts of Japanese cars.
- Respondents felt there is a lack of consistency in various aspects of the LVV system, in particular the interpretation and application of the standards between the Low Volume Vehicle Technical Association (LVVTA) and certifiers.
- Businesses undertaking a number of vehicle modifications found the LVV system not well suited to commercial certification volumes and would like alternative approaches to be investigated.

Other areas for improvement that have been highlighted via survey responses or other customer feedback include the following:

- Many LVV system users may be unaware of the role that the LVV Technical Advisory Committee (TAC) plays in dealing with vehicle modifications that do not fit neatly into the existing LVV standards.
- There is a lack of clarity in the TAC process.
- Over time, the roles of LVV certifiers, LVVTA and Transport Agency teams have become blurred.
- The current 'one size fits all' certification process is not efficient or appropriate for all system users, and may increase costs for lower risk users.

## What steps are we taking next?

The Transport Agency is currently considering the feedback gained through the survey, and analysing this alongside other feedback we have received about the system, to propose a set of actions for implementation.

We have already identified the need for Transport Agency oversight of the LVV system to increase, and for the Transport Agency to have greater participation in the LVV TAC process. We are currently working through how this could happen, and will inform stakeholders when we have more details about this and any other actions taken as a result of the review.

## How do I stay informed about progress?

We will regularly update the [Transport Agency website](#) as the review continues. If you would like to receive an email from us when new information is available, or if you have any questions or comments about the review, please email us at [lvreview@nzta.govt.nz](mailto:lvreview@nzta.govt.nz)