



Tástáil Ródacmhainneachta um Fheithiclí Tráchtála
Commercial Vehicle Roadworthiness Testing

Road Safety Authority

Policy and Procedures

Test dispute time limit Policy

	Owner	Department/Authority	Date
Originator:	Mark Hanly	RSA	08/12/2025
Approved by:	Ramona Lavelle	RSA	11/03/2026
Approved by:	Brendan Walsh	RSA	12/03/2026
Issuer:	Ramona Lavelle	RSA	12/03/2026

Contents

Test dispute Time Limit Policy 3

Purpose: 3

Context:..... 3

Relevant Legislation: 3

 When a CVR vehicle owner/operator has concerns with the outcome of a CVR test:4

 Time to raise concerns about the outcome of a CVR test:4

 Steps to be taken when a vehicle owner has concerns about a CVR test:.....4



Test dispute Time Limit Policy

Purpose:

The purpose of this policy is to clarify the timeframe to be followed when a CVR vehicle owner or operator wishes to dispute the outcome of a CVR test.

The time-limit to dispute the outcome of a CVR test will be 6 months from the date of the CVR test result.

All customers should be aware that the Certificate of Roadworthiness (CRW) issued as a result a successful CVR test is proof that a vehicle met a set of basic safety standards on the day it passed its test and should not be regarded as a warranty as regards the condition of the vehicle.

Context:

This policy takes account of the following:

- The importance of consistent and effective CVR testing to road safety.
- The need for the competent delivery of CVR testing.
- The importance of good customer service for the users of the CVR testing network.
- The importance of issues or concerns relating to CVR testing being raised as soon as possible after the test and if possible, in the testing centre on the day of the disputed CVR test.

Relevant Legislation:

Road Safety Authority (Commercial Vehicle roadworthiness) Act 2012

SI No 347 of 2013 Commercial Vehicle Roadworthiness (Vehicle Testing)) No. 2) Regulations 2013

S.I. No. 475 of 2022 Authorisation of Commercial Vehicle Roadworthiness Test Operators and Testers (Amendment) Regulations 2022 (PDF)



Test dispute time limit policy

When a CVR vehicle owner/operator has concerns with the outcome of a CVR test:

Time to raise concerns about the outcome of a CVR test:

- The RSA recommends that concerns be raised on the day of the test or as soon as possible thereafter.
- In cases where repairs have been carried out on a vehicle after the vehicle was tested. It will not be possible to determine the condition of the vehicle at the time of the CVR test.
- The time-limit will be 6 months from the date of the CVR test result.

Steps to be taken when a vehicle owner has concerns about a CVR test:

1. Raise concerns with the CVR testing centre where the CVR test took place ASAP. Any concerns should be raised on the day of the CVR test or as soon as possible thereafter. This approach will often clarify simple misunderstandings.
2. The CVR test operator is obliged to record all complaints and keep a register of same.
3. The CVR test operator will acknowledge written queries immediately and furnish vehicle owners with a response as soon as possible but not later than two working days.
4. If vehicle owners' concerns are not addressed to their satisfaction, then vehicle owners should email/write to AA Ireland (RSA Technical Service Provider - contact details below).
5. The CVR vehicle owners' correspondence should state the following:
 - name, address and contact details;
 - the vehicle registration number;
 - the date the vehicle was tested; and
 - their concerns

Contact details for the RSA Technical Inspection Service Provider (TISP): AA Ireland

Email: CVR.RSA@theaa.ie

Phone: +353 (0)1 9618939

Mailing Address: AA Ireland, Unit D, Merrywell Business Park,
Ballymount Road Lower, Dublin, D12 F1H2.

