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Vehicle inspection requirements manual: 
Border inspection of used imported vehicles

Date: _______________________

Inspection manual topic:  ____________________________________________________

Page number(s) needing improvement: ________________________________

Details of suggested improvements: _______________________________________
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Contact details (in case we need to contact you for further clarification):

Name: ________________________________

Company name: ________________________________

Postal address: ________________________________
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Phone/fax/email: ________________________________

Please send the completed form to:

Vehicles (Technical Support)
NZ Transport Agency
Private Bag 6995
Wellington 6141
Fax 04 894 5011
VIRM: Border inspection of used imported vehicles

Introduction

Reference materials
1 Purpose and scope

2 Contacts

3 The border inspection process
   3.1 Duties and responsibilities
   3.2 Establishing whether a vehicle is required to have a border inspection
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   5.3 Equipment
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1 Purpose and scope

The NZ Transport Agency Waka Kotahi (NZTA) has prepared this manual to assist vehicle inspectors and inspecting organisations in achieving correct and consistent standards for the border inspection of imported used vehicles entering New Zealand.

The purpose of the manual is to explain the conditions of appointment and the requirements for the border inspection of imported used vehicles that are entering New Zealand.

This manual applies to the border inspection of imported used vehicles. The types of vehicles that need to be inspected are listed in section 3.2.

Further copies maybe obtained from

Service Supply Management
NZ Transport Agency
Private Bag 11777
Palmerston North 4442
Phone: 0800 804 580
Fax: 06 953 6282

Amendments to this manual will be issued from time to time as inspection requirements change and improvements are made. Suggestions for improvement can be made using the form provided at the beginning of this manual.
The following are contact details for the NZ Transport Agency:

National Office  
Vehicles (Technical Support)  
50 Victoria Street  
Private Bag 6995  
Wellington 6141  
Tel: 04 894 5400  
Fax: 04 894 5011

NZTA Border Inspections (BIS Data Entry)  
Private Bag 11777  
Palmerston North 4442  
Tel: 0800 804 580  
From outside New Zealand: +64 6 953 6200  
Fax: 06 953 6282  
Email: info@nzta.govt.nz
3 The border inspection process

In order to inspect a vehicle at the border the vehicle inspector and inspecting organisation must take the following steps:

1. Know the vehicle inspector's and inspecting organisation's responsibilities. Part 3.1 of this section lists the legal responsibilities. The vehicle inspector and inspecting organisation must read and understand them.

2. Establish whether the vehicle requires a border inspection. Part 3.2 of this section explains how to determine if a vehicle requires a border inspection.

3. Establish whether the vehicle with damage needs to be flagged. Part 3.4 of this section explains how to determine if a vehicle needs to be flagged with damage.

4. Complete the required inspection documentation. Part 3.5 of this section explains the requirements for handling of photographs and completing check sheets.

5. Record the inspection outcome. Part 3.6 of this section explains how to notify the NZTA of the information collected at the Border Inspection.

6. Collect fees. Part 3.9 of this section lists the requirements for the inspecting organisation when charging and collecting fees.

3.1 General duties and responsibilities

Applicable legislation: Land Transport Rule: Vehicle Standards Compliance 2002 (Rule 35001/1) (‘the Rule’)

3.1.1 Vehicle inspectors and inspecting organisations (definitions in the Rule)

Vehicle inspector means an individual appointed by the NZTA under section 2.2(1) of the Rule to carry out inspection activities in accordance with requirements and conditions imposed by the NZTA.

Inspecting organisation means a person or organisation appointed by the NZTA under section 2.2(1) of the Rule who is responsible for inspection outcomes.

In this manual, a vehicle inspector or inspecting organisation is appointed for the purpose of border inspection of imported used vehicles, unless stated otherwise.

To avoid doubt, any reference to a certifier in any legislation, notice of appointment, or any other relevant document is a reference to a vehicle inspector or inspecting organisation (as applicable) appointed by the NZTA under the Rule.

3.1.2 Document retention (section 2.3(4) of the Rule)

A vehicle inspector or inspecting organisation must:

a) keep, for at least two years, the original of any documents that have been collected in the inspection process

3.1.3 Advise incorrect inspection and/or vehicle defects (section 2.3(4) of the Rule)

A vehicle inspector or inspecting organisation must:

a) advise the NZTA as soon as practicable if there is a reason to believe that the inspection of a vehicle has been carried out incorrectly
3.1.4 Delegation (section 2.4(1) of the Rule)

A vehicle inspector or inspecting organisation may not delegate any function or power to carry out inspection activities for which they were appointed, except under conditions specified by the NZTA in writing.

The only tasks that may be delegated to non-approved staff are administrative processes such as recording vehicle attributes or removing and replacing components to enable the inspection process to be carried out.

3.2 Establishing whether a vehicle is required to have a border inspection

The inspection organisation will ensure that all used vehicles imported into New Zealand for the purpose of registration are inspected at the border before they are released to the owner/importer. The only exceptions are:

a) New vehicles

b) Vehicles imported by a person who is approved by the NZTA in accordance with the relevant Regulation, or Rule as a certifier for vehicles of that make

c) Overseas visitor’s vehicles (imported temporarily with overseas registration)

d) Vehicles returning to New Zealand that have current New Zealand registration

e) Vehicles that the owner declares are not going to be registered in New Zealand

f) Vehicles that are described in section 6.1 of the Land Transport Rule: Vehicle Standards Compliance 2002, that is:
   • vehicles of class AB, TA or TB
   • armoured vehicles used exclusively as equipment of the New Zealand Defence Force
   • traction engines
   • mechanically propelled rollers
   • tractors and machines, including trailers, for use solely in agricultural, land management or roading operations, whether for traction or otherwise
   • vehicles registered for use on a road in a country other than New Zealand that are not going to be in New Zealand for a continuous period of more than 18 months (see Technical bulletin 5 – Inspection requirements for temporary vehicle imports)
   • vehicles listed below:
      a) pedestrian-controlled goods service vehicles
      b) vehicles propelled and supported solely by self-laying tracks
      c) vehicles used on roads only in road construction zones in accordance with notices declaring those zones
      d) vehicles that are used on a road only when crossing or proceeding along a section of the road where the vehicles have been authorised to operate by an authorisation of a road-controlling authority that requires:
         i. a written agreement by the vehicle’s operator or the person for whom the vehicle is being operated, to construct, reconstruct, maintain, or restore to the satisfaction of the road-controlling authority all or part of the road used by the vehicle, and
         ii. the erection and maintenance of warning devices, signs or control devices as required by the road-controlling authority and the director, and
         iii. where the use of the road does not consist solely of the direct crossing of the road, the prior approval of the NZ Transport Agency
      e) all-terrain vehicles that are used on a public highway
3.3 Vehicle inspection

3.3.1 Inspecting a vehicle at the border (section 4.2 of the Rule)

The inspection of a vehicle at the border must be carried out in accordance with requirements and conditions imposed by the NZTA.

The vehicle inspection must be completed before a vehicle can be released from a customs-controlled area to the vehicle owner/importer. If the border inspection organisation wishes to use an alternative inspection procedure, they must contact the NZTA Vehicles (Technical Support) for prior approval.

3.3.2 Information to be recorded at the border inspection (section 4.3 of the Rule)

A vehicle inspector or inspecting organisation must record and provide to the NZTA, or to other persons specified by the NZTA, the following information about a vehicle inspected.

a) its make, model, and vehicle identification number or chassis number

b) the name and address of its importer

c) motor vehicles exclusively designed and used on a road for driving, carrying or propelling any of the following, which must be permanently attached to the vehicle:

   i) aerodrome runway sweepers
   ii) electrical substations
   iii) filters for transformer oil
   iv) log haulers that are stationary when hauling logs
   v) aero engine test benches

g) tractors owned by a local authority and used exclusively for the construction, maintenance or mowing of stopbanks and the banks of rivers, streams, drains, canals or other watercourses

h) mobile or movable huts, galleys or similar motor vehicles that are used on a road solely in connection with the construction or maintenance of roads

i) tractors used exclusively for shunting railway rolling stock

j) traction engines

k) forklifts

l) aerodrome crash fire tenders that are used on a road only in emergencies

m) trailers while being drawn by a motor vehicle specified in (n) to (s) of this schedule

n) motor vehicles, used exclusively in connection with the embarking and disembarking of ships’ passengers or for loading and unloading ships’ mail, cargo, and passengers’ baggage, and used on a public highway only when proceeding unladen from one wharf to another wharf or from its usual place of storage to a wharf and returning to that place of storage

o) motor vehicles designed exclusively or principally as part of the armament of the New Zealand Defence Force

p) cable jinkers

q) front-end loaders

r) log skidders

s) tractor cranes

t) rough-terrain cranes

u) mobile crushing and screening plane machines, which are mounted on trailers

v) motor graders

w) motor scrapers

x) trailer scrapers

y) plant for servicing oil-filled cables

z) post debarkers

aa) saw bench apparatus

bb) forestry chippers

cc) tree feller bunchers

dd) trench diggers and excavators

ee) vehicles that are always used unladen on the road and that are designed exclusively for carrying earth or other bulk materials

ff) mobile concrete mixers that are mounted on tractors

gg) a vehicle that is similar in design, construction or purpose to a vehicle listed above that cannot be categorised by vehicle class.
3.4 Establishing whether a vehicle with damage needs to be flagged

To establish whether a vehicle with damage needs to be flagged:

Refer to Reference material 1 for guidelines for the detection of reportable damage on imported used vehicles.

3.5 Checksheets, photographs and affixing inspection sticker

All inspections shall be recorded on an electronic or paper based check sheet (see Reference material 7) that has the prescribed information and signed by the inspector. All locations where the inspector observes indications of structural damage or deterioration shall be recorded and photographed. In most cases one photograph (usually a wide shot showing the whole front, rear, or side of vehicle and under-body shot) of the damaged/deteriorated area is required. The maximum number of photographs required for any vehicle would be four.

If requested, a copy of the checksheet must be supplied to the vehicle owner.

At the completion of the inspection, affix an ‘NZTA Inspected’ sticker to the wiper arm on the driver’s side of the vehicle.

See Reference material 8 for a sample of the label.
3.6 Notification to the NZTA of the information collected at the border inspection

3.6.1 When the inspection has been completed the inspection organisation will notify the NZTA’s database. See Reference material 2 for the data transfer process.

3.6.2 On a vehicle where any damage or deterioration has been detected, the inspector will be required to attach a label (NZTA notice to the Importer).

See Reference material 3 for a sample of the label. The label must be placed on the inside of the windscreen in the bottom right hand corner (when sighted from the driver’s seating position).

3.7 Vehicles presented for a border inspection after being released from customs

If a vehicle is presented for a border inspection after it has been released from customs there are additional requirements. Refer Reference material 9 for the additional inspection requirements.

3.8 Disputes

If an importer disputes the decision to report or flag damage they may present the vehicle to an approved NZTA inspector or repair certifier for re-consideration.

If an importer or owner dispute arises: report the incident to NZTA immediately.

3.9 Collecting fees

NZTA has a set regulatory fee (Section [8A of the Land Transport (Certification and Other Fees) Regulations 1999) for the border inspection process. The inspecting organisation will collect the $20.45 (incl. GST) fee as part of their invoice to the customer for the full inspection service.

For inspections carried out offshore, the border inspection fee will not include GST and will be $17.78 per vehicle.

The inspection organisation will be solely responsible for ensuring that the customer is charged the correct NZTA border inspection fee and that the fee is paid to the NZTA as specified on the next page.
Border check inspection: Invoicing procedure

At the time of appointment the service provider completes a direct debit form which includes their signature and bank account details.

On the first working day of the month, the NZTA Finance section receives a report out of the Border Inspection System (BIS) detailing data to be invoiced.

The NZTA finance section generates invoices.

Invoices will then be mailed to the customer and will be due for payment on the 20th of the month.

The invoice will advise the date the money will be direct debited from the customer’s bank account.

The NZTA finance section will direct debit the money directly from the service provider’s bank account.

Note: Accounts receivable are responsible for opening new customer accounts, invoicing and direct debiting. Customers requiring assistance can phone +64 4 890 4761 to speak a Finance Officer.
Encourage customers to direct any complaints to the inspecting organisation in the first instance.

To ensure that all written complaints are investigated, the inspecting organisation must maintain an effective complaints management process and provide the following:

a) a clear and concise statement that recognises the positive value of complaints

b) clear and concise instructions to all customers on how to register a complaint. This can be accomplished in several ways, for example:
   - a clear notice visibly displayed on the workplace wall
   - a clear statement on any receipt or invoice issued
   - a clear statement on the inspecting organisation’s checksheet

c) a straightforward explanation of the expected standards for resolution and the customer’s right to appeal to the NZTA if they are dissatisfied with the proposed resolution

d) documentation of complaint investigations, prepared in accordance with the Border inspection organisation’s (BIOs) manual so that details of the investigation can be readily checked

e) acknowledgment in writing of all written complaints within three working days, with the investigation completed and a resolution proposed to the complainant within 20 working days, of the complaint being made

f) a record of all complaints, both verbal and written, recorded in accordance with the BIOs manual

g) directions, for any customer who wishes to make a complaint or appeal a decision made by an inspecting organisation, to use the NZTA free phone 0800 699 000.
5.1 **The inspector must carry out the border inspection in an inspection area that:**

a) enables a safe and thorough inspection  
b) is situated within a structure that has a roof and sides, and:

i. is of sufficient dimensions to enable the efficient and thorough inspection of any vehicle  
ii. is on ground that is constructed of a material that will remain firm in all weather conditions  
iii. is on ground that is even and level (the ground will be considered level when it can be demonstrated that a vehicle will remain stationary with all brakes released)  
iv. is sufficiently clear of structural and equipment intrusions (other than those necessary for the inspection process) to enable the efficient and thorough inspection of any vehicle.  
v. is provided with sufficient lighting to enable good visibility of the vehicle being inspected and the equipment used in the inspection process.

5.2 **The inspection area must provide the following equipment for the inspector to use as required:**

a) an inspection hoist, pit or ramp that enables the efficient and thorough close visual inspection of the complete vehicle underbody  
b) an industrial-quality, hand-held inspection lamp (500 lux minimum)  
c) a digital camera which is capable of taking photos that meet the following specifications:

   - 640 x 480 pixels in size  
   - RGB, 24 bits per pixel  
   - Minimum DPI of 72, maximum of 180.

5.3 **Compliance with statutory requirements**

It is the inspection organisation’s responsibility to ensure that the premises and equipment comply with occupational safety and health requirements and any other relevant acts, regulations and local bylaws.

5.4 **Other requirements and considerations**

The computer equipment, and document storage must be located and operated from a location where the public does not have access when staff are not present.

Inspection area lighting should conform to New Zealand standard code of practice for interior lighting design (NZS 6703:1984), or subsequent amendments. The code of practice establishes performance requirements for specific workplace lighting.
Vehicle inspectors

To allow the inspecting organisation(s) to ensure continuity of service provision, vehicle inspectors will not be appointed by the NZTA. The approved inspection organisations(s) will have permission to delegate employees as vehicle inspectors if they meet and maintain the minimum NZTA vehicle inspector requirements. It will be a responsibility of the inspection organisation to track, monitor, record, audit and train the vehicle inspectors.

The vehicle inspector must:

a) demonstrate a comprehensive knowledge of the requirements in the *VIRM: Border inspection of imported used vehicles*, sufficient to inspect a vehicle at the border

b) have attended an approved two-day course in structural integrity and energy management, and achieve the required pass standard

c) be a fit and proper person (section 2.6 of the Rule). Refer to the NZTA's fit and proper person guidelines for inspection organisations and vehicle inspectors

d) be physically capable of carrying out the border inspection process

e) be able to pass a basic eyesight test.
## Definitions and abbreviations

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>NZTA</td>
<td>means the NZ Transport Agency</td>
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<tr>
<td>Make</td>
<td>in relation to a motor vehicle, means the name given for market identification to a group or groups of motor vehicles by a company or organisation which owns that name.</td>
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<tr>
<td>New motor vehicle</td>
<td>means a motor vehicle, which is not a used motor vehicle.</td>
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<tr>
<td>Structural damage</td>
<td>includes any of the following:</td>
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<tr>
<td></td>
<td>• distortion or buckling of panels or pressings forming part of the unitary body construction, which causes misalignment from the original state.</td>
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<td>• corrosion of panels, pressings or welds in the unitary body structure which degrades the strength of the structure.</td>
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<td></td>
<td>• deformation in the crush zones; cracking in or adjacent to welds; misalignment of the suspension or damaged to the attachment points to the body structure.</td>
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<td></td>
<td>• cracking or deformation of cross members, sills or chassis rails.</td>
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<tr>
<td></td>
<td>• misalignment, deformation, cracking or corrosion of a separate chassis frame.</td>
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<tr>
<td>Used motor vehicle</td>
<td>means a motor vehicle, which has been:</td>
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<td>• supplied to the consumer market and sold; or</td>
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<td>• used as a demonstration, test or courtesy vehicle by its manufacturer or importer; or</td>
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<td>• used for training or testing purposes; or</td>
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<td>• previously registered or licensed.</td>
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# Reference materials

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<td>Guidelines for the detection of reportable damage on imported used vehicles</td>
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<td>8</td>
<td>‘NZTA Inspected’ sticker</td>
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<tr>
<td>9</td>
<td>Procedure for inspecting vehicles that have been released from a CCA or TF without having the NZTA border inspection</td>
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Guidelines for the detection of reportable damage on imported used vehicles

1 Introduction
2 Purpose
3 Structural Parts (Unibody chassis)
4 Structural Parts (Body-over-frame)
5 Energy management (Unibody chassis)
6 Criteria for reporting structural damage and corrosion
7 Ancillary procedures
1 Introduction

This guide is designed to provide foundation material to assist vehicle inspectors in the requirements for inspecting imported used motor vehicles; and the identification, recording, and flagging of structural damage.

The use of diagrams and photographs is used to support the written standards listed in the guide and illustrates:

- structural areas of unibody and body-over-frame vehicles
- energy management paths
- examples of the types of structural damage that needs to be reported.

2 Purpose

The purpose of the guide is to provide vehicle inspectors with reference material stipulating the standards for reportable structural damage, supporting information, and to assist in the decision-making process when an imported used vehicle must be reported to the NZTA (or ‘flagged’).

Exclusions to flagging of structural parts, ie those that do not require reporting are described and explained.

This guide also gives examples of ‘minor’ damage, which would be considered as cosmetic, and do not require reporting to the NZTA.
3 Overview – Structural parts: Unibody chassis

1 Inner guard
5 Windscreen header
10 C pillar (upper)
15 Rear seat floor
Bulkhead
24 Tunnel (longitudinal)

2 Upper chassis rail (reinforcer)
6 Roof stiffener
11 Rear panel
16 B pillar
21 Lower (engine) chassis rail
25 Rear seat cross beam

3 Strut tower
7 Parcel tray
12 Rear ¼ panel
17 Floor
18 Sill (rocker panel)
22 Front bumper
26 Rear suspension cross beam

4 A pillar (upper)
8 Cant rail
13 Boot floor
19 A pillar (lower)
20
9 Roof (not shown)
14 Rear seat back
23 Spare wheel well
24

Crush zones
Torque boxes
Crush zones
Guidelines for the detection of reportable damage on imported used vehicles (cont.)
4 Overview – structural parts: Body-over-frame chassis

Unitised steel body (bolted to chassis)

**Perimeter chassis frames**
(4x4 and light trucks)

**Ladder chassis frames**
(buses and heavy trucks)

Crumple zones
(later 4x4 models)

Torque boxes
5 Overview – energy management path

The structural integrity of the passenger safety cell is a key feature of motor-vehicle design.

- Front and rear structural parts are designed to absorb or manage collision energy by collapsing in predetermined areas called crush zones.
- Crush zones are built into the front and rear of the vehicle in the form of holes, slots, dimples, convolutions, or hydro-formed tailored blanks.
- Bonnets are designed to buckle and avoid windscreen penetration, and also minimise pedestrian injury.
- The unibody structure is designed to route collision energy around the passengers; with the passenger safety cell the last area to deform in a crash where collision energy exceeds the design.
6 Criteria for reporting structural damage or corrosion

The criteria detailed below must be used when deciding if any damage or corrosion should be reported.

The important distinction when applying these criteria is:

- Whether the area identified as damaged by impact, previous repair, or corrosion is structural or cosmetic, and
- Whether the extent of damage is sufficient to compromise the structural integrity of the motor vehicle, or
- Whether evidence of damage, previous damage repair, or heat damage is present in a structural area, or energy management path of the motor vehicle.

Photographs illustrating examples of structural damage and corrosion are shown in Reference Material 8.5.

Photographs illustrating examples of cosmetic damage are shown in Reference Material 8.6.

All damage meeting the designated criteria and found in the energy management path areas must be flagged.

6.1 Cosmetic damage

- Cosmetic damage to the motor vehicle’s outer body panels is permitted, providing it does not affect the structural integrity of chassis, the energy management paths, or any of the bonded or welded seams or joints as a result of the manufacturing process.

  Cosmetic parts on a Unibody chassis are generally bolt on items such as the front guard, boot-lid, and in most cases the doors.

6.2 Under-body impact damage

- A vehicle does not require to be reported if it has minor under-body impact damage as a result of ‘grounding’ the vehicle or some minor scraping of the sill seams.

- A vehicle must be reported if it has under-body damage as a result of a collision with a substantial object, sufficient to cause the splitting of seam welds, distortion of suspension members or mounting points, or tearing of metal structures.

- A vehicle does not require to be reported if there is crushing of floor stiffening members (Note 1), provided the damage does not affect any internal cross members designed for side-impact protection, or extend past 25% of the original dimensions of the part. Tearing of floor stiffening members must be flagged.

  Note 1 When distinguishing between floor pan stiffening members and cross members, note that a member that runs through the line of a seat or occupant area will not be an energy absorbing member, (ie, its purpose is to reinforce the floor-pan and seat mounts), while a member that runs alongside a seat or occupant area should be treated as an energy absorbing member (ie, a chassis rail).

6.3 Denting or Distortion

6.3.1 Sills

- A vehicle does not require to be reported, if rocker panels (outer sills) are dented or creased lengthways along the sill to a maximum depth of 25mm. If the depth of the crease exceeds 25mm or runs across the sill, the vehicle must be reported.
• A vehicle must be flagged if there is any discernible denting or distortion to the folds or swages in the sill panel or structure of the inner/outer sill weld seam, other than minor scraping.

• A vehicle must be flagged if there is any discernible denting or distortion to the structural members and panels in the energy management path, other than minor scraping.

6.3.2 Crush zones and kick-up areas:

• A vehicle must be reported if there is denting or distortion, any evidence of heating, or evidence of previous repair of the longitudinal rails affecting the front and rear crush zones and kick-up areas.

6.3.3 Crossmembers:

• A vehicle with minor jacking damage to a crossmember does not require to be reported, providing there is no indication of loss of steering or suspension alignment.

• A vehicle must be reported if there is denting, distortion, or cracking of the crossmember as a result of collision with an object.

6.4 Cracking

A vehicle must be reported if there is cracking in:

• the unibody chassis

• any crossmembers and subframes

• a load bearing member, or energy management paths in unibody structures

• the body of a vehicle with a body-over-frame chassis in the energy management paths, engine mounts, suspension mounts, body mounts, pillars, or sills.

6.5 Repaired damage

• A vehicle with repaired damage does not require to be reported if only cosmetic damage to the outer body panels has previously occurred, providing the inspector is able to discern the extent of the damage and confirm that none of the vehicle manufacturer’s seams or joints have been disturbed during the repair.

• Where signs of fresh repair, rust prevention, or under-sealing to any part of the vehicle chassis and energy management path are evident, the vehicle must be flagged.

6.6 Supplementary Restraint System (SRS): Airbags and seatbelt pretensioners:

A vehicle must be reported if it has a deployed airbag or seatbelt pretensioner, or there is evidence of repairs to, or tampering with airbag covers (including colour variations in plastic covers to steering wheels, dash panels, interior trim, or non-original stitching to seat mounted airbags).

6.7 Corrosion Damage:

• Corrosion damage is where the metal has been eaten away by oxidisation, which is evident by pitting to the extent the structural integrity of the vehicle has been compromised. The outward signs of such corrosion damage are typically displayed by the swelling of a panel between spot welds, or lifting or bubbling of paint. In extreme cases, the area affected by the corrosion damage will fall out and leave a hole.

If there is corrosion damage in any structural area, as indicated in the shaded areas of Figure 1, the vehicle must be reported.
**Note 2** For the purposes of the border inspection, corrosion damage includes any signs of ‘rust bleed’. Rust bleed is a rust coloured stain or mark that appears around an area of corrosion that may not be visible. Rust bleed is most commonly found where panels join or overlap (seams) when corrosion has started between the two surfaces and moisture has caused a rust stain or mark to run onto the external surface.

- **Perforated corrosion** is where the metal is corroded to the extent that it has holes, or holes are exposed when rust scale is removed. If metal is badly pitted causing a loss of metal thickness it must also be treated as perforated corrosion.

If there is perforated corrosion in any other (non-structural) area, as indicated in the non-shaded areas of [Figure 1](#), the vehicle requires to be reported.

![Figure 1. Structural corrosion damage limits](#)
Corrosion, or the repair of corrosion on ‘bolt on’ parts (doors, bonnets, and boot lids) within a 150mm circle around the outside of hinge or latch components will require to be reported. These ‘no corrosion’ zones are circled in Figure 2.

Figure 2. Hinge and latch anchorage corrosion damage limits
Entry vehicles with known corrosion problems

Mitsubishi
- Diamante: Floor/front strut towers
- Legnum: Under body/Strut towers
- Lancer Evo: Rear rails
- Delica van: Front rails

Nissan
- Safari: Floor/front and rear cross members/radiator support panels
- Terrano: Floor area
- Mistral: Floor area
- Pulsar: Under body and inner floor/sill joint

Mazda
- Demio: Front cross member
- MPV: Rear chassis rail

1.6.8 Water damage or fire damage

Where there is evidence that a vehicle has suffered water damage or fire damage, it must be flagged.

Water damaged vehicles are typically very difficult to identify. They are ‘high profit’ items if they can get past the entry-level inspection process. ‘Tricks’ include use of heaters, dehumidifiers, and total grooming to elude the inspection process. These vehicles will also be health/biohazard risks to inspectors. If you suspect a vehicle has been water damaged, flag the vehicle.

Heat damage will usually be easier to distinguish; however signs of previous repair may disguise the extent of damage from heat.

7 Ancillary Procedures

7.1 Doubt regarding damage status

If after completing the check on the vehicle there is any doubt whether to report the damage found, the following approach should be applied.

IF IN DOUBT DO NOT REPORT THE DAMAGE

7.2 Exceptions to flagging of structural parts

The front windscreen and all other glass is a structural part in the Unibody chassis, and modern (light) Body-over-frame chassis. For the purpose of entry-level inspection, the glass is not to be flagged as a damaged structural item, unless the cause of the windscreen damage can be attributed to airbag deployment or other structural damage that must also be flagged.
Border inspection system guidelines

1 Overview
2 Accessing and logging into the system
3 Entering an individual record
4 Completing the form
5 Entering further information if the vehicle is damaged
6 Entering multiple border inspection records (batch files)
7 Adding additional images to an existing record
8 Attachments
9 Example error messages (screenshots)
1 System guidelines overview

Border inspection system

The purpose of the border inspection system is to record the data collected by service providers when border inspections are performed on used vehicles intended to be imported into New Zealand.

Entering border inspection records

Border inspection records can be entered individually through a user interface, or stored in a batch file and uploaded to the system via the border inspection system homepage.

A border inspection record must be entered within 48 hours of the inspection being carried out for vehicles inspected in New Zealand and within five days after the ship has departed for vehicles inspected offshore.

Access to methods of entering records

Access to both methods of entering a record is via the homepage of the border inspection system website. Duplicate records will not be accepted.

Note: To increase the font size in the system, select and hold Control whilst simultaneously rolling the scroll wheel on your mouse.

Logging into the system

Refer to the Accessing and logging into the system section for instructions on how to access the NZTA online services and log in to the border inspection system.

Border inspection system homepage

Attachments

Border inspection records may include attachments; attachments may be a combination of images and one water damage report. Refer to the Attachments section for further information about attachments and their specifications.
Contact details

To access NZTA contact details, hover your mouse over Contact Us at the top right-hand side of the screen. The message will refer you to the VIRM, page 2-1 for the relevant NZTA contact details.
## 2 Accessing and logging into the system

### Logging into the border inspection system

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Open a new explorer window and enter the following URL: <a href="https://glsgwpro01.transactpro.nzta.govt.nz/portal/Portal.aspx">https://glsgwpro01.transactpro.nzta.govt.nz/portal/Portal.aspx</a></td>
</tr>
<tr>
<td>2</td>
<td>This will provide access to the NZTA online services access point:</td>
</tr>
<tr>
<td>3</td>
<td>Click on Log on</td>
</tr>
<tr>
<td>4</td>
<td>The following window will open:</td>
</tr>
<tr>
<td>5</td>
<td>Enter your username and password and click on Log on</td>
</tr>
<tr>
<td>6</td>
<td>If the log-in is successful • the border inspection system homepage will display (refer to Step 7 for a screenshot) If the log-in is not successful • an error message will display (refer to Step 8 for a screenshot)</td>
</tr>
<tr>
<td>7</td>
<td>The border inspection system homepage:</td>
</tr>
<tr>
<td>Step</td>
<td>Action</td>
</tr>
<tr>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>8</td>
<td>The unsuccessful log-in error message:</td>
</tr>
</tbody>
</table>

![Image of the unsuccessful log-in error message]

---

**Border inspection system guidelines (cont.)**

**Reference material 2**

**VIRM: Border inspection of used imported vehicles**

Version 1 | November 2011
3 Entering an individual record

Creating a new record

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | On the homepage, create a new record by using one of the methods below:  
• click on the **I need to create a new Border Inspection Record** button in the middle of the screen, or  
• select the **Manage records** tab at the top left of the screen and select **Create New Record** from the list on the left-hand side of the screen. |

2 | A new window will open and display the following form: |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 3    | Complete the necessary fields.  
*Note:* Refer to the [Completing the form](#) section for additional information about entering details |
| 4    | When all fields have been completed and all attachments (if necessary) have been added, to save the record, click on [OK](#). |
4 Completing the form

Standard mandatory fields

In the Create New Record screen, any field that is preceded by an * is a mandatory field and must be populated before the record is submitted.

The following fields are mandatory:

- **Identifier**: (the VIN ISO must be 17 characters in length)
- **Make**: select from a drop-down list
- **Model**: free text
- **Inspector ID**: free text
- **Inspection Date**: select using the calendar picker
- **Left Hand Drive**: automatically defaults to ‘No’
- **Border Odometer**: must contain a value greater than, or equal to, zero
- **Site**: select from a drop-down list
- **Importers Name**: free text
- **Importers Address**: free text
- **Ship Name**: free text
- **Port of Arrival**: select from a drop-down list
- **Country of Import**: select from a drop-down list
- **Damage**: automatically defaults to ‘No’.

Additional notes for vehicle section

- **Identifier**: at least one identifier must be entered for a record. Either:
  - VIN ISO, or
  - Other VIN

*Do not enter a vehicle identifier into the ‘Chassis’ field.*

**Note:** VIN ISO cannot include: ‘O’ for Oscar, ‘I’ for India or ‘Q’ for Quebec.

- **Make**: if you select Other in the Make drop-down list, enter the make details for the record in the Other Make box.

Additional notes for inspection section

- **Inspector ID**: Use the person’s initials followed by a sequential number which identifies the inspector.
- **Inspection date**: the inspection date must be entered as yyyy/mm/dd. Select a date by using the date picker icon to the right of the Inspection Date box.

**Note:** The date cannot be in the future.

- **Border Odometer**: border odometer readings must be values that are equal to or greater than zero. If no odometer reading can be recorded, enter ‘00000’
• **Site**: if you select Other in the Site drop-down list, enter the site details for the record in the Other Site box.

• **Ship name**: If you want to record the voyage number, use this field following the name of the ship, eg Transfuture 6 (VOY 48)

• **Port of Arrival**: if you select Other in the Port of Arrival drop-down list, enter the port details for the record in the Details of Other Port box.

• **Country of import**: this is the country that the vehicle was exported from.

• **Damage**: if the No button is selected, the Damage section will not appear and no further fields need to be completed. If the Yes button is selected, further fields related to damage will appear enabling notes, photos and/or water damage reports to be attached to the record. Refer to the **Entering further information if the vehicle is damaged** section for further details.
5 Entering further information if the vehicle is damaged

Create new record screen with additional damage fields

Mandatory fields for damage information

If the vehicle has been damaged, the following fields are mandatory:

- Damage
- Structure Damage
- SRS Damage
- Fire Damage
- Water Damage
- Damage Notes
- Damage Photo 1.
Additional notes for the damage fields

- **Damage**: if you select the *Yes* button, you must supply at least one photo with the record showing the damage to the vehicle. Refer to *Damage Photo 1* bullet point below.

- **Damage notes**: when entering damage notes, select from the following list to describe the type of damage and where the damage is on the vehicle.

  - Damage
  - Rust
  - External
  - Underbody
  - Internal
  - Front
  - Rear
  - Side
  - Left
  - Right

- **Water Damage**: if you select the *Yes* button, you must supply a water damage report with the record. Refer to *Water Damage Report* bullet point below.

- **Damage Photo 1**: click on *Browse...* to locate the photo to be attached.

  **Note**: Photo pixels must not exceed 640 x 480 pixels.

- **Water Damage Report**: click on *Browse...* to locate the file to be attached

- Refer to the *Attachments* section for detailed specifications for photographs and reports.
6 Entering multiple border inspection records (batch files)

Introduction

Multiple border inspection records can be loaded in an .xml file and submitted for upload to the border inspection system.

Uploading a batch file

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | On the homepage, upload a batch file by using one of the methods below:  
- click on the I need to upload a batch file button in the middle of the screen, or  
- select the Manage records tab at the top left of the screen and select Upload Batch File from the list on the left-hand side of the screen: |
| 2    | A new window will open requesting that you select a file to upload: |
| 3    | Click on Browse... to locate the batch file stored on your system. |
| 4    | After you have selected the relevant file, click on OK. |
Batch file specifications

- The file must be supplied in an xml format that meets the NZ Transport Agency (NZTA) border inspection schema. For a copy of the schema, refer to the technical specifications that were supplied with your NZTA contract.

- Images and jpegs are to be incorporated as part of the inspection record and included in the xml file.

- The following fields must be populated in upper case:
  - UnknownMake (eg KAMAKUSA)
  - ImporterName (eg FAST CARS INC)

- The following fields must be populated in title case:
  - UnknownPort (eg Whanganui, not whanganui or WHANGANUI)
  - UnknownSite (eg Pokeno, not pokeno or POKENO).
7 Adding additional images to an existing record

Overview

- An additional four images may be added to an existing border inspection record
- Additional images must be located, selected and then submitted for inclusion with an existing inspection record
- Additional images can only be uploaded to one inspection record at a time.

Adding additional images

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | On the homepage, add additional images by using one of the methods below:  
|      | • click on the **I need to submit images** button in the middle of the screen, or  
<p>|      | • select the <strong>Manage records</strong> tab at the top left of the screen and select <strong>Submit additional images</strong> from the list on the left-hand side of the screen: |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>A new window will open that provides browser capability to enable additional images to be selected:</td>
</tr>
</tbody>
</table>
| 3    | Enter the **Identifier** associated to the existing inspection record that you wish to add the images to. This will be either:  
• VIN ISO, or  
• Other VIN.  
**Note:** VIN ISO cannot include: ‘O’ for Oscar, ‘I’ for India or ‘Q’ for Quebec, and must be 17 characters in length. |
| 4    | Next to **Image 1**, click on **Browse**... to locate the image to be uploaded. Refer to the **Attachments** section for attachment specifications. |
| 5    | Once selected, the name of the image for uploading will be displayed in the **Image 1** box. |
| 6    | Use the **Image 2**, **3** and **4** boxes to upload more images, if necessary, clicking on **Browse**... beside each box to locate the images to be uploaded. |
| 7    | After you have uploaded all necessary images, click on **OK**. |
8 Attachments

Water damage report

When a record indicates that the vehicle has water damage, a water damage report must be included. This is stored as a jpeg file and submitted with the initial record:

• only one water damage report is permitted for inclusion with a record
• a water damage report cannot be submitted as an additional attachment after the initial record has been entered into the system.

See Reference material 8.4 for a copy of the water damage report form.

Technical specifications – water damage report

• A water damage report jpeg must be a minimum size of 200kb and cannot exceed 400kb.

Photos

When a record indicates that the vehicle has damage, it must have at least one photo attached when the initial record is submitted:

• up to four images can be loaded with the initial record and another four images can be loaded separately for the record after the initial submission.

Technical specifications – photos

All photos supplied with records must meet the following specifications. Each image must:

• be formatted as a JPEG
• 640 x 480 pixels in size
• RGB, 24 bits per pixel
• Minimum DPI of 72, maximum of 180.
9 Example error messages (screenshots)

Error messages

When insufficient or incorrect information is entered by the user, an error message will display. The message appears at the top of the page in **red** font and fields that require populating are also highlighted in **red**.

Example 1: Create new record

![Error message screenshot](image-url)
Example 2: Create new record
Example 3: Submit additional images
NOTICE TO THE IMPORTER

This vehicle has been flagged by the Border Inspector as having structural damage at the time of importation into NZ. For further information contact NZ Transport Agency on 0800 108 809.

Before carrying out any repairs to this vehicle you are advised to present the vehicle to a NZ Transport Agency Transport Services Delivery (TSD) agent.

DO NOT REMOVE THIS LABEL UNTIL INSPECTED BY A TSD AGENT

NZ TRANSPORT AGENCY
WAKA Kotahi

NIL (04/11)
From:
Name of vehicle inspector: ____________________________________________

Port of inspection: ____________________________  Vessel: ____________________
Vehicle Make ____________________________________  Model: ____________________

VIN

__________________________
Border inspection date: _______________________

Mark location on vehicle where water damage was identified. Include photographs.
State clearly what evidence there is of water damage to the vehicle.

__________________________________________
Under body damage
Crushing of floor pan stiffening members
Under body damage
Splitting of seam wells

Examples of major structural damage and corrosion (cont.)
Under body damage

Tearing of the metal
Examples of major structural damage and corrosion (cont.)

Damage to rocker panels
Rear quarter/dogleg
Distortion to longitudinal rails
Front and rear crush zones

Reference material 5
Examples of major structural damage and corrosion (cont.)
Collision damage to steering or suspension components
Damage to the vehicle’s outer body panels which affect the integrity of any of the seams or joints installed by the vehicle manufacturer.
Corrosion (rust) which has resulted in perforation or flaking of the metal
When inspecting Nissan Terranos or Mistral always check for corrosion of the floor under the rear seat (examples are shown in the first three photos below).
Reference material 5

Examples of major structural damage and corrosion (cont.)

Water damaged vehicles

![Image 1]
![Image 2]

Examples of major structural damage and corrosion (cont.)

![Image 3]
![Image 4]
Heat and fire damaged vehicles
Examples of repairs

Examples of major structural damage and corrosion (cont.)
Examples of repairs
Examples of minor/non-structural (cosmetic) damage

Front guards
Examples of minor/non-structural (cosmetic) damage (cont.)

Sills/Rocker panels (minor damage)
Minor (cosmetic) damage - rear quarter panel and dogleg
Examples of minor/non-structural (cosmetic) damage (cont.)

Minor (cosmetic) damage - doors
NZ Transport Agency specifications for the Border Inspection checksheet

Overview
The NZTA preference is to have one standard checksheet that is used by all Border Inspection service providers.

General requirements applicable to all checksheets

- The checksheet must contain the version number and/or version date of the checksheet (eg 5/09, indicating that the checksheet was last approved/changed in May 2009).
- The checksheet must include the following information:
  - The words: ‘Complaints regarding border inspection issues should be first directed to the border inspection organisation’. Additional words may be added to the checksheet to meet the requirements for complaint statements contained in the Introduction section of the VIRM.
  - The words ‘NZ Transport Agency reserves the right to recheck any vehicle following an inspection.’

Items to be on the checksheet

- The checksheet shall contain all the items to be recorded and checked by the vehicle inspector during a border inspection.

Items required to be recorded on all checksheets

- Importer name and address
- Inspecting Organisation name
- Address where inspection was carried out
- Vehicle Make
- Vehicle Model
- Vessel Name
- Voyage number (optional)
- Vehicle Identification Number (VIN)
- Inspection date
- Vehicle Inspector’s name
- Vehicle Inspector’s signature
- Indication of vehicle structural inspection pass or fail
- Diagram of vehicle/s
For damaged vehicles a check list (see below) detailing type of damage and where damage is located on the vehicle

- Damage
- Rust
- External
- Under body
- Internal
- Front
- Rear
- Side
- Left
- Right
- Odometer reading
- Left-hand-drive/Right-hand-drive
- Provision for notes to be recorded.
Shown below is a sample of the ‘NZTA Inspected’ sticker.
Procedure for inspecting vehicles that have been released from a Customs controlled area (CCA) or MAF transitional facility (TF) without having the NZTA border inspection

Before carrying out the NZTA border inspection the following procedures must be followed:

1. Verify the date when the vehicle arrived in New Zealand by sighting either a Customs clearance document or a MAF bio-security clearance certificate.

2. Inspect the vehicle to verify that the vehicle identification number (VIN) is the original identifier that was fitted by the vehicle manufacturer.

3. Carry out the NZTA border inspection and data transfer process.

4. Collect the NZTA border inspection fee as part of the cost of inspection.