

Correct as at 12th June 2026. It may be superseded at any time.

Extract taken from: Border inspection of imported used vehicles > Reference materials

Reference materials

1 Guidelines for the detection of reportable damage on imported used vehicles (excl motorcycles)

Vehicles imported from Australia

Every vehicle imported from Australia will need to have a Personal Property Securities Register (PPSR) certificate downloaded from <https://transact.ppsr.gov.au/ppsr/SearchForMotorVehicle?v=Search>

If the certificate identifies the vehicle as 'written off' it must be reported as damaged and a copy of the PPSR certificate uploaded into the Border Inspection system.

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- [\[image src="/assets/Images/Welcome-to-the-Vehicle-Inspection-Portal/images/BI-images/structural-corrosion-damage-limits.jpg" id="1472" width="600" height="461" class="leftAlone ss-htmleditorfield-file image"\]](#)
- [Figure 1-1-2. Hinge and latch anchorage corrosion damage limits](#)
- [\[image src="/assets/Images/Welcome-to-the-Vehicle-Inspection-Portal/images/BI-images/hinge-and-latch-anchorage-corrosion-limits.jpg" id="1461" width="600" height="217" class="leftAlone ss-htmleditorfield-file image"\]](#)
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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.

Note: refer to [Reference material 10](#) for guidance on the inspection of motorcycles.

Vehicle fitted with ITS Connect

A vehicle must be reported if there is evidence that the ITS Connect system is fitted to the vehicle. The damage flag is to remain on the vehicle even if the ITS Connect system is disabled in Japan.

Note: refer to [Technical bulletins 3 Vehicles fitted with ITS Connect](#)

Option - (excluding MD1, MD2 minibus)

Electronic Stability Control

- A vehicle must be reported if there is evidence that an electronic stability control (ESC) system is NOT fitted to a used motor vehicle of class MA, MB, MC, or NA.
- The vehicle must be reported if the ESC warning light stays illuminated when the engine is running.

These provisions will not apply to a vehicle manufactured, or first registered outside of New Zealand, 20 years or more at the time of the border inspection.

Notes

- For evidence of acceptable proof that the vehicle is fitted with an ESC system refer to

[Entry certification Technical bulletin 37](#)

- For identifying the vehicle class refer to

[Entry certification 5-5 Identifying the vehicle class.](#)

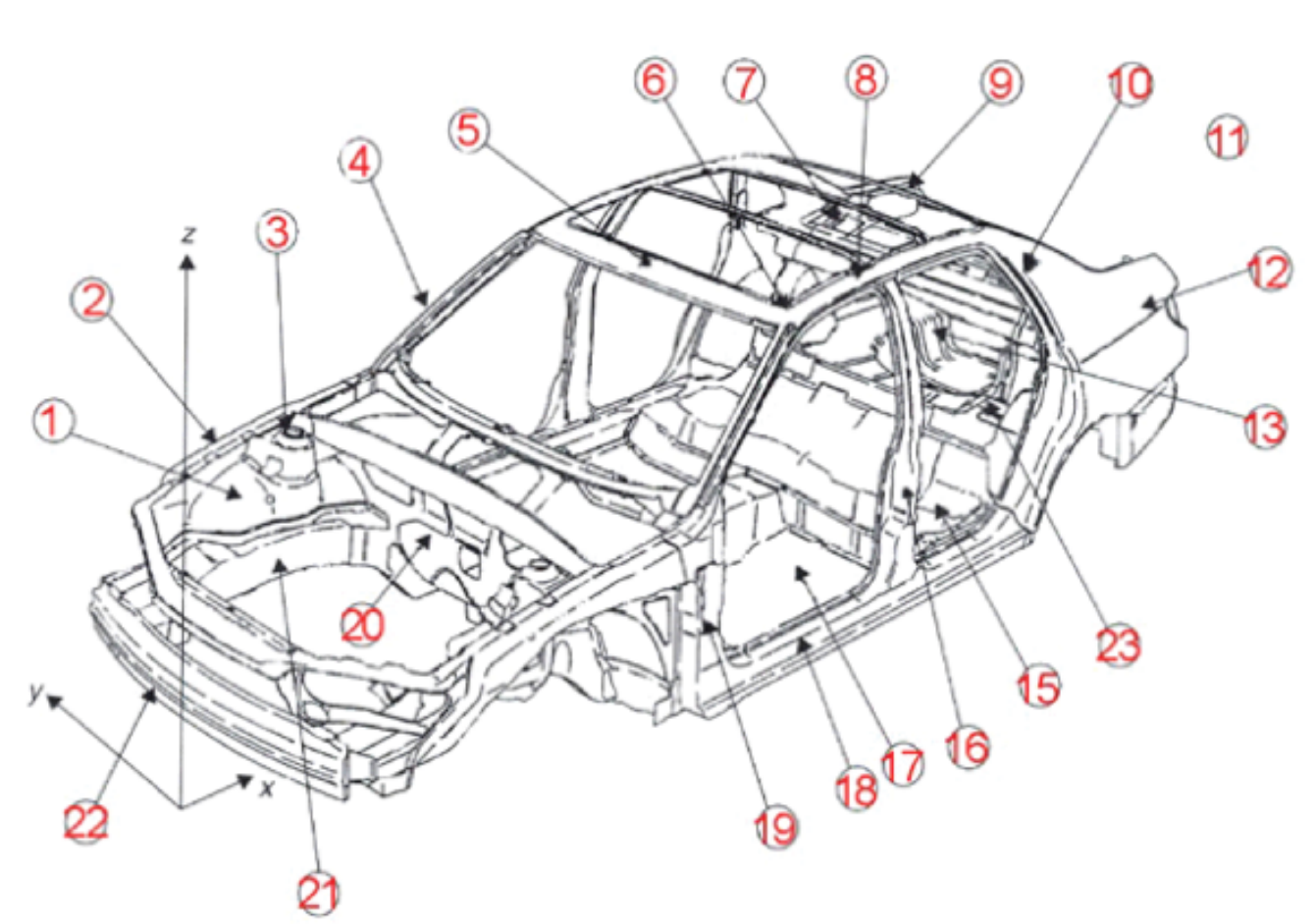
2 Purpose

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 NZTA (or 'flagged').

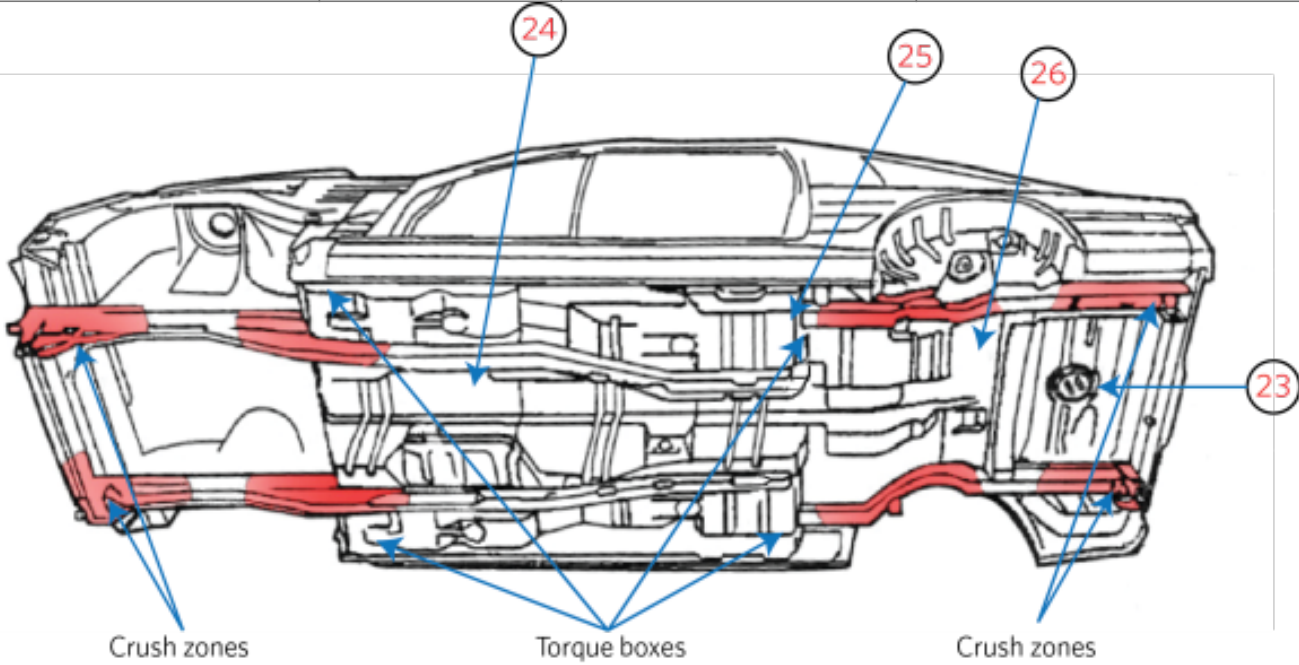
Exclusions to flagging of structural parts, ie those that do not require reporting are described and explained.

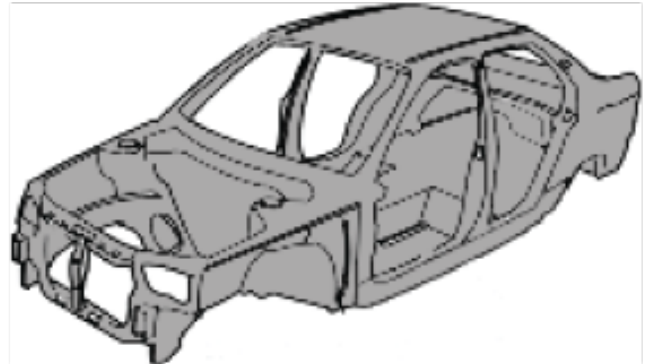
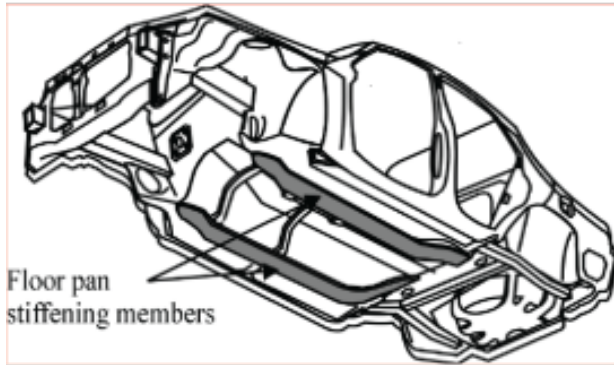
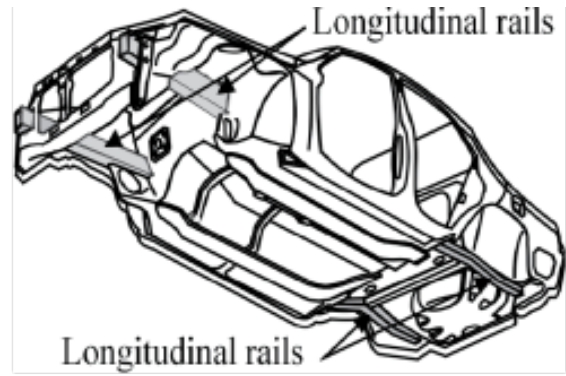
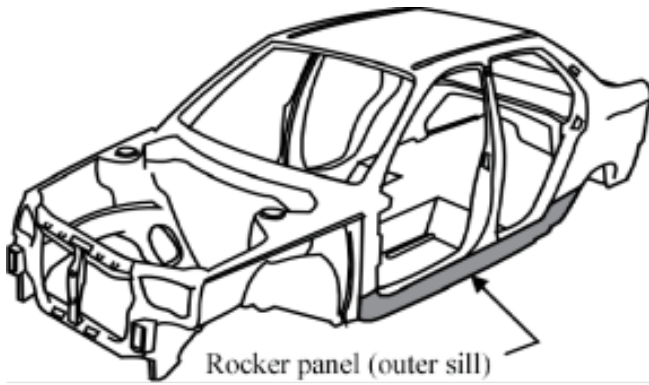
This guide also gives examples of 'minor' damage, which would be considered as cosmetic, and do not require reporting to NZTA.

3 Overview – structural parts: unibody chassis

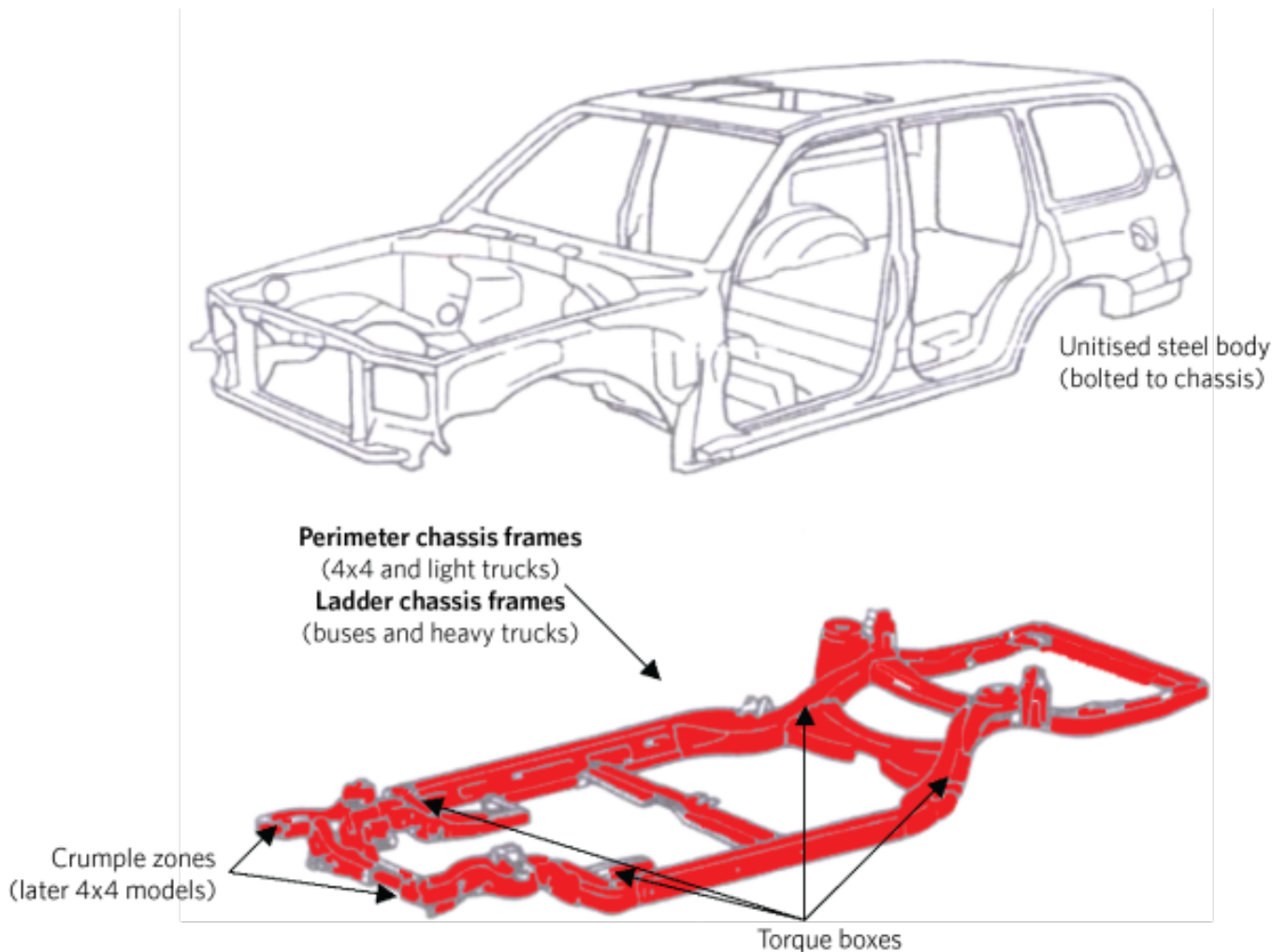


1 Inner guard	8 Cant rail	15 Rear seat floor	22 Front bumper
2 Upper chassis rail (reinforcer)	9 Roof (not shown)	16 B pillar	23 Spare wheel well
3 Strut tower	10 C pillar (upper)	17 Floor	24 Tunnel (longitudinal)
4 A pillar (upper)	11 Rear panel	18 Sill (rocker panel)	25 Rear seat cross beam
5 Windscreen header	12 Rear ¼ panel	19 A pillar (lower)	26 Rear suspension cross beam
6 Roof stiffener	13 Boot floor	20 Bulkhead	
7 Parcel tray	14 Rear seat back	21 Lower (engine) chassis rail	

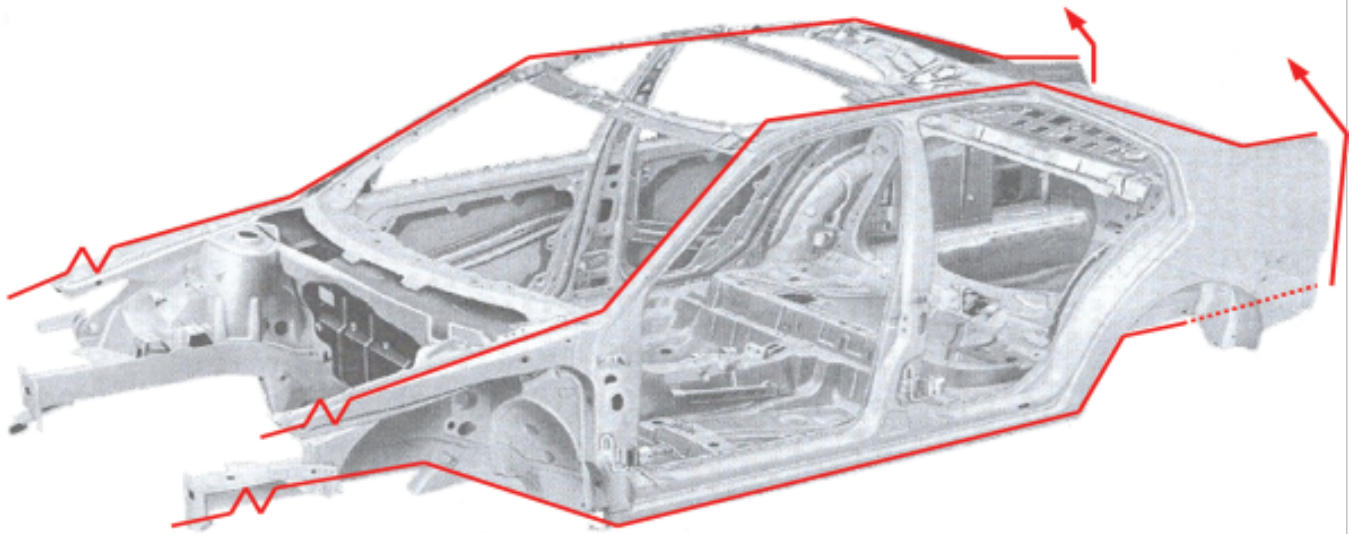




4 Overview – structural parts: body-over-frame chassis



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 pre-determined 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 following information gives guidance to vehicle inspectors in determining whether or not a light vehicle (including motorcycles where applicable) undergoing border inspection requires reporting.

Applicable legislation

- [Land Transport Rule: Vehicle Standards Compliance 2002](#) (section 4).

Vehicles to which this section applies must be inspected by a vehicle inspector or inspecting organisation appointed under 2.2(1)(k) in accordance with requirements and conditions imposed by NZTA under 2.3.

The criteria detailed below must be used when deciding if any damage or corrosion should be reported. All damage meeting this criteria and found in the energy management path areas must 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 5](#)

Under-body impact damage

A vehicle must be reported if it has underbody 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, excluding floorpan stiffeners (Note 1).

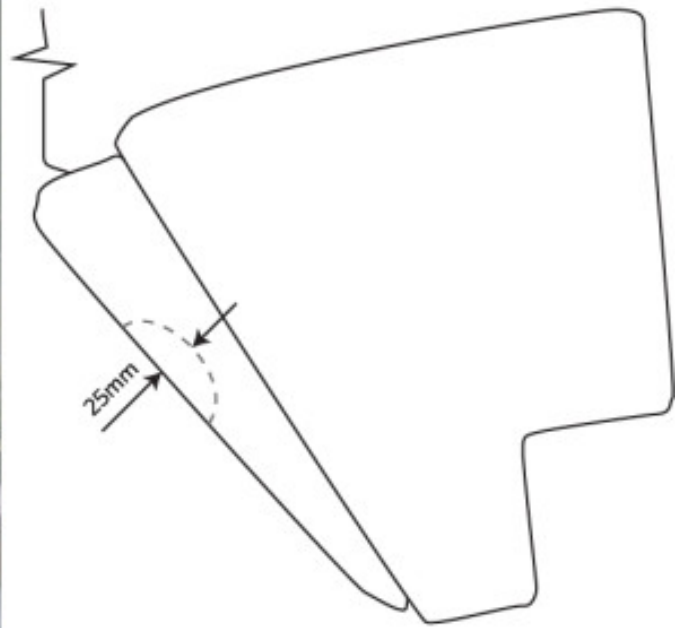
Note 1

When distinguishing between floorpan 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 floorpan), while a member that runs alongside a seat or occupant area should be treated as an energy absorbing member (ie a chassis rail).

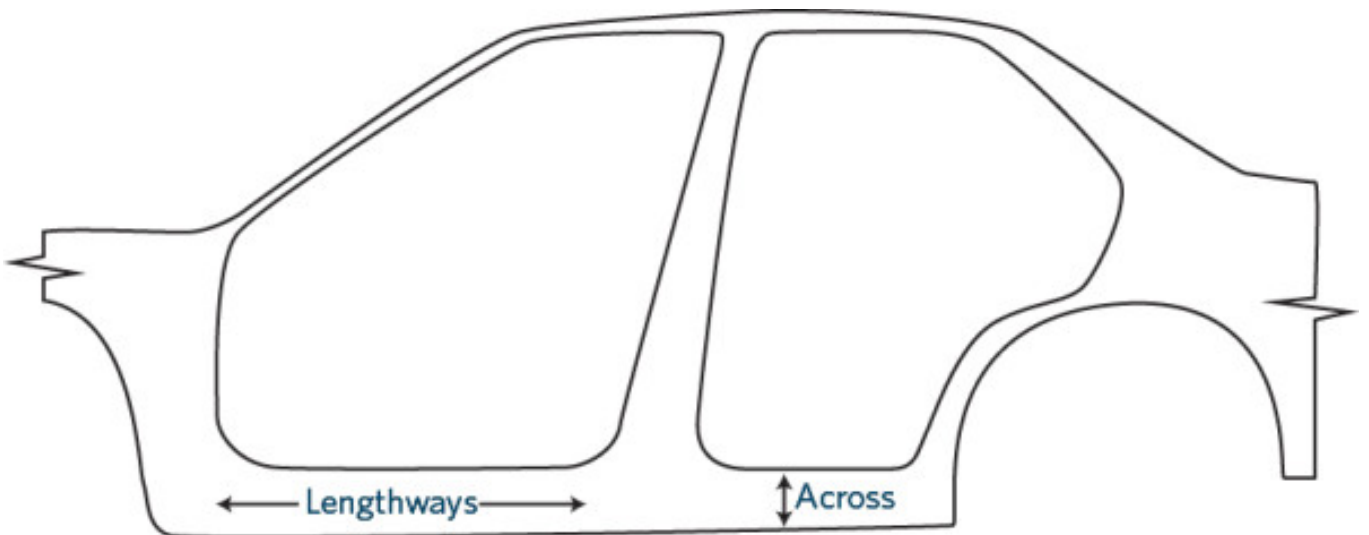
Denting or distortion

- A vehicle must be reported if there is any discernible denting or distortion to the folds or swages in the dog leg, sill panel or structure of the inner/outer sill weld seam, other than minor scraping.
- A vehicle must be reported if rocker panels (outer sills) are dented or creased lengthways along the sill and the depth of the crease exceeds 25mm.
- A vehicle must be reported if rocker panels (outer sills) are vertically dented or creased across the sill regardless of the depth of the crease or dent.

Outer sills cross section and rocker panels



Cross section of door sill



Crush zones and kick-up areas

A vehicle must be reported if there is distortion of the longitudinal rails affecting the front and rear crush zones and kick-up areas.

Crossmembers

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

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.

Repaired damage

A vehicle must be reported if signs of fresh repair, rust prevention, acid wash

(see [Technical bulletin 4: Acid wash process on used imports](#)),

or under-sealing to any part of the vehicle structure are evident.

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 module covers. (including colour variations in plastic covers to steering wheels, dash panels, interior trim, or non-original stitching to seat mounted airbags). A vehicle must be reported if the SRS warning light stays illuminated when the engine is running.

Water damage, fire damage or other written off vehicles

A vehicle must be reported if there is evidence that it has suffered water damage, fire damage or the vehicle has been written off (Note 2).

Note 2

For the purposes of the border inspection, evidence of water or fire damage may be physical evidence, or it may be that the vehicle has been written-off for insurance purposes as a result of water, fire >or other damage.

Corrosion Damage

- Corrosion damage is where the metal has been eaten away, which is evident by pitting. 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.

A vehicle must be reported if there is corrosion damage in any structural area, as indicated in the shaded areas of Figure 1-1-1.

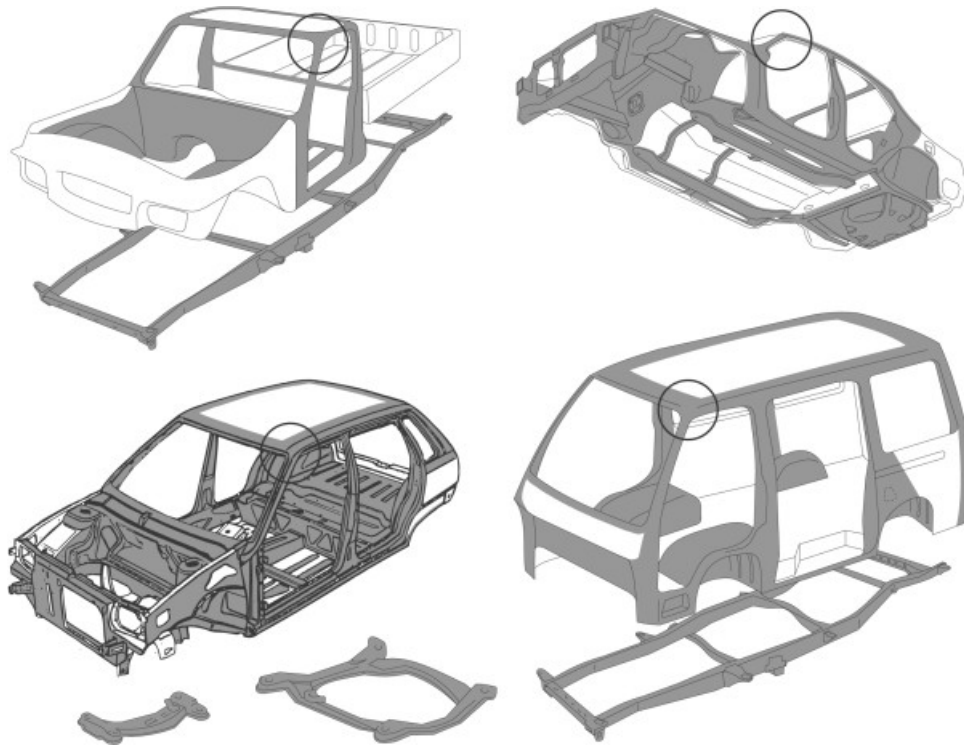
Note 3

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 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.

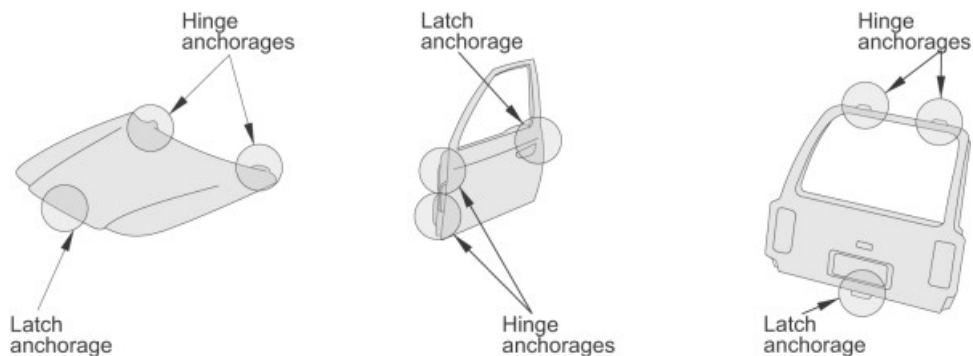
If there is perforated corrosion in any other (non-structural) area, as indicated in the non-shaded areas of Figure 1-1-1, the vehicle requires to be reported.

Figure 1-1-1. 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 1-1-2.

Figure 1-1-2. Hinge and latch anchorage corrosion damage limits



7 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.

Photographs illustrating examples of cosmetic damage are shown in [Reference material 6](#)

Inspection

A list of specific types of damage follows. It explains the extent to which damage is allowed before a vehicle must be reported.

Underbody impact damage

- A vehicle does not require reporting if it has minor underbody impact damage as a result of 'grounding' the vehicle or some scraping of the sill seams.
- A vehicle does not require reporting if there is crushing or tearing of floorpan stiffening members (Note 4), provided it does not affect any internal cross-members designed for side-impact protection.

Note 4

When distinguishing between floorpan 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 floorpan), while a member that runs alongside a seat or occupant area should be treated as an energy absorbing member (ie a chassis rail).

Denting or distortion

A vehicle does not require reporting if rocker panels (outer sills) are dented or creased lengthways along the sill to a depth of less than 25mm.

Cross-members

A vehicle does not require reporting if it has minor jacking damage to a cross-member, provided there is no indication of loss of steering or suspension alignment.

Repaired damage

A vehicle with repaired damage does not require reporting if repairs are only to correct cosmetic damage to the outer body panels, provided the vehicle 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.

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

8 Ancillary Procedures

Doubt regarding damage status

If after completing the check on the vehicle there is any doubt whether to report the damage found,

IF IN DOUBT, REPORT THE DAMAGE

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.

Page amended **5 May 2025** (see [amendment details](#))

2 Border inspection system guidelines

2-1 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.

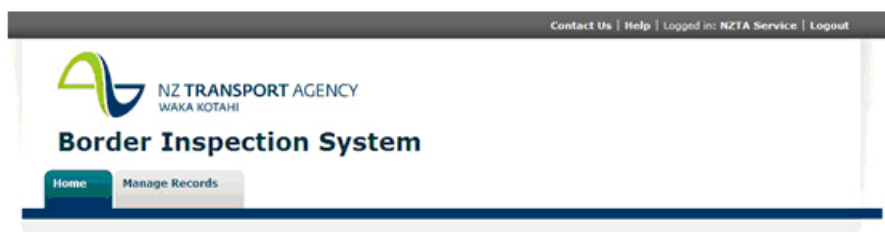
Duplicate records will not be accepted.

Note: To increase the font size in the system, select and hold **Control** (Ctrl) 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



Getting started!

I need to create a new Border Inspection Record
Upload an Individual Record

I need to upload a batch file
Upload a batch file of multiple Border Inspection Records

I need to submit images
Submit additional images to an existing Border Inspection Record



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newzealand.govt.nz

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.



NZ TRANSPORT AGENCY
WAKA KOTAHI

Border Inspection System

Home

Manage Records

Getting started!

I need to create a new Border Inspection Record

Upload an Individual Record

I need to upload a batch file

Upload a batch file of multiple Border Inspection Records

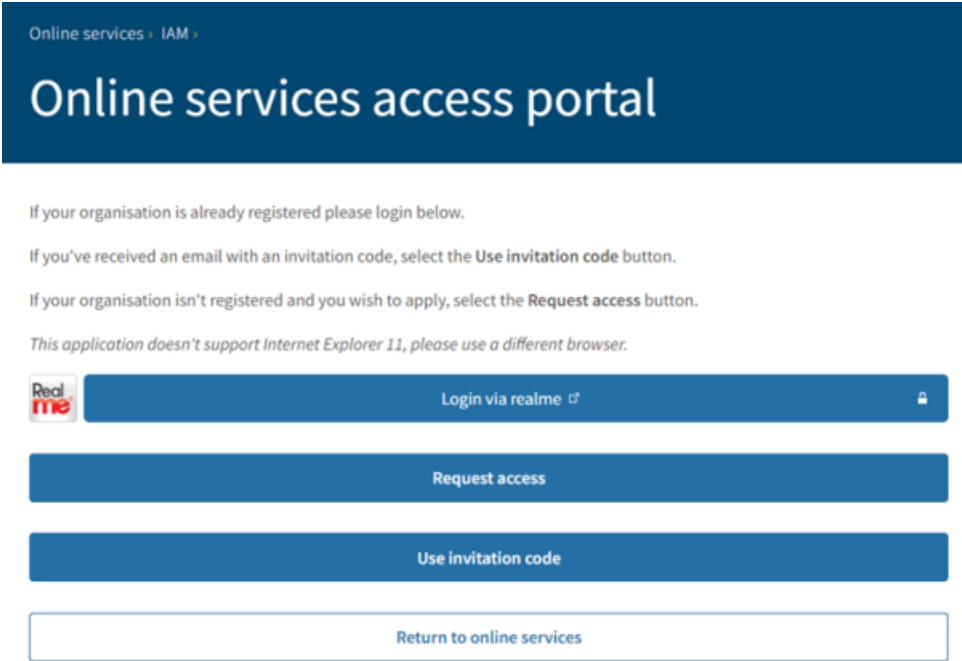


I need to submit images

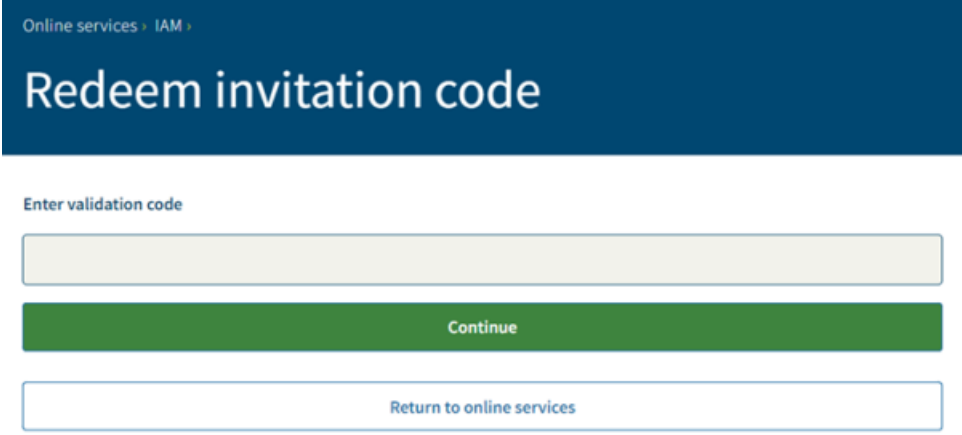
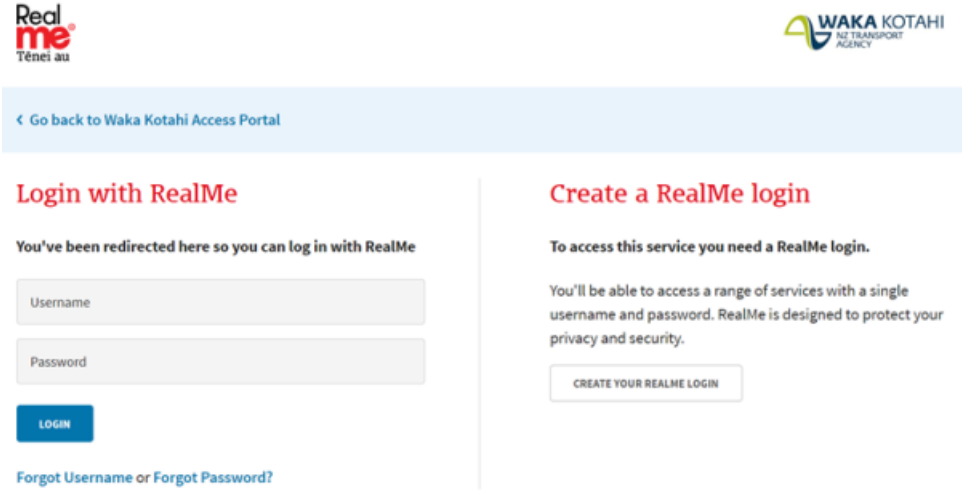
Submit additional images to an existing Border Inspection Record

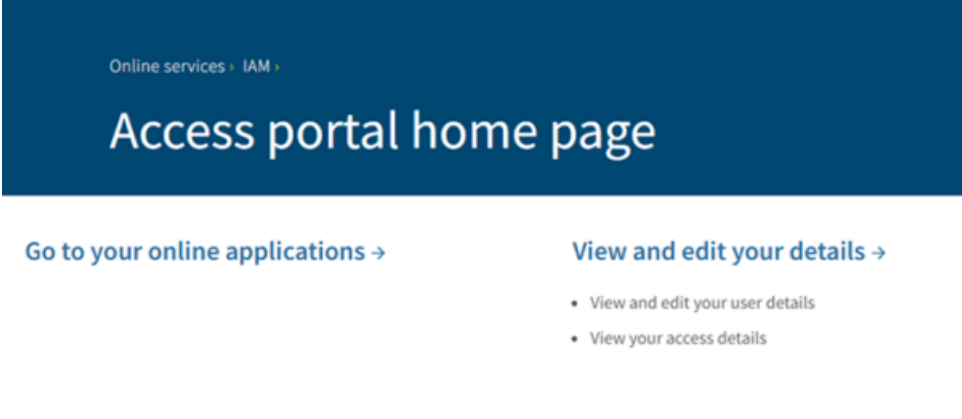
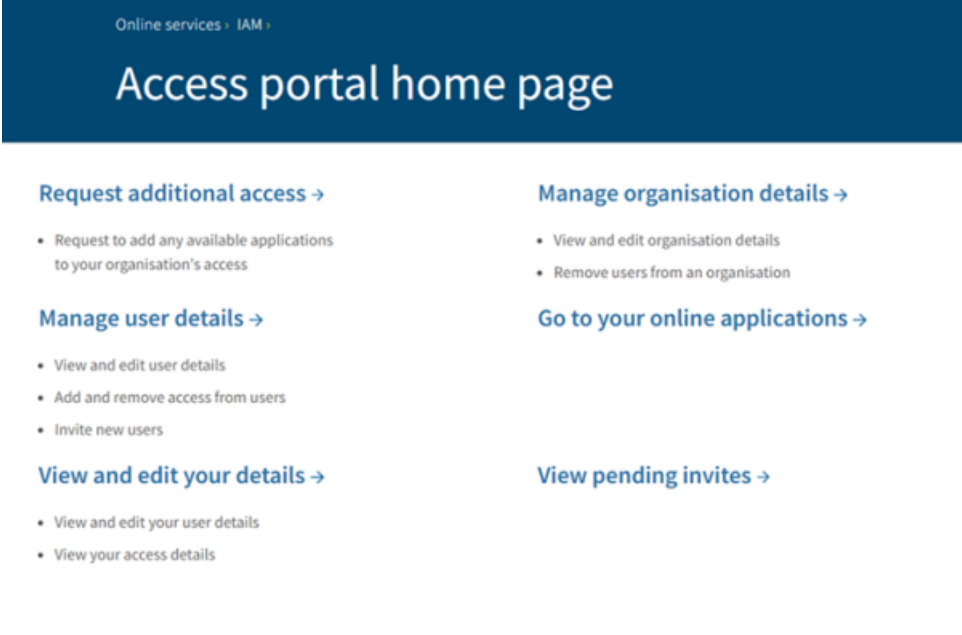


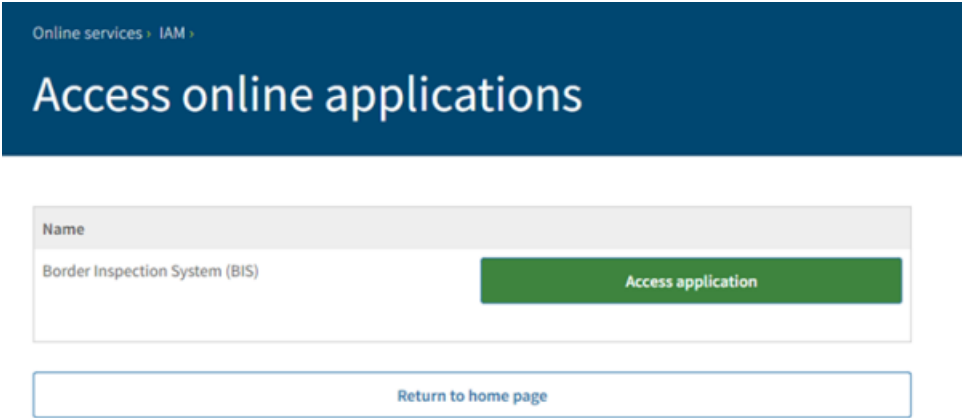

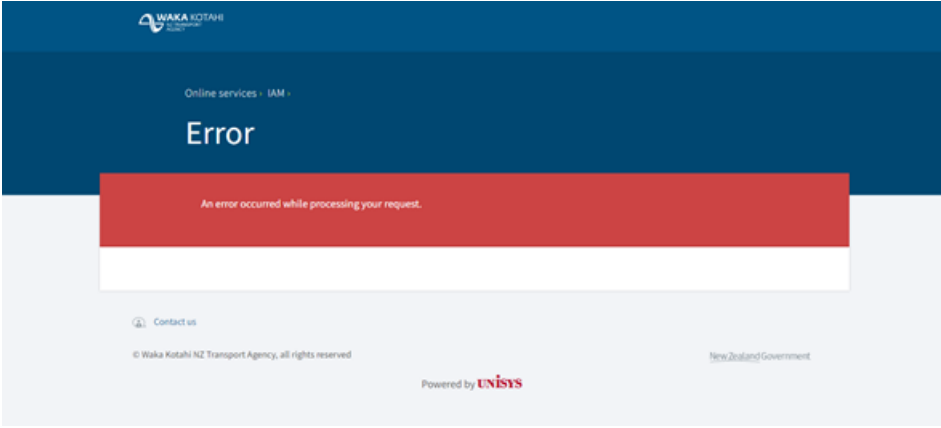
2-2 Accessing and logging into the system

Logging into the border inspection system

Step	Action
1	<p>Open a new browser window and enter the following URL:</p> <p>https://accessportal.nzta.govt.nz/</p> <p>Please note: the portal does not support Internet Explorer, please use a different browser,</p>
2	<p>This will provide access to the NZTA online services access point:</p>  <p>Online services > IAM ></p> <h1>Online services access portal</h1> <p>If your organisation is already registered please login below.</p> <p>If you've received an email with an invitation code, select the Use invitation code button.</p> <p>If your organisation isn't registered and you wish to apply, select the Request access button.</p> <p><i>This application doesn't support Internet Explorer 11, please use a different browser.</i></p> <p> Login via realme </p> <p>Request access</p> <p>Use invitation code</p> <p>Return to online services</p>

Step	Action
<p>3a</p>	<p>To access the system for the first time you must accept an invitation.</p> <p>Select the Use invitation code button.</p> <p>This will take you to the Redeem invitation code screen.</p> <p>Enter invitation code and select Continue.</p>  <p>You will be directed to the Realme login page – go to step 4.</p> <p>Note: you only need to accept an invitation once, to register to the portal. For all subsequent logins go to step 3b.</p>
<p>3b</p>	<p>To login, select Login via realme.</p>
<p>4</p>	<p>You will be directed to the Realme login page.</p> <p>Enter your realme login.</p> 

Step	Action
<p>5</p>	<p>Successful login will direct you to the Access portal home page.</p> <p>Your home page will be either the General user home page or the Organisation administrator home page.</p> <p>General user home page</p>  <p>Organisation administrator home page</p> 
<p>6</p>	<p>Select Go to your online applications.</p>

Step	Action
7	<p>This will take you to the Access online applications screen.</p>  <p>Select the green Access application button next to Border inspection system (BIS).</p>
8	<p>You will be directed to the Border inspection system home page.</p> 
9	<p>Unsuccessful login screen.</p> 

2-3 Border Inspection System administration and corrections information

The following information is to assist Border Inspection Organisations (BIOs) new to the Border Inspection System (BIS). It provides quick administrative answers to some frequently asked questions.

BIS system

A batch file is accepted into BIS excluding any errored records. Errored record should be corrected and sent in a new batch file.

- The same batch file will not be accepted twice, and the system does not accept duplicate records.

Occasionally you may have a second border inspection for the same vehicle or another vehicle using the same chassis number. For authority to load the record using an alternative chassis field, email borderchecks@nzta.govt.nz providing the error message and the border inspection details for review. An alternative solution may be provided.

If copying and pasting data into a record, please ensure low value characters (usually @ * ^ ~) are not included.

There are two uploads from BIS to LANDATA each day.

- Records received prior to 1:00am (NZ time) are uploaded to LANDATA at 6:00am (NZ time).
- Records received prior to 1:00pm (NZ time) are uploaded to LANDATA at 2:00pm (NZ time).

Photos

Four photos can be loaded with the border inspection record. An additional four can be added to an existing record. If there are photos, keep them with your records as we can ask if they're needed.

See [2-8 Adding additional images to an existing record](#) for more information.

Updated **NZTABusinessDataTypes.xsd** files are emailed when the Motor Vehicle Register (MVR)/LANDATA system tables have been updated. These files are provided to ensure that the information you load will be accepted into BIS and will also load into LANDATA. For example, a border inspection record loaded into BIS using an invalid make will load into BIS but not LANDATA. For example, Mercedes-Benz is correct but M/Benz and Mercedes Benz are invalid.

Included in the file are:

- ISO list of three-character country codes
- list of Ports
- list of border inspection sites
- makes

Correcting errors to border inspection records

Inspection dates, importer names, ship names, or port of arrival

Send a copy of the border inspection checksheet to borderchecks@nzta.govt.nz and we will update the LANDATA record.

VIN/chassis number recorded incorrectly

Advise the incorrect number to your customer.

Your customer (or the importer/owner) should provide the incorrect VIN or chassis number to a New Zealand entry certification agent. The entry certifier will verify the correct VIN or chassis number physically on the vehicle. If it's a chassis number, the agent can correct it. If it's a factory VIN and both the incorrect and correct VINs are valid in LANDATA the entry certification agent will contact NZTA to fix.

Make and/or Model

This will be corrected by the entry certifier. They will inspect the vehicle and ensure the vehicle attributes that have been loaded into LANDATA are correct.

Damage flag set in error

Send an explanation to borderchecks@nzta.govt.nz and if appropriate we will remove the damage flag in LANDATA.

Damage flag not set

Send the damage notes and photos to borderchecks@nzta.govt.nz. The damage flag and damage note will be added to the LANDATA record. The photos (up to eight) will be added to the BIS record. If there are numerous records requiring correction, an alternate process may be given.

Incorrect Odometer reading

Email a photo of the odometer reading taken during border inspection and/or a copy of any paper-based documentation that shows the actual odometer reading recorded by the inspector to borderchecks@nzta.govt.nz

If your documentation shows the recorded odometer reading and the customer (or the importer/owner) believes the odometer reading it's incorrect, they or their NZ entry certification agent should email the following to frr@nzta.govt.nz for consideration:

- A copy of the entry certification checksheet, and
- Other official inspection documents (shipping and auction/sales documents are not appropriate) showing the odometer reading in the previous country of registration, or
- Documentation from a recognised NZ odometer specialist certifying that the odometer has not been tampered with and it's considered to correctly record the distance the vehicle has travelled at the time of inspection.

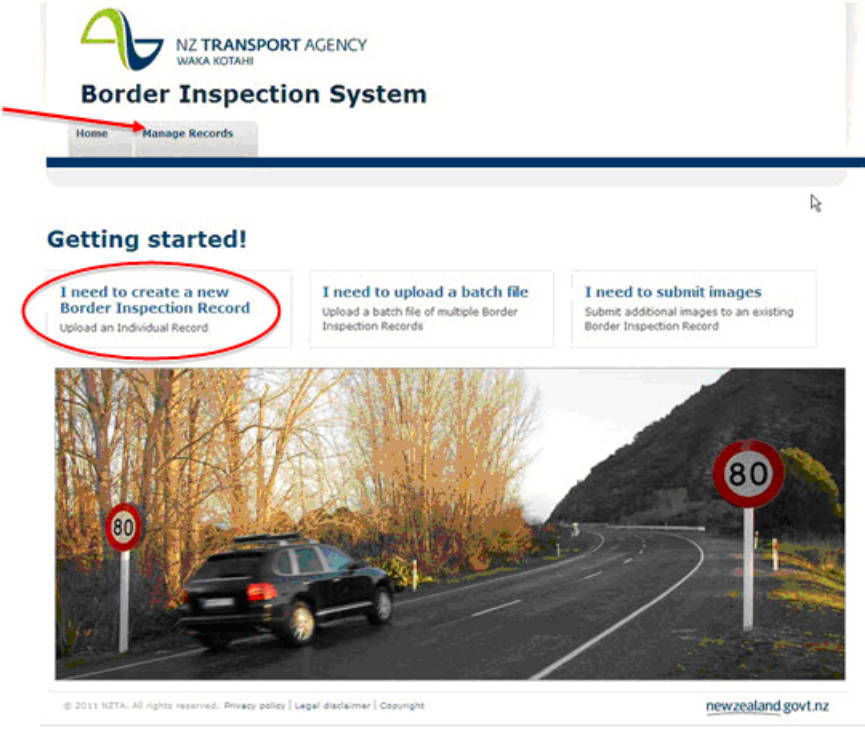
Where keying error can't be identified

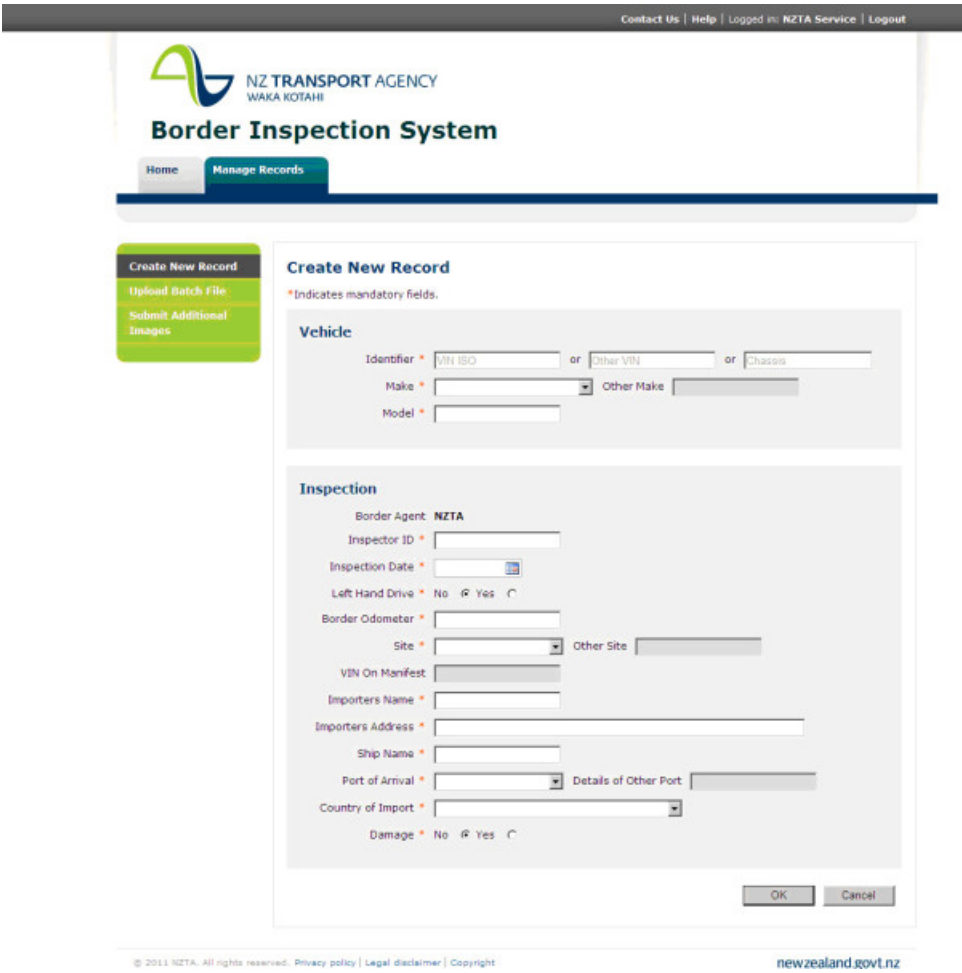
Where a keying error cannot be verified, the public display of odometer records can be suppressed. This is discretionary and based on risk and supporting documentation. If the information provided is not deemed sufficient, we will not change the odometer reading leaving it publicly available to allow the public to come to their own decision as to the vehicle's correct mileage.

Any other questions concerning the Border Inspection System (BIS) and the Motor Vehicle Register System (LANDATA), please email borderchecks@nzta.govt.nz

2-4 Entering an individual record

Creating a new record

Step	Action
1	<p>On the homepage, create a new record by using one of the methods below:</p> <ul style="list-style-type: none">• 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.  <p>The screenshot shows the NZ Transport Agency (Waka Kotahi) Border Inspection System homepage. At the top, there is a navigation bar with 'Home' and 'Manage Records' tabs. A red arrow points to the 'Manage Records' tab. Below the navigation bar, the text 'Getting started!' is followed by three buttons: 'I need to create a new Border Inspection Record' (which is circled in red), 'I need to upload a batch file', and 'I need to submit images'. Below the buttons is a photograph of a car on a road with speed limit signs. At the bottom of the page, there is a copyright notice and the URL 'newzealand.govt.nz'.</p>

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

2-5 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**
- **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.

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

Note 1

VIN ISO:

- cannot include: 'O' for Oscar, 'I' for India or 'Q' for Quebec
- must be 17 characters in length
- must not have a dash (-) entered in the number.

Note 2

A Japanese domestic VIN will always have a dash (-) somewhere in the VIN.

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.

2-6 Entering further information if the vehicle is damaged

Create new record screen with additional damage fields

Contact Us | Help | Logged in: NZTA Service | Logout

NZ TRANSPORT AGENCY
WAKA KOTAHI

Border Inspection System

Home | **Manage Records**

Create New Record

Upload Batch File
Submit Additional Images

Create New Record

*Indicates mandatory fields.

Vehicle

Identifier * VIN ISO or Other VIN or Chassis
Make * Other Make
Model *

Inspection

Border Agent **NZTA**

Inspector ID *
Inspection Date *
Left Hand Drive * No Yes
Border Odometer *
Site * Other Site
VIN On Manifest
Importers Name *
Importers Address *
Ship Name *
Port of Arrival * Details of Other Port
Country of Import *
Damage * No Yes
Structure Damage * No Yes
SRS Damage * No Yes
Fire Damage * No Yes
Water Damage * No Yes
Damage Notes *
Damage Photo 1 * Browse
Damage Photo 2 Browse
Damage Photo 3 Browse
Damage Photo 4 Browse
Water Damage Report Browse

OK Cancel

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

Note: when a modified vehicle is flagged, record in the notes "**suspect modification to the vehicle**".

- **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 photos to be attached.

Note: photo pixels must not exceed 640 x 480 pixels. Minimum of two photos must be attached.

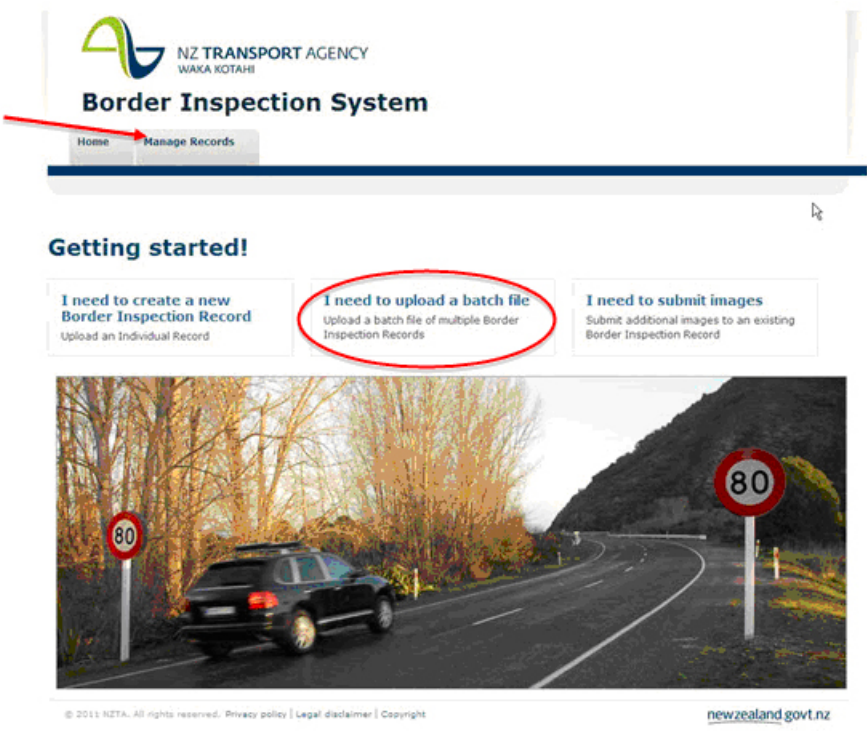
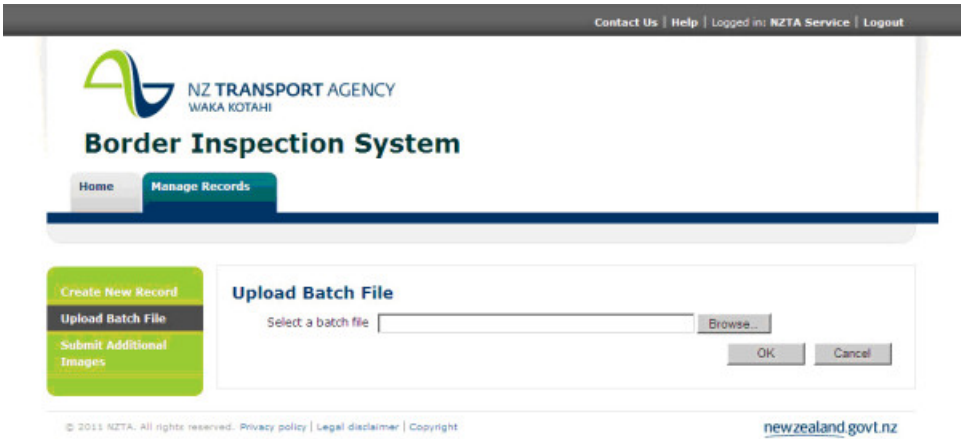
- **Water Damage Report:** click on Browse... to locate the file to be attached
- Refer to the Attachments section for detailed specifications for photographs and reports.

2-7 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

Step	Action
1	<p>On the homepage, upload a batch file by using one of the methods below:</p> <ul style="list-style-type: none"> • 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	<p>A new window will open requesting that you select a file to upload:</p> 
3	<p>Click on Browse... to locate the batch file stored on your system.</p>
4	<p>After you have selected the relevant file, click on OK.</p>

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).

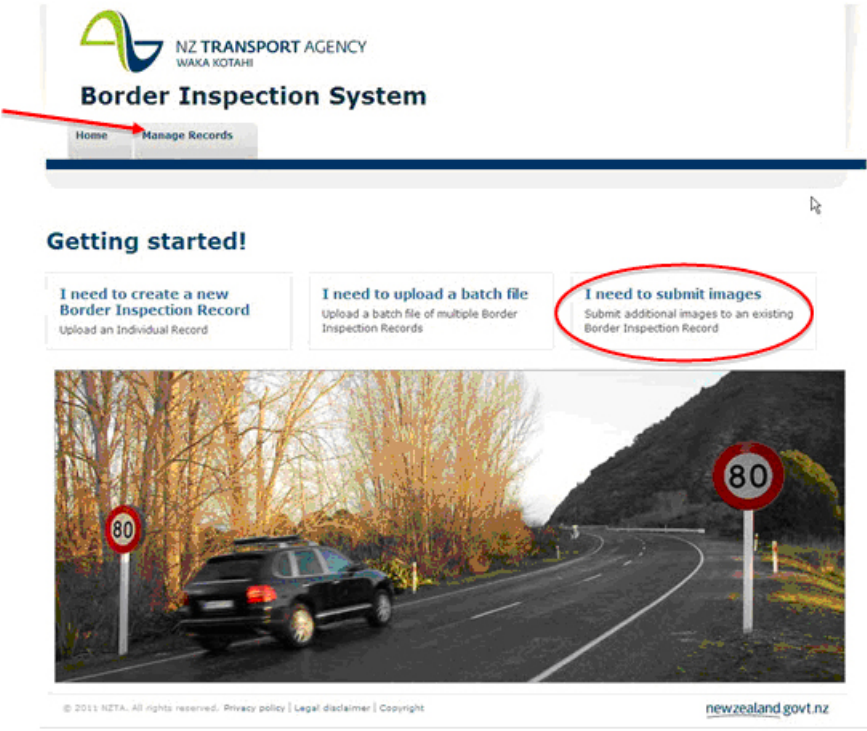

2-8 Adding additional images to an existing record

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

Step	Action
<p>1</p>	<p>On the homepage, add additional images by using one of the methods below:</p> <ul style="list-style-type: none"> • click on the I need to submit images button in the middle of the screen, or • select the Manage records tab at the top left of the screen and select Submit additional images from the list on the left-hand side of the screen: 
<p>2</p>	<p>A new window will open that provides browser capability to enable additional images to be selected:</p> 

Step	Action
3	Enter the Identifier associated to the existing inspection record that you wish to add the images to. This will be either: <ul style="list-style-type: none"> • 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 .

2-9 Attachments

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 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.

2-10 Example error messages (screenshots)

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



Border Inspection System

Home

Manage Records

Create New Record

Upload Batch File

Submit Additional Images

Create New Record

*Indicates mandatory fields.

The following errors have occurred:

- Please enter at least one Vehicle Identifier
- Inspector Id must be entered
- Inspection Date must be entered
- Border Odometer must be entered
- Site must be entered
- Importers Name must be entered
- Importers Address must be entered
- Ship Name must be entered
- Port must be entered
- Country of Import must be entered

Vehicle

Identifier * or or

Make * Other Make

Model *

Inspection

Border Agent: **NZTA**

Inspector ID *

Inspection Date *

Left Hand Drive * No Yes

Border Odometer *

Site * Other Site

VIN On Manifest

Importers Name *

Importers Address *

Ship Name *

Port of Arrival * Details of Other Port

Country of Import *

Damage * No Yes

OK

Cancel

Example 2: Create new record



Border Inspection System

Home

Manage Records

Create New Record

Upload Batch File

Submit Additional Images

Create New Record

*Indicates mandatory fields.

The following errors have occurred:

- Damage Notes are required
- Damage Photos are required
- A Water Damage Report is required

Vehicle

Identifier * or or
Make * Other Make
Model *

Inspection

Border Agent **NZTA**
Inspector ID *
Inspection Date *
Left Hand Drive * No Yes
Border Odometer *
Site * Other Site
VIN On Manifest
Importers Name *
Importers Address *
Ship Name *
Port of Arrival * Details of Other Port
Country of Import *
Damage * No Yes
Structure Damage * No Yes
SRS Damage * No Yes
Fire Damage * No Yes
Water Damage * No Yes
Damage Notes *
Damage Photo 1 *
Damage Photo 2
Damage Photo 3
Damage Photo 4
Water Damage Report *

OK

Cancel

Example 3: Submit additional images

Contact Us | Help | Logged in: NZTA Service | Logout

NZ TRANSPORT AGENCY
WAKA KOTAHI

Border Inspection System

Home **Manage Records**

Create New Record
Upload Batch File
Submit Additional Images

Submit Additional Images

*Indicates mandatory fields.

The following errors have occurred:

- Please upload at least one photo

Identifier * or or

Image 1 *

Image 2

Image 3

Image 4

© 2013 NZTA. All rights reserved. Privacy policy | Legal disclaimer | Copyright newzealand.govt.nz

3 Notice to the importer

Notice to the importer

The border inspector flagged this vehicle as non-compliant when imported into New Zealand.

Call NZ Transport Agency Waka Kotahi on 0800 699 000 if you need more information.

You must present this vehicle to an NZTA-approved entry certifier before carrying out any repairs.

Do not remove this label until inspected by an entry certifier

NZ TRANSPORT AGENCY
WAKA KOTAHI

04/24

- Damage
- Water/fire
- Rust
- SRS
- ITS Connect
- ESC
- External
- Underbody
- Internal
- Front
- Rear
- Side
- Left
- Right

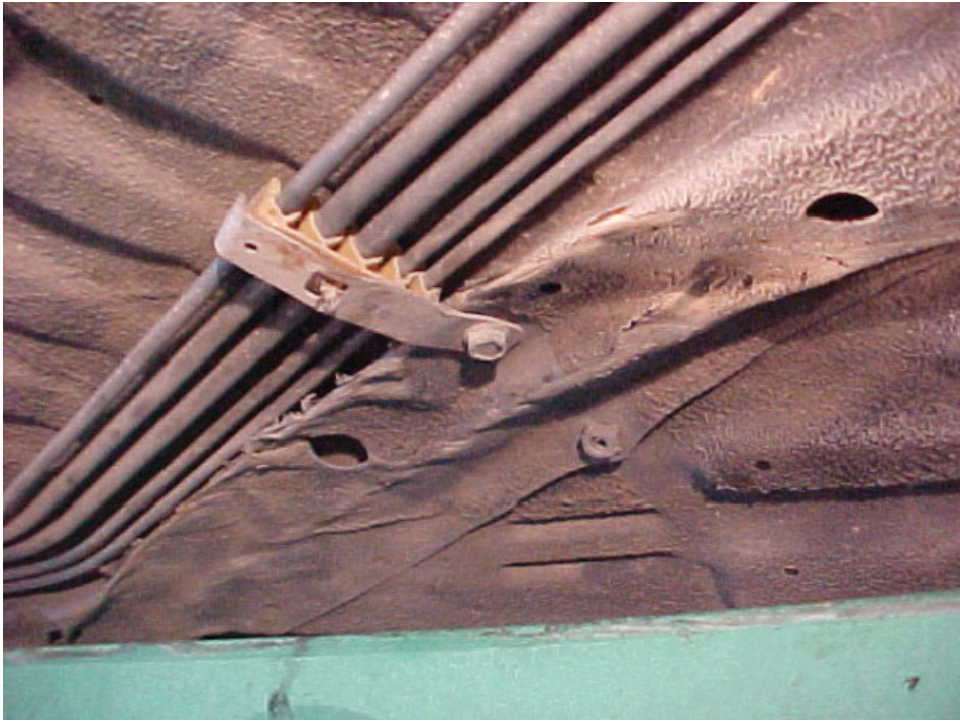
Image updated 19 April 2024

5-1 Under-body damage: crushing of floor pan stiffening members

The damage in these images **must be flagged for damage.**

Where it's determined that the damage is non-structural, and there's no other damage requiring an LT308, the repair certifier will issue an LT307.



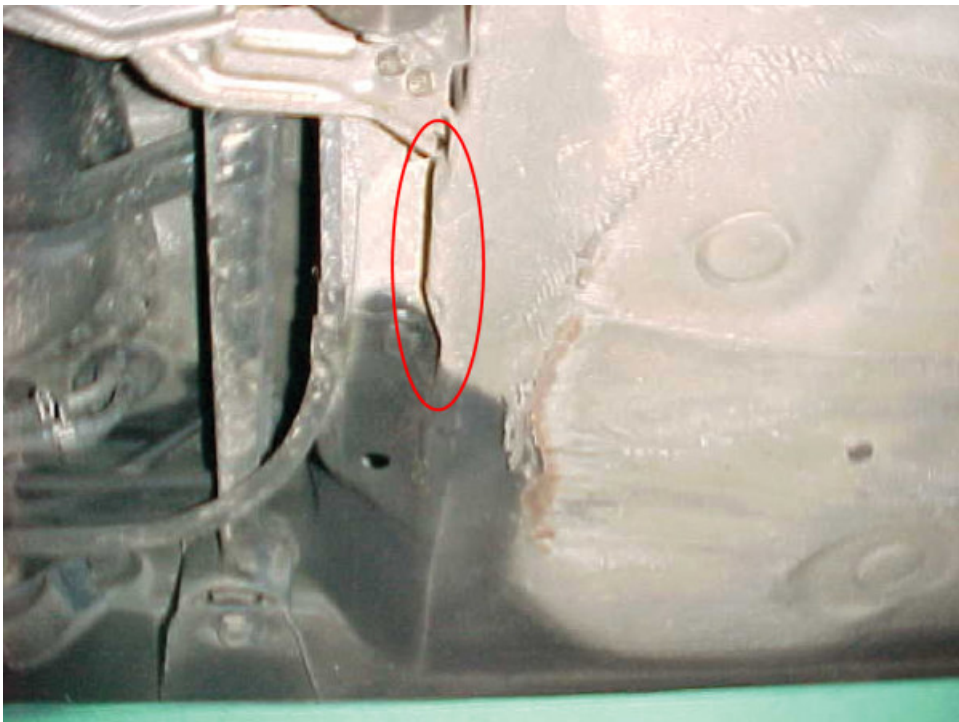
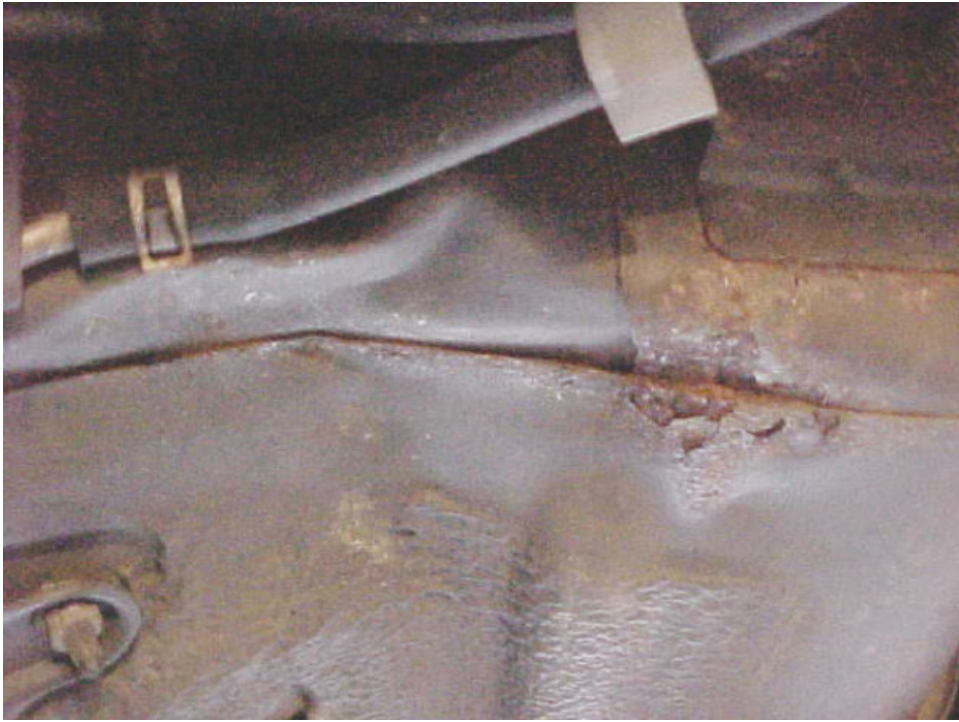


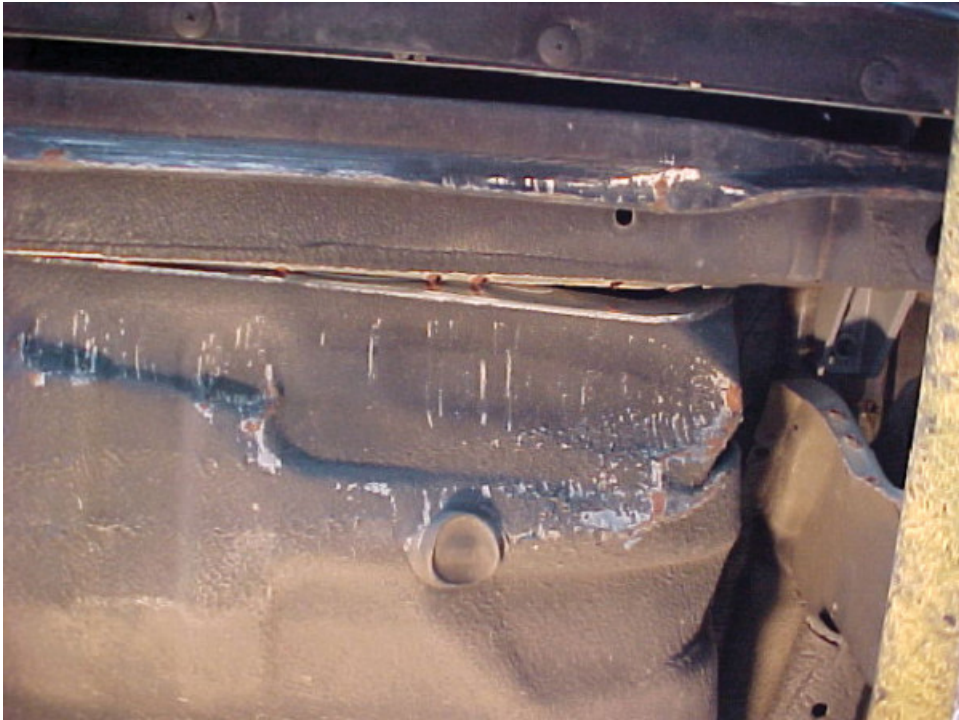


Page amended 21 February 2024 (see [amendment details](#))

5-2 Under body damage: splitting of seam wells

Under body damage: splitting of seam wells





5-3 Under body damage: tearing of the metal

Under body damage: tearing of the metal

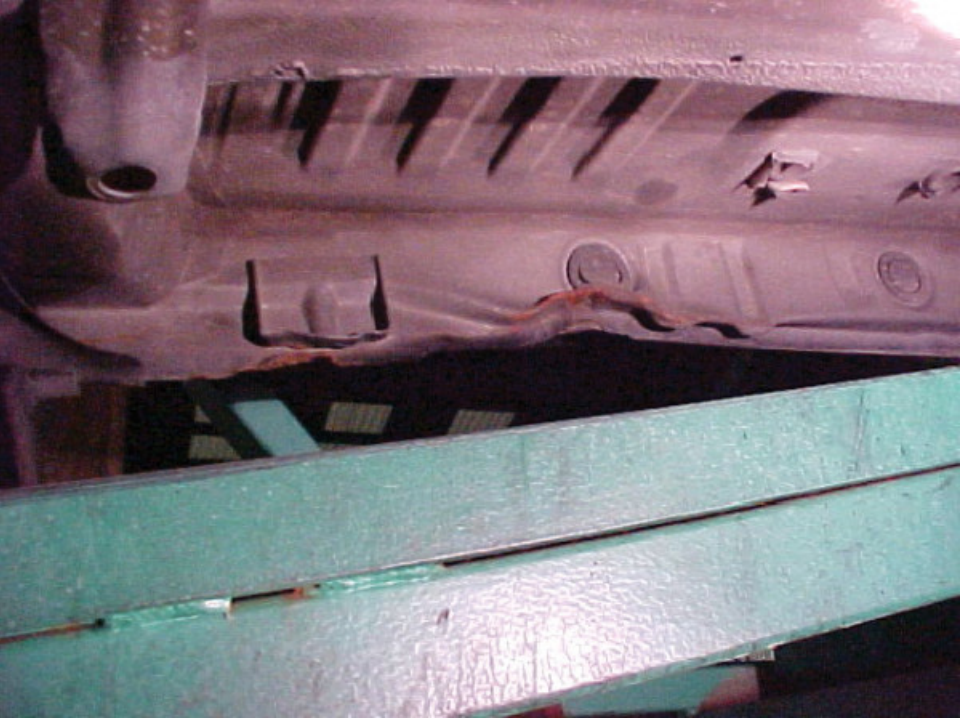




5-4 Damage to rocker panels and cant rails

Damage to rocker panels and cant rails

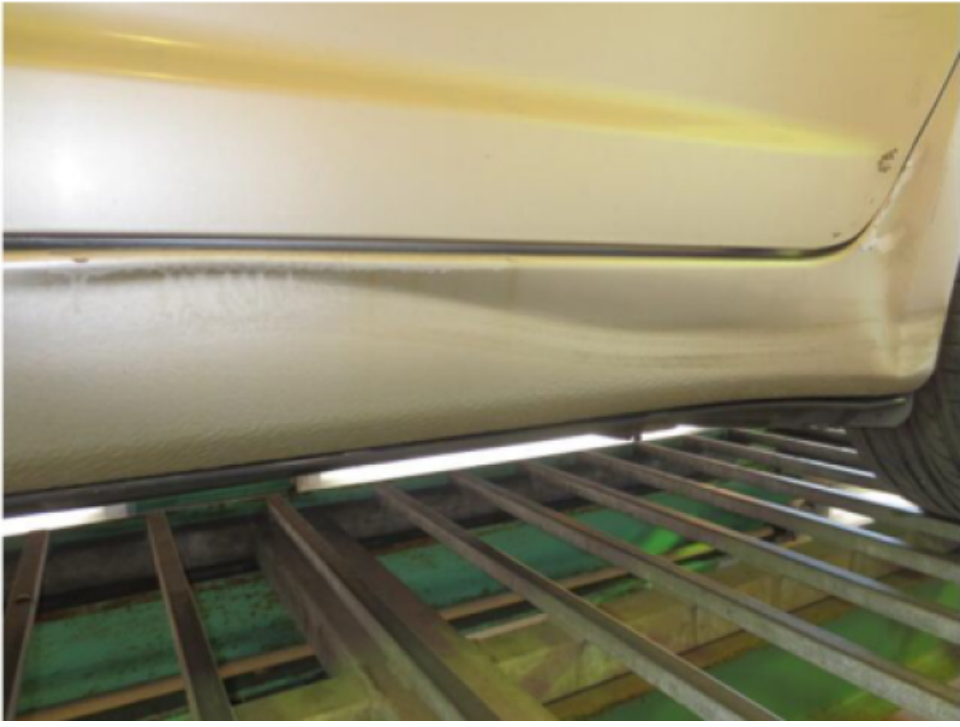
Rocker panels













Cant rails



Page amended 1 October 2023 (see [amendment details](#)).

5-5 Rear quarter/dogleg













5-6 Dogleg flag

Look for discrepancies in the door gap.













5-7 Distortion to longitudinal rails: front and rear crush zones

Distortion to longitudinal rails: front and rear crush zones



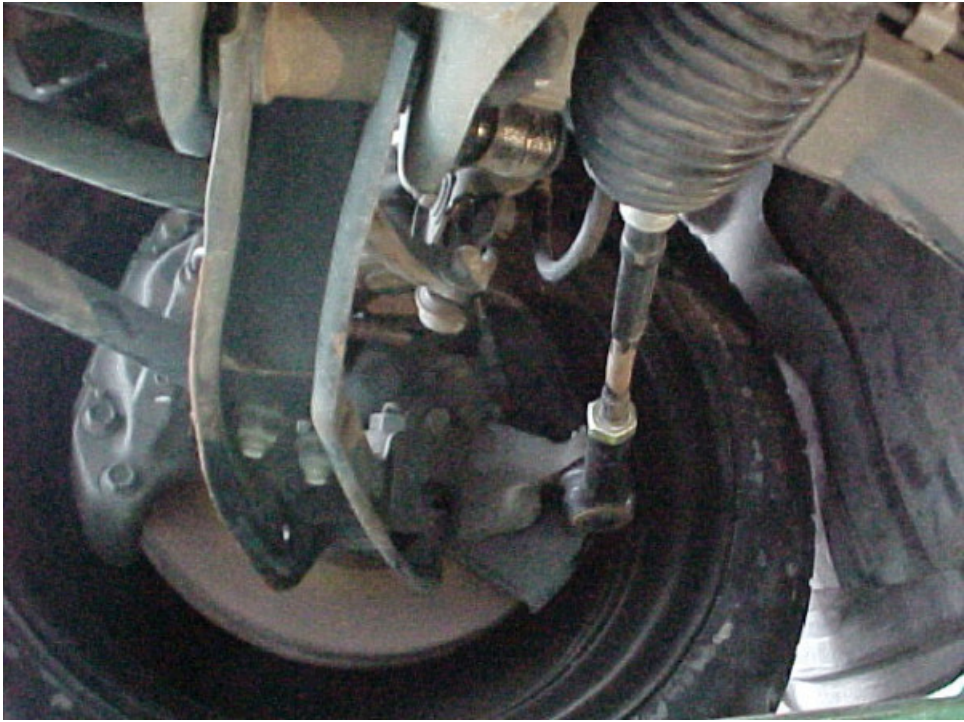


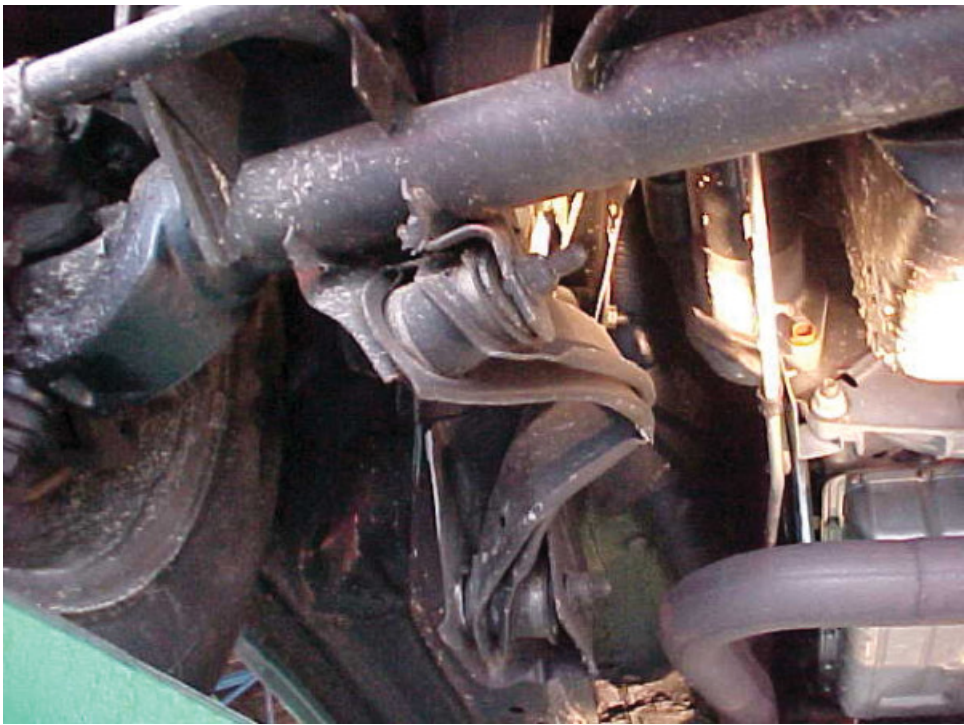


5-8 Collision damage to steering or suspension components

Collision damage to steering or suspension components









5-9 Damage to the vehicle's outer body panels: seam or joint integrity

Damage to the vehicle's outer body panels which affect the integrity of any of the seams or joints installed by the vehicle manufacturer (and may have also caused secondary damage - further inspection may be required)



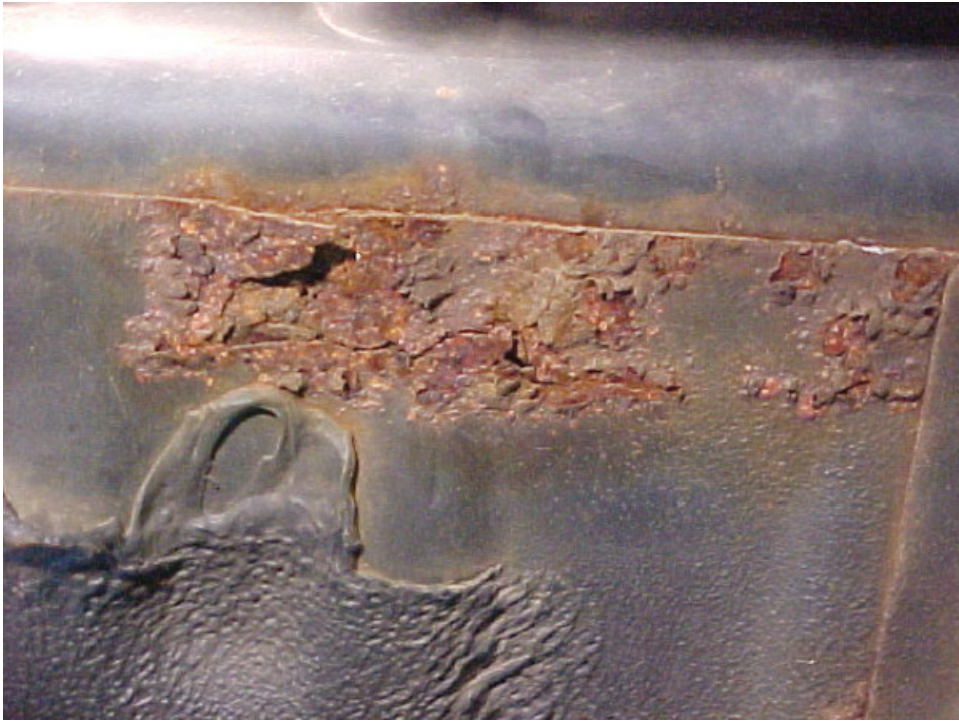


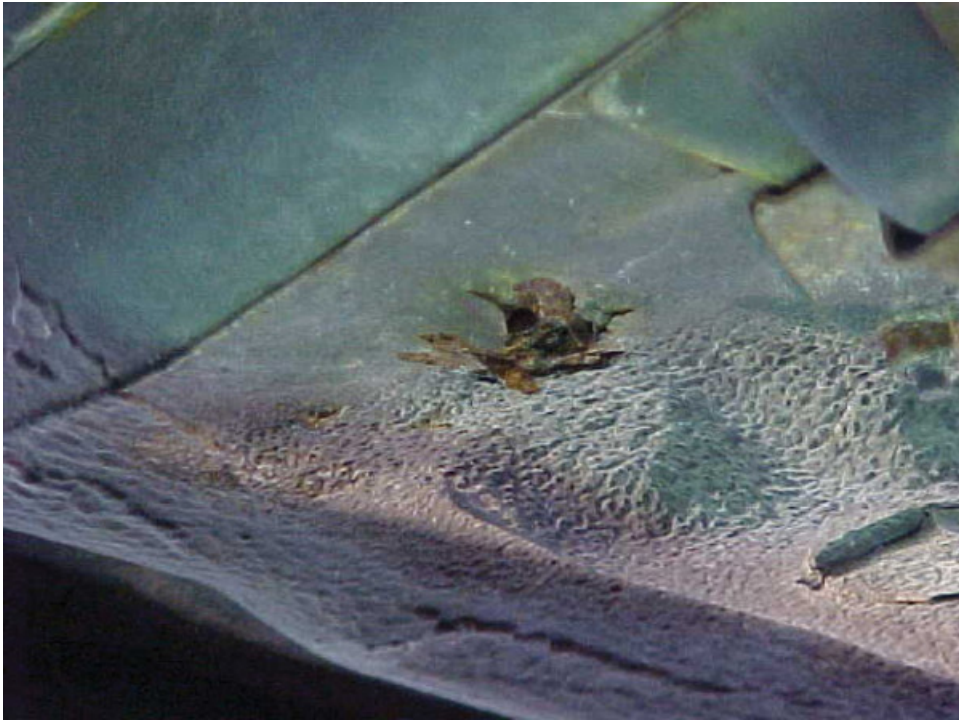


**5-10 Corrosion which has resulted in perforation or flaking of the metal:
Nissan Terrano and Mistral**

When inspecting Nissan Terranos or Mistrals always check for corrosion of the floor under the rear seat (examples are shown in the first three photos below).





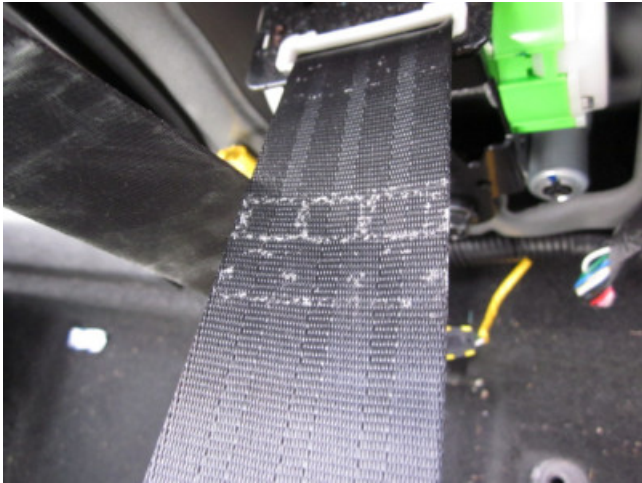




5-11 Water damaged vehicles

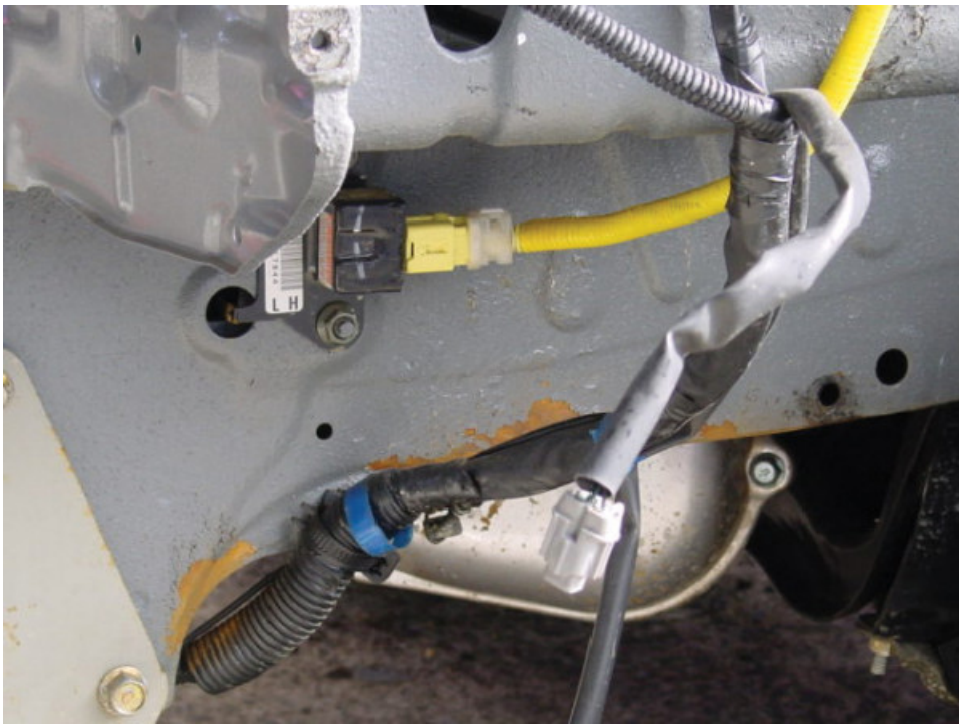
Water damaged vehicles





5-12 Heat and fire damaged vehicles

Heat and fire damaged vehicles

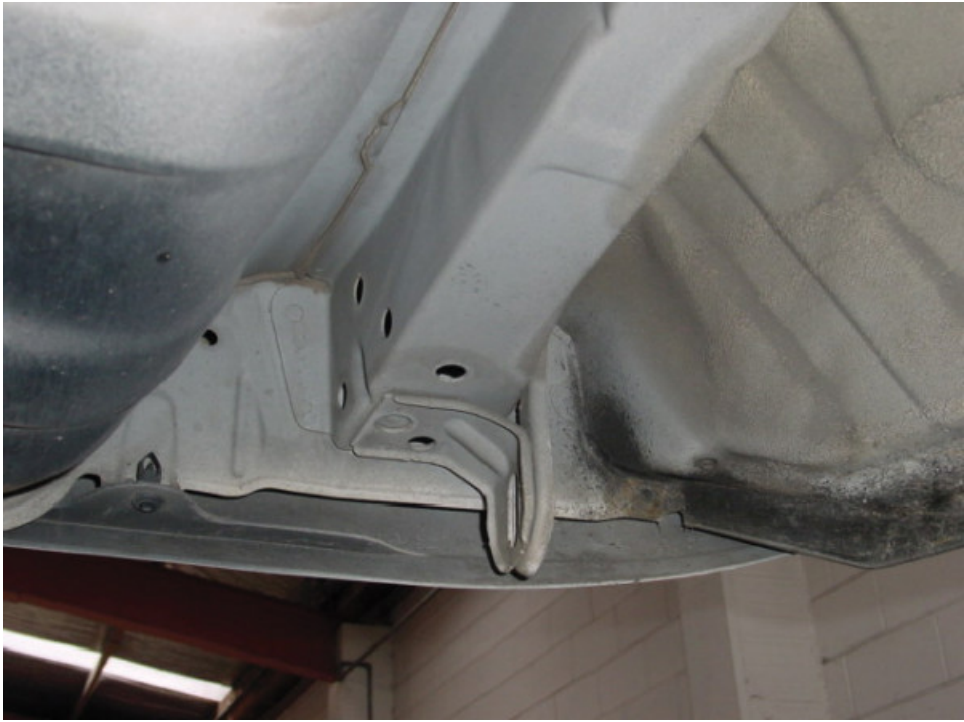




5-13 Examples of repairs

Examples of repairs











6 Examples of minor non-structural cosmetic damage

6-1 Front guards

Front guards









6-2 Sills/rocker panels (minor damage)

Sills/rocker panels (minor damage)









6-3 Minor/cosmetic damage: rear quarter panel and dogleg

Minor/cosmetic damage: rear quarter panel and dogleg











6-4 Minor/cosmetic damage: floor pan stiffening members

The minor/cosmetic damage in these images doesn't need to be referred to a repair certifier.





Page added 21 February 2024 (see [amendment details](#))

7a Checksheet specifications (vehicles inspected in NZ)

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 an 'Appointed by NZ Transport Agency' logo. Please email Design and Brand for requirements for the use of the logo.

designandbrand@nzta.govt.nz

- 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.

Introduction

- 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.
- Any additional items included must be relevant to the inspection requirements in the VIRM.

Items required to be recorded on all checksheets

- 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.

7b Checksheet specifications (vehicles inspected outside NZ)

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 an 'Appointed by NZ Transport Agency' logo. Please email Design and Brand for requirements on the use of the logo.

designandbrand@nzta.govt.nz

- 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.

Introduction

- 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.
- Any additional items included must be relevant to the inspection requirements in the VIRM.

Items required to be recorded on all checksheets

- Inspecting Organisation name
- Address where inspection was carried out
- Vehicle Make
- Vehicle Model
- 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.

8 The border inspected sticker

Shown below is an example of the 'border inspected' sticker.

- Note that logos of the border inspection organisation will be in the top or bottom right corner.

BORDER INSPECTED

Sticker image updated 18 April 2024.

9 Procedure for inspecting vehicles ... without having the NZTA border inspection

Procedure for inspecting vehicles that have been released from a Customs controlled area (CCA) or MPI transitional facility (TF) without having the NZTA border inspection

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

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

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

Carry out the NZTA border inspection and data transfer process.

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

10 Inspection of motorcycles

Vehicles imported from Australia

Every vehicle imported from Australia will need to have a Personal Property Securities Register (PPSR) certificate downloaded from <https://transact.ppsr.gov.au/ppsr/SearchForMotorVehicle?v=Search>

If the certificate identifies the vehicle as 'written off' it must be reported as damaged and a copy of the PPSR certificate uploaded into the Border Inspection system.

When inspecting motorbikes the areas to inspect are:

The front forks, and their operation

- This is done by pushing down on the front forks of the bike and watching the fork operation
- Make sure the operation is smooth
- Make sure there is no binding felt when doing this.

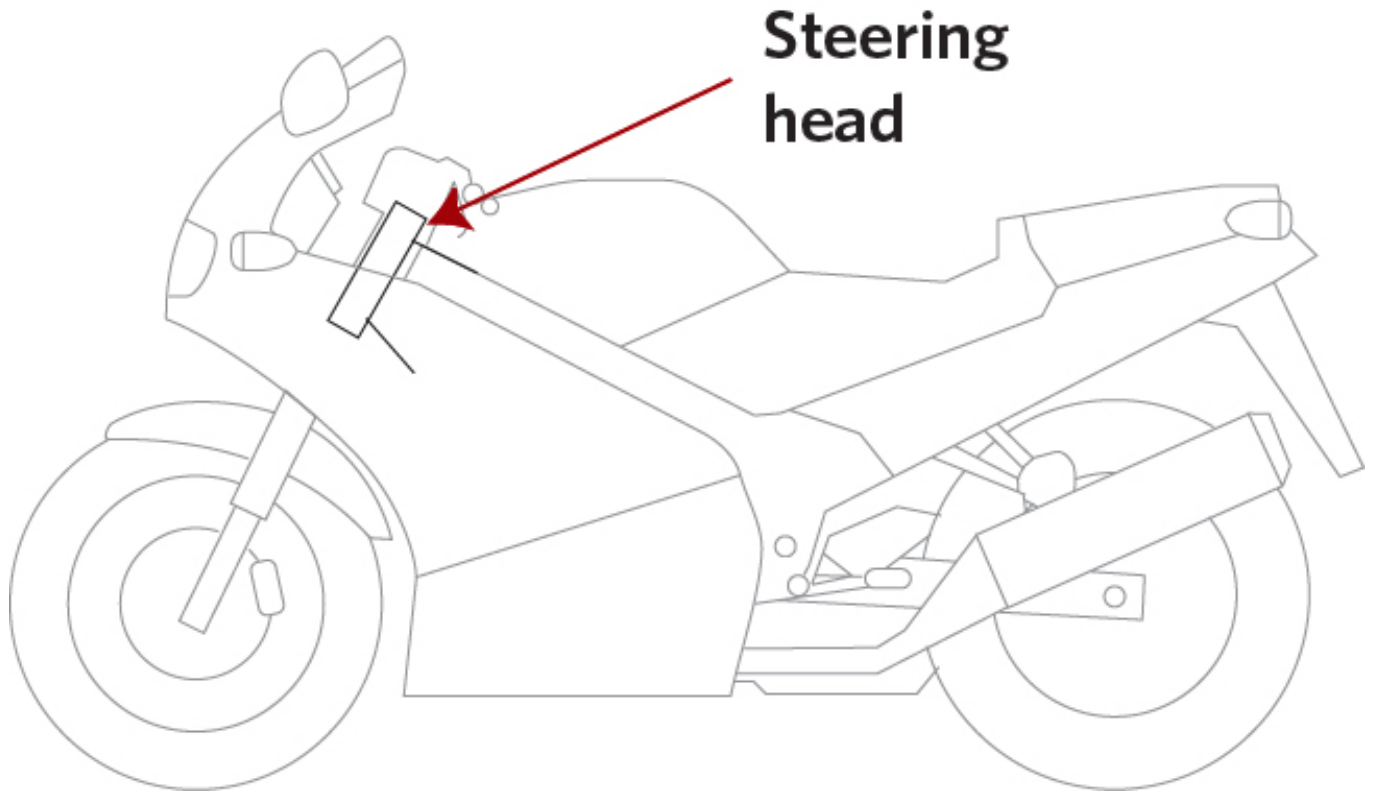
Steering head area for misalignment

- Carry out a good inspection of this area, making sure the head angle is per factory and not bent, pushed back or fractured.

The motorbike frame

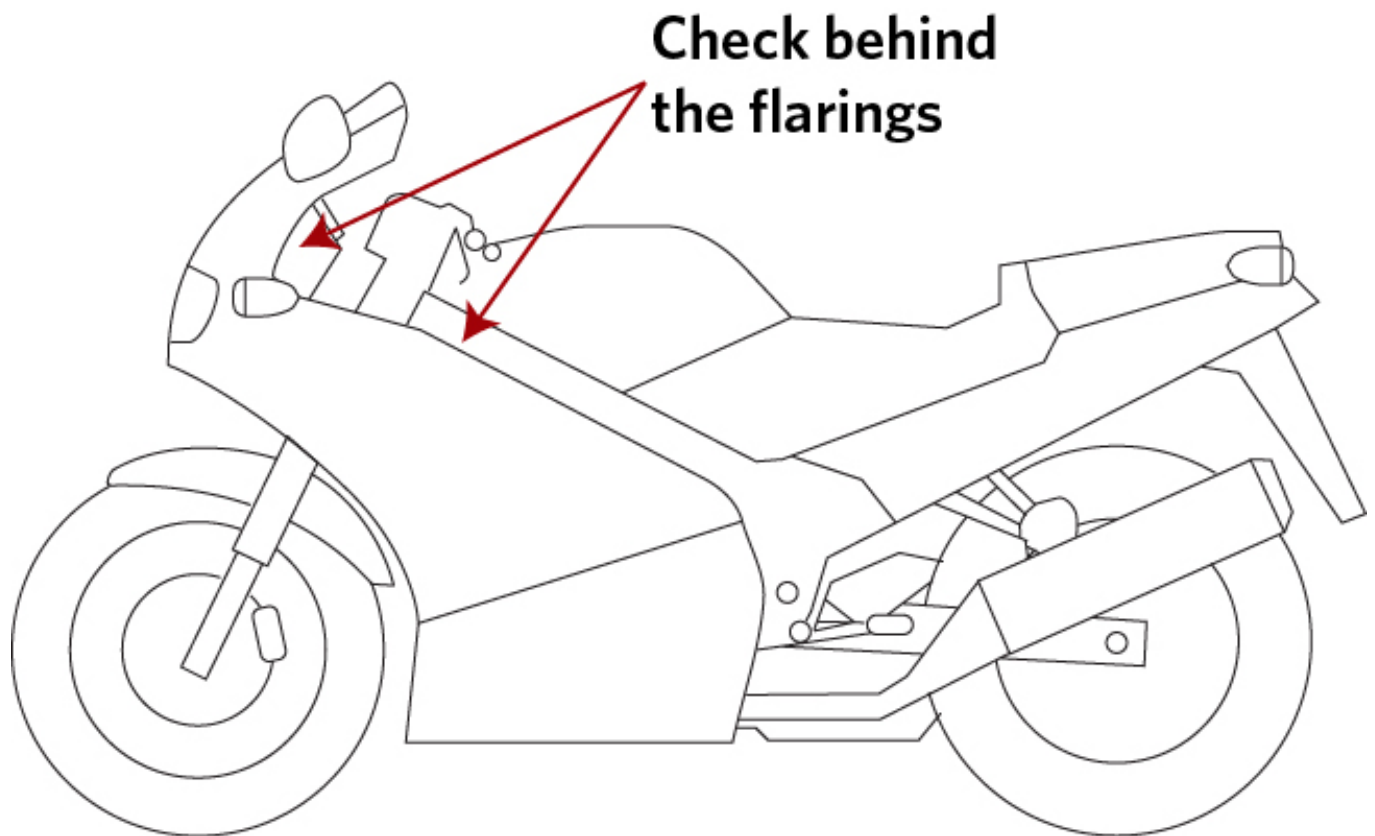
- Look for previous repairs as well as existing damage
- This is carried out by a good general inspection of the frame and factory welded joints and seams. You're looking for stress markings in the weld or seam areas and or signs of previous repairs such as file marks miss matched paint or existing damage.

Figure 10-1-1. VIN number location



VIN number is found on the steering head, stamped into the metal.

Figure 10-1-2. Plastic flarings



Modern motorbikes have a lot of plastic flarings covering the frame.
It is important that the inspector check behind these flaring's for damage.

Figure 10-1-3. Stripped down bike frame

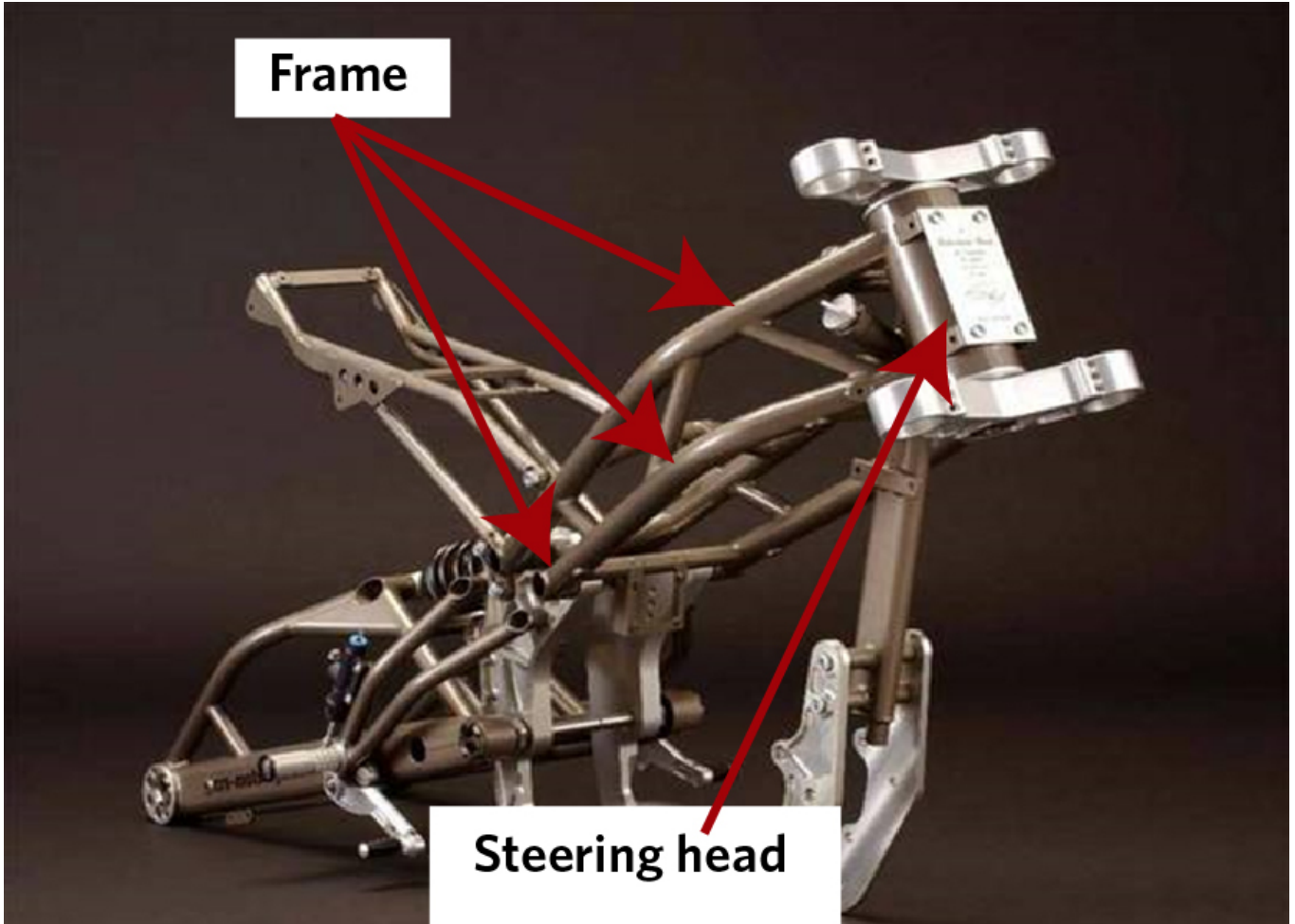


Figure 10-1-4. Check the frame



Check frame for damage