

IPAC-15 | VA Applications – Closing and putting On hold

Audience: PBS Certifiers

This IPAC provides advice to PBS Certifiers on NHVR initiated closing of Vehicle Approval (VA) application cases and also putting them on hold.

This IPAC comes into effect from 23 August 2023.

Summary

To ensure fairness and efficiency in VA application processing, the following rules will apply to putting VA cases on hold and the closing of cases.

On hold

After an Information Request (IR) is sent, a case is put 'On Hold' for a maximum of 28 calendar days.

If a *valid response* is not received in:

- 14 calendar days – a reminder email will be sent;
- 21 calendar days – a final reminder will be sent advising that the case will be closed in a further 7 calendar days;
- 28 calendar days – the case will be closed, and an email sent advising that the case has been closed.

Please note, extensions beyond the 28-calendar day period are not permitted.

A valid response to an IR

A valid response to an IR is a response that addresses the initial query. A progress update is not considered a valid response to an IR.

Responding to an IR: When responding to an IR, please use the 'Reply To' button and do not modify the email subject line.

Closing a case

After a 28-calendar day period, the case will be closed.

Once a case has been closed, it cannot be re-opened.

A new VA application will be required to be submitted.

If the new case is urgent, consider putting in an [escalation request](#).

DA Modification

If a DA modification is required to progress a VA, the Certifier will be notified to obtain a DA modification and the case will be closed. Such cases cannot be put on hold.

Once a new Part B has been obtained and filled out, a new VA application must be submitted.

Other Reasons for Closing Cases

Other common reasons for closing a case include but not limited to the following:

- Incomplete application
- Incorrect previous VA Number
- Incorrect V number
- Wrong VA type
- Request by Certifier
- ASO limit exceeded
- Duplicate submission

Existing Cases On hold

Cases that were placed on hold prior to this IPAC coming into effect will not be affected.

IPAC-15: Revision history

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