



Driver & Vehicle Licensing Agency

Complaints Team
Driver and Vehicle Licensing Agency
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Phone: 01792 977471

Website: www.gov.uk/dvla

Our Ref:

Date: 27 February 2023

Dear

Thank you for your email of 8 February about the re registration of a vehicle. I understand that my colleague has previously replied to you, but that response did not resolve matters. As a member of the DVLA Complaints Team, I have been asked to formally review your case.

It is currently taking us longer than our published timeframe to reply to customers, given this, please accept my apologies for the delay in receiving my response.

I understand your frustrations however I can confirm the previous advice you have been given is correct and our decision still stands. The vehicle cannot use the original registration number and must now be re-registered with a Q registration number.

While I appreciate you are disappointed that your vehicle has to be allocated with a Q registration number, these are always allocated to vehicles when the age or identity is in doubt. It should be noted that one of the DVLA's core objectives is to maintain an accurate register of vehicles.

For the reasons stated in my colleague's letter of 25 January, your vehicle does not qualify to keep its age-related registration number, as an inspection identified the vehicle had been modified by the fitting of a roll cage. The drilling and bolting was not fitted by the manufacturer, and therefore, the vehicle can no longer keep the original age-related registration number.

We have fully considered all the information available. If you feel that your complaint has not been resolved, further options about our complaint procedure can be found online at www.gov.uk/dvla/complaints

Yours sincerely

DVLA Complaints Team
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