



Vehicle & Operator Services Agency

From: **Information Access**  
**inform@vosa.gov.uk**

Room G9  
Berkeley House  
Croydon Street  
Bristol  
BS5 0DA

Tel: 0117 900 8567  
Fax: 0117 954 2546

Date: 7<sup>th</sup> September 2007  
Your ref:  
Our Ref: **F0000943**

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your e-mail of 24<sup>th</sup> August 2007 in which you requested the current failure rate at MOT for Class 4 vehicles for incorrect headlamp alignment, and the outcome of VOSA's study of this reason for failure.

Information relating to the failure rate by various categories is published VOSA's annual Effectiveness Report. The 2006/07 is due for publication in the near future, and shows a failure rate for Class 3 and 4 vehicles (details are not separated for statistical purposes) of 16.7% for lights.

A copy of VOSA's report into headlamp aim which was completed in 2004 is attached to the covering e-mail.

If you have any queries about this letter, please contact me. Please remember to quote the reference number **F000943** in any future communications.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,  
Berkeley House,  
Croydon Street,  
Bristol,  
BS5 0DA

or email [vosa.corporateoffice@vosa.gsi.gov.uk](mailto:vosa.corporateoffice@vosa.gsi.gov.uk)

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

Yours sincerely

VOSA Information Access