



An tSeirbhís Náisiúnta Tástála Carranna National Car Testing Service

FAQ's relating to certificates issued with incorrect expiry dates

1. What happened?

The National Car Testing Service identified a system error that has caused some NCT certificates to be issued incorrectly in the last twelve months. Some customers were incorrectly provided with a certificate of two years duration instead of a one-year certificate. The problem was caused by a computer error, which arose when the expiry dates for test certificates were extended in 2020 because of the Covid-19 pandemic.

2. How do I know if I have been affected?

All affected customers will be notified in writing and will receive a replacement certificate with the revised test due date. Customers are advised to check that the details on the replacement certificate are valid and display the corrected NCT certificate on their vehicle. The old certificate is no longer valid and should be destroyed.

The NCTS database has now been updated to reflect the correct NCT certificate expiry date and can be checked on www.ncts.ie.

3. How many customers have been affected?

The issue has affected around 34,000 vehicles out of 1.3 million tested since the service resumed in June 2020. The issue only affects vehicles that were over 10 years old at the time of their last test.

4. My new certificate expires shortly, what should I do?

You should contact NCTS by booking online at www.ncts.ie or by calling (01) 4135992. Your test will be prioritised and you will be accommodated as soon as possible.

5. Is my Insurance cover still valid?

Yes, all vehicle owners will receive a valid replacement certificate with the corrected test due date. As long as your vehicle is presented for test and passes its NCT in advance of its revised test due date, no issue in cover should occur. The Insurance Industry has advised:

1. It is a driver's responsibility to always maintain their vehicle in a roadworthy condition. This is the most important consideration for a driver regarding their insurance policy.
2. If a driver receives an instruction from the NCT they should comply with these instructions
3. If a driver can demonstrate that they are taking steps to be compliant they are fine



6. If I am stopped by An Garda Síochána before I get my new certificate, what should I do?

An Garda Síochána have been informed of the issue. The official record, to which the Gardaí have access, will show that your vehicle has a valid NCT certificate. The replacement disc should be displayed on your vehicle when you receive it and the old certificate destroyed.

7. I purchased a vehicle on the basis it holds a two year certificate. What is my position?

We recognise there may have been an expectation of a longer NCT certificate duration in this instance and in the interest of goodwill, a free full test will be provided, as long as the vehicle is booked in advance of its revised test due date. You should contact NCTS by booking online at www.ncts.ie or by calling (01) 4135992.

8. Why have I not been offered a free test while others are?

As a goodwill gesture, a free test is being offered to owners who have bought vehicles with the expectation that they had an NCT certificate valid for an extra year. For the majority of owners, the correction is to bring the certificate expiry date back into line with legal requirements.

9. What if I decide to ignore the request and not destroy the certificate?

The test due dates on the NCT system have now been updated and all relevant authorities have been informed including An Garda Síochána. Your old certificate is no longer valid and has been revoked.

We would like to apologise for this error to our customers and thank them for their understanding. Any questions which have not been addressed should be sent to the NCT Customer Service Team at info@ncts.ie