



11 March 2020

Dear customer

Issue with company tachograph cards

There is an issue when more than one company tachograph card is used with generation 2 (1C) smart tachograph vehicle units. The issue prevents the company card user from locking/unlocking the vehicle unit for their company, and from accessing the drivers' hours data it contains.

We are writing to you as you hold more than one company tachograph card, and may use vehicles fitted with generation 2 (1C) smart tachographs or will do so in the future.

These are present in or due to be retrofitted to vehicles registered for the first time from June 2019.

Where it occurs, one of the following error messages will appear on the tachograph vehicle unit:

Stoneridge

! Insertion of
a non valid card

VDO Continental



To support affected companies, we have introduced a small change in the way we formulate the tachograph card number so that company cards continue to work in both generation 1 (1B) and generation 2 (1C) vehicle units.

What you need to do next

If you are experiencing this issue with your company cards not working in generation 2 (1C) vehicle units please email us at company.tachograph@dvla.gov.uk

In your email, please include your company name, postcode and the vehicle registration numbers of any vehicles at your company that hold generation 2 (1C) units.

Once we have processed your email we will issue a full set of replacement cards free of charge and we will tell you what to do with your current cards. Please note that the replacement cards will have the same expiry date as your current cards.

What this means for DVSA enforcement

- This issue does not affect DVSA's ability to carry out enforcement checks on tachographs and drivers' hours.
- DVSA examiners are aware of the problem and will take a pragmatic approach when on a site visit with an operator who has card issues.
- DVSA can easily differentiate between this issue and actual infringements and offences connected to drivers' hours.

What to do if anything in this letter is unclear

If you have any questions about the process please email us at company.tachograph@dvla.gov.uk

Yours sincerely



Rohan Gye

Customer Services Manager