

Certificate of Conformity Requests

We are receiving a high number of requests from customers for a Certificate of Conformity from Toyota GB. Below is a brief checklist to inform you of **what we require from you**, plus **how we can help you** in return:

Any queries should be sent to: coc@toyota.co.uk

Important:

Time we will take to complete your request*.

* **Your request can take up to 10-14 full working days for us to process**, providing that you are able to supply us with the following information accurately. Due to the high number of requests, we are likely to be unable to process your request any quicker than this and would therefore request your understanding and patience. **We strongly advise that you do not book any PCO inspection until you are in receipt of the Certificate of Conformity/Emissions Confirmation Letter you have applied for.**

Information / Documentation essentials:

1. Firstly, you will need to complete the 'Request for European Certificate of Conformity' form IN FULL. You can download this here:

https://www.toyota.co.uk/download/cms/gben/Request%20for%20Toyota%20Certificate%20of%20Conformity%20-%20Congestion%20Charge_tcm-3060-718315.pdf

2. Please then send this COMPLETED form to coc@toyota.co.uk **With ONE of the following:**

- **V5C:** A copy of your vehicle's V5C document, showing YOU as the Registered Keeper.
- **OR:** If you are NOT the Registered Keeper, you must supply us with appropriate evidence that you OWN the vehicle (such as an official customer 'Purchase Invoice' for your new vehicle, clearly showing your full name and address details).
- **NOTE:** We cannot accept the 'New Keeper' supplemental slip from the V5 as proof of ownership.

**** Please note that we are unable to respond to your request unless the registration document is accompanied with this form and the vehicle is registered in the UK, OR you have provided us with proof of ownership (as above). ****

Once the correct documentation has been received by us, we must then confirm the vehicle details are correct and to check that a certificate of conformity is available for your vehicle.

3. We will send you an acknowledgment email, with details of how to pay the required £75 fee.

4. Please confirm by email reply to coc@toyota.co.uk when payment HAS been completed by you.

5. Under normal circumstances, **once you have completed ALL of the above, your request should take a further 5-7 working days.**

Thank you for your patience.

Toyota GB PLC

(1) Once your application is processed we cannot refund the application fee.

(2) We strongly advise that you do not book your PCO inspection until you are in receipt of the Certificate of Conformity/Emissions Confirmation Letter applied for. Under no circumstances shall Toyota (GB) Plc be liable for any costs wasted or losses arising from any missed appointments/inspections arranged prior to receipt of the requested documents.