



GCC Standardization Organization
Conformity Department – Certification Section
Exhibit – Certification scheme

No.	GSO.RD.04
Issue No.	02
Date	01-10-2026

Certification scheme

Controlled Copy No.

Issued to

=====

Designation

Signature

Prepared by

**Conformity Senior
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Issued by

**Corporate Excellence
Administrator**

Approved by

**Certification Section
Head**

Revision details

Issue No.	Issued on	Details of amendment / revision made	Reason for amendment
01	01-01-2026	First issue	Due to implementation of ISO/IEC 17065
02	01-10-2026	Cover sheet introduced for the approval and reviewed and aligned with present working condition.	Periodic document review

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Conformity Senior Specialists

Certification Section Head

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Introduction

GCC Standardization Organization (GSO) is a Regional Standardization Organization which was established by the resolution of the GCC Supreme Council (22nd Session, Muscat, Oman, 30-31 December 2001) and assumed its operation in May 2004 with the membership of the governments of The State of the United Arab Emirates, The Kingdom of Bahrain, The Kingdom of Saudi Arabia, The Sultanate of Oman, The State of Qatar, and The State of Kuwait, and the Republic of Yemen, which joined in January 2010.

The Standardization Organization for the Cooperation Council for the Arab States of the Gulf (GSO) aims to unify the various standardization activities and follow up their implementation and commitment to them in cooperation and coordination with the National Standardization Bodies in the member states, in a way that contributes to the development of their production and service sectors, the development of intra-trade, consumer protection, environment and public health, and the promotion of Gulf industries, products and services in order to support the Gulf economy, preserve the gains of member states, and contribute to reducing technical barriers to trade, in line with the objectives of the GCC Customs Union and the Gulf Common Market.

There is a wide range of Qualification Evaluations available within the Scheme, covering various GSO standards. This document is prepared for the general requirements and procedures common to all general parts of the Scheme. This Scheme tries to cover all aspects of Product Certification.

This document is designed to provide comprehensive information for users of the Certification Scheme.

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1.0 Scope

This document describes a system for the Evaluation and Certification of Vehicles, Motorcycles and tyres.

This Scheme is operated under the ownership of **GSO Standardization Organization** and is bound to be followed by **GSO** and its client.

The Scheme is prepared based on the guidelines given in ISO/IEC 17067, Type 1a and 3, to comply with the requirements of ISO/IEC 17065. The detail Scope of Accreditation is as below: -

Product / Process / System covered under the Scope	Description of Scheme	Normative Document(s) [Standard(s) / Regulation (s), etc.]
<u>New Vehicles</u> - Motor Vehicle ICE (Gasoline, Diesel, LPG, CNG) - Motor Vehicle Hybrid (Gasoline, Diesel) - Motor Vehicle PHEV (Gasoline, Diesel) - Motor Vehicle EREV (Gasoline, Diesel) - Electric Vehicle (BEV)	Certification scheme No. GSO.RD.04, Issue No. 01	Refer to the published technical regulation list via the link: (https://www.gso.org.sa/en/conformity/conformity-certificates-authentication/)
<u>New Motorcycle (Gasoline based)</u> - Motorcycle (2 Wheelers & 3 Wheelers (Passenger, on road only) (L3e-A1, L3e-A2, L3e-A3, L3e-A1T, L3e-A2T, L3e-A3T, L3e-AT1, L3e-AT2, L3e-AT3, L5e-A) - Mopeds (2 Wheelers & 3 Wheelers (Passenger, on road only) – (L1e-B, L2e-P) - ATV (Off road) - UTV (Off road)		
<u>New Tyre</u> - Passenger Car Radial Tyres - Light truck Radial Tyres - Truck & Bus Radial Tyres - Sand Bias Tyres (C2) - POR & special use (C2 & C3) - Temporary Spare tyre (T – Type) - Motorcycle tyres for 2 Wheelers & 3 Wheelers (Passenger only) - Moped tyres for 2 Wheelers & 3 Wheelers (Passenger only) - ATV tyres (Off roads) - UTV tyres (Off roads)		

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2.0 External References

Management System Standards	
ISO/IEC 17000	Conformity Assessment – Vocabulary and General Principles
ISO/IEC 17065	Conformity Assessment – Requirements for bodies Certifying Products, Processes and Services
ISO/IEC 17067	Conformity Assessment – Fundamentals of Product Certification and Guidelines for Product Certification Schemes
ISO/IEC TR 17026	Conformity Assessment – Example of a Certification Scheme for Tangible Products

3.0 Terms and Definitions

For the purposes of this document, the definition is as below for better understanding:

- **Mutabiq** – an electronic platform that serves consumers, manufacturers and other parties related to Gulf Conformity Certificates. It includes a number of services provided by GSO, as follows:
 - Vehicle fuel economy guide, and
 - Submitting requests for approval of Gulf Conformity Certificates for vehicles, motorcycles and tyres, and
 - Download fuel efficiency labels for vehicles and tyres, and
 - Entering recall campaign data, and the distinctive numbers of imported vehicles (Vehicle Identification Number (VIN))
- **Client** – manufacturer of motor vehicle or tyre or motorcycle to ensuring that **Certification Requirements**, including **Product Requirements**, are fulfilled
- **Consultancy** – participation in
 - the designing, manufacturing, installing, maintaining or distributing of a Certified Product or a Product to be Certified, or
 - the designing, implementing, operating or maintaining of a Certified process or a process to be Certified, or
 - the designing, implementing, providing or maintaining of a Certified Service or a Service to be Certified
- **Evaluation combination** of the Selection and Determination functions of Conformity Assessment Activities
- **Motor vehicle new type** – motor vehicle is considered as new type if one of the following changes done: platform, or country of production, or first time applying for GSO conformity certificate, or vehicle source of energy
- **Motor cycle new type** – motorcycle is considered as new type if one of the following changes done: platform, or country of production, or the vehicle category or subcategory, or the vehicle type designation assigned by the manufacture, or first time applying for GSO conformity certificate, or vehicle source of energy
- **Product** – - result of a manufacturing Process
- **Process** – set of Interrelated or Interacting Activities which transforms inputs into outputs
- **Service** – result of at least one activity necessarily performed at the interface between the

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Supplier and the Customer, which is generally intangible

- **Certification Requirement** – specified requirement, including Product requirements, that shall be fulfilled by the Client as a condition of establishing or maintaining Certification
- **Product Requirement** – requirement that relates directly to a Product, specified in standards or in other Normative Documents identified by the Certification Scheme
- **Certification Scheme** – Certification system related to specified Products, to which the same specified requirements, specific rules and Procedures apply
- **Scope of Certification** – identification of
 - the Product(s), process(es) or service(s) for which the Certification is granted,
 - the applicable Certification Scheme, and
 - the Standard(s) and other Normative Document(s), including their date of publication, to which it is judged that the Product(s), Process(es) or Service(s) comply
- **Scheme Owner** – Person or Organization responsible for developing and maintaining a specific Certification Scheme
- **Certification Body** – third-party Conformity Assessment Body Operating Certification Schemes
- **Impartiality** – presence of objectivity
- **New Certificate** – means new product or carry over products under the certification requested from the client,
- **Carryover** – means, the continuation of the certification of the existing certified product.

4.0 Abbreviations

The abbreviations used in this Certification Scheme are as follows: -

Abbreviation	Full Name
GSO	GSO Standardization Organization
ISO	International Standards Organization
IEC	International Electrotechnical Commission

5.0 Duties and Responsibilities

GSO (CB) fulfills the requirements of ISO/IEC 17065 and will ensure that the Certification Scheme(s) for Product Certification, are controlled and operated so as to ensure, amongst other things, that they are impartial, and that decisions taken and implemented at all levels, including Management and Committees, are free from commercial or other pressures that may prevent the objective provision of Certification Services. The Certification Scheme is designed based on ISO/IEC 17067.

Ensure that information obtained during the Certification Process, from sources other than the Client, is not disclosed to anyone without the written consent of the client, except where the law of land requires such information to be disclosed.

6.0 Objectives of Product Certification

The fundamental Objectives of Product Certification are: -

- to address the needs of Consumers, Users and, more generally, all Interested Parties by giving confidence regarding fulfillment of specified requirements;
- to demonstrate to the market that their Product has been attested to fulfill specified requirements by **GSO**.

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Product Certification provides the following:

- Confidence for those with an interest in fulfilment of requirements, and
- Sufficient value so that suppliers can effectively market Products.

7.0 Certification Scheme

The Certification Scheme is designed based on Type 1a and 3 as per the ISO/IEC 17067, the details are as below:

Types of product certification scheme	Applicable to	Functions and activities performed
1a	Vehicles and motor cycles as per 1.0, Scope of accreditation	• Selection, including planning and preparation activities, specification of requirements, e.g. normative documents, and sampling, as applicable • Determination of characteristics by assessment of services or processes and verification, • Review – Examining the evidence of conformity obtained during the determination stage to establish whether the specified requirements have been met, • Decision on certification – Granting, maintaining, extending, reducing, suspending, withdrawing certification, • Attestation, licensing – a) issuing a GSO Conformity Certificate, and b) granting the right to use certificates or other statements of conformity
3	Tyres	• Selection, including planning and preparation activities, specification of requirements, e.g. normative documents, and sampling, as applicable • Determination of characteristics by assessment of services or processes and verification, • Review – Examining the evidence of conformity obtained during the determination stage to establish whether the specified requirements have been met, • Decision on certification – Granting, maintaining, extending, reducing, suspending, withdrawing certification, • Attestation, licensing – a) issuing a GSO Conformity Certificate, and b) granting the right to use certificates or other statements of conformity, • Surveillance – b) testing or inspection of samples from the factory, and c) assessment of the production, the delivery of the service or the operation of the process on 36 to 60 monthly bases from initial assessment

In this Scheme, one or more samples of the Product are subjected to the determination activities. A **GSO Conformity Certificate** is issued for the Product type, the characteristics of which are detailed in the Certificate or a document referred to in the Certificate. Subsequent Production items are covered by **GSO's Attestation of Conformity** called as **GSO Conformity certificate**.

The samples are representative of subsequent Production items which could be referred to by the Manufacturer as being manufactured in accordance with the certified type.

GSO may grant to the Manufacturer the right to use the type Certificate or other GSO Conformity Certificate (e.g. letter) as a basis for the Manufacturer to declare that subsequent Production items conform to the specified requirements.

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8.0 Sequence of certification process

The followings are the process for product certification using the Mutabiq platform:

8.1 Registration in Mutabiq Platform

8.1.1 Any client wants their product certification has to pass through the Mutabiq platform as per the below mentioned process:

- New client/ user creates account in Mutabiq Platform,
- Creates manufacturer profile in Mutabiq Platform,
- Product certification agreement is downloaded, and manufacturer is asked to provide the required information as per the product certification agreement,
- The client must sign and upload the product certification agreement,
- It is to be ensured by the manufacturer that the product certification agreement is signed by the higher-level authority of the manufacturer,
- Submission of signed product certification agreement in Mutabiq Platform.

8.1.2 The Mutabiq now allows the user to provide the information related to their product to be certified.

8.1.3 After enrollment / approval the manufacturer in Mutabiq Platform, the client can apply for the product certification.

8.2 Application for Certification

8.2.1 The application for the product certification by client is as follow:

- Select the CCR (Conformity Certificate Request) form in the Mutabiq Platform,
- Select the type of CCR, such as “New” or “Carryover”,
- New means new product under the certification, carryover means, the continuation of the certification of the certified product,
- Provide all necessary information as per the CCR considering the product under the certification,
- Attach the relevant records and then select the multiple certificates,
- Create invoice and then payment of fees for the product certification,
- Submit the disclaimer for the vehicle or motorcycle or tyre and then submit the application in Mutabiq Platform.
- Request for GSO Conformity Certificate (RGCC)

8.2.2 Upon submission of application in Mutabiq Platform by client, unique batch and CCR number is generated.

8.2.3 The application is assigned to the designated certification personnel by the Head of the Certification Section

8.2.4 Certification personnel will review the client request and will ensure receipt of payment.

8.2.5 Upon confirmation of receipt of payment, the application is taken into process.

8.2.6 For any new client, product certification agreement shall be signed as legally enforceable agreement for the provision of certification activities.

8.2.7 The product certification agreement is one time; it is not required to be signed by client every time during carryover or during inclusion of new product certification.

8.3 Application review

8.3.1 Upon confirmation of payment for the request related to product certification and documents provided by client as per the requirements, the same are reviewed by certification personnel to ensure compliance with the specified requirements.

8.3.2 Based on the review, the certification personnel will take decision as below:

- Approved,

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- On hold, or
- Reject.

8.3.3 In case of “Approved” the next process of review and granting of GSO conformity certificate is initiated.

8.3.4 The cases of “Hold” as the follows:

Product under certification	Cases of Hold
Tyres	• Site evaluation because of new client registered in Mutabiq platform, • Site evaluation because of new location of the manufacturing process, • Site evaluation because of adding new categories of tyres, • Requesting the samples of tyres for testing, • Missing the required documents within the application or needs more clarification from the clients, • Complaints from GSO member countries, <u>shared promptly with the client and discussed prior to suspension.</u> • Surveillance request. In case of GSO requesting for tyre samples for tests the following procedure will be followed: • Client is asked to send the samples of products to the GSO or GSO approved testing laboratory for identified test requirements, • The client has to pay the cost of testing, which is informed to them at the time of requesting the samples for testing, • Upon payment of testing charges etc., client send the products to the GSO or GSO approved testing laboratory on paid basis, • Test reports of sample tyres is received from the testing laboratory and the same is reviewed. If the tyres pass the test, then the application is treated as “Approved” and taken in to further process, • If the tyres “Fail” in any of the test parameters, then the client is again asked to submit few more samples for the further testing from the same batch / lot, or the client decides to withdraw application • The payment of repeat testing and sending it to GSO is to be bear by the client. After receipt of payment and samples the same are tested again, • Test reports of sample tyres are received from the testing laboratory and the same are reviewed. If the tyres pass the test, then the application is treated as “Approved” and taken into further process, • If the tyres “Fail” in any of the test parameters, then the client is informed for the site evaluation of production process, • The cost estimate for the site evaluation, traveling, accommodation, visa charges etc. are calculated and clients are requested to pay all the charges, • Upon receipt of payment for the site evaluation, the site visit is scheduled and site evaluation is carried out, • Based on the results of site evaluation, the decision for granting of GSO conformity certificate is taken by Certification Section Head.

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Product under certification	Cases of Hold
Vehicle and motorcycles	- Site evaluation or witnessing the required tests because of new client registered in Mutabiq platform, - Site evaluation or witnessing the required tests because of applying new models, - Missing the required documents within the application or needs more clarification from the clients, - Complaints from GSO member countries. In case of GSO requesting for site evaluation or witnessing the following producers will be followed: - In case the site evaluation or witnessing the required tests are requested - The cost estimate for the site evaluation, traveling, accommodation, visa charges etc. are calculated and client is requested to pay all the charges, - Upon receipt of payment for the site evaluation, the site visit is scheduled and site evaluation is carried-out, - Based on the reports of site evaluation, the decision for granting of GSO conformity certificate is taken by Certification Section Head as the final decision,

8.3.5 The “Reject” application cases apply when a request is submitted by the client due to incorrect information provided in the application or for any other reason, or when the GSO conformity certificate or test reports submitted do not comply with GSO regulations.

8.3.6 Based on the reports of site evaluation, the decision for granting of GSO conformity certificate is taken by Certification Section Head as the final decision, there shall be reasonable lead time and to be agreed upon between Client and GSO to address any concerns that has been raised during these evaluations.

8.4 Arrangement of site audit / evaluation

8.4.1 Upon confirmation of receipt of payment for the site evaluation, person is deputed for the site evaluation.

8.4.2 The detail audit plan is prepared and is submitted to the client. Client makes necessary arrangement for the site audit. Visit schedule is prepared and is conveyed to all concerned.

8.4.3 Meeting is done with the client in the beginning of the site audit and meeting sign in sheet is prepared and acknowledged with the attendees.

8.4.4 Site audit is carried out considering the product under certification considering evaluation checklist based on the applicable GSO standards.

8.4.5 The following are taken into consideration during the site evaluation:

The Product Evaluation is carried out in accordance with the methods specified in this Certification Scheme, and with the Procedures specified by the Scheme. The objective is to ascertain, if the Product fulfils the specified requirements.

Testing facilities used in Product Evaluation demonstrate to **GSO** that they meet the applicable

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requirements of ISO/IEC 17025. This can be demonstrated by:

- (a) the testing facility having a current Accreditation as fulfilling the requirements of ISO/IEC 17025 with a scope of testing covering the safety test methods established by the Normative Document for the Product being Certified; or
- (b) the Assessment of the Competence of the Testing Laboratory by **GSO** using verification of laboratory's competence based on review of test facility, test equipment duly calibrated, personnel competence etc. and the manufacturer organization (in-house laboratory) must be certified for ISO 9001 or IATF 16949; or
- (c) the Testing Laboratory having peer assessment recognition by a competent Organization with a scope covering the Product being tested.
- (d) If the manufacturer intends to use an external testing laboratory, the laboratory shall be selected from the list of laboratories approved and registered in the Mutabiq Platform.
- (e) In Case of ATV and UTV products, the in-house laboratory used by manufacturer or third party laboratory shall have the minimum requirements of ISO 9001 or IATF 16949,
- (f) For third party laboratory, the laboratory selected for the testing must be accredited to ISO/IEC 17025 for the parameters to be tested.

If test results are accepted, test reports and samples are examined together to ensure that test results are applicable to Product samples under consideration.

8.4.6 Site evaluation is carried – out considering the

- (a) the applicable Product Requirements and use of Evaluation Checklist
- (b) appropriate Test and/or Inspection Procedures and Techniques
- (c) Conformity Assessment Procedures,
- (d) assessment of the production, the delivery of the service or the operation of the process in case of product certification for Tyre,
- (e) detail checklists are followed during the evaluation,

8.4.7 Non-Conformities

During the Process of Evaluation and Examination at site, if any of the requirements related to Certification Scheme or as per ISO/IEC 17065 is not meeting with the requirements then the same is raised as Non-Conformity.

The Client is given a 30 days' time period to provide initial response on the Non-Conformity and action plan. The RCA and corrective actions to be implemented as agreed with GSO.

- Root Cause Analysis,
- Corrections to resolve the Non-Conformity, and
- Corrective Action to prevent its future recurrence along with supportive documents.

The Non-Conformity may be closed based on review of documentary evidence submitted and if required, **GSO** may repeat the necessary parts of the initial Product Evaluation; Assessment to verify the Non-Conformity has been adequately addressed.

8.5 Receipt and review of site evaluation report

- 8.5.1 The site audit report is then reviewed by the concerned Conformity Senior Specialist / Conformity Specialist / Conformity engineer for taking decision on granting of GSO conformity certificate.

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8.5.2 After receipt of corrective action, on the non-conformity, if any the further decision on granting is taken.

8.6 Granting of Certificate for the Product

8.6.1 Upon receipt of Corrective Actions from the Client against the non-conformities / observations, the same is reviewed by Certification Section Head / Conformity Senior Specialist / Conformity Specialist. Based on the recommendation of the concerned certification personnel, non-conformities / observations are closed. The evaluation report along with the Corrective Actions and recommendation of evaluation is put in the Certification Section Head / Conformity Senior Specialist / Conformity Specialist for its Review and Approval.

8.6.2 Certification Section Head / Conformity Senior Specialist / Conformity Specialist takes decision on granting of GSO Conformity Certificate based on review.

8.6.3 Based on the decision on granting, the further process for preparation of GSO Conformity certificate is initiated.

8.6.4 GSO Conformity certificate is prepared and uploaded on the Mutabiq.

8.7 Carryover / renewal

In case of carryover / renewal, the evaluation plan etc., are not prepared. The submitted documents in Mutabiq platform are reviewed by the concerned.

Based on evaluation of the documents submitted for carryover, the decision on issuance of GSO Conformity Certificate is taken by certification personnel and is issued in Mutabiq Platform

The following determination activities are used: -

- initial testing, inspection and examination of the Product

The responsibility of **GSO** is limited to only verification as agreed contractually. It is ensured that the required testing as per the relevant standard are already completed, then only further evaluation will be carried-out.

8.8 Acceptance of Conformity results generated prior to the Application or provided by the Client

This Scheme accepts Conformity Assessment Results, such as test results of the parts of the Products as per the relevant Test Standards, which are generated prior to the Product Certification Agreement, or are provided by the Client. Regarding the validity of test results followings are considered:

Type of product under certification	Major Test parameter	Validity of test reports
Motor vehicles	• Impact test	Test reports shall not be older than 3 years at the time of application
	• Brake test	Test reports shall not be older than 7 years at the time of application
	• Emission test	
	• Fuel economy test	
	• Electric energy consumption test	

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Type of product under certification	Major Test parameter	Validity of test reports
Motorcycles	• Brake test	Test reports shall not be older than 3 years at the time of application
	• Emission test	
	• Noise test	
Tyres	• Rolling Resistance Test	There is no validity specified for the test report unless the result is changed. However, the manufacturers must internally verify the RR and WG results to ensure that the submitted results are accurate. The result of RR shall be submitted and indicated in the test report result before and after alignment
	• Wet grip test	
	• Safety test	Test reports shall not be older than 3 years at the time of application and after 3 years, all safety tests shall be performed.

In case of Tyre, the manufacturer has to maintain rolling resistance and wet grip test records, which were reviewed and evaluated. For rolling resistance test and wet grip test, the laboratory performing the test must be accredited to ISO/IEC 17025 (whether external provider test laboratory or in-house laboratory).

In order to cover this responsibility under this Scheme, **GSO**:

- checks that the Conformity Assessment results relate to the Certification Requirements;
- Identifies whether the Conformity Assessment Results come from a competent body or manufacturer's testing facility, or are accredited or peer evaluated to the relevant standard with a scope relevant to the Certification Requirements.

8.8.1 Tyres for OEMs (original equipment manufacturer):

Evidence of compliance with GSO technical regulations for OEM tyres can be submitted to GSO by one of the following options:

- Test reports in accordance with the applicable GSO technical regulation for tyres
- Copy of the conformity certificate which was approved by GSO
- Declaration letter addressed to OEM indicating that the tyres are complying with GSO technical regulations with tyre details

8.9 Attestation

Following the decision to grant Certification, **GSO** issues a GSO Conformity Certificate.

Under this Scheme, the GSO Conformity Certificate is in the form of a Certificate and a subsequent listing of the Certificate in Mutabiq platform.

8.10 Surveillance (3 to 5 years) for tyres

Upon granting of Certificate, the Periodic Surveillance will be planned between 3rd to 5th years from the date of issue of GSO Conformity Certificate in case of tyres.

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During Surveillance, the factory visit will be conducted and Client is asked to provide the latest test report (if conducted) or is asked to get it tested in advance before planning of Surveillance so that the same can be evaluated during the Surveillance. The Product will be verified physically to ensure its continual Compliance with the Certification Scheme.

8.11 Licensing Use of GSO Conformity Certificate

General

The use of the Certificate is controlled through a GSO Conformity Certificate issued by **GSO** to each Organization which uses them on, or in conjunction with, all Certified Products.

The Organization holding the GSO Conformity Certificate (referred to in this clause as the Licensee) may be different from the Client to which the Certificate was issued. Circumstances under which a different Organization might be involved include the following:

- the Client sub-contracts the manufacture of the Product, to another Organization (the Manufacturer would need to be a Licensee)
- a Customer of the Client applies its own label, to the Product under an agreement with the Client (the customer would need to be a Licensee)
- other cases.

In all cases, the Client ensures that **GSO** has access to the Licensee's premises for the purposes of Evaluation as agreed.

Issuing of a GSO Conformity Certificate

GSO submits a Product Certification Agreement to the Licensee for signature during first application and the same is considered as valid till renewal / carryover is continued. When the Product Certificate Agreement has been signed, **GSO** issues a GSO Conformity Certificate. The followings are the contents of agreement;

- Parties**
- GSO** (Name, Address, Contact Details)
- Client** called Licensee (Name, Address, Contact Details)
- Grant of GSO Conformity Certificate**

To use GSO Conformity Certificate under the following conditions.

(a) Regulations for Certification and Assessment

Reference to the general rules for the Certification Scheme as well as the standard(s) and the specific rules specified in the GSO Conformity Certificate

(b) Rights and Obligations of Licensee

Certified Products manufactured and supplied by it will fulfill the requirements stated in the standards and general and specific rules specified in the GSO Conformity Certificate.

Persons representing **GSO** will have unobstructed access without prior notification to the premises of the facility covered by the GSO Conformity Certificate.

The Products for which the GSO Conformity Certificate is granted will be manufactured to the same specifications as the sample that **GSO** found by the initial verification to be in Conformity with the Standard.

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(c) Surveillance

GSO carries out continuing Surveillance, between 3rd years to 5th years as agreed with client. The Client is bound to complete the Surveillance as per frequency to avoid any adverse action from **GSO**.

Surveillance is carried out by **GSO** Personnel only.

(d) Complaints

The Licensee to keep Records and report to **GSO** any complaints regarding those aspects of the Products covered by the GSO Conformity Certificate

(e) Publicity

The Licensee has the right to publish the fact that it has been authorized to offer and sell the Certified Products to which the GSO Conformity Certificate applies.

GSO gives publicity in its directory to the Authorization of the Licensee to use GSO Conformity Certificate and to Cancellation of this Agreement with the Licensee, as appropriate.

(f) Confidentiality

GSO ensures that Confidentiality is maintained by all Personnel involved on its behalf concerning all Confidential Information with which they become acquainted as a result of their contacts with the Licensee. When **GSO** is required by law or authorized by Contractual Arrangements to release Confidential Information, the Client or person concerned is, unless prohibited by law, notified of the information provided.

(g) Payment

The Licensee pays to **GSO** all expenses in relation to the Surveillance, including Sampling, Test, Assessment and Administration Costs.

(h) Agreement Period

- Date of Commencement

(j) Termination of License

Specification of notice periods for Termination of GSO Conformity Certificate according to different circumstances, e.g.

- Licensee wishes to terminate
- **GSO** determines that the Product no longer complies with Product Certification Requirements
- Failure to fulfill other Certification Requirements, e.g., non-payment of fees.

(k) Changes to Product Requirements

GSO informs the Licensee of changes to Product Requirements and to specify the date by which changes will become effective; also, to advise the Licensee of any need for a supplementary examination of the Products which are subject to this Agreement.

The Licensee informs **GSO** whether it is prepared to implement the changes by the specified date.

If the Licensee gives confirmation of acceptance of the changes and provided the result of any supplementary examination is favorable, a supplementary GSO Conformity Certificate will be issued or other modifications of **GSO**'s records will be made.

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If the Licensee advises **GSO** that it is not prepared to implement the changes by the specified date, or if the Licensee allows the terms for acceptance to lapse, or if the result of any supplementary examination is not favorable, the GSO Conformity Certificate covering the particular Product ceases to be valid on the date on which the changes become effective, unless otherwise decided by **GSO**.

(l) Liability

All questions related to Product liability are dealt with on the basis of the relevant legal system(s).

(m) Appeal or Complaints

All Appeals and Complaints that may arise in connection with this agreement are first directed to **GSO** to be settled in accordance with the applicable Procedures.

This also covers the following basic information;

- GSO Conformity Certificate number
- Reference to Product Certification Agreement
- Licensee (name, address, contact details)
- Table showing:
 - ✓ Product designation
 - ✓ Certificate number
 - ✓ standard(s) and/or other Normative Document(s)
 - ✓ specific Scheme rules (if applicable)
- Date of issue

The Product Certification Agreement addresses conditions under which the Certificate will be used, and establishes rules in the case of misuse.

8.12 Suspending or Withdrawing a after issuance of GSO Conformity Certificate (The same is followed as per the procedure no. GSO.QP.53)

Suspension

The applicability of the GSO Conformity Certificate to a specific Product may be Hold for a limited period, for example in the following cases:

- (a) if it shows that the Corrective Action taken on the Non-Conformity issued is not effective or satisfactorily discharged,
- (b) if a case of improper use of the Certificate (e.g. misleading publications or advertisement) is not solved by suitable retractions and appropriate Corrective Actions by the Licensee
- (c) if there has been any other contravention of the Product Certification Scheme or the Procedures of the Scheme
- (d) Failed to complete timely Surveillance Assessment.

The Licensee is prohibited from identifying as Certified any Product that has been manufactured under a Suspension of the GSO Conformity Certificate as applicable to that Product.

A GSO Conformity Certificate may also be Hold after Mutual Agreement between **GSO** and the Licensee for a limited period of Non-Production or for other reasons.

An official Suspension of a GSO Conformity Certificate is confirmed by **GSO** in a registered letter to the Licensee (or by equivalent means).

The Licensee may give notice of appeal, and **GSO** when considering the appeal may or may not

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(depending on the nature of the case) decide to proceed with its decision to suspend the GSO Conformity Certificate.

At the end of the Suspension Period, **GSO** investigates whether the indicated conditions for re-instituting the GSO Conformity Certificate have been fulfilled.

On fulfilment of these conditions, the Suspension is removed by notifying the Licensee.

Withdrawal

Apart from the Suspension of a GSO Conformity Certificate, a GSO Conformity Certificate is Reject in the following cases:

- (a) if the Licensee fails to comply with the due settlement of Financial Obligations
- (b) if there is any other contravention of the Product Certification Agreement
- (c) if inadequate measures are taken by the Licensee in the case of Suspension.

In the above cases, **GSO** has the right to withdraw the GSO Conformity Certificate by informing the Licensee in writing concerning the specification of a time limit.

Furthermore, the GSO Conformity Certificate may be Reject in the following cases:

- if the Licensee does not wish to maintain the GSO Conformity Certificate;
- if the Standard or Rules are changed and the Licensee either will not or cannot ensure Conformity with the New Requirements;
- if the Product is no longer made or the Licensee goes out of Business;
- on the grounds of other provisions specified in the Product Certification Agreement.

9.0 Publicity by Client

The Client has the right to publish the fact that:

- (a) an identified Product has been Certified,
- (b) the Client has been authorized to
 - use a valid GSO Conformity Certificate, and

In every case, the Client takes sufficient care of its publications and advertising so that no confusion arises between Certified and Non-Certified Products.

The Client does not specify any function or make any claim or the like in user information that could lead purchasers to believe that performance of the Product or its use is covered by the Certification when in fact it is not.

10.0 Changes affecting the Certification

10.1 Changes to Product Requirements

When a standard or another Normative Document that is part of the Certification Requirements is changed, there are a number of factors that have to be considered when fixing up the date on which the New Product Requirements of the changed document will come into force (effective date reflecting the transition period). The decision on transition is decided mutually.

The effective date of obsolescence of a Standard or other Normative Document shall be communicated by **GSO** to all applicable Clients to allow them adequate time to take appropriate action.

In those cases when the Standard development Organization responsible for the Standard or other Normative Document defines the transition period until which the superseded document is valid, this date defines the obsolescence of the superseded document unless otherwise stated

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by law or by the Scheme.

Further factors that are considered when choosing the effective date include, but are not necessarily restricted to, the following:

- (a) Compliance with Regulations or Contractual Obligations;
- (b) the urgency of complying with revised Health, Safety, or Environmental Requirements;
- (c) the length of time and financial costs for retooling and manufacturing a Product complying with the revised requirements;
- (d) the extent of stock on hand and whether it can be reworked to meet the revised requirements;
- (e) avoidance of unintentional commercial advantage given to a particular manufacture or design;
- (f) Operational constraints of **GSO**.

10.2 Changes to Scheme Requirements

The changes in the Scheme requirements, such as: -

- (a) test and examination Procedures where these are not contained in the standards or other Normative Documents that specify the Product Requirements
- (b) conditions for Licensing of the Certification
- (c) Qualification criteria and Procedures for Conformity Assessment bodies participating in the Scheme.

10.3 Changes by Client

The Client shall inform **GSO** about any intended modification to the Product, which may affect the Conformity of the Product. **GSO** determines whether the announced changes require another Initial Testing and Assessment or other further investigations. In such cases, the Client is not permitted to release Products under the Certificate resulting from such changes until **GSO** has notified the Client accordingly.

If the Client wishes to apply the Certification to additional types of Products, but to different specified requirements, or if the Client wishes to apply for an extension of the Certification to cover an additional facility that is not covered by the earlier GSO Conformity Certificate, it will be necessary to perform only those parts of the Original Application Procedure which do not cover the new circumstances.

11.0 Confidentiality

GSO is responsible for ensuring that Confidentiality of Information is maintained by its Employees and those of its Sub-Contractors concerning all information obtained as a result of their contacts with the Client; this applies also to information obtained at the application stage.

12.0 Product Liability

In this Scheme, all questions related to Product Liability are dealt with on the basis of the relevant Legal System(s).

13.0 Complaints and Appeals

The Client has a right to complain to **GSO** about aspects of the service provided. The Client may also appeal to **GSO** against its decisions on issuing, maintaining, extending, suspending and withdrawing Certification. All the Complaints and Appeal will be entertained as per the defined Procedure.

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14.0 Contents of GSO Conformity Certificate

The following information's are provided in the GSO Conformity Certificate as a minimum;

- GSO Conformity Certificate Number or other Unique Identification
- GSO seal with QR code as an authentication
- Name and Address of Client (Certificate holder)
- GSO Conformity Certificate, including:
 - ✓ Name and Unique Designation of Product,
- If applicable, reference to the Accreditation or Recognition Status of **GSO** (Means status of ISO/IEC 17065 Accreditation)
- Date of Expiry of Certificate (if necessary)
- Date of Issue of Certificate
- Legally binding Seal

15.0 Re-call

If the client identifies the defect later on after distribution of the certified products in the GCC, manufacturer / supplier shall immediately inform to GSO and will apply on Mutabiq in the re-call section. In this re-call, the reason for re-call and quantity of certified products distributed in various GCC countries are addressed. The timeline for re-call initiation is 7 days from the notification on Mutabiq.

For re-calls no inspection will be there.

Re-call is to be done by the manufacturer's through Mutabiq platform by providing VIN No., defect and treatment.

The request for the re-call is reviewed by concerned conformity specialist and is approved based on the review of reason for re-call.

The manufacturer / supplier will then initiate the re-call process and will complete the re-call activities.

Upon completion of re-call the entry is closed in Mutabiq platform.

GSO just monitor the re-call activities without any liability in the re-call process. The manufacturer / supplier is responsible to complete the task.

16.0 Pre-requisite before shipment

The manufacturer of motor vehicles or motorcycles shall submit a certificate of conformity through the Mutabiq Platform at least three months before starting the shipment.

The manufacturer of tyres shall submit a certificate of conformity through the Mutabiq Platform at least two months before starting the shipment.

The manufacturers shall provide the technical specifications, related documents, and details regarding new models of motor vehicles or motorcycles to the GCC Standardization Organization (GSO) via email to: CERT-M@gso.org.sa

The manufacturers shall provide the technical specifications, related documents, and details regarding upcoming plan of new type of tyres or new production line to the GCC Standardization Organization (GSO) via email to: CERT-M@gso.org.sa

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Regarding Carry-over and Facelift vehicle types, the manufacturer shall submit the relevant technical specifications, supporting documents, and details to the GCC Standardization Organization (GSO) via email at: CERT-M@gso.org.sa ,The submitted information shall be subject to technical evaluation by GSO engineers to determine whether the vehicle shall be classified as a New Type or a Carry-over Type.

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Appendix I: Example Format of Request for GSO Conformity Certificate (RGCC) for Vehicle

We, **[Legal Name of Manufacturer]**, manufacturer of the **[motor vehicle]** models covered by this request, wish to submit the attached Conformity Certificate Requests **[for Model Year YYYY]** for certification by GSO

[X] New Types

- [Type Identification]

[X] Carry-Over Types

- [Type Identification]

We declare that the products covered by the submitted Conformity Certificate Requests comply with the applicable GSO Standards and technical requirements and, where no relevant GSO Standards are available, comply with the national and/or international standards accepted by GSO.

We undertake to provide any additional information, technical documentation, test reports, or supporting evidence requested by GSO in connection with this request.

We further undertake to notify GSO without delay of any design defect, manufacturing defect, non-conformity, or other issues that may adversely affect the safety, durability, performance, or continued compliance of the **[motor vehicle]** supplied to GSO Member Countries and to provide full details of the issue together with any corrective actions taken.

We further undertake to notify GSO without delay of any product recall, safety campaign, market withdrawal, or similar regulatory action affecting the **[motor vehicle]** covered by this request, whether within or outside GSO Member Countries, and to provide full details of the affected **[motor vehicle]** and corrective actions taken.

We further undertake to ensure that warranty coverage and after-sales support for the certified **[motor vehicle]** are available in the applicable GSO Member Countries in accordance with the manufacturer's warranty obligations and applicable regulatory requirements.

We declare that all information, documents, certificates, reports, and declarations submitted in connection with this request are true, accurate, complete, and current to the best of our knowledge, and we accept responsibility for their accuracy.

Electronic Approval Record

Approved electronically through the Mutabiq System by the manufacturer's authorized representative: Name: [Name] | Title: [Title] | Email: [Email] | User Account: [Username] | Date/Time: [Timestamp] | IP Address: [IP Address]

This approval constitutes the manufacturer's official declaration for this request; **no handwritten signature or company stamp is required.**

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Appendix II: Example Format of Request for GSO Conformity Certificate (RGCC) for hybrid or Electric Vehicle

We, **[Legal Name of Manufacturer]**, manufacturer of the **[motor vehicle]** models covered by this request, wish to submit the attached Conformity Certificate Requests **[for Model Year YYYY]** for certification by GSO.

[X] New Types

- [Type Identification]

[X] Carry-Over Types

- [Type Identification]

We declare that the products covered by the submitted Conformity Certificate Requests comply with the applicable GSO Standards and technical requirements and, where no relevant GSO Standards are available, comply with the national and/or international standards accepted by GSO.

We undertake to provide any additional information, technical documentation, test reports, or supporting evidence requested by GSO in connection with this request.

We further undertake to notify GSO without delay of any design defect, manufacturing defect, non-conformity, or other issues that may adversely affect the safety, durability, performance, or continued compliance of the [motor vehicle] supplied to GSO Member Countries and to provide full details of the issue together with any corrective actions taken.

We further undertake to notify GSO without delay of any product recall, safety campaign, market withdrawal, or similar regulatory action affecting the [motor vehicle] covered by this request, whether within or outside GSO Member Countries, and to provide full details of the affected [motor vehicle] and corrective actions taken.

We further undertake to provide appropriate technical guidance and support to civil defense authorities and other relevant emergency response authorities that may be involved in responding to incidents involving the certified vehicles.

We further undertake to establish and maintain sufficient service facilities within the GCC region, staffed by appropriately qualified and trained personnel capable of performing maintenance, repairs, and safety assessments of the certified vehicles, including assessments relating to structural damage, high-voltage systems, battery systems, and associated components where applicable.

We further undertake to maintain responsibility for the battery system throughout its lifecycle, including performance commitments, handling, recovery, charging, recycling, and disposal, in accordance with applicable regulatory requirements.

We further undertake to ensure that warranty coverage and after-sales support for the certified [motor vehicle] are available in the applicable GSO Member Countries in accordance with the manufacturer's warranty obligations and applicable regulatory requirements.

We declare that all information, documents, certificates, reports, and declarations submitted in connection with this request are true, accurate, complete, and current to the best of our knowledge, and we accept responsibility for their accuracy.

Note: Electronic Approval Record

Approved electronically through the Mutabiq System by the manufacturer's authorized representative: Name: [Name] | Title: [Title] | Email: [Email] | User Account: [Username] | Date/Time: [Timestamp] | IP Address: [IP Address]

This approval constitutes the manufacturer's official declaration for this request; **no handwritten signature or company stamp is required.**

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Appendix III: Example Format of Request for GSO Conformity Certificate (RGCC) for Tyres

We, **[Legal Name of Manufacturer]**, manufacturer of the **[Tyre]** models covered by this request, wish to submit the attached Conformity Certificate Requests for certification by GSO.

Listed of tyre size(s)

- [Type Identification]

We declare that the products covered by the submitted Conformity Certificate Requests comply with the applicable GSO Standards and technical requirements and, where no relevant GSO Standards are available, comply with the national and/or international standards accepted by GSO.

We undertake to provide any additional information, technical documentation, test reports, or supporting evidence requested by GSO in connection with this request.

We further undertake to notify GSO without delay of any design defect, manufacturing defect, non-conformity, or other issues that may adversely affect the safety, durability, performance, or continued compliance of the [tyre] supplied to GSO Member Countries and to provide full details of the issue together with any corrective actions taken.

We further undertake to notify GSO without delay of any product recall, safety campaign, market withdrawal, or similar regulatory action affecting the [motor vehicle] covered by this request, whether within or outside GSO Member Countries, and to provide full details of the affected [tyre] and corrective actions taken.

We further undertake to ensure that warranty coverage and after-sales support for the certified [tyre] are available in the applicable GSO Member Countries in accordance with the manufacturer's warranty obligations and applicable regulatory requirements.

We declare that all information, documents, certificates, reports, and declarations submitted in connection with this request are true, accurate, complete, and current to the best of our knowledge, and we accept responsibility for their accuracy.

Note: Electronic Approval Record

Approved electronically through the Mutabiq System by the manufacturer's authorized representative: Name: [Name] | Title: [Title] | Email: [Email] | User Account: [Username] | Date/Time: [Timestamp] | IP Address: [IP Address]

This approval constitutes the manufacturer's official declaration for this request; **no handwritten signature or company stamp is required.**

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Appendix IV: Example Format of Request for GSO Conformity Certificate (RGCC) for Motorcycle/ATV/UTV

We, [Legal Name of Manufacturer], manufacturer of the [Motorcycle] models covered by this request, wish to submit the attached Conformity Certificate Requests [for Model Year YYYY] for certification by GSO.

[X] New Types

- [Type Identification]

[X] Carry-Over Types

- [Type Identification]

We declare that the products covered by the submitted Conformity Certificate Requests comply with the applicable GSO Standards and technical requirements and, where no relevant GSO Standards are available, comply with the national and/or international standards accepted by GSO.

We undertake to provide any additional information, technical documentation, test reports, or supporting evidence requested by GSO in connection with this request.

We further undertake to notify GSO without delay of any design defect, manufacturing defect, non-conformity, or other issues that may adversely affect the safety, durability, performance, or continued compliance of the [Motorcycle] supplied to GSO Member Countries and to provide full details of the issue together with any corrective actions taken.

We further undertake to notify GSO without delay of any product recall, safety campaign, market withdrawal, or similar regulatory action affecting the [Motorcycle] covered by this request, whether within or outside GSO Member Countries, and to provide full details of the affected [Motorcycle] and corrective actions taken.

We further undertake to ensure that warranty coverage and after-sales support for the certified [motor vehicle] are available in the applicable GSO Member Countries in accordance with the manufacturer's warranty obligations and applicable regulatory requirements.

We declare that all information, documents, certificates, reports, and declarations submitted in connection with this request are true, accurate, complete, and current to the best of our knowledge, and we accept responsibility for their accuracy.

Note: Electronic Approval Record

Approved electronically through the Mutabiq System by the manufacturer's authorized representative: Name: [Name] | Title: [Title] | Email: [Email] | User Account: [Username] | Date/Time: [Timestamp] | IP Address: [IP Address]

This approval constitutes the manufacturer's official declaration for this request; **no handwritten signature or company stamp is required.**

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