



FAQs – Conducting a recall

As the supplier of a vehicle or vehicle component, you are responsible for informing the department about any recalls and conducting those recalls in a manner that is proportionate to the risk. This includes ensuring that communications with vehicle owners will result in the most effective recall possible.

Q1. Where can I obtain assistance for submitting a recall?

A. Read the [Supplier's guide to vehicle recalls](#) for an overview of road vehicle and road vehicle recalls, road vehicle component recalls, including suppliers' responsibilities, the difference between voluntary and compulsory recalls, as well as the recalls process and the department's role.

Read the road vehicles and approved vehicle components [Recall Policy](#) which has been developed to assist suppliers in planning for and conducting a voluntary recall in accordance with Commonwealth law.

Q2. After identifying a safety or non-compliance issue, how long do I have to submit a recall?

A. You must notify the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the department) of the recall in writing within 2 days of taking recall action.

This timeframe is in accordance with the [Road Vehicle Standards Rules 2019, Part 8, Division 3, section 212\(2\)](#)

Q3. When I submit a recall through ROVER, what documents must I attach?

A. We expect you to provide a copy of your communication strategy which should include the following:

- Technical Bulletin – This is usually an internal document that explains the defect and the rectification process. The Technical Bulletin helps us fully understand the problem and the fix. It also ensures that the wording of the recall notice is correct.
- Customer Letter – This is the letter that the current owners of your vehicles will receive informing them of the recall. We check your letter to ensure the information is consistent with the recall notice and that it clearly explains the risk associated with the recall.
- Vehicle Identification Number (VIN) list – You need to provide us a list of VINs to be published with the recall on the [Vehicle Recalls](#) website so that consumers can identify if their vehicle is affected. Use the [ROVER template: VINs under recall](#).

Q4. What defect and hazard information do I need to provide for the recall?

A. The information you provide needs to be written clearly and concisely. It needs to be easy to understand, therefore, avoid using complex technical words or jargon.

You need to outline the defect (what the fault is) and the resulting hazard (potential impact of the fault) in simple language. This will ensure customers understand your recall notice.

Q5. Do I have to issue a recall if parts are not available?

A. Yes. Consumers need to know that their vehicle has been recalled even if parts aren't available.

Q6. Do I need to respond to requests through ROVER?

A. All the requests we send you via [ROVER](#) need be responded to in a timely manner. This ensures your recall notice is published on the [Vehicle Recalls](#) website without delay.

Q7. Can anyone within my organisation submit a recall notice via ROVER?

A. Only people in your organisation with 'Recalls' functions in [ROVER](#) can submit recalls on your organisation's behalf. People with 'Recalls' function can view, submit, manage, and report on recalls.

The [ROVER guide: Authority to act](#) explains how to request or grant someone an authority to act with 'Recalls' function.

Q8. How do I add additional vehicles to a recall?

A. Email recalls@infrastructure.gov.au with a new VIN list that includes all affected vehicles and we will update our website. Use the [ROVER template: VINs under recall](#).

Q9. How often do I need to report the progress of my recall?

A. You need to report the progress of all your active recalls to the department every month, even if there is no change. If you want to upload multiple reports in ROVER, use the [ROVER guide: Upload multiple recall reports using the bulk report template](#).

Q10. Who do I contact if I have issues signing in to my ROVER account?

A. Please complete the [online enquiry form](#) on the department's website and our call centre will contact you as soon as possible.

Q11. Can I amend my organisation details in ROVER?

A. Yes. Anyone with [authority to act](#) on behalf of your organisation is able to amend the details in ROVER.

Further information

For further information, please visit the [department's website](#) or [contact us](#).

Email: recalls@infrastructure.gov.au

Call 1800 815 272 (within Australia) or +61 2 6136 7444 (from overseas) Monday–Thursday 9 am to 5 pm, Friday 9 am to 4 pm (Australian Eastern Standard Time).

Quick links

- [Supplier's guide to vehicle recalls](#)
- [Vehicle Recalls Policy](#)
- [ROVER](#)
- [Vehicle Recalls Website](#)
- [ROVER guide: Multi-level authority to act](#)
- [ROVER guide: How to upload multiple recall reports using the bulk report template](#)
- [ROVER template: VINs under recall](#)
- [Road Vehicle Standards Act](#)
- [Road Vehicle Standards Rules](#)