Australian Government

Department of Infrastructure, Transport, Cities and Regional Development

Road Vehicle Standards

Vehicle Recalls

Brisbane – 3-4 July 2019

Contents

1. Vehicle Recalls website
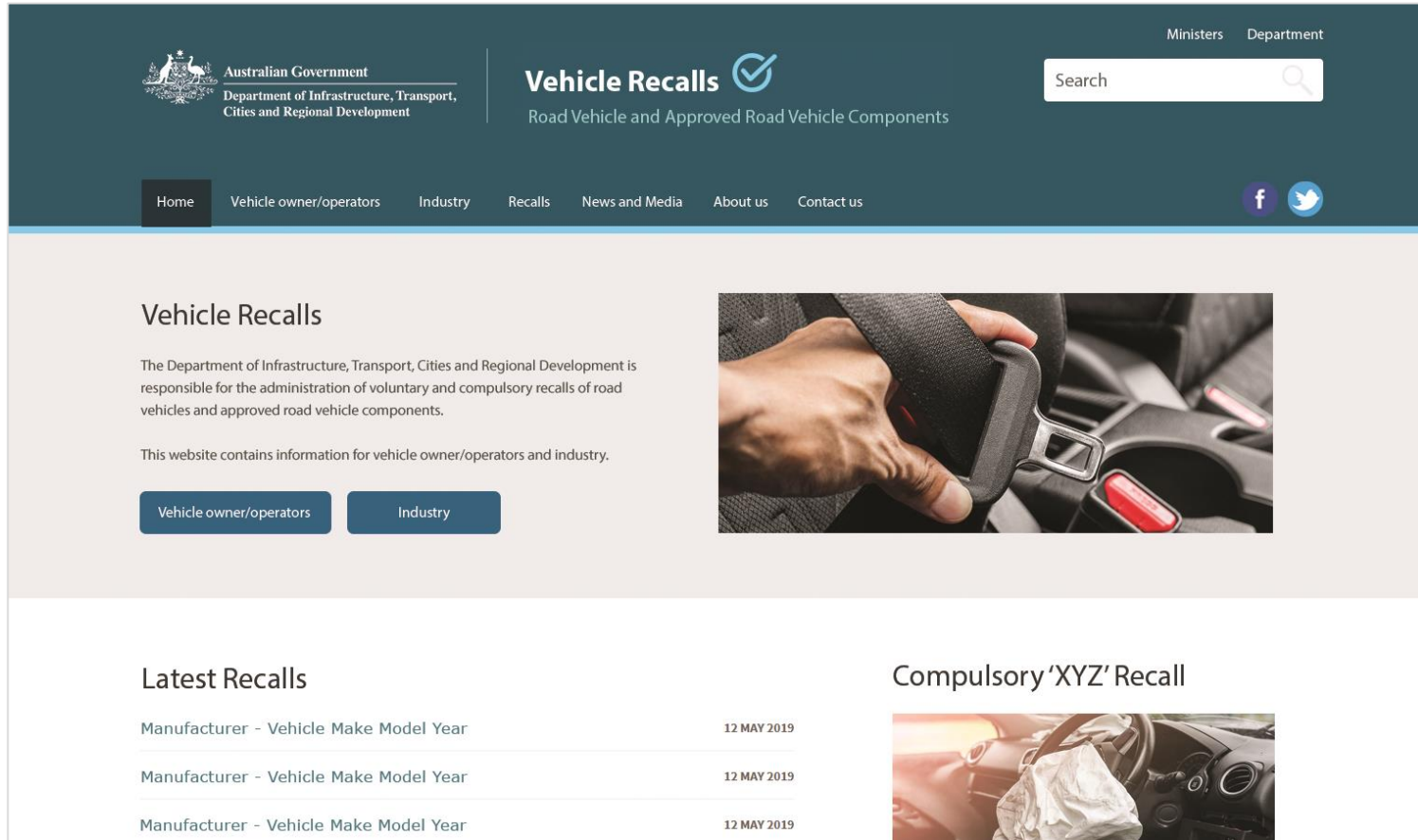
2. Recall Notification Form

3. Social Media

Website

The Department is envisaging a new public facing website to be the main source of information on recalls for road vehicles and approved road vehicle components.

It is intended that the website will also house a secure portal - Recall Management System (RMS) – this will be a part of ROVER.

- Australian Government and Department updates
- Information and guidance for suppliers and the wider community
- Recall Management System (RMS)
  - Receive recall notifications
  - Publish recall notices
  - Monitor recall progress
- Industry news and media
- Social Media integration

Website mock-up – Homepage

Indicative imagery – illustrative purposes only

Refer to Handout 1
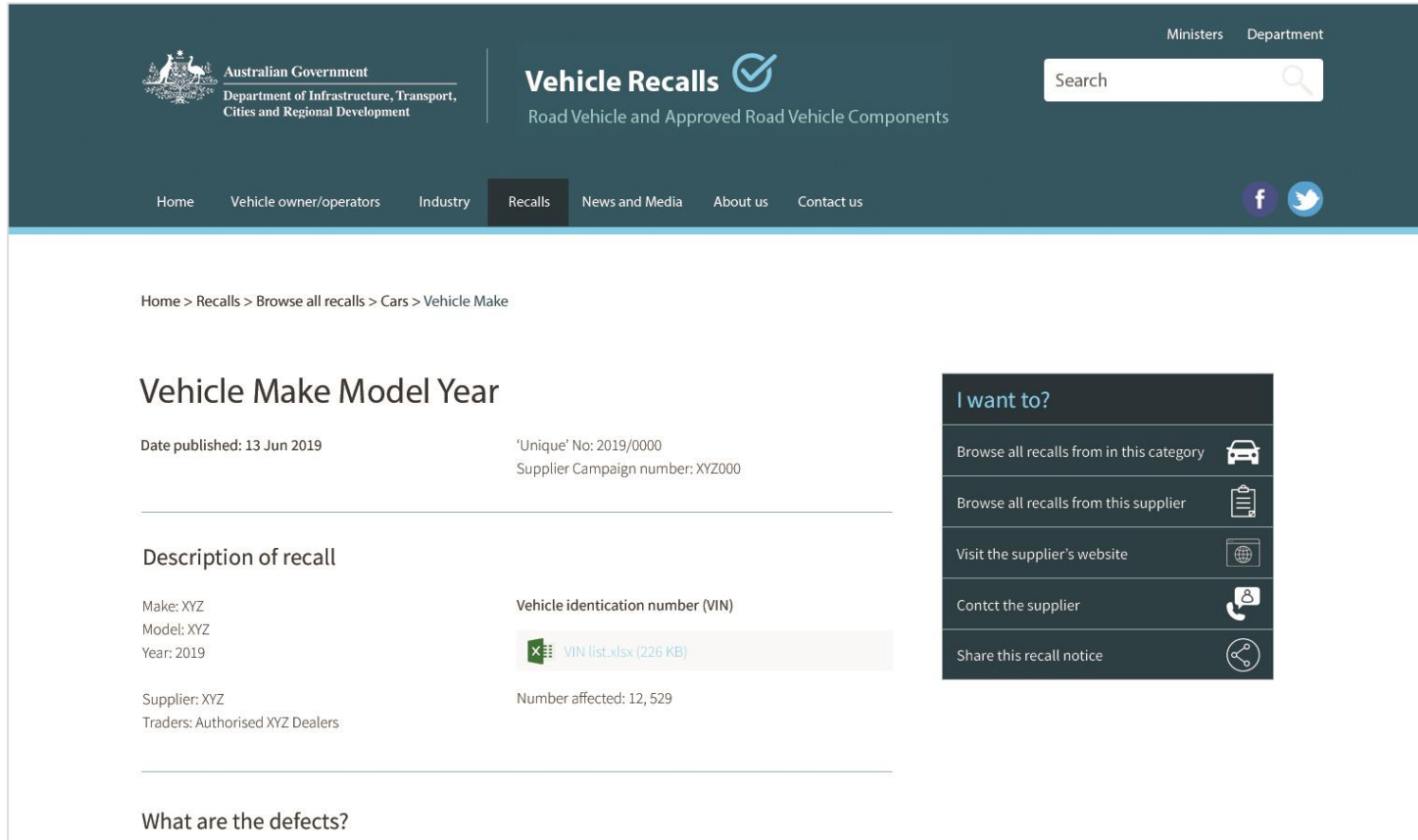
Website mock-up – Supplier page

Indicative imagery – illustrative purposes only

Refer to Handout 2

Website mock-up – Notice

Indicative imagery – illustrative purposes only

Refer to Handout 3

Submitting a recall notification

- Infrastructure's preferred option to facilitate the **standardised notification of recalls** of road vehicles under the RVS legislation is to develop a customised Recall Management System (RMS) and associated public website.

- Main functions – **Receive**, **Publish**, **Monitor** recalls

Recall Notification Form

Sections:

1. Recall overview
2. Registration and contact details
3. Road vehicle / Approved road vehicle component details
4. Recall details
5. Injury & Incident details (where applicable)

Recall overview

This recall notification relates to:

a) a road vehicle as described under the RVSA

b) an approved road vehicle component under the RVSA

Recall overview (cont.)

Why is the road vehicle or approved road vehicle component being recalled?

a) will or may cause injury to a person

b) does not comply (or it is likely that they do not comply) with relevant standards

Recall overview (cont.)

Number of affected road vehicles or approved road vehicle components?

Recall overview (cont.)

Are parts available?

a) Yes

b) No

1. Registration and contact details

Who can notify?

❑ Supplier

❑ Authorised person

User will be required to complete 'Supplier details' and 'Authorised person' details and supply proof of authorisation. This is a current requirement in ROVER.

The Department envisages prior registration into the Recall Management System will allow the user to 'autofill' contact.

1. Registration and contact details

Supplier details

- Name*
- Australian Business Number*
- Phone*
- Email address*
- Address line 1*
- Address line 2
- City / Suburb*
- Post code*
- State*
- Country*
- Website

1. Registration and contact details (cont.)

Supplier's role in the recall

    a)   Manufacturer

    b)   Importer

    c)   Wholesaler

    d)   Retailer

    e)   Other – please specify

1. Registration and contact details (cont.)

Authorised person details

- Title*
- First name*
- Last name*
- Phone*
- Email address*
- Address line 1*
- Address line 2
- City / Suburb*
- Post code*
- State*
- Country*

Attachment: Proof of authorisation to act on behalf of supplier

2. Road vehicle details

- Category*

- Manufacturer*

- Make*

- Model*

- Year of manufacture*

- VIN list*

- Approval number for vehicle to be entered on the RAV/plated*

- Opportunity to consent to the Department's use of brand material to facilitate rectification

2. Approved road vehicle component details

- Component Manufacturer*

- Component type approval number*

- Who was the component supplied to?*

3. Recall details

- Unique identifying number auto-generated by RMS
- Supplier Campaign number*

Recall strategy overview
- What are the defects? *
- What is the hazard?*
- What should vehicle owner/operators do?*

Information to be displayed on Recall Notice
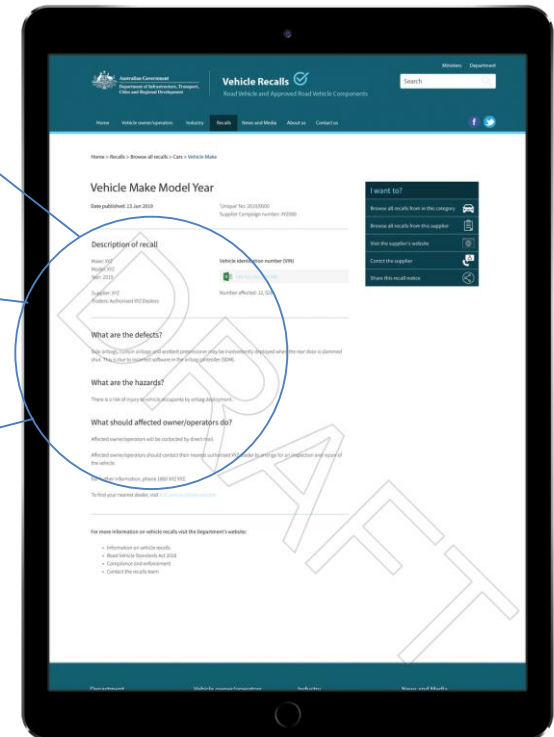
5. Injury and incident details

Are you aware of any injuries or deaths because of the defect in the road vehicle / approved road vehicle component?

a) Yes

b) No

User answers 'Yes'.

Provide a brief summary of what is known.

Department may seek further information/clarification.

Attachments

There will be functionality in the form for attachments:

Images

- Photographs
- Illustrations / schematics

Supporting documentation

- Recall strategy
- Communication and engagement strategy

> Recall strategy and Communication and engagement strategy
>
> The Department will share draft guidelines for feedback.

Social Media

The Department is envisaging social media integration to compliment traditional communications.

Types of content:
1. Recall notices
2. Safety alerts
3. Industry News and Media (if appropriate)
4. Legislation – education and awareness

Welcome feedback from industry: what would you like to see?

15,000,000 Monthly Active Australian Users
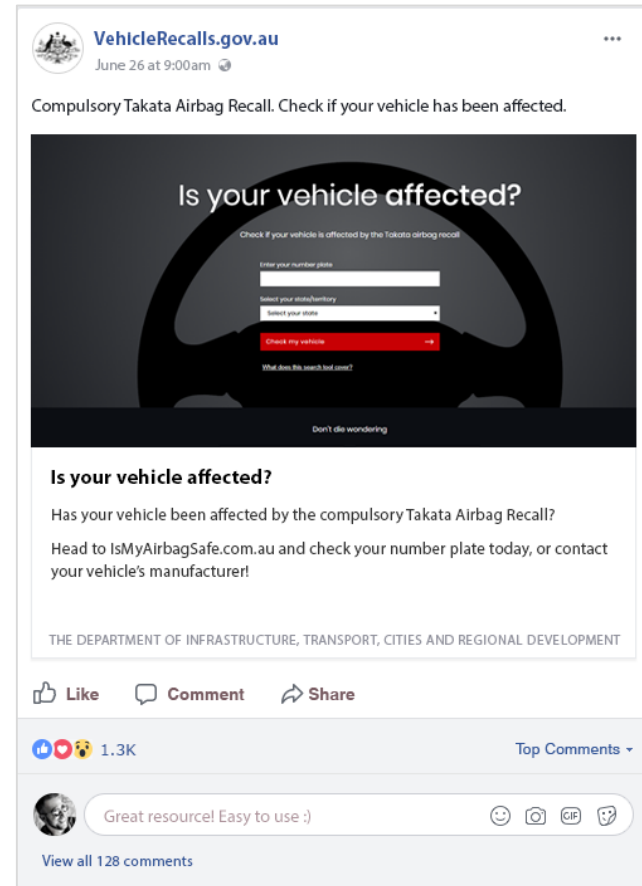
5,300,000 Monthly Active Australian Users

Stats Source: Vivid Social – Social Media Agency.

Social Media examples

Indicative imagery – illustrative purposes only

Facebook: Recall notice

Facebook: Safety alerts / tools and resources

Social Media examples

Indicative imagery – illustrative purposes only

Twitter: Recall notice

Thank you

Questions?

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