



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

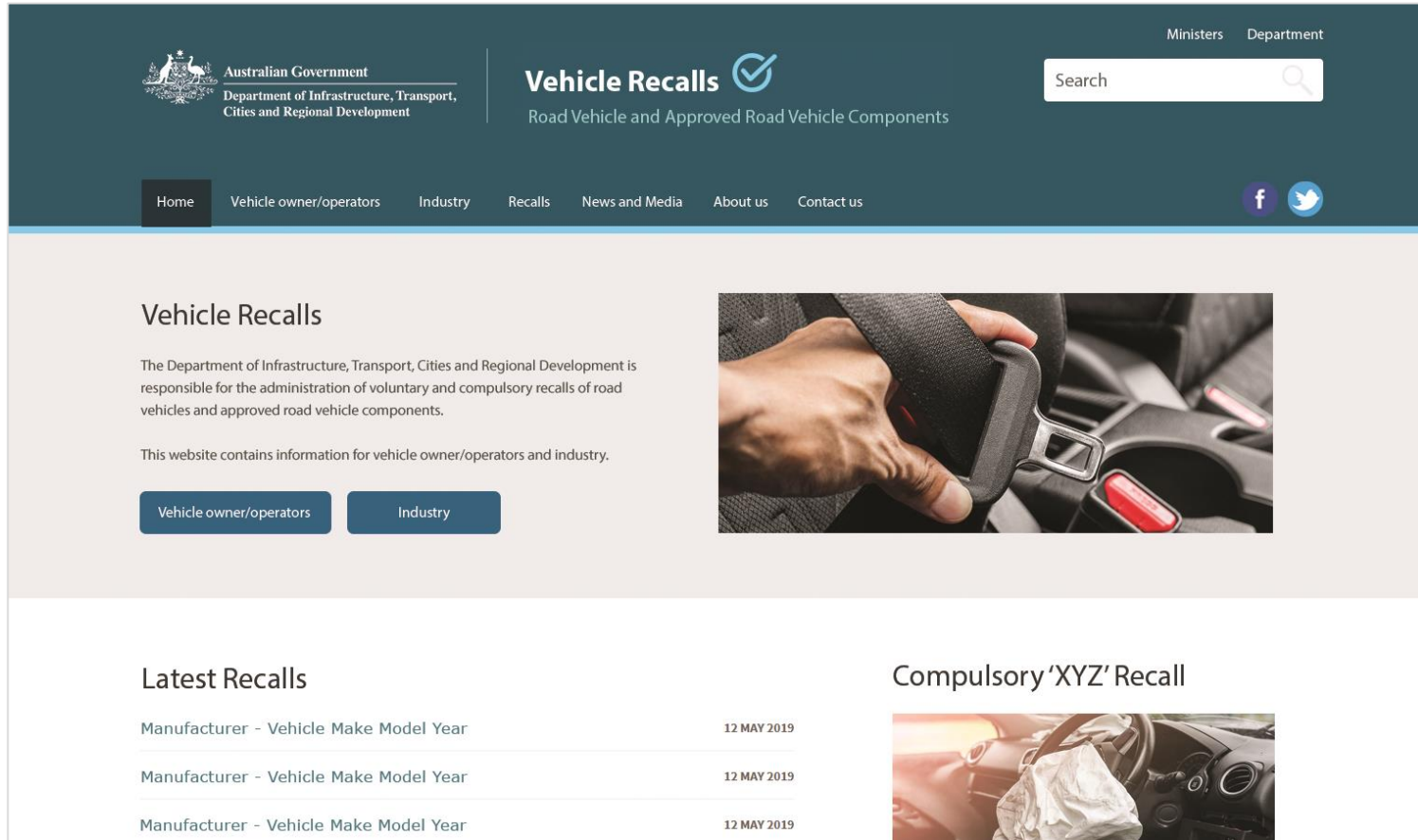
Website

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




The mock-up shows a dark teal header with the Australian Government logo and department name on the left. The main title 'Vehicle Recalls' is centered with a checkmark icon, and the subtitle 'Road Vehicle and Approved Road Vehicle Components' is below it. A search bar is on the right. A navigation menu is below the header with links for Home, Vehicle owner/operators, Industry, Recalls, News and Media, About us, and Contact us. Social media icons for Facebook and Twitter are on the right. The main content area has a 'Vehicle Recalls' section with a description and two filter buttons: 'Vehicle owner/operators' and 'Industry'. To the right is an image of a hand on a steering wheel. Below this is a 'Latest Recalls' section with a table of three entries, each showing 'Manufacturer - Vehicle Make Model Year' and the date '12 MAY 2019'. To the right of the table is a section for a 'Compulsory 'XYZ' Recall' with an image of an airbag deployed in a car.


Australian Government
Department of Infrastructure, Transport,
Cities and Regional Development

Vehicle Recalls 
Road Vehicle and Approved Road Vehicle Components

Ministers Department

Search 

Home Vehicle owner/operators Industry Recalls News and Media About us Contact us


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Vehicle Recalls

The Department of Infrastructure, Transport, Cities and Regional Development is responsible for the administration of voluntary and compulsory recalls of road vehicles and approved road vehicle components.

This website contains information for vehicle owner/operators and industry.


Vehicle owner/operators Industry



Latest Recalls

Manufacturer - Vehicle Make Model Year	12 MAY 2019
Manufacturer - Vehicle Make Model Year	12 MAY 2019
Manufacturer - Vehicle Make Model Year	12 MAY 2019

Compulsory 'XYZ' Recall



Indicative imagery – illustrative purposes only

Refer to Handout 1

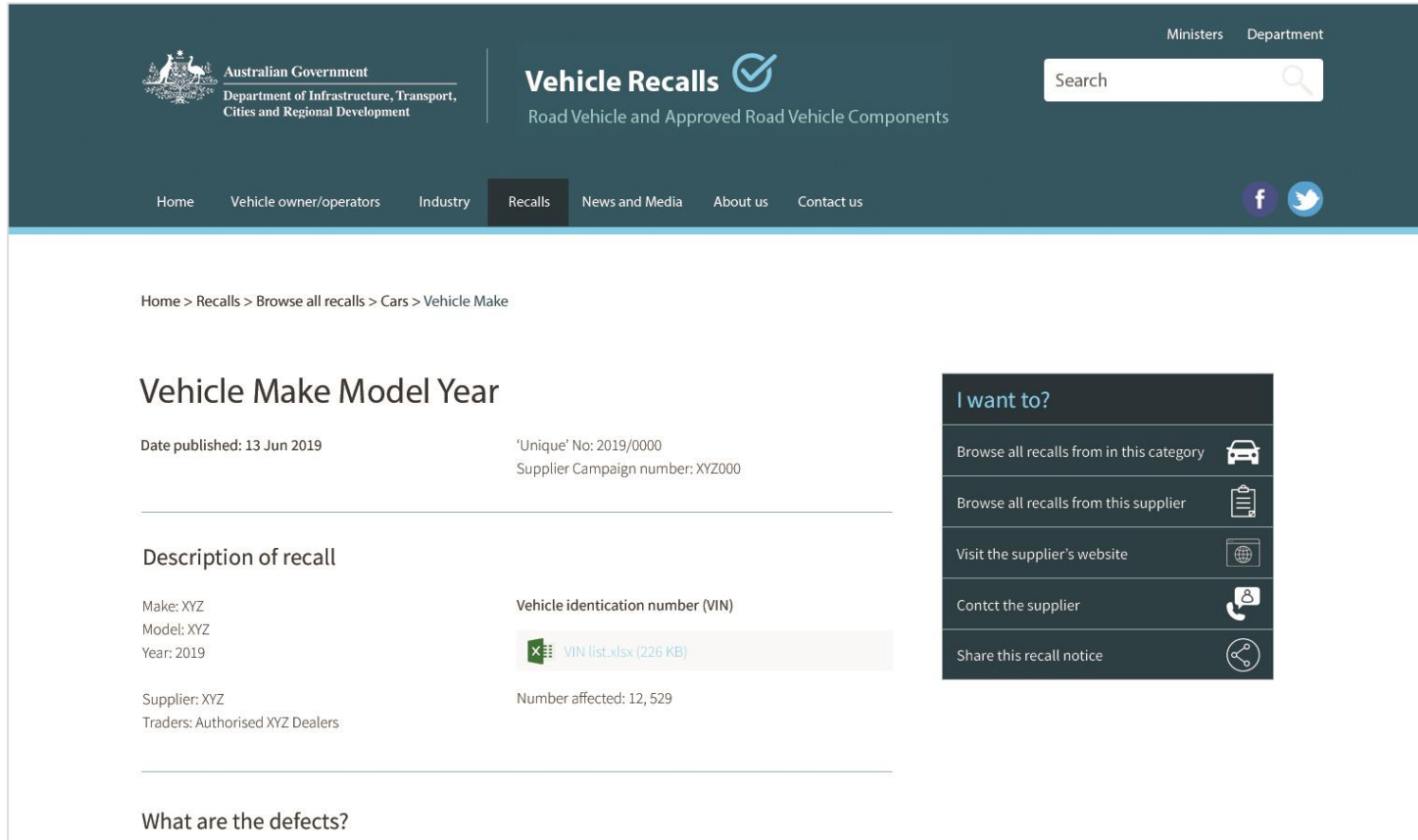
Website mock-up – Supplier page

The mock-up shows a dark teal header with the Australian Government logo and 'Department of Infrastructure, Transport, Cities and Regional Development' on the left. The 'Vehicle Recalls' logo with a checkmark and the text 'Road Vehicle and Approved Road Vehicle Components' is in the center. A search bar is on the right. Below the header is a navigation menu with 'Home', 'Vehicle owner/operators', 'Industry' (highlighted), 'Recalls', 'News and Media', 'About us', and 'Contact us'. Social media icons for Facebook and Twitter are on the right. The main content area has a breadcrumb 'Home > Industry > Manufacturers, Distributors and Suppliers'. The main heading is 'Manufacturers, Distributors and Suppliers'. A 'What's new' section contains a blue box with a '1' icon, the title 'What's new', and a link 'Road Vehicle Standards Rules 2019 released - 13 February 2019'. The text below states: 'The RVSA implements the Australian Government's reforms to the regulatory framework for the safety, environmental and anti-theft performance of all road vehicles being provided to the Australian market for the first time—both new and used.' To the right is a 'I want to?' sidebar with four items: 'Register or update supplier details' (person icon), 'Submit a recall' (clipboard icon), 'Report progress on a recall' (circular arrow icon), and 'Access Tools and Resources' (gear icon). Below this is a paragraph: 'The Department of Infrastructure, Transport, Cities and Regional Development is responsible for the administration of voluntary and compulsory recalls of road vehicles and approved road vehicle components.' The next heading is 'Manufacturer, Distributor or Supplier's responsibility' followed by the text: 'It is the manufacturer, distributor or supplier's responsibility to inform the Department of Infrastructure, Transport, Cities and Regional Development of any safety issues with their vehicles or components.'

Indicative imagery – illustrative purposes only

Refer to Handout 2

Website mock-up – Notice



The image shows a website mock-up for a vehicle recall notice. The header is dark teal with the Australian Government logo on the left, the 'Vehicle Recalls' title with a checkmark icon in the center, and a search bar on the right. Below the header is a navigation menu with links for Home, Vehicle owner/operators, Industry, Recalls (highlighted), News and Media, About us, and Contact us. Social media icons for Facebook and Twitter are also present. The main content area has a breadcrumb trail: Home > Recalls > Browse all recalls > Cars > Vehicle Make. The title of the notice is 'Vehicle Make Model Year'. It includes a 'Date published: 13 Jun 2019' and a 'Unique' No: 2019/0000. A description of the recall is provided, including the make, model, and year. A download link for a VIN list is shown. A sidebar on the right titled 'I want to?' offers actions like 'Browse all recalls from in this category', 'Browse all recalls from this supplier', 'Visit the supplier's website', 'Contact the supplier', and 'Share this recall notice'. The footer of the mock-up asks 'What are the defects?'.

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Vehicle Recalls ✓
Road Vehicle and Approved Road Vehicle Components

Ministers Department

Search

Home Vehicle owner/operators Industry Recalls News and Media About us Contact us

Home > Recalls > Browse all recalls > Cars > Vehicle Make

Vehicle Make Model Year

Date published: 13 Jun 2019

'Unique' No: 2019/0000
Supplier Campaign number: XYZ000

Description of recall

Make: XYZ
Model: XYZ
Year: 2019

Supplier: XYZ
Traders: Authorised XYZ Dealers

Vehicle identification number (VIN)

VIN list.xlsx (226 KB)

Number affected: 12, 529

I want to?

- Browse all recalls from in this category
- Browse all recalls from this supplier
- Visit the supplier's website
- Contact the supplier
- Share this recall notice

What are the defects?

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?*

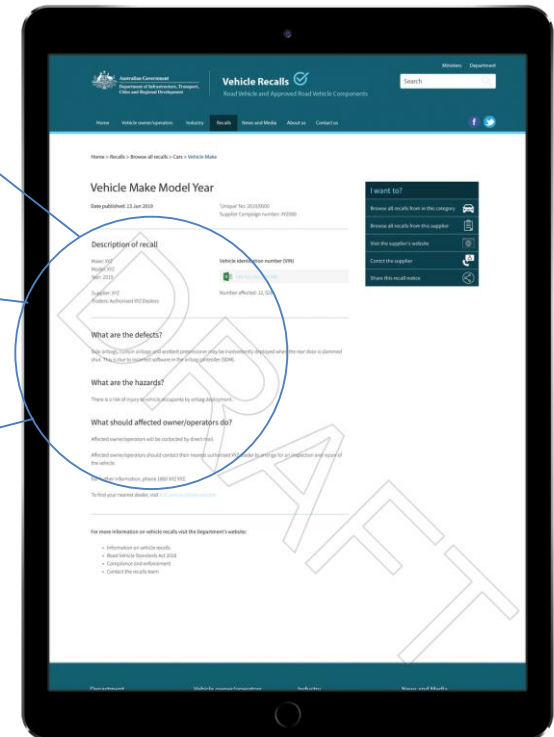
3. Recall details

- 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

Recall strategy and Communication and engagement strategy

The Department will share draft guidelines for feedback.

Supporting documentation

- Recall strategy
- Communication and engagement strategy

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

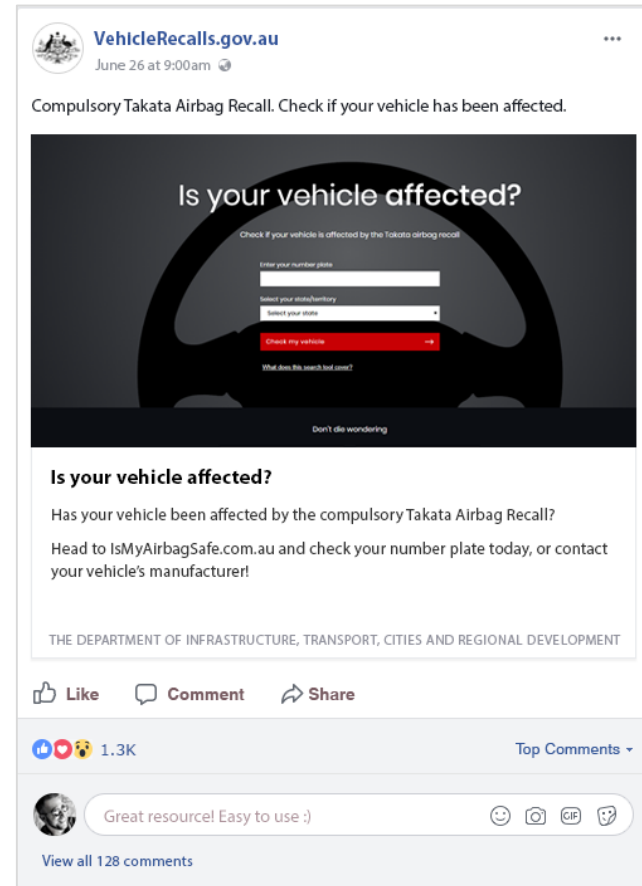
StatsSource Vivid Social – Social Media Agency.

Social Media examples



Facebook Recall notice

Indicative imagery – illustrative purposes only



Facebook Safety alerts/tools and resources

Social Media examples



Indicative imagery – illustrative purposes only

Twitter: Recall notice

Thank you

Questions?

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