



## **BVRLA Vehicle Recall Guidance**

### **What is a vehicle recall?**

The General Product Safety Directive places a general duty on all suppliers of consumer goods to supply products that are safe in normal or reasonably foreseeable use. Vehicle recalls are issued to advise users of a potential safety defect in a vehicle, which is capable of causing injury or death. The Vehicle Operator Services Agency (VOSA) works with manufacturers to contact the owners of all affected vehicles. Its code of practice was drawn up by the Department for Transport and the trade associations that represent the UK motor industry and complies with both EU and UK regulations on product safety. VOSA's website provides a searchable database of current vehicle recalls, which can be searched by date, make and model.

### **How does a vehicle recall campaign work?**

It's the duty of the motor manufacturer to get in touch with the registered keeper of the vehicles affected, recall them for inspection and, if necessary, rectify any components or assemblies that are believed to be defective. A recall campaign will start using the Vehicle Identification Number (VIN) motor manufacturers will use this to match with the vehicle keeper and extract the names and addresses of the correct registered keepers. Motor manufacturers will start a vehicle recall safety campaign using a variety of information sources to notify the vehicle keeper, this can be details captured from the dealer network, details provided by the DVLA.

## **Advice for customers**

### **How long will it take to receive a notification if my vehicle is subject to a recall?**

Leasing and rental companies are unable to initiate any recall action until they receive the notice of recall for the specific vehicle in question (this can take up to 4 weeks). Once received, the leasing company will place high priority on notifying the affected fleets/drivers and in booking the vehicles into a repairer for the remedial work to be undertaken.

### **I have heard in the media that the make and model of my vehicle is subject to a recall?**

Until the leasing/rental company or yourself are provided with a written confirmation that your vehicle is subject to a recall then it is safe to use the vehicle. Once a recall notification is provided, the leasing/rental company or the driver should respond promptly and follow the guidance provided.

### **How long will I have to wait to get my vehicle repaired?**

This will vary on a number of factors, such as parts required being available, and when the dealer has appointments available.

### **Am I entitled to a replacement vehicle?**

You may not need a replacement vehicle as the recall work may be able to be carried out while you wait. If it does take longer, then you may be provided with a courtesy car by the dealer or by the manufacturer, but this will be subject to availability. The motor manufacturer may be prepared to reimburse your costs for having to hire a vehicle. You should ensure you get written confirmation from the manufacturer if they agree to reimburse.

**Is the vehicle safe to drive?**

While in most cases, the vehicle recall is a precautionary measure and it is safe to drive the vehicle, you should ensure the rectification work is carried out as soon as possible. If you experience mechanical difficulties with the vehicle then as usual you should contact your breakdown provider, motor dealer or contact the leasing company.

**Will I have to pay for rectification work required by the recall notice?**

No - as this recall is due to a product design fault, the motor manufacturer is responsible for the full cost of repair.

**Will I invalidate my motor insurance if I drive the vehicle?**

The Association of British Insurers (ABI) has confirmed that motor insurance policies will continue to cover vehicle owners affected by the recall of certain models. Any claims will be dealt with in the normal way, in accordance with the terms and conditions of the policy.

**What happens if my rental vehicle is subject to a recall?**

The rental company will contact you if your vehicle is subject to a safety recall and provide you with a replacement vehicle. If you have any questions please contact the rental company?