



Vehicle & Operator
Services Agency

Non Code Action Bulletin

1st January 2013 – 30th June 2013

Bulletin number 1

What is a non-code action?

This is a proactive and proportionate action registered with VOSA, which falls outside the scope of a safety recall. The issue may affect the long term safety of the product or its ability to satisfy legislative requirements. In simple terms it is;

- an issue which if not attended to could result in a safety issue occurring in the future. VOSA supports manufacturers in locating the user of that product so that they can attend to the issue.

For example; the owner manual has incorrect tyre pressure recommendations for the vehicle when towing a trailer. The non-code action will involve the manufacturer writing to the user to inform them of the error and providing them with an insert to correct the error.

- an issue with the vehicle that is likely to affect the legality of an aspect of the vehicle.

For example; the incorrect Vehicle Identification number (VIN) has been placed on to the vehicles chassis. This would provide issues when the vehicle is submitted for MOT or if the vehicle is checked to verify its identity. The non-code action will involve the manufacturer writing to the user to inform them of the issue and request that they visit their local dealership for remedial work to be completed.

What will happen during a non-code action?

The process is broadly the same as a safety recall. The manufacturer will normally contact the DVLA to obtain data in order to write to users to inform them of the issue with their vehicle. Instructions will be contained in the letter which will advise the user of the next steps to take to rectify the issue. This should normally be free to the user.

What is contained in this bulletin?

This bulletin contains brief information about the non code actions that have been registered with VOSA in the last six months. The bulletin is issued on a bi-annual basis for information.

How can I find out if my vehicle is affected?

You can find out more information about the action from your local dealership or from the manufacturers customer helpline. Please have your vehicle registration and your vehicle identification number (VIN) to hand.

VOSA Ref number	Make	Model and Date range	No's	Defect	Remedy
NCA/2013/001	Volvo Car	V40 14/5/2012 – 26/10/2012	2328	There is a delay in the washer fluid reaching the windscreen which in some circumstances allows smearing and some loss of forward vision.	Recall the vehicles that are likely to be affected to modify the piping of the windscreen washer system.
NCA/2013/002	Ford	Transit and Focus 8/12/2006 -24/7/2008	9	A small number of vehicles may have been released to customers with proto type parts fitted to them. These vehicles are ex engineering vehicles which are processed by Environ as second hand sales	Ford Customer Relationship Centre will make contact with these customers and offer to supply them with a similar vehicle.
NCA/2013/003	Continental	185/60R16 Conti Motion 20/12/2010 – 25/9/2011	24	It has been observed with some Honda Gold Wing 1800 motorcycle rear tire fitments that uneven wear, groove cracking and in some cases belt lift. Particularly under conditions of overloading and/or under-inflation. The tyre fulfils all legal standards. However through regular market observation some tyre complaints showed indications for potential misuse in the above mentioned application. The consequences if ignored may lead to a loss of inflation pressure which can affect driving stability.	To rectify the problem replacement of tyres through an exchange program managed by Continental s sole UK distributor Cambrian Tyres
NCA/2013/004	Hyundai	i30 1/1/2012 – 29/2/2012	170	On Some i30 vehicles fitted with automatic transmission only, after applying the parking brake it may not fully release after releasing it. This is due to corrosion where water is entering into rear calliper.	The parking brake, mechanism must be inspected if it is free of corrosion a new seal must be fitted and then the cable lever kit must be replaced. If corrosion is visible both rear brake callipers must be replaced

NCA/2013/005	Hyundai	Veloster FS 4/4/2011 – 28/2/2012	280	On Some VELOSTER (FS) vehicles fitted with automatic transmission only, after applying the parking brake it may not fully release after releasing it. This is due to corrosion where water is entering into rear calliper.	The parking brake, mechanism must be inspected if it is free of corrosion a new seal must be fitted and then the cable lever kit must be replaced. If corrosion is visible both rear brake callipers must be replaced
NCA/2013/006	Autotrail	TRIBUTE - T615, T620, T625, T715, T720 & T725 2010-2012	367	The waste water tank has been incorrectly positioned, which can foul the rear axle flexible brake pipes. There are no reports of damage to the brake pipe but the manufacturer is taking a pro-active action to address the concern.	Recall all affected vehicles and reposition waste water tank
NCA/2013/007	Nissan	Qashqai 4/9/2011 – 17/1/2011	18056	It is possible that the timing belt can be miss aligned, which can cause excessive wear. The driver should be made aware of this issue by the noise it produces. However, if the issue is not rectified, the belt could ultimately break and damage the engine.	Contact all owners of affected vehicles to check the belt and realign it. If the belt is excessively damaged, then both the belt and the tensioner pulley will be replaced.
NCA/2013/008	Nissan	GTR 1/10/2008 – 20/8/2010 370Z 18/7/2008 – 24/3/2010	2473	It has been identified that some Electric Steering Column Locks (ESCL) may have a higher than normal internal resistance which can cause a time delay with the operation of the ESCL. If this time delay is outside of Specifications, then the Engine Control Module will not allow the engine to start. This can result in the driver and occupants being placed in a vulnerable position.	Contact all owners of affected vehicles and replace the ESCL with a quality assured replacement.
NCA/2013/009	BMW	K50 4/3/2013 – 12/03/2013	19	If the Coding plug is engaged, it is possible that the Enduro-pro riding mode can be selected by the rider and the ASC	The machines with either have an upload of new software to remove the issue or the removal

				warning lamp on the dash will not display the de-activation of the ASC. This could ultimately result in the rider losing control of the machine.	of the Coding plug.
NCA/2013/010	Chrysler	Grand Voyager and Sebring 1/8/2007 – 31/10/2007	1356	The front door latches may corrode which could result in not being able to open the door when locked, possibly when people are in the cabin compartment.	Recall the vehicles that are likely to be affected and replace both front door latches.
NCA/2013/011	Jeep	Patriot and Compass 1/3/2010 – 30/09/2010	507	The front door latches may corrode which could result in not being able to open the door when locked, possibly when people are in the cabin compartment	Recall the vehicles that are likely to be affected and replace both front door latches.
NCA/2013/012	Dodge	Journey and Avenger 1/7/2008 – 31/7/2008	728	The front door latches may corrode which could result in not being able to open the door when locked, possibly when people are in the cabin compartment	Recall the vehicles that are likely to be affected and replace both front door latches.
NCA/2013/013	Nissan	Leaf 27/09/2010 – 12/12/2012	1980	It has been established that the On-Board Charger (OBC) software may not be fully compatible with some later generation charging equipment which could mean that vehicles cannot be re-charged. Also, in high temperature situations the battery state of health indicator may not accurately reflect the true battery status. This could potentially lead to an inaccurate range indication and cause the vehicle to enter the limp home mode with little warning, which could place the driver, occupants and others in a prone position. This will also result in the vehicle being unable to complete its journey and/or unable to re-charge the vehicle at the roadside.	The OBC software will be re-programmed to improve its compatibility with latest generation charging equipment and the battery control software updated to improve the accuracy of the indicated battery state of health.