

VOSA/SUP/2581A/APRIL 14

Visit our websites:

for commercial customers and private motorists
www.gov.uk

for corporate information
www.gov.uk/dvsa

Contact us:

E-mail
enquiries@vosa.gov.uk

National Number
0300 123 9000*

Monday to Friday - 7.30am until 6.00pm
(normal working hours)

**Calls provided by BT are charged at a low rate.
Charges from other providers may vary.*



Driver & Vehicle
Standards
Agency

GUIDE

An Urgent Message from DVSA:

The UK Safety Recalls Scheme



The UK Safety Recalls Scheme – some points to consider

The Driver and Vehicle Standards Agency (DVSA) are the government agency responsible for the UK Automotive Safety Recall Scheme.

Manufacturers and their distributors co-operate under Codes of Practice which protect you from unsafe products in the Automotive Sector.

The General Product Safety Regulations 2005 is the consumer protection legislation that protects you and supports the UK Automotive Safety Recall Scheme.

All products may have the potential to be affected by a safety recall.

Safety Recalls – the facts

What is a Safety Recall?

Is a pro-active action taken by a Manufacturer when a critical safety defect is identified that affects a range of on-road and off-road vehicles, including vehicles with an operators license.

Manufacturers will only issue a safety recall for those defects which have the potential to cause serious injury. These are defects that have the potential to put you, your passengers or other road users in danger if not acted upon.

A Safety Recall is normally free of charge.

What happens in a safety recall?

Once a safety recall is registered, the manufacturer must make every effort to notify consumers whose product is affected. This is normally by letter to the registered keeper.

The manufacturer may use keeper data from the Driver and Vehicle Licensing Agency (DVLA) when necessary.

What do you need to do?

Promptly act on a Safety Recall letter - follow the instructions given by the manufacturer.

Keep your keeper record up to date with the DVLA – **this is the data that the manufacturer may use to locate your vehicle during a safety recall.**

If you no longer own the vehicle – be proactive and inform the manufacturer. This will protect the new owner



Remember

You are responsible for ensuring that your vehicle is maintained in a safe condition and that **you** are not driving a defective vehicle/machine.

By not promptly acting on a safety recall letter and having your vehicle recall completed you may:

- ▶ Commit an offence of using a defective vehicle, particularly if involved in an accident or other traffic offence.
- ▶ Put your operators license at risk (for vehicles with an operators license).
- ▶ Affect any claims made to your vehicle insurer.
- ▶ Put yourself, occupants in your vehicle and others at risk.

Getting this recall completed promptly protects you, your passengers and other road users.

Thank you