



Takata Recall Notice

Guidance for suppliers in obtaining vehicle owner contact details

24 August 2018

The Recall Notice broadly requires suppliers to recall affected vehicles and replace Affected Takata Airbag Inflators.

Under the Recall Notice, a supplier is the first person to supply a vehicle with an Affected Takata Airbag Inflator into Australia. In most cases this will be the Australian head office of the vehicle manufacturer. Another type of supplier is a business that imports and supplies vehicles from overseas that are not generally available for purchase in Australia.

A supplier will usually be able to contact vehicle owners through the supplier's dealer network. The purpose of this guidance is to assist suppliers in contacting vehicle owners who cannot otherwise be reached through the dealer network.

About the Recall Notice

Suppliers are required, under the [Consumer Goods \(Motor Vehicles with Affected Takata Airbag Inflators and Specified Spare Parts\) Recall Notice 2018](#), to submit a Communication and Engagement Plan to the ACCC by 3 April 2018. Under sections 27 and 28 of Schedule 2, suppliers must pursue consumer contact information from multiple sources beyond data from the National Exchange of Vehicle and Driver Information System (NEVDIS), and proactively maintain up-to-date contact information for consumers.

NEVDIS

[NEVDIS](#) records vehicle identification number (VIN) data including from registration authorities, vehicle wholesalers, police and insurers. Suppliers are able to contact NEVDIS to obtain the last known address (or addresses) for a registered vehicle. NEVDIS is currently providing this service free of charge for the purposes of the Takata recall.

To obtain registered operator contact details from NEVDIS, a supplier should:

1. Prepare a list of VINs for the relevant recalled vehicles.

For vehicles that may have been imported into Australia under the personal imports option, the relevant vehicle manufacturer may request VINs by contacting the Department of Infrastructure, Regional Development and Cities (Infrastructure). The request should be directed to recalls@infrastructure.gov.au and include:

- the make, model and year of manufacture of the relevant vehicles, and
- confirmation that the request is in relation to the Recall Notice, and an undertaking to limit use of the information for that purpose.

Infrastructure will then release the VIN to the supplier or, for Japanese vehicles, Infrastructure's '6U9' number, which added to the chassis number gives a VIN.

2. Obtain, from the Australian Competition and Consumer Commission (ACCC), a Product Recall Australia (PRA) Number or Supplier Project Number:
 - Where the supplier is initiating recall action under the Recall Notice, the supplier should submit a recall notification on the [Product Safety Australia](#) website. This will generate a PRA number. The recall will be published on the [Recalls page](#) and [Takata airbag recalls list](#).
 - Where the supplier is required to recall the vehicles under the Recall Notice but the recall is not yet active, the supplier should email the ACCC at takatarecall@acc.gov.au to request a Supplier Project Number, and ensure that the recall is listed in the supplier's Recall Initiation Schedule and that the status of affected VINs is accurately reflected in its Recall Database. (Suppliers must provide their Recall Initiation Schedule to the ACCC by 2 April 2018 and establish Recall Databases on their websites by 1 July 2018. A supplier's Recall Database website must include a link to the Recall Initiation Schedule).

3. Submit the VIN list and ACCC PRA Number (for an active recall) or Supplier Project Number (for a future recall) to NEVDIS:
 - The request should be directed to nevdis@nevdis.com.au.
 - The supplier will be required to enter into the Austroads Safety Recall Agreement before vehicle owner contact details are released. This agreement limits the supplier's use of the data to the purposes of the recall. For example, a supplier cannot use the data for marketing activities, although a supplier can use the data to provide incentives to vehicle owners to respond to the recall (for example, car wash, fuel or coffee vouchers, or prizes).
 - Frequent requests from suppliers have a resource impact on NEVDIS. NEVDIS requests each supplier not to submit a request to NEVDIS more than once every two weeks.

Suppliers should be aware that:

- around 40 per cent of addresses recorded in NEVDIS will be out-of-date within 12 months, for example, due to an owner changing their address or selling their vehicle
- around 5 per cent of recall letters sent to a NEVDIS address are returned to the sender
- complaints often arise where a supplier continues to send correspondence using the NEVDIS supplied address despite the recipient advising the supplier that they are not the relevant contact person, for example, due to the vehicle having been sold, stolen or written-off.

State and territory registration authorities

Registration authorities are able to assist suppliers in contacting a registered operator by:

- supplementing the address data from NEVDIS with phone (mobile and landline) and email data for the registered operator (where available)
- checking whether there is any record that the vehicle has been sold, stolen or written-off
- where permitted by database operation and privacy laws, checking whether the operator has another registered vehicle with an updated address.

The ACCC expects a supplier to contact registration authorities for assistance only after the supplier is unable to contact the vehicle owner through its dealer network or NEVDIS data.

To obtain assistance from registration authorities, suppliers should:

1. Submit the VIN list and ACCC PRA Number (or Supplier Project Number) to the relevant registration authority using the email address listed in the table below. For each VIN (except in Victoria and Western Australia), identify the result of the earlier NEVDIS process, for example:
 - NEVDIS address data was not available or was incomplete or inaccurate
 - correspondence using the NEVDIS address was returned to the supplier
 - registered operator did not respond to the supplier's letter
 - letter recipient advised the supplier that the recipient is not the relevant contact person, for example, because the vehicle has been sold, stolen or written-off, or the vehicle owner has moved to another address.

The supplier should also include confirmation that the request is in relation to the Recall Notice, and an undertaking to limit use of the information for that purpose.

2. The relevant registration authority will contact the supplier to discuss, as identified in the table below:
 - any agreement that the supplier must enter into
 - any charges to be paid by the supplier.

Registration authority contact details (as at August 2018)

Jurisdiction	Registration authority contact details	Additional information	Do charges apply?
ACT	Vehicle Inspection and Technical Unit 29 Couranga Crescent Hume ACT 2620 vitu@act.gov.au Phone: (02) 6207 7236	The ACT will provide a disclaimer for the supplier to ensure use of the information is limited to the recall.	No charges
NSW	Roads and Maritime Services External_Data_Requests@rms.nsw.gov.au	Suppliers are required to submit a statutory declaration, covering: <ul style="list-style-type: none"> ■ NEVDIS has been the initial provider of customer contact details. ■ Customers have been contacted by mail with letters returned to sender. ■ Requirement for additional contact details (mobile, landline and email address) to contact the customer. ■ Declaration that contact details will not be used for any purpose other than contacting the customer about the recall, and will be deleted following attempts to contact. 	Waived
NT	Motor Vehicle Registry takatasafetyrecall.dipl@nt.gov.au Phone (08) 8924 7521	The supplier is required to provide the following disclaimer: <p>[The supplier] confirms that the information will only be utilised to contact the current owner of the vehicle to advise them of the air bag recall. This information will afterwards be either disposed of or secured in such a way that it cannot be used for any other purpose. Only staff who need to be involved in the contact process will be granted access to the information. [The supplier] also agrees to advise the NT Department of Infrastructure, Planning and Logistics if [the supplier] becomes aware that the information is accessed inappropriately or misused.</p> <p>[The supplier] also agrees to manage the information in a manner that is consistent with the Information Privacy Principles of the Northern Territory, available at https://infocomm.nt.gov.au/privacy/information-privacy-principles</p>	No charges

Jurisdiction	Registration authority contact details	Additional information	Do charges apply?
QLD	Department of Transport and Main Roads PolicyProceduresSupport@tmr.qld.gov.au	No additional requirements	Waived
SA	Department of Planning, Transport and Infrastructure dpti.registrationpolicy@sa.gov.au	South Australia will advise the supplier whether the supplier is required to enter into an agreement setting out conditions on which the information is provided to the supplier.	No charges
TAS	Department of State Growth Vehicle Registration Unit vru@stategrowth.tas.gov.au Vehicle Standards Unit vehicle.standards@stategrowth.tas.gov.au	Tasmania will provide a disclaimer for the supplier to ensure use of the information is limited to the recall. Note that the Tasmanian database has email and phone details for approximately one in seven clients.	No charges
VIC	VicRoads michael.x.chan@roads.vic.gov.au Phone: (03) 9854 1908	Victoria will advise the supplier whether, in addition to the VIN, the supplier is required to provide a customer name. The supplier will be required to enter into an agreement setting out conditions on which the information is provided to the supplier.	Waived
WA	Department of Transport releaseofinformation@transport.wa.gov.au Phone: (08) 6551 6448	The supplier must state that the information is required for a road safety purpose under section 15 of the <i>Road Traffic (Administration) Act 2008</i> (WA).	Fees payable: \$85.70 per hour for writing and running a program to extract records. \$43.25 per report that compiles extracted records or information.

Other sources

Additional sources of contact data include:

- Australasian Mail Services and Sensis (White Pages)
- social media
- data validation services and private investigators
- second-hand dealers, auction houses or other trading platforms such as carsales.com.au
- wreckers or salvage yards, including using industry associations
- insurers and police
- toll companies.

Suppliers are encouraged to keep the ACCC informed of strategies to contact vehicle owners so that this guidance can be updated to reflect best practice.

Further information

Product Safety Australia website
www.productsafety.gov.au

Email takatarecall@acc.gov.au or call the ACCC's Infocentre on 1300 302 502.