

FAQs on Vehicle Recalls

RSA

What is a vehicle recall? When a vehicle part(s) is found to be dangerous or defective during use the manufacturer *recalls* the vehicle to fix the issue.

Who is responsible for vehicle recalls? Once the manufacturer has been made aware of the recall issue, they must immediately inform the approval authority and agree a course of action with them to repair the fault(s). The [NSAI](#) are only involved with a recall if they were the approval authority that issued the approval in the first instance.

What must a manufacturer do to instigate a vehicle recall? You must immediately inform the approval authority who granted approval to the vehicle concerned and propose appropriate remedies. The approval authority must then communicate the proposed measures to all other member states without delay. Note that the approval authority may withdraw an EC vehicle type-approval if the manufacturer does not propose and implement effective remedies.

Who is responsible for repairs and other related costs if a vehicle is recalled e.g. vehicle downtime, time off work, mileage etc.?

- The manufacturer is responsible for any mechanical recall.
- For related costs you will need to discuss with the manufacturer directly. If you are not happy with the outcome, and there is a manufacturing fault with your car you could contact the competition and consumer protection commission [CCPC](#)

How can a vehicle component become faulty prematurely?

- In addition to the tests for approval, there are many more tests carried out on a vehicle during its design and production. These are carried out by the vehicle manufacturer. Extensive testing ensures that a vehicle will meet legal requirements and also perform adequately during its useful life.
- While a vehicle component may have passed tests carried out to ensure that it performs adequately during its life, they may still fail during use. This is because vehicle testing has difficulty in replicating exactly how a component will behave after many hours of driving or under unexpected or unlikely circumstances.
- The recall system ensures that problems encountered during driving are acted on by the manufacturer.

Could my vehicle have been the subject of a recall that I was not made aware of?

- If you are concerned that your vehicle was subject to a recall and you missed it, you can contact the manufacturer or authorised distributor.
- In the case of a second hand vehicle which was subject to a recall, the previous owner may have had the vehicle checked. Documentation showing this should be with the owner's manual or vehicle documentation or in the storage compartment. You can also check with the dealer quoting the vehicle identification number (VIN)

Who contacts me if my vehicle is recalled? The manufacturer will endeavour to contact all owners of affected vehicles. They will engage with the driver and vehicle licensing computer services division (DVCS) in order to attain the contact details of registered owners. Therefore, it is important that the details recorded on the NVDF, particularly your ownership details are up to date at all times. If you wish to amend these you can email them at motortax@dtas.ie.

What do I do if my vehicle is recalled? Once you have been contacted it is your responsibility to bring the affected vehicle to the nearest dealership for repairs and or adjustments. If this is a safety critical recall it should be done immediately.

Do I notify any agency when my vehicle is being recalled? No.

Can NCT identify recall issues? No. The NCT is not responsible for policing vehicle recall issues. If you have safety concerns over a vehicle recall issue we would recommend you contact the original manufacturer or the granting approval authority. The NCT is a check at a point in time that the parts required to be tested where visible and accessible meet a basic standard on the day of the test. *The NCT is not a warranty.*

Where can I find a list of recalled vehicles? In Ireland the [CCPC](#) is notified of vehicles which are subject to recall through an EU portal called RAPEX and they publish these on their website.

What are my rights if I bought a new car that is being recalled but the manufacturer or dealership will not repair it? Contact the [CCPC](#) who may be able to advise on the next steps available to you.

What happens if I import a vehicle from the USA and it has been recalled? It is the responsibility of the manufacturer in conjunction with [NSAI](#) to repair any affected vehicles.

Why are vehicles being recalled in the USA or UK and not here?

- A vehicle may have been launched on the Irish market *after* the recall issue was rectified,
- There may be a minor fault which the manufacturer and the type approval authority do not consider '*a serious risk to road safety, public health or environmental protection*'.

If you still have concerns over the safety of your vehicle contact the manufacturer. If you are not happy with this outcome contact the competition and consumer protection commission [CCPC](#).