



Vehicle & Operator
Services Agency

UK Approach to Vehicle Safety Defects and Recalls

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United Kingdom





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Vehicle and Operator Services Agency (VOSA)

The Vehicle and Operator Services Agency (VOSA) is an executive agency of the UK Department for Transport providing a range vehicle related services.

For example:

- Administration of the Operator licence scheme.
- Heavy Vehicle Testing and Inspections.
- Enforcements Activities.
- Light vehicle MOT (PTI) Scheme Supervision.
- Training and Education
- Heavy Vehicle Post collision Examinations
- **Vehicle Safety Defect investigation.**
- **Management of the UK automotive safety recall scheme.**





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VOSA's Vehicle Safety Branch

- VOSA's Vehicle Safety Branch is the responsible authority in the United Kingdom for Automotive Safety matters.
- Work to Codes of Practice developed in 1979 which has been updated and remains in place today.
- A small dedicated team within VOSA who manage vehicle safety recalls and defect investigations.
- Manage heavy vehicle collisions investigations.
- Accredited to ISO 9001:2008




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Code of Practice on
Vehicle Safety Defects
and Recalls

GUIDE



 Saving lives, safer roads, cutting crime, protecting the environment



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Supporting Legislation

- The United Kingdom General Product Safety Regulation 2005, implementing the requirements of EU directive 2001/95/EC
- Regulation 765/2008 on Market surveillance.
- VOSA also has powers in Great Britain under the national Road Vehicles Construction and Use regulations and Road Traffic Act.
- Type approval is the responsibility of the Vehicle Certification Agency in the UK.



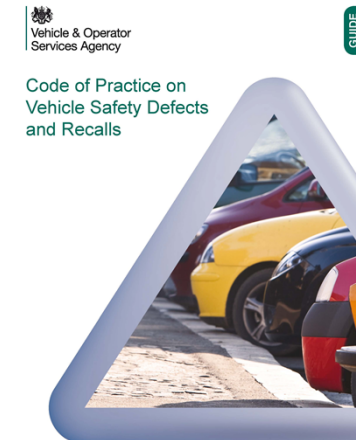


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Codes of Practice

- Two codes of practice:
 - Code for vehicles safety defects and recalls,
 - Code for aftermarket parts
- These codes forms the basis for a co-operative system in the UK.
- The codes define a safety defect as:

“A failure due to design and construction, which is likely to affect the safe operation of the product without prior warning to the user and may pose a significant risk to the driver, occupants or others.”



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Codes of Practice

Key points

Defines:

- a safety defect.
- a safety recall.
- a non code action.
- defect investigation process.
- actions to be taken by manufacturer.
- Vehicle Safety Branch role





Safety Defect Investigations

The UK has a process that allows for the reporting of alleged vehicle safety defects.

VSB engineers will assess reported concerns against our codes of practice and when necessary investigate further in co-operation with the manufacturer.

This may involve:

- Manufacturers providing detailed product information and/or test reports.
- VSB engineers inspecting vehicles or components.
- Meeting and discussions with manufacturers, their agents and other government authorities in UK & overseas.

Each year we receive approximately 1000 reports, of which 500 are investigated.



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Safety Recalls

VOSA's Role:

- Register all automotive safety recalls in the United Kingdom.
- Give approval for manufacturers to obtain registered vehicle keeper details.
- Publish details of safety recalls on our website (freely accessible).
- Continually monitor the progress of all recalls.
- Publish Guides for manufacturers and consumers.
- Continually educate both the manufacturers and the consumers





Safety Recalls

Automotive safety recalls in the UK are voluntary by the manufacturer, however, some may have been influenced by VOSA.

VOSA has the powers to force a manufacturer to conduct a recall under the UK legislation, however we would only use these power in extreme and urgent cases.





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2012 - UK Recall Data

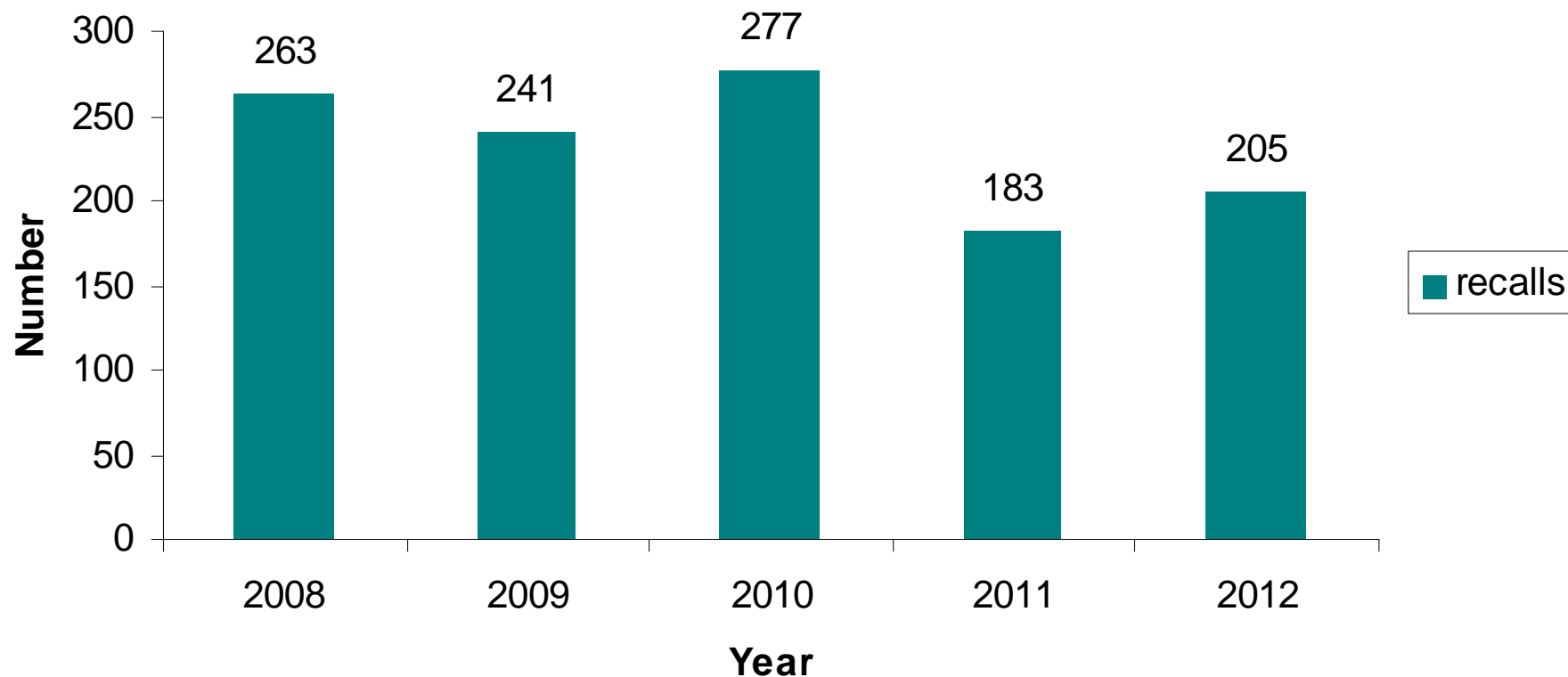
Product	Safety Recalls	Vehicle/Component Numbers	Response Rate
Cars & light vehicles	115	707,331	91.7%
Motorcycles	27	26,390	73%
Public Service Vehicles (Bus/Coach)	5	496	93.4%
Heavy Goods Vehicles	37	140,649	90.7%
Special purpose vehicles	15	5963	69.3%
Components/tyres	6	4272	88%
TOTAL	205	885,101	84.4%





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UK Safety Recalls during the last 5 years





Non Code Action

Under our codes of practice VOSA will also approve the release of registered vehicle keeper details for less serious safety issues.

- A long term safety defect, which is not immediately dangerous.
- A defect that does not meet a legal requirements and needs to be addressed.





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Market surveillance activities

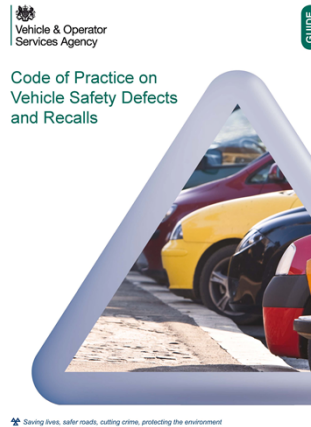
- Reports of safety defect concerns
- Early notification from manufacturers
- Reviews of RAPEX entries
- Monitoring of other world authorities activities
- Daily media and website reports
- Audits of manufacturers quality and recall processes
- Work closely with other UK enforcement authorities





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VOSA publications



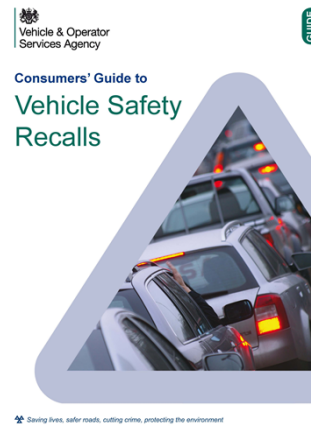
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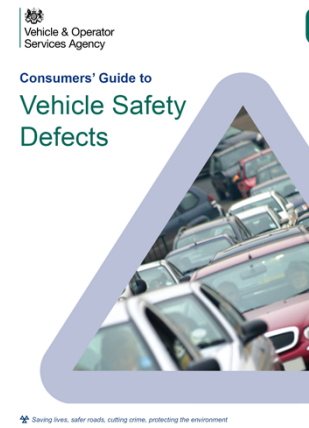
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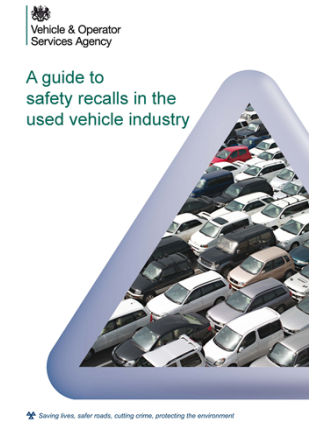
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All publications and other information can be found on the VOSA website.



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Questions

