The Automobile Recall System in Japan

Ministry of Land, Infrastructure, Transport and Tourism, Japan
Table of Contents

1. Recall System
2. User Information
1. Recall System
2. User Information
Vehicle Safety Measures by the Road Transport Vehicle Act

- Vehicle Registration System
- Obligation of Daily and Periodical Maintenance by Users
- Safety Regulations
- Periodical Technical Inspection System
- Type Approval System
- Recall System
History of Recall System in Japan

• June, 1969
  – Establishment of Recall System (Circular Notice, No-penalty)

• September, 1969
  – Enforcement of the Recall System under the Ministerial Ordinance (No-Penalty)

• January, 1995
  – Enforcement of the Recall System under the Law (Penalty)

• November, 1998
  – Strengthening of the penalty for no-report of the recall

• January, 2003
  – Establishment of the Recall Order System,
  – Strengthening of the penalty

• January, 2004
  – Establishment of the Recall System for the aftermarket parts (Tires and Child Restraint Systems)

• May, 2006
  – Start of the Technical Verification System under the Law
Outline of the Recall System (1)

- Voluntarily implementation by manufacturers
- Notifications are necessary in the event of implementation of recalls

Procedures in the event that the manufacturer, etc., implements corrective action when vehicles are in a condition that suggests that they may cease to conform or that they do not conform to the Safety Regulations, and when the cause for such non-conformity lies in the design of the vehicles or their manufacturing process:

- **Notification of recall**
  - Malfunctioning condition and the reason for it, corrective action, ways to distribute information

- **Public announcement (Manufacturer, MLIT)**

- **Implementation of corrective actions**

- **Report on status of implementation of corrective action**
  - Obligations that accompany the penalties (penalty charge of up to 300,000 yen)

**Violation of notification obligation**
- Prison term of up to one year or penalty charge of up to 3,000,000 yen (or both)
- Penalty imposed on corporate body/business operator of up to 200 million yen

**Change order of corrective actions**
- When the corrective action is not appropriate, the Ministry could order the manufacturer to change it.

- Voluntarily implementation by manufacturers
- Notifications are necessary in the event of implementation of recalls
Outline of the Recall System (2)

✓ Government instructs, recommends, publicly notifies or orders the manufacturer to recall the vehicles

Procedures in the event that, as a result of a serious accident, etc., the MLIT confirms that vehicles in the range of an identical type may cease to conform to the Safety Regulations and that the cause for such non-conformity lies in the design of the vehicles or their manufacturing process:

- **Investigation of causes**
  Investigate the causes through reporting from manufacturers, etc.

- **Recommendation of recall**
  Demand implementation of corrective action

- **Disclosure of a failure to comply with the recommendation**

- **Order of recall**

**Violation of notification obligation**
- Prison term of up to one year or penalty charge of up to 3000,000 yen (or both)
- Penalty imposed on corporate body/business operator of up to 200 million yen

**Violation of order of recall**
- Prison term of up to one year or penalty charge of up to 3000,000 yen (or both)
- Penalty imposed on corporate body/business operator of up to 200 million yen
Distribution of Information to Users and Follow-up on Implementation Status

Acceptance of notification

MLIT

Press release
Recall Information System (RIS)
Disclosure on MLIT’s website
Vehicle registration information

Notification of recall

Manufacturer

Grasp the status of implementation of corrective action
Send direct mail to users
Disclose on the website

Quarterly report

Newspapers, TV, radio, etc.
MLIT’s Investigation Process

MLIT

Malfunction information
Accident information, etc.

Screening and analysis of
information

Detailed analysis of reports

Final decision

No problems

National Traffic Safety
and Environment
Laboratory (NTSEL)

Automobile Recall
Technical Verification
Department

Technical verification
including testing actual
vehicles, etc.

Manufacturer

Investigation

Guidance, Recall recommendations
and order

No problems

No problems

No problems
No. of Recall Notifications and Recalled Vehicles

<table>
<thead>
<tr>
<th>Year</th>
<th>Notifications</th>
<th>Recalled Vehicles (thousand)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1995</td>
<td>45</td>
<td>10</td>
</tr>
<tr>
<td>1996</td>
<td>58</td>
<td>15</td>
</tr>
<tr>
<td>1997</td>
<td>83</td>
<td>20</td>
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<td>1998</td>
<td>93</td>
<td>25</td>
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<td>1999</td>
<td>132</td>
<td>30</td>
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<td>2000</td>
<td>176</td>
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<tr>
<td>2001</td>
<td>169</td>
<td>40</td>
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<td>2002</td>
<td>170</td>
<td>45</td>
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<td>2003</td>
<td>204</td>
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<td>2004</td>
<td>438</td>
<td>70</td>
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<td>2005</td>
<td>309</td>
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<td>2006</td>
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<td>60</td>
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<td>2007</td>
<td>310</td>
<td>65</td>
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<td>2008</td>
<td>295</td>
<td>70</td>
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<td>2009</td>
<td>304</td>
<td>75</td>
</tr>
<tr>
<td>2010</td>
<td>320</td>
<td>80</td>
</tr>
<tr>
<td>2011</td>
<td>263</td>
<td>85</td>
</tr>
</tbody>
</table>
1. Recall System

2. User Information
Information Collection System

Users

MLIT

Vehicle malfunction information hotline
Homepage: [http://www.mlit.go.jp/RJ](http://www.mlit.go.jp/RJ)
Voice response (24 hours): 03-3580-4434
Toll-free dialing service: 0120-744-960

Malfunction information from users
Management with Consumer Information System (CIS)
(Disclosure of information on MLIT’s website)

- Accident information, malfunction information
- Malfunction information

Comprehensive analysis

Police and other relevant agencies
Vehicle manufacturers
Information for users on MLIT’s website

- **MLIT provides various information on safety and malfunctions for users on the website:**
  - **Recall notifications**
    - Japanese version;  
    - English version;  
  - **User Complaints**
    - Japanese version only;  
  - **Accidents and fires reported by manufactures**
    - Japanese version only;  
      [http://www.mlit.go.jp/jidosha/carinf/rcl/cgi-bin/search.cgi](http://www.mlit.go.jp/jidosha/carinf/rcl/cgi-bin/search.cgi)
  - **Annual report of recalls**
    - Japanese version only;  
  - **Safety Cautions for users**
    - Japanese version only;  
Information for users on MLIT’s website

- **Recall notifications**
  - Domestic or Import Vehicles, Date of Notification, Manufacturer, Description of Defect, Vehicle Type, Commercial Name, Model-year Recalled, Number of Vehicles
Information for users on MLIT’s website

- **User Complaints**
  - Date, Manufacturer, Commercial Name, Model Year, Mileage, Vehicle type, Engine type, Summary of complaints, etc.

![Image of complaint information table]

<table>
<thead>
<tr>
<th>受付日</th>
<th>性別/住所申告方法</th>
<th>車種 / 通称名</th>
<th>不具合概要 / 発生時期</th>
<th>申告内容の要約</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011年03月31日</td>
<td>法人・宮縮</td>
<td>ニッサンマーチ</td>
<td>2011年3月</td>
<td>38000Km程度の使用で、タイミングチェーンが伸び、エンジン警告灯が点灯した</td>
</tr>
<tr>
<td>2011年03月31日</td>
<td>男性・福島</td>
<td>ヤマハXタイクス</td>
<td>2011年2月</td>
<td>エンジンバルブ内のワインカー配線の不良により、突然エンジンが止まなくなり、配線の修正修理を受けたが、翌月にエンジンレバーが故障し、再度エンジンが止まなくなった</td>
</tr>
<tr>
<td>2011年03月31日</td>
<td>男性・東京HP</td>
<td>ニッサン</td>
<td>2011年03月26日</td>
<td>車體のシートバックアジャスターが故障したため、走行中にバキッという音がし、シートが傾いた。その後、シートの高さを自動で変えてあると右側だけ上がることがあった</td>
</tr>
<tr>
<td>2011年03月31日</td>
<td>男性・愛知</td>
<td>ニッサン</td>
<td>2011年3月19日</td>
<td>低速で一般道を走行していた際にブレーキをかけようとしたところ、ブレーキペダルが固くなっており、通常通り踏まない状態になっていた。格一様ペダルを踏み込んだところ、やっとの思いで前線を来たかった</td>
</tr>
</tbody>
</table>
Information for users on MLIT’s website

- **Accidents and Fires**
  - Incident Date, Manufacturer, Commercial Name, Model year, Engine type, Mileage, Situation, Cause, etc.