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## Report issues of delays in having Takata Airbag Recall work completed.

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VACC has received information from new and used car retailers that they are being advised of delays of up to three months when attempting to book in vehicles for recall work as mandated by the ***Consumer Goods (Motor Vehicles with Affected Takata Airbags Inflators and Specified Parts) Recall Notice 2018***.

Delays due to the recall is a situation that VACC feared would eventuate and advised ACCC it would adversely impact the entire industry. VACC has evidence of delays ranging from 12 days to a period of over four months. No dealership can sustain that sort of impost, and certainly not on an issue they did not create. Our industry must be organised and take decisive action. Evidence of cancellation of deals on vehicles that will or might be subject to future recalls has also been received. This must stop!

VACC Executive Director, Mr Geoff Gwilym, is firm in his resolve that Government provides a solution to the menacing instances of vehicle bunching that are starting to occur.

### **What can VACC do to assist?**

To assist dealers with supplying VACC with evidence-based data that identifies the supplier(s) causing the delays, VACC has created a reporting tool known as the VACC Takata Recall Supply Issue Portal. Information loaded in this portal by dealers will then be forwarded to ACCC for analysis and possible intervention. VACC urge you to [take this link](#) to view VACC Takata Recall Supply Issue Portal and start loading your issues.

### **Information about the VACC Takata Recall Supply Issue Portal**

This tool will be used to inform ACCC of the issues facing the industry. It has been specially created to assist industry participants in reporting instances where manufacturers/suppliers are subjecting retail automotive industry members to lengthy or unreasonable delays in fitment of replacement Takata Airbags.

The tool also provides for an estimation on the financial impact on your business. Having information on economic impacts is essential as the costs to our sector need to be explained to the government. A dollar value is always persuasive.

## **What will happen with your information?**

Any data generated via this portal will be forwarded to ACCC in anticipation of ACCC intervening to expedite any issues. Victorian and interstate dealers are encouraged to load data to the Takata Recall Supply Portal. Please stick to the facts; emotional arguments count for nothing in stakeholder engagement.

## **Important note about franchise dealers**

It is important to note that delays are not being experienced as a result of any influence or actions by the franchise dealer network. To say, or think, as such is wrong. This sector is experiencing the same issues and delays as independent used car traders about the recall and is faced with hundreds of irate consumers weekly. Let's work together to get a better result.

Any information or advice given by VACC on matters about these issues cannot be considered legal advice.

Members should continue to call me at VACC.

**Michael McKenna MBA**  
**Industry Policy Advisor**

**VACC**

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