

Managing a safety defect – Aftermarket Components

As set out within the Code of Practice on Vehicle Safety defects and recalls a number of responsibilities are placed on Producers and Distributors to ensure that products placed on the market are safe and where a safety concern is identified then this should be managed swiftly to mitigate the risk.

Vehicles in service are often maintained using products provided by suppliers other than those of the original manufacturer. The supply chain within the component aftermarket can be complex with several suppliers in the distribution chain before the component is fitted to a vehicle.

The purpose of this document is to help those who are Producers or Distributors selling aftermarket products.

Identification of an unsafe product

Where an aftermarket product has safety concern identified (see section 3 COP) then an investigation to assess the cause and severity of the risk posed must be carried out. (See section 4 COP). Where a safety defect exists, this must be reported to DVSA (section 5&6 COP).

It is understood a Distributor may seek advice and support to investigate a possible safety concern.

Recalling an unsafe product.

Once it has been agreed a recall is required, then action should be taken quickly to remove the product from future sale to mitigate the risk. Where the product has already been supplied and placed in the market the following should be applied:

1. Where the owner/keeper of the vehicle to which the unsafe product is known, the process for notification of a registered product should be followed.
2. Where the end use of the product is not known, then every effort should be taken to reach the user of the product. There are several avenues which should be considered with the aim of reaching the user of the affected product.
 - Producer sales records
 - Distributors sales records
 - Retail sales records

Once the supply chain has been fully considered the appropriate method of publication to alert should be used.

- Direct mailing either hard copies or emails
- Retail and wholesale outlets.
- Posters
- Websites
- Social media

Note all safety recalls will be published on the DVSA website.

Reporting progress and closure of a recall

The process for reporting the progress of a recall is set out within (section 11 COP)