

## **REPORT ABOUT SAFETY RECALL CAMPAIGN PROCEDURES IN ITALY**

### Transmitted by the representative of Italy

Safety recalls are managed in accordance with two Codes of practices signed among the Ministry of Transport and the national and foreign vehicle manufacturers.

More in details, the agreement about cars safety recall campaign was signed among *ANFIA* (the association representative of national car and fitting manufacturing industries), *UNRAE* (the association acting on the behalf of foreigner trademarks) and *FEDERAICPA* (the association of all Italian motor vehicles retailers) on the 15<sup>th</sup> of November 2000, while the agreement about motorcycles received the common signature few months later, on the 7<sup>th</sup> February 2001, by Ministry of Transport and the *ANCMA* (the association gathering both of motorcycle and fitting manufacturers).

It is significant to consider that these are voluntary codes – they do not have yet the backing of a law or of a statute. Nevertheless, all of them are working properly and many recall campaigns have been run through the year 2001 up to nowadays.

Between 60% to 80% of safety recalls stem from investigations voluntarily reported by the vehicles manufacturers. Only few cases were raised straight by citizens – we are usually informed of the situation through allegations of a legal firm- or by high specialised press, whose articles are targeted on spotting the lack of expected performances and defects on vehicles.

According to the rules set on these Codes of practices, the standard procedure of a recall campaign follows these main steps:

1. The manufacturer raises the attention about a presumed possibility of a defect to be checked and repaired on a selected range of vehicles (ranked by model, chassis number, year of production) and possible remedies.
2. All these data are sent to the Department to be stored in the database on the basis of the same ranking system.
3. The data base is a part of the Ministry of Transport Internet web site:  
[www.trasportinavigazione.it](http://www.trasportinavigazione.it)
4. Usually, the manufacturer get in touch by letter or press advertisements with the interested car holders, to whom they offer a free check of the vehicle, the substitution of the bad fitting with a new one, and a scheduled series of following checks in order to improve at most the customer satisfaction after the inconvenience.
5. A periodical feedback is sent to the Ministry so that is possible to deal with an up to date follow up of the recall campaign carried out by the car manufacturing industries.
6. The data obtained by the periodical feedback are then collected in a publication.
7. There is a group working on this specific subject, whose activity is mainly based on checking the expected due procedure of the recall campaigns still in progress, and on the single complaints or special cases not to be linked to a specific recall campaign.
8. *Some data from the latest two bulletins:*

RECALLS 2000- 2001-2002

M1-M2- M3	N1-N2-N3	L1- L2-L3
982.544	73.500	23.014