



Recall Concerns and Best Practices

With the recent rise in manufacturer recalls, the VSA is seeing an increase in recall-related questions and complaints. It's important to remember that for consumers, an outstanding recall on a vehicle is a *material fact*, especially if it is safety related. Therefore, failing to advise a consumer of an outstanding or uncorrected recall may be a *deceptive act* under the *Business Practices and Consumer Protection Act (BPCPA)*.

A *deceptive act* can be the result of failing to research the history or condition of a vehicle. Or it can be unintentional, such as when the information provided to a consumer is thought to be true when it's not. To ensure protection, due diligence and full disclosure are advised.

Other best practices include:

- **Know where the recall was made**, as a recall in the United States may not be a recall in Canada.
- **Know the full scope of the recall**. Where the vehicle and/or part were manufactured, as well as the government response, can affect the scope of a recall. And if the problem occurred in just part of the production run, the recall may only apply to certain vehicles of the same model/year.
- **Go online**. Check the Government of Canada's [general recall website](#). The USA Department of Transport's National Highway and Traffic Safety Authority also launched a VIN specific [limited recall look up](#).
- **Check with the manufacturer** using the VIN.

Note: CarProof vehicle history reports provide some recall information, but are not yet a source for recall information from all manufacturers.

Registrar Visits Motorcycle Dealers

With the dual goals of keeping current on industry issues and improving communication, all VSA managers make regular dealership visits. The Registrar of Motor Dealers, Ian Christman, is an avid motorcycle enthusiast. His summer dealer visits consisted of a bit more fun and added focus as he met with motorcycle dealers. These visits will also continue in October.

During his visits, several concerns and issues were discussed. On a key VSA issue, Christman reported that most dealers were happy with the new online Continuing Education program. It was noted that this format saves both time away from the dealership and money. As to the market, most dealers were positive on the future growth of the industry. Two broader industry issues that also surfaced were:

- The B.C. government's decision to no longer inspect motorcycles built for off-road use for on-road use registration and licensing
- The uncertain quality of inspections performed on imported motorcycles, especially when many are not inspected by a motorcycle technician

Finally, a concern passed along from consumers was the cost of having separate insurance for each of their motorcycles. These consumers suggested that ICBC issue something similar to umbrella insurance for owners of multiple motorcycles.

While it's crucial for the VSA to understand ongoing and emerging industry issues, they are often outside its mandate and jurisdiction. For this reason, as Registrar, Christman encourages dealers to be active participants in the industry associations. These include the Automotive Retailers Association (ARA) for independent and powersports dealers, the New Car Dealers Association (NCD) and the Recreation Vehicle Dealers Association (RVDA). All three associations nominate members for the VSA Board of Directors.