



Owner's guide to vehicle recalls

Learn about the vehicle recall process and what to do if you receive a recall notice.

Vehicle and component recalls are a critical part of keeping you and your vehicle safe.

No one wants their vehicle to be part of a recall but it is important that you take swift action if you see or receive a recall notice about your vehicle. Taking action can help you, or someone you know, avoid injury or even death.

What is a recall?

Vehicles and their components must comply with standards to be used in Australia. If they do not comply or there is an issue with their safety, the supplier of the vehicle or component should undertake a recall to either fix the issue or remove it from market.

As the responsible regulator, we monitor the progress of vehicle and component recalls. We can also work with suppliers and other regulators to initiate recall action, if we identify an unsafe or non-compliant vehicle or component in the market.

How do I know if my car is affected?

You will likely find out about any recall affecting your car from the place you bought it, through the supplier or manufacturer by phone, email, post or a text message.

You can also check if your car has been recalled by searching our website for any active recall notices:
vehiclerecalls.gov.au

What if my car is part of a recall?

The vehicle recall notice will provide you with information on what to do. In most cases, this will involve returning your vehicle to the manufacturer to have the safety issue or non-compliance addressed.

How can I stay across recalls?

Connect with us on social media below for key recall notices or subscribe to our [recall email alert](#) on our website.

What about concessional vehicles?

Concessional vehicle importers of new and used road vehicles in Australia sell legal, non-counterfeit vehicles outside normal distribution channels and may have no relationship to the manufacturer of the vehicle.

The concessional vehicle importers and registered automotive workshops who supplied the vehicle are responsible for any recall affecting that vehicle.

Find out more

- Visit: vehiclerecalls.gov.au
- Email: recalls@infrastructure.gov.au
- Phone: 1800 815 272 (within Australia) or +61 2 6136 7444 (from overseas), Monday to Thursday AEST 9 am to 5 pm, Friday AEST 9 am to 4 pm.
- Connect with us on social: facebook.com/AusGovInfrastructure