



Motor Vehicle Defect Investigations & Recalls

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Defect Related Information for Vehicles and Equipment
(DRIVE)



Transport
Canada

Transports
Canada

Canada

Outline

- Motor Vehicle Safety Investigations Laboratory
- Complaint Analysis and Defect Investigations
 - Mandate, Related Legislation
 - What is a Safety Defect ?
 - Complaint and Defect Investigation Process
- ACTIVE – Analysis of Companies Information for Vehicles and Equipment
- Safety Recalls
- Summary Data

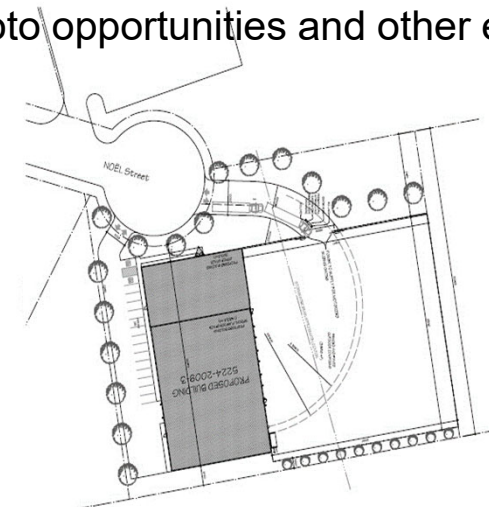
Defect and Recall Facilities

Motor Vehicle Safety Investigations Laboratory



80 Noel facility at a glance:

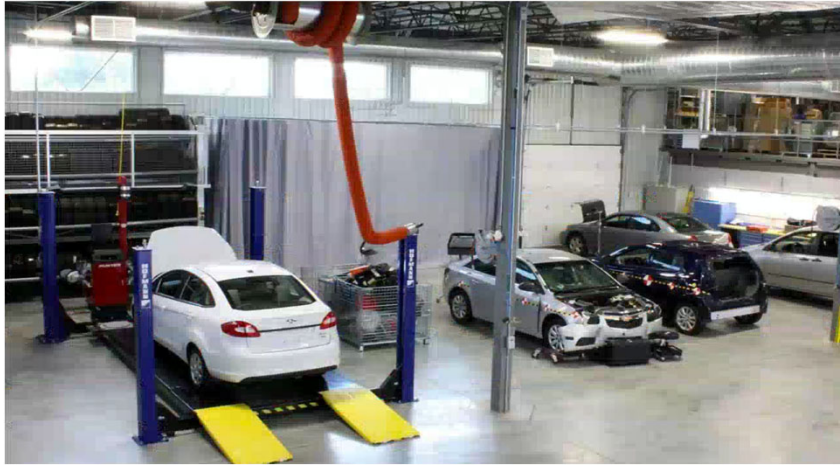
- Leased premises
- "Built to suit" in spring/summer 2010
 - ✓ Office space 519 m² (5,586 ft²)
 - ✓ Shop 1,382 m² (14,875 ft²)
 - ✓ Secured compound 3,906 m² (42,043 ft²)
- Designated backup site facility for Transport Canada's Business Continuity Planning Program
- Facility has been made available at short notice for press conferences, photo opportunities and other events



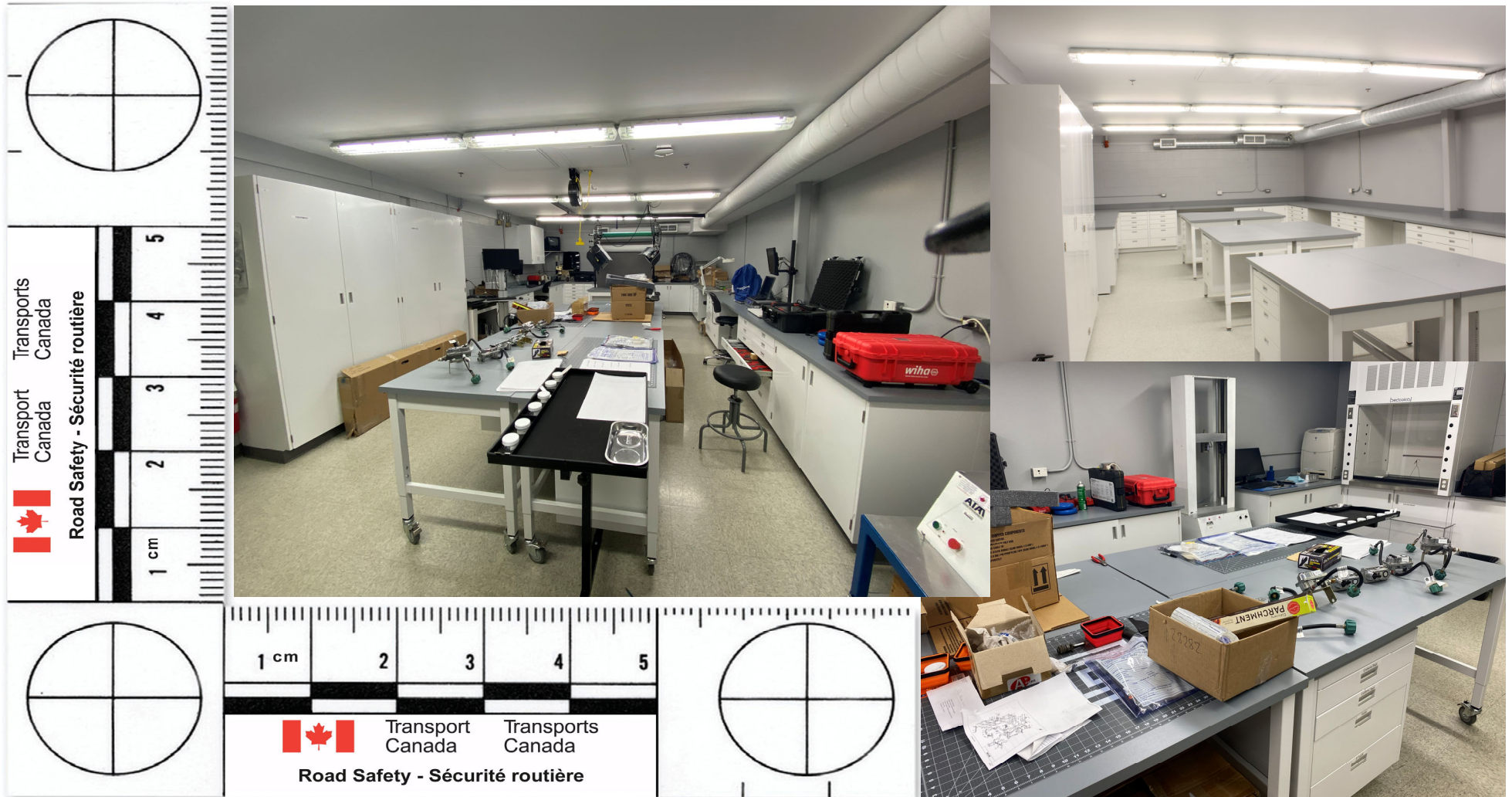
Office Space



Automotive Shop Facilities



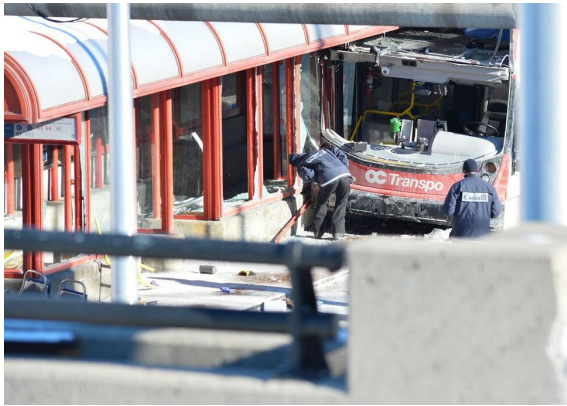
Non Destructive Laboratory



Secure Compound



Groups* Located at the MVSIL



Collision Investigations
and Research Division



Defect Related Information for
Vehicles and Equipment
(Complaints & ACTIVE)

+

Defect Investigations and
Recalls Division



Fleet Operations Section...
... part of the Innovation Centre

Slide 8

LL1

Lussier, Louis-Philippe, 2021-02-16

Collision Investigations and Research Division

Primary mandate:

To conduct investigations of motor vehicle collisions to gauge the effectiveness of existing motor vehicle safety standards and to identify potential need for further regulatory action under the *Motor Vehicle Safety Act*.

The program also provides:

- Data and analysis for the development of road safety policy direction.
- Real-time information on key collisions that allows the department to assess the impact.
- Real-world data to help validate results obtained in the laboratory environment and to support the development of new or improved test instrumentation and test protocols.



Fleet Operations Section

Mandate:

To provide fleet management services in support of the Multi-modal and Road Safety Directorate's vehicle-based compliance and research test programs as well as for collision reconstruction and defect investigation purposes.

Services include: Vehicle acquisitions at consumer (retail) level, provincial registration and licensing, new vehicle CMVSS inspections, transportation logistics, inventory tracking, service maintenance, vehicle disposals through closed commercial or open public sales auctions, etc.

An atypical government fleet operation



An atypical lifecycle management operation



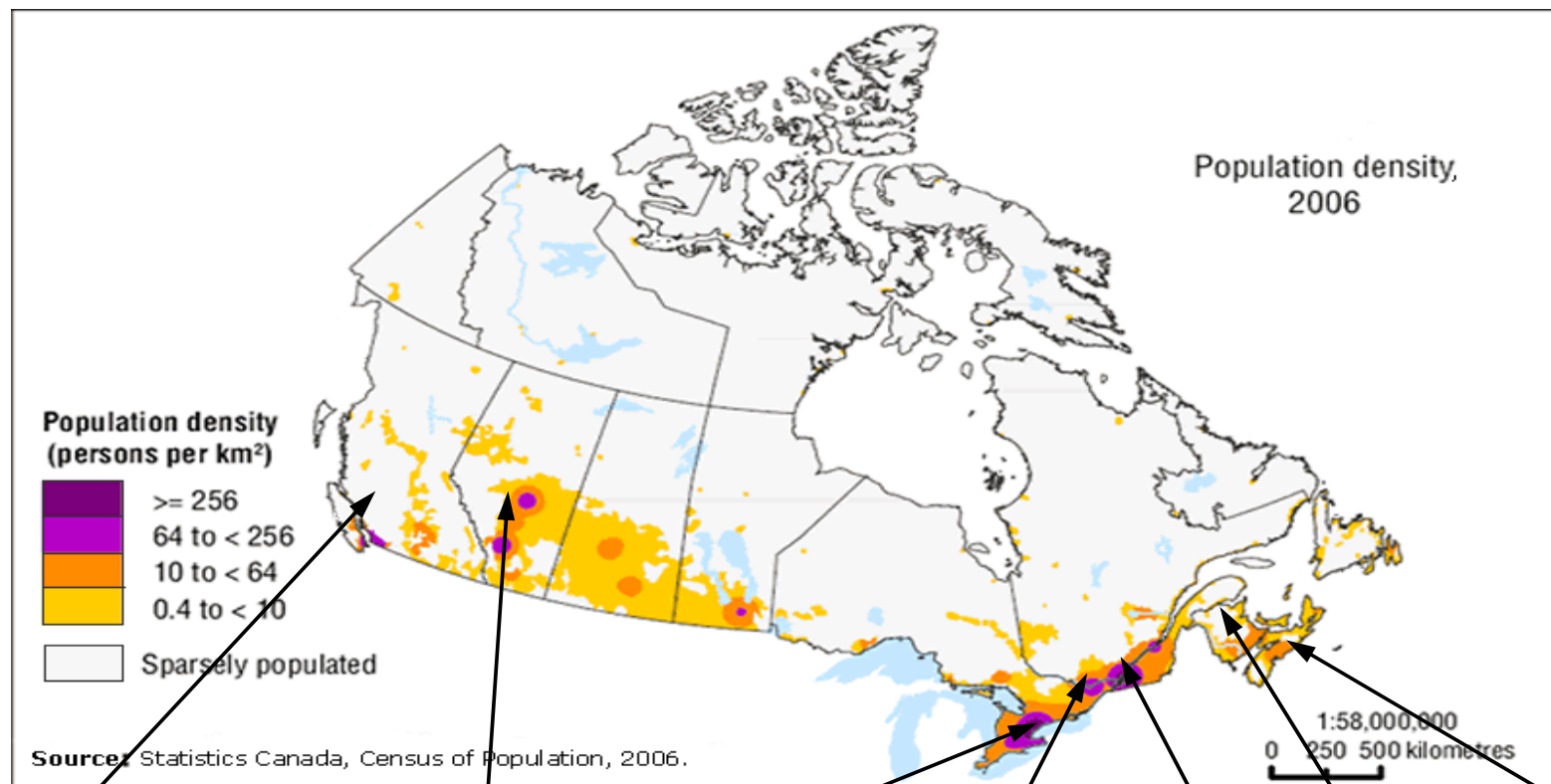
Complaint Analysis & Defect Investigations

- CSI of the Automotive & Equipment Industries



Contract Field Teams

- Eyes and Ears representing Road Safety throughout the country
- Documenting vehicles, occurrences and collision events
- Contractors – NOT TC employees (Exception BC – TC Field Inspector)



TC Field Ins. Collision Analysis UWO Transport Canada EPM UNB Synergetic Engineering

Mandate

To administer and enforce the defect provisions of the *Motor Vehicle Safety Act* by documenting complaints alleging safety-related defects in motor vehicles, tires and child car seats and launching larger scale defect investigations when warranted.

Legislation – Authority

Section 10 of *Motor Vehicle Safety Act*:

Notices of Defect and of Non-Compliance and Orders

10 (1) A company that applies a national safety mark to any vehicle or equipment, sells any vehicle or equipment to which a national safety mark has been applied or imports any vehicle or equipment of a class for which standards are prescribed shall, as provided for in the regulations, give notice of any defect in the design, manufacture or functioning of the vehicle or equipment ***that affects or is likely to affect the safety of any person** to:

(a) the Minister, on becoming aware of the defect; and

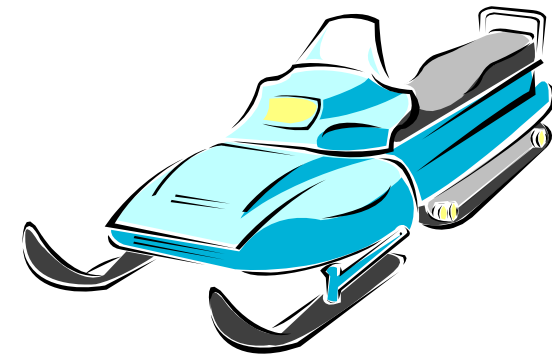
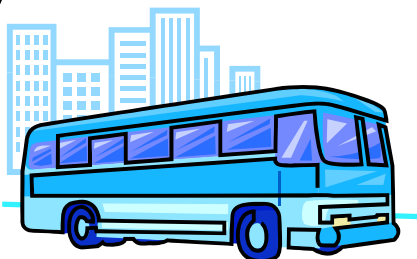
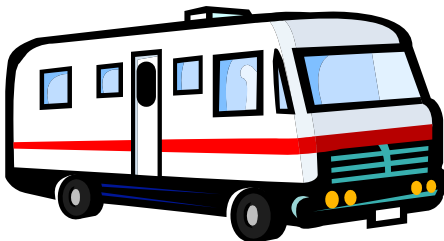
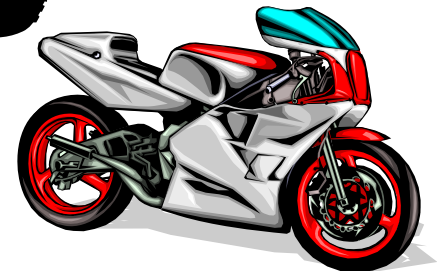
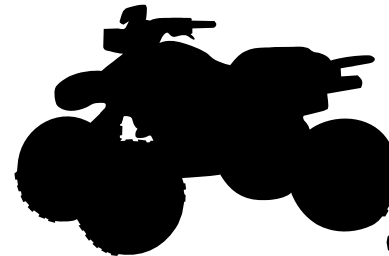
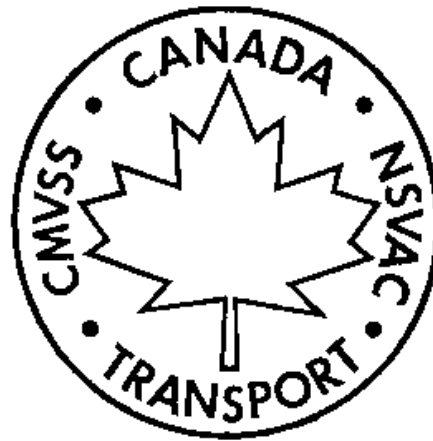
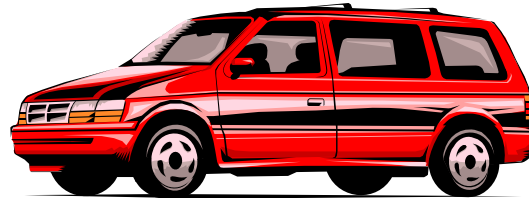
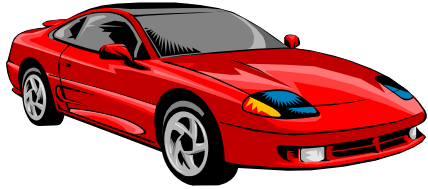
(b) the current owner and any other prescribed person, within the period provided for in the regulations.

* Difference in Canadian & US Legislation. In the US **unreasonable risk to safety**

Classes of Vehicles and Equipment

- Related Canadian Legislation: Motor Vehicle Safety Act
 - An Act to regulate the manufacture and importation of motor **vehicles** and **motor vehicle equipment** to reduce the risk of death, injury and damage to property and the environment
 - **Vehicle** means any vehicle that is capable of being driven or drawn on roads by any means other than muscular power exclusively, but does not include any vehicle designed to run exclusively on rails. (véhicule)
 - **Motor Vehicle Equipment**
 - 1. Tires
 - 2. Equipment for use in the restraint of children and disabled persons

Classes of Vehicles/Equipment



What is a Safety Defect ?



1- Manufacturing-Related



2 - Affects a group of vehicles, child car seats or tires.



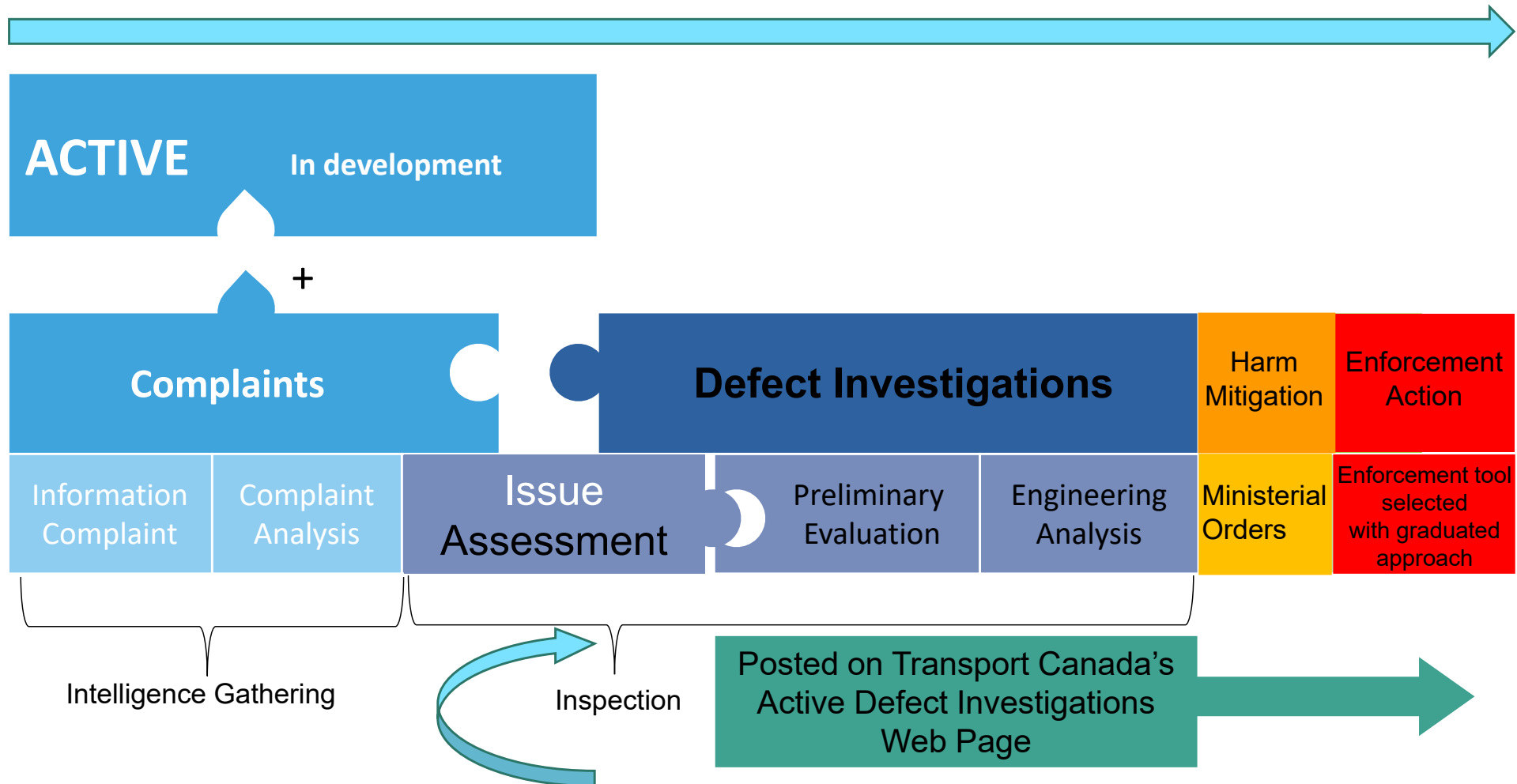
3 - Likely to affect the safety of any person.



4- Little to no prior warning



DEFECT INVESTIGATION PROCESS CONTINUUM

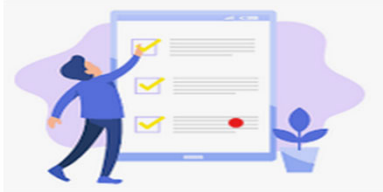


**DRIVE- Defect Related Information
on Vehicles and Equipment
Obtaining and Analyzing Data**

**Defect Investigations and Recalls Division
Investigation Issues Noted In Data**

How We Receive Complaints

Majority of complaints received through:



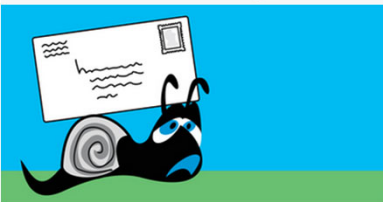
➤ Online Defect Complaint Form



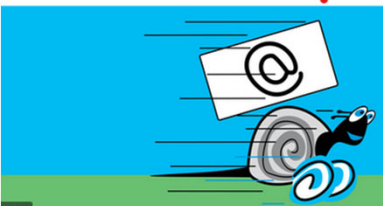
➤ Defects Complaint Hotline (1-800-333-0510)



➤ Regional Field Teams



➤ E-mail, Letter and Fax



➤ Fleets, Police, First Responders etc.

Complaint Analysis – Levels

Public complaints are classified into two levels to differentiate the amount of effort involved and the resources dedicated to their documentation.

IC = Information Complaint:

Basic vehicle, owner and complaint details are documented as recorded by the complainant.

CA = Complaint Analysis:

Detailed information on the incident and vehicle are documented, may include field and lab work. Effort is put forward to determine a root cause to the issue.

Note: Transport Canada is not a consumer agency or a third party investigation group for civil matters. Only alleged safety-related issues are investigated.

What's the difference between a complaint and a defect investigation ?

Complaint

- Single event with a product, brought to our attention by a “Complainant” (Driver, Mother, Police, anyone)
- Case file revolves around that single event
- Purpose – document event
 - Root cause analysis
 - Are there other similar events ?

Defect Investigation

- Not linked to any one person or complainant
- Looking to see if the issue, as noted in the complaints, can affect the greater of all Canadians
- Involves more data analysis, industry communication and oversight.
- Varying Levels of investigation
- Can include surveys and vehicle/part testing
- Higher probability of a widespread issue

Analysis of Companies' Technical Information for Vehicles and Equipment (ACTIVE)

Background

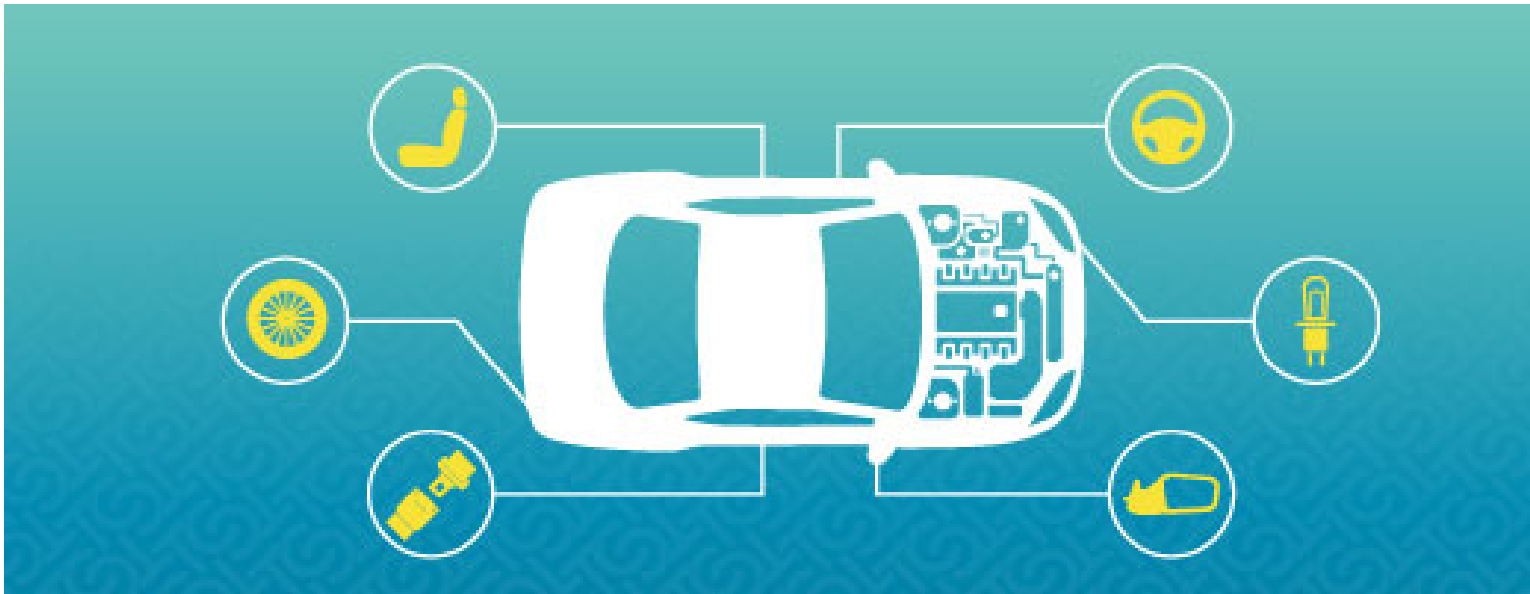
- Commonly known as the new Information Gathering program;
- Certain companies will be required to acquire, maintain and periodically furnish specific types of information to TC;
- Mostly aligned with NHTSA's Early Warning Reporting (EWR);
- Section 5(2) in the *Motor Vehicle Safety Act*, and new regulatory requirements in development;
- *Canada Gazette* Part I anticipated for late 2024.



Analysis of Companies' Technical Information for Vehicles and Equipment (ACTIVE)

Information requirements – to be shared periodically with TC

Prescribed Subject Matters (proposed information requirements)	Scope	Companies of prescribed class / Thresholds		
		Class A (10,000 and more)	Class B (500 – 9,999)	Class C
List of safety evaluations	Foreign and Canada	√		
Fatality incidents	Foreign and Canada	√	√	√
Injury incidents	Canada	√	√	√
Fire incidents	Canada	√	√	
Foreign recall reports	Foreign	√	√	√
List of substantially similar vehicles	Foreign	√		
List of actual number of products manufactured for sale, imported or sold in Canada	Canada	√		√



Safety Recalls (Notice of Safety Defect)

Things we're doing



Motor Vehicle Safety Recalls Database

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[Motor Vehicle Safety](#) > [Vehicle Recalls and Defects](#) > Motor Vehicle Safety Recalls Database

Motor Vehicle Safety Recalls Database

Search

Make

Please select a make from this list. ▾

Model

▾

Year Range

From

All years ▾

To

All years ▾

Search



Clear

To receive the most recent recall information, please subscribe to an [RSS web feed](#) .



Check for recalls with your Alexa-enabled device – “Alexa, open vehicle recalls” [Vehicle Recalls Canada](#) can be enabled through the Amazon Alexa application.

Recall Descriptions





Transport Canada

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 → Motor Vehicle Safety Recalls Database

Recall Details

Transport Canada Recall # 2019001

Recall Date	2019/01/02
Notification Type	Compliance Mfr
System	Seats And Restraints
Manufacturer Recall Number	18C08
Units Affected 	13
Category	SUV

Recall Details

Issue: On certain vehicles, the front seat frames may not have been properly welded. A seatback with inadequate weld penetration may have reduced strength, and could fail in a crash.

Safety Risk: A seatback that fails in a crash could cause an increased risk of injury.

Corrective Actions: Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the front seat assemblies replaced.

Make	Model	Model Year(s) Affected
FORD	ECOSPORT	2019

Manufacturer Name	Toll Free Number	Web Site
FORD	1-800-565-3673	CHECK IF THIS RECALL APPLIES TO YOUR VEHICLE

<https://www.appr.tc.gc.ca/Saf-Sec-Sur/7/VRDB-BDRV/search-recherche/menu.aspx?lang=eng&as=1>

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Advanced Recall Search's

Motor Vehicle Safety Recalls Database

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Advanced Search

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Motor Vehicle Safety Recalls Database

Advanced Search

Make

Please select a make from this list. ▾

Model

▾

Year Range

From

All years ▾

To

All years ▾

Search Recall Details

Recall date in the last

All Dates ▾

System

All Systems ▾

Manufacturer Recall Number

Transport Canada Recall Number ⓘ

Include All Notification Type ⓘ

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Search

Clear

Public Outreach



The graphic features a central white car silhouette on a teal background with a repeating pattern. Six yellow circular icons are connected to the car by white lines, representing various vehicle components: a seat, a steering wheel, a light bulb, a battery, a wheel, and a plug. Above the car, the text is presented in both English and French. The English text reads 'RECALL. REACT. REPAIR.' with the website 'www.tc.gc.ca/recalls'. The French text reads 'UN RAPPEL. RÉAGISSEZ. RÉPAREZ.' with the website 'www.tc.gc.ca/rappels'. At the bottom left, the Canadian flag is followed by 'Transport Canada' and 'Transports Canada'. At the bottom right is the 'Canada' wordmark.

RECALL. REACT. REPAIR.
www.tc.gc.ca/recalls

UN RAPPEL. RÉAGISSEZ. RÉPAREZ.
www.tc.gc.ca/rappels

 Transport Canada Transports Canada

Canada

TC and TEAM PARTNERS...

TO LIST BUT A FEW



End – Thank you

**Trevor Lehouillier, B.Tech., C.E.T.
Chief – DRIVE**

**Defect Related Information for Vehicles and Equipment
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