



RECALL INFORMATION FOR CANADIANS

Informal Consultation

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Multimodal and Road Safety Programs



Transport
Canada

Transports
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Canada 

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OVERVIEW

Issue

Transport Canada wants feedback on updating regulations under the *Motor Vehicle Safety Act* (MVSA) to improve Canadians' access to *safety recall* information.

The proposed amendments to the *Motor Vehicle Safety Regulations* (MVSr), *Motor Vehicle Tire Safety Regulations* (MVTsr), and *Motor Vehicle Restraint Systems and Booster Seat Safety Regulations* (RSSR) would create new requirements to align them with section 10.3 of the MVSA. The proposed amendments would require and standardise information about *safety recalls* that companies make available online.

Basic Outline

This regulatory proposal would introduce requirements for designated companies¹ to make information available about *safety recalls* on vehicles and equipment², as follows:

1. The proposal would create two levels of designated companies, with differing requirements.
2. Companies designated under Level 1 would be required to post specified information about *safety recalls* on their website.
3. Companies designated under Level 2 would be required to have a free web-based service to allow consumers to search for vehicle-specific *safety recall* information using their 17-digit vehicle identification number (VIN).
4. In addition, companies designed under Level 2 would also be required to provide third-party access to *safety recall* information through an application programming interface (API). This would allow third party software developers to access and leverage information about incomplete *safety recalls* on vehicles and allow for the searching of multiple vehicles at one time. This information could be used by provincial governments, rideshare companies, fleet customers and information providers to conduct automated searches that may quickly identify vehicles with an unresolved *safety recall*.

Details of each of these components is elaborated in the [Proposed Requirements](#) section of this document.

¹ *company* as defined in the [Motor Vehicle Safety Act](#)

² *equipment* as defined in the [Motor Vehicle Safety Act](#) (i.e. tires and restraint systems for children and disabled people)

Background

Under the MVSA, companies are required to notify current owners and prescribed persons of potential safety defects or non-compliances with safety regulations. These are commonly referred to as safety recalls. Currently, the regulations require companies to provide notices as soon as possible, but no later than 60 days after notifying the Minister. This notification usually arrives by mail. This can create a delay in the dissemination of information, and create an information gap in situations where, for example, an owner has changed address and has not registered the change of address with the company. There are also situations where vehicles with an open safety recall undergo a transfer of ownership, leaving a new owner with no knowledge of a potential safety issue. This means that some vehicles and vehicle equipment are still operating on Canadian roads with unresolved safety issues. Depending on the issue, not having addressed a safety recall could lead to avoidable property damage, injury or even death.

Transport Canada updated the MVSA to pave the way for improving Canadian's access to safety recall information for vehicles and equipment (tires and child car seats), with the main goal of increasing recall awareness and completion. Analyses of recall completion rates show that, on average, up to 25% of safety recalls go unrepaired. This means that a significant number of vehicles and equipment in use on Canadian roads may present a public safety risk.

In 2014, Bill C-31, *An Act to implement certain provisions of the budget tabled in Parliament on February 11, 2014 and other measures*, received Royal Assent. Among other changes, the Bill created section 10.3 of the MVSA to make information available relating to notices of defect and non-compliance. This section of Bill-C31 came into force in 2015³. In 2018, section 10.3 was amended under Bill S-2 to include equipment and to introduce a new authority to allow the Minister of Transport to designate companies that need to make information available. The amended authority under section 10.3 came in to force upon publication in March 2018. Safety recall is the common term used to describe both notices of defect and notices of non-compliance.

Section 10.3 of the MVSA reads as follows:

Make information available

10.3 A company designated by the Minister that gives notice to the Minister in respect of a vehicle or equipment shall, as provided for in the regulations, make information available for the vehicle or equipment in respect of which the notice was given.

In fall 2020, the department conducted an informal consultation on the Let's Talk Transportation website, in which the department provided a high-level overview of its considerations. A background document was included to help inform comments. While the department received limited feedback,

³ Prior to March 1, 2018, the text from s 10.3 read as follows: *A company that gives notice to the Minister in respect of a vehicle shall, as provided for in regulations, make information available for the vehicle in respect of which the notice was given.*

several industry associations indicated their interest in participating in further consultation. Please see <https://letstalktransportation.ca/mus> for further details.

Based on an analysis of Canadian vehicle sales, and considering the proposal that is detailed in this document, the department estimates that approximately 27 companies would be required to provide a service to search for safety recalls using a vehicle identification number (VIN). Of these, there are many that already provide a service that would meet most of the proposed requirements. Only 3 of these companies do not currently provide any type of search service.

This regulatory proposal is in partial alignment with the National Highway Traffic Safety Administration's (NHTSA) requirements⁴. A full comparison of the proposed Canadian requirements and the current U.S. requirements is provided in Appendix II.

⁴ 49 CFR § 573.15 - [Public availability of motor vehicle recall information.](#)

Benefits

It is expected that these additional requirements would improve the access to and availability of information, improve the completion rate of safety recalls and result in fewer losses from property damage, injuries and death resulting from vehicle defects.

Although many companies already offer safety recall information on their websites, this regulatory proposal seeks to standardize the availability and type of information. This is intended to facilitate Canadians' ability to find safety recall information. Especially important in the case of non-registered products, like tires and some off-road vehicles, this proposal also provides an opportunity to better distribute information to people who have changed addresses, or purchased a vehicle or vehicle equipment second-hand, and where a company does not have personal contact information. This regulatory proposal is designed to help increase awareness and access to safety recall information, and encourage owners and prescribed persons to have the associated repairs made to affected vehicle.

Safety recalls that are completed quickly can also save money for companies by reducing the number of follow-up mailings that must be sent to consumers. There is also a reduction in liability and reputational harm to companies that may be associated with operating a vehicle with an unrepaired defect or non-compliance. In addition, vehicles operating on Canadian roads with uncorrected safety defects can pose a risk to people inside and outside of the vehicle.

Allowing third party access to safety recall information through an application programming interface (API) or similar technology will allow information to be accessed digitally, where it can be used for several purposes. For example, tens of thousands of vehicles are imported to the United States from Canada each year. Currently, the U.S. Government does not have a reliable way to verify if an imported vehicle has an uncompleted safety recall. Being able to leverage this information would allow the searching of a high-volume of VINs at one time. An API could also be leveraged by a provincial authority to search for open safety recalls at the time of registration or license renewal. Rideshare companies could leverage this information to monitor and ensure that all vehicles used for their services are free from known safety defects. This element of the regulatory proposal seeks to enable others to help deliver information about safety recalls.

PROPOSED REQUIREMENTS

Designation of Companies

Purpose

To describe/define how Transport Canada would designate a company under section 10.3 of the *Motor Vehicle Safety Act* (MVSA).

Outline

Section 10.3 of the MVSA authorizes the Minister of Transport to designate companies that must comply with the requirements. Two levels of designation are envisioned:

Level 1 -> Any company that manufactures, imports or distributes⁵ vehicles, except those companies that meet the criteria for Level 2, and all companies that manufacture, import or distribute equipment.

Level 2 -> Any company that manufactures, imports or distributes a total of 2500 or more vehicles of the following prescribed classes per year

- a. Passenger Car;
- b. Three-wheeled Vehicle;
- c. Multipurpose Passenger Vehicle (with a GVWR of 4536 kg or less);
- d. Truck (with a GVWR of 4536 kg or less);
- e. Motorcycle;
- f. Restricted-use Vehicle;
- g. Snowmobile.

A company designated under Level 1 that meets all of the requirements of Level 2 is not required to meet Level 1 requirements. At its option, a company may meet the more stringent set of requirements but those then become self-binding.

Transport Canada will formally advise each company that is so designated by the Minister of Transport. The [implementation period](#) section provides a timeline within which the company must become compliant.

⁵ Paragraph (b) of the definition of company in the [Motor Vehicle Safety Act](#)

Companies designated under Level 1

Purpose

To require companies to publish standardised safety recall information online.

Requirements

A company designated under Level 1 shall publish the following information relating to safety recalls on their *Canadian website*, including:

1. A basic description of each safety recall (notice of defect or non-compliance), including:
 - a. The recall date;
 - b. the number, title or other identification that is assigned by the company to the notice;
 - c. the motor vehicle safety recall number that is issued by the Department of Transport;
 - d. a list of all vehicles or equipment affected by the notice, including (as applicable)
 - i. the make, model and model year for each affected vehicle; and
 - ii. the brand/make, models or model numbers, production date and any other information necessary to identify the affected equipment;
 - e. a description of the defect or non-compliance;
 - f. a description of the safety risk to persons arising from the defect or non-compliance;
 - g. a statement that the defect or non-compliance could cause a crash, or if a crash isn't likely, list information about the type of injury that could result from the defect or non-compliance;
 - h. any precautions that may be taken to minimize the safety risk until the corrective measures are implemented;
 - i. a description of the corrective measures to be taken in respect of the defect or non-compliance and how they are to be implemented; and
 - j. a statement that the parts and facilities to correct the defect or non-compliance are available, or if they are not available, the earliest date that the parts and facilities to correct the defect or non-compliance are expected to be available.
2. Who to contact if a person has a safety recall-related question. This should be a company/dealer contact and not refer consumers to Transport Canada.
3. Where a person can report what they believe is a safety issue with their vehicle or equipment.
4. How a person may contact the company to inform of a transfer of ownership or provide a change of address for the purpose of safety recall notifications.
5. A link to the information above (items 1 through 4) shall be provided from the company's *Canadian web page*.

6. Information relating to each safety recall shall be published no later than 10 days after giving notice to the Minister of Transport, and updated within 7 days of any change.
7. The information relating to each safety recall shall be made available for a minimum of 15 years from the recall date for vehicles, and 5 years for equipment.
8. Provide a statement of limitations for the recall data, including a date before which information is not available.
9. All information shall be made available in both official languages.
10. Access to this information shall be provided at no cost to users.
11. A user shall not be required to register or provide any personal information to gain access to this information.
12. The web page(s) with safety recall information shall not include sales or marketing messages.
13. The company shall provide the Department of Transport with the web address (URL) for the link and the web page where the information is located within 5 business days of publishing, and within 5 business days where there is any change to the address(es).

Companies designated under Level 2

Purpose

To require companies to make standardised safety recall information available online that is specific to each vehicle identification number (VIN).

Requirements

The company shall provide access to the following information relating to safety recalls from their *Canadian website*, including:

1. A company designated by the Minister under Level 2 shall provide a free web-based service to search for safety recalls by vehicle identification number (VIN).
2. For each safety recall issued, the search results shall provide the following:
 - a. from the VIN, provide the vehicle make, model and year; or if the VIN is not recognized by the company
 - i. Provide a statement that the VIN is invalid or not recognized; and
 - ii. Provide contact information for where a person could get further information;
 - b. the recall date;
 - c. the number, title or other identification that is assigned by the company to the notice;
 - d. the motor vehicle safety recall number that is issued by the Department of Transport;
 - e. a description of the defect or non-compliance;
 - f. a description of the safety risk to persons arising from the defect or non-compliance;
 - g. a statement that the defect or non-compliance could cause a crash, or if a crash isn't likely, list information about the type of injury that could result from the defect or non-compliance;
 - h. any precautions that may be taken to minimize the safety risk until the corrective measures are implemented;
 - i. a description of the corrective measures to be taken in respect of the defect or non-compliance and how they are to be implemented; and a
 - j. a statement that the parts and facilities to correct the defect or non-compliance are available, or if they are not available, the earliest date that the parts and facilities to correct the defect or non-compliance are expected to be available.
3. For each safety recall where repairs have been completed, the following information shall be provided in place of the information in 2(f) through (j)
 - a. the date when the repairs were completed.
4. For each VIN that is recognized, but safety recalls are not populated in the data (historical recalls), provide contact information for where a person could get further information about safety recalls.

5. Information relating to each safety recall shall be made available as soon as possible, but no later than 30 days after giving notice to the Minister of Transport, and updated within 7 days of any change.
6. Information relating to each safety recall shall be made available for a minimum of 15 years from the recall date.
7. Information relating to safety recalls where corrective measures have not yet been implemented shall appear before any other search results (ex. non-safety campaigns, completed recalls).
8. Who to contact if a person has a safety recall-related question. This should be a company/dealer contact and not refer consumers to Transport Canada.
9. Where a person can report what they believe is a safety issue with their vehicle;
10. How a person may contact the company to inform of a transfer of ownership or provide a change of address for the purpose of safety recall notifications.
11. A link to the information above shall be provided from the company's *Canadian web page*;
12. Provide a statement of limitations for the recall data, including a date before which information is not available.
13. All information shall be made available in both official languages.
14. Access to this information shall be provided at no cost to users.
15. A user shall not be required to register or provide any personal information to gain access to this information.
16. The service shall not include sales or marketing messages on any page associated with entering the VIN or where the results are displayed.
17. The company shall provide the Department of Transport with the web address (URL) for the link to the search service within 5 business days of publishing, and within 5 business days where there is any change to the address(es).

API

Purpose

To allow access to safety recall information on an individual VIN level through an internet API.

Requirements

1. The company shall host and provide access to an API which allows access to information about open safety recalls, to be specified in a technical specification document, including the following:
 - a. VIN;
 - b. Confirmation of vehicle make/model/year;
 - c. Each open safety recall (including the date, a description, safety risk and corrective measures);
 - d. The availability of the parts and facilities to correct the defect or non-compliance for each open safety recall; and
 - e. The date that the information was last updated.
2. A null response will provide the following:
 - a. A confirmation that the VIN is valid and there are no outstanding safety recalls; or
 - b. A response that the VIN number provided is not valid/correct.
3. Results shall be provided in a common format, to be specified in a technical specification document.
4. The information shall be made available in both official languages.
5. The VIN shall be the only data element that is required (or capable of being used) to conduct the query.
6. The company may provide a registration system to track users and API calls.
7. The company shall not use any of the information gathered through registration for a purpose other than communicating to the user about the API service.
8. The company may limit the number and frequency of calls to the API from a specific user, on an advised basis.
9. Directions on how to interface with the API shall be made available by the company (either publicly on the company's *Canadian website* or to users upon registration).
10. Access to the API shall be provided at no cost to users.
11. Information in the dataset shall be updated at the same interval as data on the website (look-up service).

Implementation Period

The following requirements assume the regulation to be in effect at time of designation.

Level 1: A company shall come in to compliance with these requirements within 90 days.

Level 2: A company shall come in to compliance with these requirements within 180 days.

API: A company shall come in to compliance with these requirements within 1 year.

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APPENDIX

Definitions

Canadian web page – The web page that is intended as a main landing point for products intended for the Canadian market.

Canadian website – The website for a company, or brand, for products that are intended for the Canadian market.

Safety recall – The common term used to describe a notice of defect or notice of non-compliance that is issued in accordance with section 10 or 10.1 of the *Motor Vehicle Safety Act*.

Appendix 1 – Comparison of Proposed Requirements in Canada with the United States

Please see attached pages A1-1 to A1-6.

Revision History

Original version – 2021/04/30

Rev. 1 – 2021/05/03

Pg. 3 - inserted footnotes

Pg. 7 - revised description of Level 1 and inserted footnotes

Original Text:

Level 1 -> Any company that manufactures, imports or distributes less than 2500 vehicles per year, and all companies that manufacture, import or distribute equipment.

Canadian Proposal	U.S. Equivalent	Rationale
Level 1		
All requirements	Canada-unique	Access to recall information should be made available by all companies that have an internet presence
Level 2 Designation		
<p>Any company that manufactures, imports or distributes a total of 2500 or more vehicles of the following prescribed classes per year:</p> <ul style="list-style-type: none"> a. Passenger Car; b. Three-wheeled Vehicle; c. Multipurpose Passenger Vehicle (with a GVWR of 4536 kg or less); d. Truck (with a GVWR of 4536 kg or less); e. Motorcycle; 	Similar data as 573.15 (a)	Aligned. Similar companies will be regulated, however populations adjusted.
<ul style="list-style-type: none"> f. Restricted-use Vehicle; g. Snowmobile. 	Canada-unique requirement	These prescribed vehicle classes are regulated by the CPSC, not the NHTSA
Level 2		
The company shall, provide access to the following information relating to recalls from their <i>Canadian website</i> , including:	Included in 573.15 (a)	Aligned
<p>1. A company designated by the Minister under Level 2 shall provide a free web-based service to search for safety recalls by vehicle identification number (VIN).</p>	<p>573.15 (a) General—Manufacturers that have manufactured for sale, sold, offered for sale, introduced or delivered for introduction in interstate commerce, or imported into the United States 25,000 or more light vehicles or 5,000 or more motorcycles in the current calendar year or the prior calendar year shall make motor vehicle safety recall information applicable to the vehicles they manufactured available to the public on the Internet. The information shall be in a format that is searchable by vehicle make and model and vehicle identification number (VIN), that preserves consumer privacy, and that includes information about each recall that has not been completed for each vehicle.</p>	Aligned

Canadian Proposal	U.S. Equivalent	Rationale
2. For each safety recall issued, the search results shall provide the following:		
a. from the VIN, provide the vehicle make, model and year; or if the VIN is not recognized by the company	Canada-unique requirement	This confirmation will help a user to know if the search was conducted on the correct vehicle, or if there was an error in the information entered.
i. Provide a statement that the VIN is invalid or not recognized; and	Canada-unique requirement	
ii. Provide contact information for where a person could get further information;	Canada-unique requirement	
b. The recall date; c. the number, title or other identification that is assigned by the company to the notice; d. the motor vehicle safety recall number that is issued by the Department of Transport; e. a description of the defect or non-compliance; f. a description of the safety risk to persons arising from the defect or non-compliance;	573.15 (b)(8) Where the search results in identification of a recall that has not been completed, state the recall campaign number NHTSA assigned to the matter; state the date the defect or noncompliance was reported pursuant to Part 573; provide a brief description of the safety defect or noncompliance, including the risk to safety, identified in the manufacturer's information report or owner notification letter filed pursuant to this part; and describe the remedy program;	Aligned
g. a statement that the defect or non-compliance could cause a crash, or if a crash isn't likely, list information about the type of injury that could result from the defect or non-compliance;		Aligned
		Aligned
		Aligned
		Aligned
h. any precautions that may be taken to minimize the safety risk until the corrective measures are implemented;	Canada-unique requirement	This is similar, as it relates to the safety risk
i. a description of the corrective measures to be taken in respect of the defect or non-compliance and how they are to be implemented; and	Canada-unique requirement	This is information that is required in the notifications required under s.15/15.01 of the MVSR
	573.15 (b)(8)	Aligned
j. a statement that the parts and facilities to correct the defect or non-compliance are available, or if they are not available, the earliest date that the parts and facilities to correct the defect or non-compliance are expected to be available.	573.15 (b)(6) For vehicles that have been identified as covered by a safety recall, but for which the recall remedy is not yet available, state that the vehicle is covered by the safety recall and that the remedy is not yet available;	This is an extension of 573.12(b)(6) and of the information required by MVSA 10.4 in the letter to current owners. It may also help a company to manage customer expectation.

Canadian Proposal	U.S. Equivalent	Rationale
3. For each safety recall where repairs have been completed, the following information shall be provided in place of the information in 2(f) through (j)		
a. the date when the repairs were completed.	Canada-unique requirement	This requirement may help to reassure consumers and to provide information that safety recalls have been completed. It may also reduce the burden on the company and its dealers by reducing the number of inquiries.
4. For each VIN that is recognized, but safety recalls are not populated in the data (historical recalls), provide contact information for where a person could get further information about safety recalls.	573.15 (b)(11) Instruct the user to contact the manufacturer if the user has questions or wishes to question the accuracy of any information, and provide a hyperlink or other contact information for doing so;	Aligned - this is similar to the information required under 573.15 (b)(11)
5. Information relating to each safety recall shall be made available as soon as possible, but no later than 30 days after giving notice to the Minister of Transport, and updated within 7 days of any change.	573.15 (b)(4) Allow users to search a vehicle's recall remedy status, and report that a recall has not been completed on that vehicle, as soon as possible and no later than the date when the manufacturer includes that vehicle on its list compiled for purposes of 49 CFR 573.8(a); 573.15 (b)(7) Be updated at least once every seven (7) calendar days. The date of the last update must display on both the page for entering the make, model, and VIN to search for recall completion information and the results page;	Owner notification under s.10/10.1 is required no later than 60 days after providing notice to the Minister. This means that the VIN number of each unit impacted by the recall should be available well before this time, to allow for current owner name and address identification and mailing of notices. Transport Canada believes that 30 days is a reasonable period within which to identify the affected VINs and post information. Aligned
6. Information relating to each safety recall shall be made available for a minimum of 15 years from the recall date.	573.15 (b)(9) At a minimum, include recall completion information for each vehicle covered by any safety recall for which the owner notification campaign started at any time within the previous fifteen (15) calendar years;	Aligned

Canadian Proposal	U.S. Equivalent	Rationale
7. Information relating to safety recalls where corrective measures have not yet been implemented shall appear before any other search results (ex. non-safety campaigns, completed recalls).	573.15 (b)(5) Ensure safety recalls subject to paragraph (b)(4) of this section are conspicuously placed first, before any other information that is displayed;	Aligned
8. Who to contact if a person has a safety recall-related question. This should be a company/dealer contact and not refer consumers to Transport Canada.	573.15 (b)(11) Instruct the user to contact the manufacturer if the user has questions or wishes to question the accuracy of any information, and provide a hyperlink or other contact information for doing so;	Aligned
9. Where a person can report what they believe is a safety issue with their vehicle or equipment.	Canada-unique requirement	This may help a company to identify field performance issues that may assist in the identification of latent defects
10. How a person may contact the company to inform of a transfer of ownership or provide a change of address for the purpose of safety recall notifications.	Canada-unique requirement	This requirement may provide benefit to a company by ensuring internal records are updated with current owner name and address information
11. A link to the information above shall be provided from the company's <i>Canadian web page</i> .	573.15 (b)(2) Have a hyperlink (Internet link) to it conspicuously placed on the manufacturer's main United States' Web page;	Aligned
12. Provide a statement of limitations for the recall data, including a date before which information is not available.	573.15 (b)(10) State the earliest date for which recall completion information is available, either on the search page or on the results page, and provide information for all owner notification campaigns after that date;	Aligned
13. All information shall be made available in both official languages.	Canada-unique requirement	In Canada, all information must be made available in both official languages
14. Access to this information shall be provided at no cost to users.	573.15 (b)(1) Be free of charge and not require users to register or submit information, other than a make, model, and a VIN, in order to obtain information on recalls;	Aligned
15. A user shall not be required to register or provide any personal information to gain access to this information.		
16. The service shall not include sales or marketing messages on any page associated with entering the VIN or where the results are displayed.	573.15 (b)(3) Not include sales or marketing messages with the page for entering a make, model, and VIN, or with the page where the results are displayed;	Aligned
17. The company shall provide the Department of Transport with the web address (URL) for the link to the search service within 5 business days of publishing, and within 5 business days where there is any change to the address(es).	Canada-unique requirement	This is an administrative requirement so that Transport Canada can create/provide public links

Canadian Proposal

U.S. Equivalent

Rationale

API		
1. The company shall host and provide access to an API which allows access to information about open safety recalls, to be specified in a technical specification document, including the following:	573.15 (b)(12) Ensure, through adherence with technical specifications that NHTSA makes available through a secure area of its Web site http://www.safercar.gov/Vehicle+Manufacturers/RecallsPortal , the secure electronic transfer of the recall information and data required to be made publicly available by this section, to NHTSA for its use in displaying that information and data on its Web sites or other public portals.	Differently from the U.S., Transport Canada intends this service to be public or semi-private rather than only accessible by the department.
a. VIN; b. Confirmation of vehicle make/model/year; c. Each open safety recall (including the date, a description, safety risk and corrective measures); d. The availability of the parts and facilities to correct the defect or non-compliance for each open safety recall; e. The date that the information was last updated.	The elements from the NHTSA <i>"Recall lookup by VIN - API Technical Specification"</i>	The intent is to align with U.S. requirements.
2. A null response will provide the following:		
a. A confirmation that the VIN is valid and there are no outstanding safety recalls; or b. A response that the VIN number provided is not valid/correct.		The intent is to align with U.S. requirements.
3. Results shall be provided in a common format, to be specified in a technical specification document.	Similar to the NHTSA <i>"Recall lookup by VIN - API Technical Specification"</i>	The intent is to align with U.S. requirements. Transport Canada intends to use a policy document (Similar to U.S.) to allow for modifications in the future, as necessary.
4. The information shall be made available in both official languages.		In Canada, all information must be made available in both official languages
5. The VIN shall be the only data element that is required (or capable of being used) to conduct the query.		The intent is to align with U.S. requirements.

Canadian Proposal

U.S. Equivalent

Rationale

<p>6. The company may provide a registration system to track users and API calls.</p> <p>7. The company shall not use any of the information gathered through registration for a purpose other than communicating to the user about the API service.</p> <p>8. The company may limit the number and frequency of calls to the API from a specific user, on an advised basis.</p> <p>9. Directions on how to interface with the API shall be made available by the company (either publicly on the company's <i>Canadian website</i> or to users upon registration).</p> <p>10. Access to the API shall be provided at no cost to users.</p> <p>11. Information in the dataset shall be updated at the same interval as data on the website (look-up service).</p>		<p>As the public/semi-private nature of the lookup are different from the U.S., additional requirements must be established.</p>
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