

TRAFICOM/459624/06.03.14/2021
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OTA recalls

Over-the-air recalls are not yet regulated at the EU level with common requirements. This makes it possible to issue national instructions on how such recalls should be carried out.

1. Object

This document provides instructions for carrying out OTA (*Over-the-Air*) recalls. An OTA recall is a recall procedure in which the vehicle holder is notified of a recall electronically and the software of a vehicle system is updated over the air to bring the vehicle into conformity or make it so that the vehicle no longer causes a serious risk due to software after the update.

“Recall” means a recall procedure as referred to in the Vehicles Act (82/2021) and framework regulations (EU) 2018/858, (EU) 168/2013 and (EU) 167/2013 that the Finnish Transport and Communications Agency has been notified of in accordance with section 178 of the Vehicles Act.

“Over-the-air update” means a method by which data is transferred over the air, without using a cable or other local connection.

“System” means an assembly of components and/or subsystems that performs a function or functions.

“Software” means a part of an electronic vehicle control system that consists of digital data and instructions.

These instructions can be followed only until corresponding national or international regulations are issued.

2. General requirements

OTA recalls are subject to the requirements of UN Regulation No 156.

3. Detailed requirements

Due to safety reasons, updates must not be installed while the vehicle is in motion.

The vehicle holder must be clearly notified of a recall update concerning their vehicle via the vehicle’s information system or other electronic communication methods. The notification must clearly communicate to the holder that the update is part of a recall campaign related to conformity and/or safety and specify which features of the vehicle are to be updated. The notification must be presented together with the contact information of the economic operator that can provide additional information about the recall update and instructions on how the holder can refuse the recall update.

When the notification of a recall update is delivered via the vehicle’s information system or electronic communication methods, there must be a procedure in place to ensure that the notification is presented to the current holder of the vehicle.

The recall update can be installed on the vehicle once the vehicle holder has accepted the update.

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The vehicle holder must be given an opportunity to actively refuse the installation of the recall update within a time period defined by the economic operator. The deadline for the refusal is determined by the economic operator and must be proportional to the risk level of the recall update. If the holder does not actively refuse the installation of the recall update during the period of time determined by the economic operator, the recall update can be installed on the holder's vehicle.

If the vehicle holder refuses the installation of the recall update, the vehicle in question proceeds to the third invitation step of the vehicle recall process in accordance with the procedure stipulated by section 178, subsection 2 of the Vehicles Act. <https://www.traficom.fi/en/transport/road/recall-campaign-instructions>