



Supplier conference – 9 October 2017

On 9 October 2017, the Australian Competition and Consumer Commission (**ACCC**) held a conference with vehicle suppliers and invited stakeholders on the proposed compulsory recall of vehicles fitted with affected Takata airbag inflators and these airbags when salvaged from vehicles and sold as spare parts (**consumer goods**).

This conference was called pursuant to the *Competition and Consumer Act 2010* at the request of suppliers affected by the proposed recall in the terms of the [Draft Recall Notice \(DRN\)](#). The purpose of the conference was to provide suppliers of the consumer goods with a reasonable opportunity to be heard on the proposed recall.

The conference was chaired by ACCC Commissioner Sarah Court, with ACCC Deputy Chair Delia Rickard also in attendance. The conference agenda and annotated agenda are included in **Attachments A and B** with a list of attendees in **Attachment C**.

The following is a summary of the scope and required timing of the DRN along with a summary of the key issues discussed by participants at the conference.

Draft Recall Notice

The DRN requires suppliers of the consumer goods to take a range of recall actions to replace affected Takata airbag inflators in vehicles (which includes motorcycles) supplied by them in Australia within a specified timetable, which will result in all these airbag inflators being replaced by 31 December 2020.

Under the proposed recall suppliers are required to clearly communicate and disclose to consumers the nature of the defect, keep records and establish a database accessible to consumers, take a range of measures to locate and communicate with consumers including those who have purchased second hand vehicles, resolve consumer disputes and prepare a salvage plan for the location and destruction of Takata airbag inflators which have been salvaged from vehicles, to prevent them from being sold as spare parts.

Provision is also made for suppliers to provide a refund of the market value of the vehicle at the request of the consumer where a Takata airbag inflator is not replaced within the period specified in the DRN and a loan or hire car or other alternative transportation acceptable to an affected consumer is not provided. Refunds will not be available where a supplier has demonstrated that a consumer was notified in a timely manner and did not present the vehicle for replacement, or a consumer could not be notified in circumstances where a supplier implemented an ACCC-approved communication and engagement plan.

The relevant Takata airbag inflators use either Phase Stabilised Ammonium Nitrate (**PSAN**) without a desiccant or with a calcium sulphate desiccant (**Affected Takata Airbag Inflators**). The Affected Takata Airbag Inflators include Alpha Inflators, which are Takata airbag inflators made using PSAN without desiccant and which were not manufactured as designed.

The DRN requires suppliers to replace Alpha Inflators by the following business day after being contacted by the consumer, or such other date as requested by the consumer. Where the Affected Takata Airbag Inflator is more than five years old, vehicle suppliers must replace the airbag inflator within one month of being contacted by the consumer. Where the Affected Takata Airbag Inflator is less than five years old, the suppliers must replace the airbag inflator within six years of manufacture of the airbag inflator, or by 31 December 2020, whichever is earlier.

Under the DRN, all Affected Takata Airbag Inflators must be replaced by 31 December 2020, including any Affected Takata Airbag Inflators installed as a replacement airbag inflator (i.e. “like for like” replacements).

Safety issues

The ACCC sought views from participants on whether the DRN appropriately categorises affected airbag inflators according to safety risk in regard to the timeframes for replacement. Specifically, views were sought on the definitions of “Affected Takata Airbag Inflator” and “Alpha Inflator” used in the DRN and whether there are any other sub-categories of Affected Takata Airbag Inflators that should be distinguished because they either pose a greater or a lesser safety risk.

Classification of airbag inflators

The ACCC noted Takata’s definition of Alpha Inflator is based on the type of inflator component and the date range of manufacture. The ACCC sought to explore whether there are any practical issues to consider in the use of this definition and whether the definition used in the DRN requires additional precision.

There was consensus by participants that Alpha Inflators pose the highest safety risk of all affected airbag inflators. However, it was also noted that within a population of airbag inflators there are other risk factors to consider. For example, it was noted by several manufacturers that driver and passenger airbag inflators have different risk profiles because of the direction the airbag deploys in the vehicle, their different positions in the vehicle and how this can vary exposure to different levels of heat and humidity.

One voluntary recalling vehicle manufacturer also noted that it had identified another high risk category within the Affected Takata Airbag Inflator population used in its vehicles and was prioritising the voluntary recall of this particular category of inflator in the same way as Alpha Inflators.

There was general consensus amongst voluntary recalling vehicle manufacturers that if provided with the serial numbers of the inflators categorised by Takata as Alpha Inflators, they would be able to trace and match the serial number of the inflator to the Vehicle Identification Number (**VIN**) of vehicles in their fleet.

Testing inflator performance by non-recalling vehicle manufacturers

The ACCC also sought views from vehicle manufacturers about the safety of different categories of affected airbag inflators used in their particular vehicles. An ACCC consultant noted that at the time the affected airbag inflators were in the developmental phase of production that unfortunately the testing conducted failed to identify degradation issues. The consultant stated that nothing stops moisture from getting into any of the affected airbag inflators regardless of the various inflator designs. Additionally, once moisture does get into the inflator all affected propellants of this type will degrade.

Several non-recalling vehicle manufacturers noted that they were currently undertaking testing of Takata airbag inflators used in their vehicles that are caught by recalls in overseas jurisdictions, as well as those that would be captured by the DRN.

One non-recalling vehicle manufacturer noted that it had commenced an investigation three years ago into the performance of its inflators. This investigation has consisted of examining and ballistic testing inflators of various ages returned from different climatic zones. The manufacturer explained that it first started using the Takata airbag inflator families around 2005, and therefore has vehicles in the field up to 12 years old. The manufacturer noted that out of the 9.3 million airbags fitted into vehicles it has taken an estimated 260,000 airbag

inflators with an average age of 2.5 years and deployed them in laboratory conditions. The manufacturer stated it has identified no adverse consequences from those deployments. The manufacturer has also disassembled airbag inflators collected from the field and said it has identified no deterioration in the PSAN. The manufacturer also said that it was artificially aging airbag inflators up to the age of 35 years and expects to have results for aged inflators in March 2018.

Another non-recalling vehicle manufacturer stated that it was also conducting a testing program of inflators from its vehicles gathered from around the world in hot and humid conditions and was measuring parameters such as the burning rate, pressure and moisture content of the propellant in those inflators. It stated that it had tested 11,000 inflators so far and its inflators were still performing within specifications. It noted that its testing program was ongoing.

A third non-recalling vehicle manufacturer noted that there is considerable difference in the performance from one inflator design to another. It stated that it was not aware of any reports globally of ruptures of the particular inflator type used in its Australian vehicles. Although it had not conducted a recall in Australia, it noted that it was currently undertaking a large amount of work globally to try and determine the level of future risk for certain types of inflators.

Place of manufacture and inflator design

The ACCC sought views from manufacturers on whether there are any factors that influence safety that relate to the design of the inflator and the location of inflator manufacture. The ACCC noted that it was aware of at least six ruptures of inflators produced by Takata's manufacturing plant in Freiberg, Germany and sought views on the production standards of inflators produced in this factory and Takata's other factories.

Several vehicle manufacturers noted that Takata's Freiberg factory is known for having a more consistent manufacturing environment than other Takata factories. They asserted that the location of inflator manufacture is a relevant aspect to consider when assessing safety risk, as the production standards in different factories affect the quality and variability of the product produced.

In terms of the design, development and production of an inflator, one vehicle manufacturer explained that the inflator production process begins with Takata designing the inflator family type. The vehicle manufacturer then has an opportunity to input design improvements throughout the development phase. This vehicle manufacturer asserted that this results in many design variations between different Takata inflators within the same family type. Another vehicle manufacturer observed that inflator designs need to be treated differently (on a case-by-case basis) as they are not all the same in terms of safety risk.

Discussion continued noting there are many parameters which affect the inflator design, which in turn affects the inflator's performance. This includes variations in the density of the propellant, size of the propellant in terms of diameter and thickness, the inflator housing, form of the propellant (e.g. batwing, wafer or tablet in shape) and technical aspects which impact the pressure within the inflator when the propellant is ignited. One manufacturer asserted that inflators that contain small tablets that were manufactured under a consistent process are effectively safe.

Replacement parts availability

The ACCC noted that it had received varying positions from industry on the availability and supply of replacement parts from Takata and other airbag inflator manufacturers to meet demand. The ACCC also noted that it had received varying positions from industry on the length of time it would take to arrange for the design, development, testing, validation and production of new inflators and airbag systems to replace all affected inflators in vehicles.

The ACCC sought views on whether or not there is a sufficient supply of replacement parts for affected vehicles in Australia in the context of a number of similar recalls worldwide. The ACCC also sought views on whether the timetable proposed under the DRN was achievable in relation to the supply of replacement parts.

Challenges for manufacturers not undertaking voluntary recalls

There was consensus by manufacturers not currently undertaking voluntary recalls of their vehicles that they were unable to comply with the replacement timetable in the DRN for two main reasons. First, an airbag manufacturer requires manufacturing development time to develop, validate and build inflators according to the specifications given to them by the vehicle manufacturer(s) in matching the existing performance requirements of their specific inflator designs. Second, limited availability of replacement parts required, coupled with high worldwide demand for airbag inflators influences a shortage of supply.

A non-recalling manufacturer stated that it does not have sufficient replacement parts available to comply with the DRN. It stated that it requires time to develop a replacement plan, as it has a large number of different kits for various models within its brand. It also stated that it needs to find a solution for spare parts more generally, as it was not possible for Takata to produce parts for them in the future.

Another non-recalling vehicle manufacturer also spoke in relation to the challenges posed by replacement parts and that it would not be in a position to immediately commence a recall in line with the timetable in the DRN. It argued that the airbag inflator is part of a much greater vehicle safety system and that a vehicle development program can take up to two years to ensure the system is working as a whole. It stated that it would also need to negotiate supply of adequate volumes of inflators from a common group of inflator suppliers who are already producing parts for other vehicle manufacturers.

A third non-recalling vehicle manufacturer raised different challenges in that many of its vehicles are discontinued models. This means it would require new lines of production and in some instances development and production of a whole new airbag module. It noted that there may be shortages of other related components, for which it would have no alternative but to replace the entire steering wheel.

Challenges for manufacturers currently undertaking voluntary recalls

There was general consensus by voluntary recalling vehicle manufacturers for alignment with the recall schedules under the US NHTSA Coordinated Remedy Order and the Japanese Ministry for Land, Infrastructure and Tourism (**MLIT**).

There was consensus among most voluntary recalling manufacturers that Australia is typically categorised as Zone A for replacement airbag inflators, which is the highest priority within a global supply situation. However, another voluntary recalling manufacturer explained that the prioritisation of global parts allocations accords with the proportion of vehicles sold in the relevant market.

However, one voluntary recalling manufacturer noted that it understood Australia to be categorised as Zone 2 and therefore had been de-prioritised for receiving replacement parts. It stated that it was experiencing difficulty with supply of replacement inflators because its vehicles do not have Alpha Inflators or affected driver-side airbag inflators and so it was de-prioritised compared to other manufacturers with vehicles deemed to be at greater risk.

Logistical challenges were also noted by participants. It was noted that it can take two to three months from ordering parts for them to arrive in Australia, as regulations around dangerous goods transport apply to inflators and they must be shipped by sea to Australia.

In terms of distribution to the dealer network, it was noted that if the parts are stored in a centralised warehouse in Australia, it may be difficult for the manufacturer to transport a replacement part by road to a dealership to replace an Alpha Inflator within the required 24 hour timeframe.

Other challenges relating to the replacement of affected inflators

The ACCC sought views from participants on other practical issues relating to replacement of affected airbag inflators, including issues around consumer location, availability of qualified personnel to replace airbag inflators and capacity or workshop constraints that may exist.

Rural and remote consumers

One voluntary recalling manufacturer indicated that it has strategies for managing its recall for rural and remote consumers, including sending technicians to rural and remote areas with the replacement airbag inflators to carry out the repair, organising for the towing of an affected vehicle if the distance is considered too great to drive, and using third parties or other franchise networks to undertake the replacements.

A number of voluntary recalling manufacturers noted that there are logistical challenges associated with their recalls in rural and remote areas. It was noted that this is largely due to the time it can take to send a technician to the rural or remote location or bring the affected vehicle to a dealer to have the airbag inflator replaced. Certain manufacturers noted that these logistical challenges mean that it would be impossible to meet the one day replacement timeframe for Alpha Inflators that is required under the DRN.

One manufacturer indicated that it defined rural and remote areas in accordance with the Australian Bureau of Statistics categorisation of rural and remote postcodes. However, another manufacturer expressed concern around defining “remote” and suggested this should be considered on a case-by-case basis.

One non-recalling vehicle manufacturer noted that its general approach to providing customer support in remote locations is on a case-by-case basis. It noted that it would likely involve technicians being deployed to remote locations with parts and tools.

Manufacturers confirmed that they do not expect consumers to fund the costs of bringing their vehicles from a remote or regional location to a dealership for a replacement airbag.

Availability of suitably trained technicians to undertake replacements

The ACCC sought views on whether voluntary recalling vehicle manufacturers had experienced any delays because of shortages of trained personnel.

The voluntary recalling vehicle manufacturers generally indicated that replacement rates across Australian states and territories was fairly consistent, with perhaps a slightly lower percentage of replacements completed in New South Wales.

An industry association noted that in the early stages of the voluntary recalls there was discussion that the New South Wales Government should amend relevant legislation in that state to loosen occupational licensing requirements around undertaking airbag replacement work. However, it does not believe this amendment is still required because its members have sufficient capacity and would prefer to rely on other networks if needed to ensure that appropriately qualified personnel carry out the work.

Several voluntary recalling manufacturers stated that although there is a limited pool of qualified technicians and a number of brands competing for these, they are not concerned about the availability of qualified personnel. However, one voluntary recalling manufacturer

stated that it has a real shortage of skilled technicians and had brought 20 skilled workers to Australia from overseas for this purpose. It also stated that it had extended daily working hours in its workshops as well as extending to working weekends.

There was consensus amongst manufacturers that due to the replacement airbag modules and airbag inflators being classified as explosive devices, persons carrying out the replacement work should be appropriately qualified, accredited and have access to the necessary specialist tools.

Workshop capacity constraints

The ACCC also sought views on whether dealer workshops faced any capacity constraints in meeting the timetable for replacements in the DRN.

Both voluntary recalling and non-recalling manufacturers raised two general concerns in this area. First, manufacturers noted that they were unable to replace affected Alpha Inflator within the 24 hour timeframe, being 24 hours from being contacted by a consumer due to the difficulty in getting parts to the relevant dealership. Second, if all consumers with affected airbag inflators over five years old sought a replacement at the same time, dealerships would have insufficient capacity to undertake all replacements within the one month timetable required under the DRN.

One manufacturer gave an example where if all affected consumers sought replacement at the same time, that would require the manufacturer's dealer network to replace 180,000 airbag inflators within one month. Currently across its dealer network it is completing 420,000 jobs in one year.

One voluntary recalling manufacturer noted it was taking measures to increase its dealers' workshop trading hours as well as working over the weekend to address capacity constraint issues.

Two non-recalling manufacturers stated that workshop capacity constraints were less of an issue than parts availability, particularly as some vehicles would require replacement not only of the inflator, but also the fascia (cover of the airbag).

General challenges in complying with the DRN

The ACCC sought views from participants on general challenges to compliance with the DRN in terms of locating and communicating with consumers, consumer interface management, dealer network arrangements and the provision of loan and hire cars or alternative transportation to consumers. The ACCC also sought suggestions from participants on ways to improve and enhance the DRN.

Difficulties in locating and contacting consumers

There was a general consensus by voluntary recalling manufacturers that the most challenging aspect of their recalls to date has been the difficulty in locating affected consumers and encouraging them to arrange to have their airbag inflators replaced. Many voluntary recalling manufacturers noted that NEVDIS data was often not up to date.

One voluntary recalling manufacturer suggested that access to consumer utility and telecommunications data, which is understood to be available in the United States for product safety recalls, could be useful in contacting hard to locate consumers.

One manufacturer also noted that SMS/text messages would be a good tool in contacting affected consumers, but believed that antispaam laws may prohibit this form of contact.

Several voluntary recalling manufacturers suggested that enriched consumer datasets could be obtained by:

- requiring car insurance companies to share their consumer data with vehicle manufacturers; and
- compelling second-hand vehicle dealers to provide contact information for consumers with affected vehicles, which they are currently restricted from sharing due to privacy laws.

One voluntary recalling manufacturer noted it has recently conducted a small door knocking program to contact affected consumers that had not responded to other forms of communication. It noted that this initiative had mixed success given that consumer address data was often out of date.

State registration authorities

There was consensus amongst both voluntary recalling and non-recalling manufacturers that state and territory government support was required and that state/territory registration authorities should deny re-registration of vehicles fitted with an affected airbag inflator until it is replaced.

An industry association also supported this proposal and added to this by suggesting state and territory registration authorities could also prevent registration on transfer of ownership.

One vehicle manufacturer noted that there are several overseas jurisdictions, including Israel, Iceland and Germany that are implementing or planning to utilise refusal of vehicle registration as a mechanism to increase rectification of vehicles subject to outstanding product safety recalls.

Advertising

One voluntary recalling manufacturer suggested an industry-wide advertising campaign to raise consumer awareness, rather than separate campaigns from individual manufacturers as currently proposed under the DRN.

Another voluntary recalling manufacturer argued that the requirement for television and radio advertisements should be taken out of the DRN and that an agreement should be reached between industry and government for a coordinated advertising program.

A manufacturer industry association suggested that it could co-ordinate a combined mainstream media advertising campaign on behalf of its members.

Cost of compliance and incentive programs

Several voluntary recalling manufacturers noted that they face significant financial and administrative burdens under the DRN.

Whilst not disclosing exact costs to their businesses, a number of manufacturers noted that they would need to spend significant amounts in relation to advertising, locating and communicating with consumers, training additional staff, developing a salvage program, providing loan/hire cars and alternative transportation to consumers and potentially refunds to consumers in certain circumstances.

Several voluntary recalling manufacturers noted that they were currently paying their dealers additional amounts to ensure that dealers did not prioritise other warranty and retail work above replacing affected airbag inflators.

An industry association representing dealers noted that its members had not reported any difficulties in relation to financial arrangements for this work and that it was generally considered to be business as usual in carrying out a recall campaign. However, it did note

that there had been initial challenges at the commencement of some of the voluntary recalls with some dealers experiencing high levels of consumer enquiries.

Salvage plans

In relation to the salvage plan under the DRN one manufacturer suggested that the Government make it mandatory for independent repairers to have record keeping obligations around identification of affected Takata airbag inflators. This manufacturer suggested that the Government require independent repairers to notify vehicle manufactures about affected parts and send the parts back to them.

Two other manufacturers noted that they had conducted a small pilot program with salvage yards, but noted that they had encountered some challenges in relation to this including misinformation about the type of vehicle affected airbag inflators were extracted from and difficulties in matching the serial numbers of the inflators back to the relevant vehicles.

It was suggested that if a record keeping obligation was imposed, salvage yards should maintain information on what type of vehicle the component came out of and the vehicle's VIN.

Concerns were also raised about the packaging and transportation of the airbag inflators by salvage yards once they were extracted from vehicles and returned to the manufacturers, given that the inflators are explosive.

Product ban on spare parts

One voluntary recalling manufacturer suggested that a product ban would be an effective way of preventing the sale of affected airbag inflators as spare parts by salvage yards and online platforms such as eBay.

VIN online look-up tools

The ACCC sought views from manufacturers in regard to any challenges or difficulties associated with an online VIN look-up tool as proposed under the DRN.

Several voluntary recalling manufacturers noted they already have a VIN look-up tool on their websites.

One voluntary recalling manufacturer noted that the most significant challenge it had encountered with a VIN look-up tool was ensuring that the data it uses is clean and updated regularly. It noted that this was a challenge over time as their recall progressed and also expanded with additional vehicle models added.

Another voluntary recalling manufacturer noted it has a VIN look-up tool on its website which pulls data live from its campaign management system. When customers have had their airbag inflator replaced they are no longer flagged or displayed on the website.

ACCC Supplier Conference Round Table Agenda

9.30am – 5.30pm | Monday, 9 October 2017 | Melbourne

Time	Agenda item
9:30am–10:00am	Registration
10:00am–10:05am	Welcome and introductory comments by Chair - Procedure to be followed
Session 1 10:05am–11:20am	Safety risks, including - different airbag inflators and associated risks - Replacement timetable
11:20am–11:35am	Morning tea/coffee break
Session 2 11:35am–12:45am	Replacement inflators, including - Sources and availability - Like for like
12:45pm–1:45pm	Lunch break
Session 3 1:45am–3:00pm	Costs of compliance
Session 4 3:00pm–4:00pm (60 mins)	Other Issues, including - New and second hand vehicles - Spare parts - Replacing in remote and regional Australia
4:00pm–4:15pm	Afternoon tea/coffee break
Session 5 4:15pm–5.15pm	Other issues (continued)
Closing 5.15pm–5:30pm	Issues to raise around the table Closing remarks



ACCC Annotated Conference Agenda

9:30am-5:30pm | Monday 9 October 2017 | Melbourne

1. Welcome and introduction

2. Session 1 - Safety issues

Purpose of discussion

The purpose of this discussion is to hear views on safety issues associated with the proposed compulsory recall, including:

- the definition of 'alpha' airbags;
- the definition of affected airbag inflators and whether there are other categories of Takata airbag inflators that should be distinguished in the Draft Recall Notice because they either pose greater or lesser safety risks;
- communication of the safety risk to consumers and measures to protect consumer safety where replacement of affected airbags is delayed; and,
- the proposed replacement timetable in the Draft Recall Notice.

There may be other aspects related to safety you wish to discuss, so please do not feel limited by these examples.

3. Session 2 – Replacement part availability and other practical issues relating to replacement

Purpose of discussion

The purpose of this discussion is to hear views on the availability of replacement airbags from airbag manufacturers, and other practical issues relating to replacement, including:

- availability of like for like airbags (i.e. Takata, PSAN, non-desiccated or calcium sulphate desiccant);
- availability of alternative airbag technology from alternative suppliers and the time and investment needed to switch to an alternative supplier of airbags;
- logistics around getting replacement airbags where they are needed based on recall timetable and consumer location;
- availability of qualified personnel to replace airbags through dealer networks or other service facilities; and,
- challenges and solutions in replacing airbags in vehicles where consumers are located in regional or remote areas.

4. Session 3 – Compliance challenges

Purpose of discussion

The purpose of this discussion is to hear from suppliers about the challenges of compliance with the Draft Recall Notice, including financial costs and logistical issues facing their business. Issues falling into this discussion are likely to be varied and may also be covered in other discussion sessions, but may include:

- locating and communicating with consumers;
- consumer interface management, including aspects such as database of affected vehicles and complaints handling;
- dealer network arrangements;
- the provision of loan and hire cars or alternative transportation.

5. Session 4 – Other Issues

Purpose of discussion

The purpose of this discussion is to hear from you about any other issues you may wish to raise about the Draft Recall Notice.

A particular aspect that we would like to hear from you about is the application of the Draft Recall Notice to the sale of new and second hand vehicles that are equipped with affected Takata airbag inflators.

We would also like to hear views on how to maximise replacement of defective Takata airbag inflators in the second hand vehicle market as well as the salvage part market (as required by the Draft Recall Notice).

Anticipated concerns regarding new and used vehicle sales

Supply of goods subject to a compulsory recall notice is prohibited under s 127 of the Australian Consumer Law. The Draft Recall Notice does not currently contain carve-outs to permit the sale of new and second hand vehicles equipped with affected Takata inflators.

The ACCC is aware that some new vehicles are presently being supplied with non-desiccated airbags, which will pose a risk of harm from 6 years post-manufacture of the inflator in those airbags. Such vehicles will fall within the definition of “Consumer Goods” in the Draft Recall Notice such that their supply will contravene the ACL.

The ACCC is open to considering amendments to the Draft Recall Notice relating to new and second hand vehicle sales.

Plan to maximise replacement of defective Takata airbag inflators in the second hand market

The Draft Recall Notice requires Suppliers to develop a plan to maximise replacement of defective Takata airbag inflators in the second hand vehicle market. You are invited to comment about what the components of such a plan might be, and those suppliers conducting voluntary recalls may have important insights to share. Issues of cost and who would bear the cost (as between second-hand vehicle dealers and the Suppliers) may also be raised.

6. Closing remarks

ACCC Supplier Conference Round Table Agenda

9.30am – 5.30pm | Monday, 9 October 2017 | Melbourne

Attendees

ACCC Commissioners

Commissioner Sarah Court (Chair)
Deputy Chair Delia Rickard

ACCC staff

Tim Grimwade, Executive General Manager, Consumer, Small Business & Product Safety Division
Neville Matthew, General Manager, Consumer Product Safety Branch
Wendy Peter, ACCC General Counsel
Glenn Probyn, Director, Takata Taskforce, Consumer Product Safety Branch
ACCC staff of the Takata Taskforce

ACCC consultants

Annette Hughes, Consultant, Corrs Chambers Westgarth
Dr Harry Blomquist, President, HRB Research

Department of Infrastructure & Regional Development staff

Carmine Finucci, Recalls Manager, Regulatory Policy, Risk and Compliance Section, Vehicle Safety Standards
Sharon Nyakuengama, General Manager, Vehicle Safety Standards Branch, Surface Transport Policy Division
Elizabeth Morrison, Assistant Director, Regulatory Policy, Risk and Compliance Section, Vehicle Safety Standards

Stakeholders participating in the round table

Organisation	Participants	Titles
Mazda Australia Pty. Limited	Shane Bradford	Senior Manager - Customer Service Customer Support Department
	Kym Mellow	National Manager Vehicle Operations & Takata Airbag Campaign Team Lead
Toyota Motor Corporation Australia Limited	Simone Zerial	Senior Solicitor, Legal Manager Corporate Affairs Division
	Cesar Di Pietro	Corporate Manager, Technical Service Operations – National Service Division
Mitsubishi Motors Australia	Ashley Sanders	Manager Certification & Regulation Compliance Dept.
	Stephen Voss	Partner Thomson Geer

Subaru (Aust) Pty Ltd	Greg Williams	Partner Clayton Utz
	Nick Senior	Chairman
	Colin Christie	Managing Director
	Mark Robinson	Customer Experience Manager
	Hiep Bui	Chief Engineer
	Nigel Smith	Legal Counsel
	Mike Bowers	Legal Counsel
Honda Australia Motorcycle and Power Equipment Pty. Ltd.	Tony Hinton	General Manager of Customer Service
Nissan Motor Co. (Australia) Pty Ltd	John Galvin	Senior Manager Product Engineering
	Peter Gillam	Parts Sales and Marketing
	Daron Ng	Field Quality Assurance & Homologation Engineer
	Andrew Lee	Senior Legal Counsel
FCA Australia	Victor Li	General Counsel
	Glenn Jones	Senior Manager Technical Services
Honda Australia	Stephen Collins	Director
	David Stevens	Technical Manager
	Carolyn McMahon	Legal Manager
	Ayman Guirguis	K&L Gates
BMW Australia	Michael Witt	General Manager - Aftersales
	Eric Ho	Legal Counsel
	Nathan Geier	Homologation & Compliance Manager
	Tim Baird	General Counsel, Corporate Governance & Strategy
	Lenore Fletcher	Corporate Communications
Ferrari Australasia Pty Ltd	Adrian Kuti	Special Counsel - Clayton Utz
Volvo Group Australia	John Dryburgh	National Product Support Manager
Mustang Motorsports Pty Ltd	Craig Dean	Managing Director
Volkswagen Group Australia Pty Limited	Rainer Lamp	Group Quality Assurance VWAG
	Paul du Preez	General Counsel and Company Secretary
	Jose Diaz	VGA
	Andreas Schade	VWAG
Audi Australia Pty Limited	Jerome Figuiere	Aftersales Director, Audi Australia
	Simon Ellis	Clayton Utz

	Eric Louka	General Counsel
Porsche Cars Australia Limited	Bruce Lloyd	Clayton Utz
	Gary Tilley	CFO
	Don Zaza	Director, Aftersales
Ford Motor Company of Australia Limited	Michael Sullivan	Senior Legal Counsel and Company Secretary
	Mark Cruse	Service Engineering Manager
	Andy Cooper	Investigations Manager
	Robert Walker	Partner, Allens Linklaters
	Jaimie McKenzie	Managing Associate, Allens Linklaters
Mercedes-Benz	Ben Lee	General Counsel
	David McCarthy	Corporate Communications
	Nikolaus Sandkuehler	Aftersales Product Regulation Cars (Germany)
	Guillermo Coello	Aftersales Product Regulation Vans (Germany)
	David Stoddart	Legal (Germany)
	Stephen Doherty	Manager - Technical, field and fleet support
Jaguar Land Rover Australia	Oliver Harding	National Technical Manager
	Scott Maynard	Customer Service Director
GM Holden Ltd	Steve Curtis	Manager Product Investigations
	Brett Vivian	Executive Director, Engineering
	Craig Porritt	Director, GM International Safety & Field Investigations
	Phoebe Doolette	Counsel – Product Development & GPSC
Federal Chamber of Automotive Industries	Tony Weber	Chief Executive
	Tony McDonald	Directory Industry Operations
	James Hurnall	Technical Director
	Ashley Wells	Policy Director
Bird & Bird representing Takata Holdings	Kathryn Edghill	Partner at Bird & Bird
Australian Automotive Dealer Association	James Voortman	Executive Director, Policy and Communications
	Brian Savage	Director of Operations