

Under NO circumstances should you ever hand over your vehicle for a “recall”, without independently checking with the manufacturer.

Courtesy of the Insurance Crime Bureau (ICB), we would like to warn the South African public about an old modus operandi that has recently resurfaced:

Criminal syndicates are posing as vehicle manufacturers or agents. They call unsuspecting victims to inform them that their vehicles are being “recalled” for various reasons, for example an airbag malfunction.

They initially contact you telephonically, followed by an email, where the syndicate arranges for the vehicle to be collected by a tow-truck. The client naively hands over their vehicle, believing that the service is legitimate. However, when they follow-up a few days later they discover none of the calls or emails originated from the manufacturer and that the vehicle has in fact been stolen.

How to avoid this scam:

- Your vehicle’s manufacturer will send you formal communication that describes the recall in detail and the process to follow.
- It is **VERY** unlikely that the manufacturer will send a tow truck to collect your vehicle – in most cases they will expect you to bring your vehicle to them.
- **PLEASE ALWAYS** contact your vehicle’s local dealership to clarify the recall.



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As consumers, we are entitled to know when the products we have bought fails to meet industry standards, especially for safety reasons. However, we urge you to be more suspicious and protect your assets.