

Brief project summary:

CheckYourCar is an organisation that provides an easy way for car owners to search for and track documented issues with their cars such as recalls.

CheckYourCar provide this service for free to end users and the service is sponsored by car manufactures who subscribe to the service as CheckYourCar provide an easy way for car manufactures to contact affected customers.

This is seen in the recent Takata airbag recall (Consumer Reports 2019), as one of the first mass recall events affecting hundreds of millions of cars worldwide, it has been seen that some car manufactures have had trouble contacting affected customers – for example, a car might have been resold privately and the car manufacturer does not have an up-to-date owner information. Issues like this have resulted in deaths around the world and in Australia because manufactures have not been able to contact owners due to out-of-date contact information. Another issue is that the current method of mailing and phoning customers is not efficient enough which has detrimental consequences as seen in the Takata recall (ACCC 2020)

CheckYourCar has a mission that these unnecessary deaths and injuries never happen again.

CheckYourCar has commissioned our development company to design a secure WebApp that users can easily register their cars into their online “garage” and receive notifications via email when a recall affects them.

Customers also can search the database without registration.

If a recall affects a user, they will be directed to the relevant website to resolve the issue.

The WebApp will be secure so that any saved details of users will only be accessible by them.

Group Members:

- Jack Moore – HD
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- Harry Magoulas - HD
- Jatinder Malhi - HD
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Reference list

ACCC 2020, “Thousands of deadly Takata airbags remain on the streets of Australian cities,” *Australian Competition and Consumer Commission*, retrieved from <<https://www.accc.gov.au/media-release/thousands-of-deadly-takata-airbags-remain-on-the-streets-of-australian-cities>>.

Consumer Reports 2019, “Takata Airbag Recall: Everything You Need to Know,” *Consumer Reports*, retrieved from <<https://www.consumerreports.org/car-recalls-defects/takata-airbag-recall-everything-you-need-to-know/>>.