



Robert Lamb <robert@carswithoutborders.com>

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## Who is who

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Recall <Recall@riv.ca>

Fri, Apr 11, 2008 at 9:37 AM

To: Robert Lamb <robert@carswithoutborders.com>

We don't accept the letter from dealer, if the recall letter is issued by dealership then it must be a printout (internal share system printout).

The dealer printout is acceptable for the manufacturer - Honda, Toyota, Lexus, Mitsubishi, Subaru, Audi, Volkswagen, Ford, Dodge, Hyundai, Infiniti, Nissan. Suzuki, Kawasaki.

For more information please call our call centre team at 1888 848 8240.

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**From:** Robert Lamb [mailto:[robert@carswithoutborders.com](mailto:robert@carswithoutborders.com)]

**Sent:** April 10, 2008 10:43 PM

**To:** Recall

**Subject:** Who is who

Would you please identify for which manufacturer you will accept the Authorized Car Dealer's recall letter as you are suggesting on your web site. [http://www.riv.ca/english/html/recall\\_clearance.html](http://www.riv.ca/english/html/recall_clearance.html)

Quote: "In some cases, we will also accept a printout from an **authorized American dealer**. If you obtain a printout from an American dealer, you must ensure that they are an authorized dealer and not a re-seller. You can confirm this by calling the head office of the manufacturer and providing them with the location of the dealership in question

If the printout is from an authorized American dealership, the company stamp must be affixed to the printout. In either case, **the 17 digit Vehicle Identification Number (VIN) of the vehicle in question must be included in the letter.**"

Thanks for your help in advance

Robert Lamb

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