

# Recalls and Safety Alerts

## Updated UX test

---

Health Theme and User Experience

Analysis by Diya Dadlani

August 2023

# Introduction

---

# Overview

1. Introduction
2. Goals and Objectives <sup>3</sup>
3. Research Methodology
4. Findings
5. Recommendations
6. Conclusion

Please hold all questions  
for the e n d.

All slides have a number in the bottom right for your convenience, please note the slide number when you have a question and I'll be happy to address them at the end. :)

# Goals and Objectives

---

# Purpose

The purpose of this research study was to evaluate if the changes made to Recalls and Safety Alerts were helping the overall user experience .

We would see this improvement through higher scores compared to the last study.

In addition, I took note of any significant UX issues, and have made recommendations accordingly.

# Overview

This study included 14 tasks for each user in a set order.

As per the previous study, there were 19 users evaluated in total. (2 desktop, 17 mobile)

Each user took an average of 31m 33s to complete all tasks.

Lowest overall time was 17m 51s and highest overall time was 1h 2m 26s.

Overall footage time was roughly 10 hours. (9h 59m 31s)

# Differences between this study and the previous

## Old Study:

- Moderated
- All tasks were in random order.

## New Study:

- Unmoderated
- Task 14 and 7 are in opposite spots in the data, results have been moved to better display changes in data and they are being compared to their relevant task.



# Research Methodology

---

# Userzoom

We used userzoom to perform our unmoderated user study as this is the primary tool we have access to, and provides easiest sourcing of users and automatic management of study footage.



UserZoom

# Included tasks

Task #	Title of task	Task Scenario
1	Primidone drug	Your child was prescribed a drug called Primidone. You wonder if there have been recent issues with the drug in Canada.
2	Milk allergen food	Your son is allergic to milk and had an allergic reaction tonight. You want to know which of these foods may have caused his allergic reaction: -Frozen peas – Green Giant -Boosh brand Coconut Curry Cauli Bowl -Oreo cookies
3	Search Nuba brand Carob drink	You saw something on Facebook about a Nuba brand drink recall. When you check in your fridge, you see you have a 500 mL bottle. Are you risking illness if you drink it, or not?
4	Kirkland Signature Extra Strength Acetaminophen Tablets 500 mg: Out of Specification	While on Facebook, you clicked on this recall. You wonder whether your bottle has been affected by the recall. The serial number of your bottle is 0C26560SM. Has it been recalled too?
5	Thule Sleek Car Seat Adapter recalled due to Fall Hazard	A friend gave you a Thule Sleek Car Seat Adapter made in the year 2018 with the product number 11000301. Is there anything you or your friend should do before you use it?
6	Shortage of Nitroglycerin Sprays in Canada	Your Nitroglycerin sprays are about to expire. You heard there are production problems. Find out what you should do if your sprays expire.
7	Vehicle Search BMW SUV	You are thinking of buying a 2023 BMW X1 SUV. Find out if there are any recalls for this type of vehicle.

# Included tasks

Task #	Title of task	Task Scenario
8	Komera Original brand Seasoned Hot Pepper Sauce (Stella)	In January you bought a bottle of Komera Original brand Seasoned Hot Pepper Sauce. You heard that there was a recent recall for the product. Should you be concerned about the food recall warning?
9	Recalled children's toys	There are recalls right now for children's toys that people might have bought. Find and provide the name of the recalled toy that is of the most concern to you.
10	Dream Pops brand Bites dessert health notice not in Recalls	You want to buy Dream Pops Bites desserts though remember that there was previously a recall linked with this dessert. Which flavours of the Dream Pops Bites dessert should you avoid?
11	Peanut allergen foods	Your daughter is allergic to peanuts. She had a reaction this afternoon at home. She ate only these two foods: -Made Good chocolate banana granola bar -White cheddar Skinny Pop popcorn Check if either was the cause.
12	YANRU Baby Walkers	You're looking at a pink YANRU Baby Walker on eBay for your child though want to check if there are any safety hazards linked with this brand of baby walkers before making a purchase.
13	Nelson Chocofellar	Back in April of 2023, you bought some Nelson Chocofellar 60% Dark chocolate bars with hazelnuts. You heard there's a recall. You go home and check your Chocofellar bar and it has the barcode: 7 27908 44645 6. Is your bar part of the recall?
14	Vehicle Search BMW SUV -Transportation	You are looking at buying a 2023 BMW X1 SUV. Find out if there are any recalls for it before you buy it.

# Findings

---

# Overall test scores

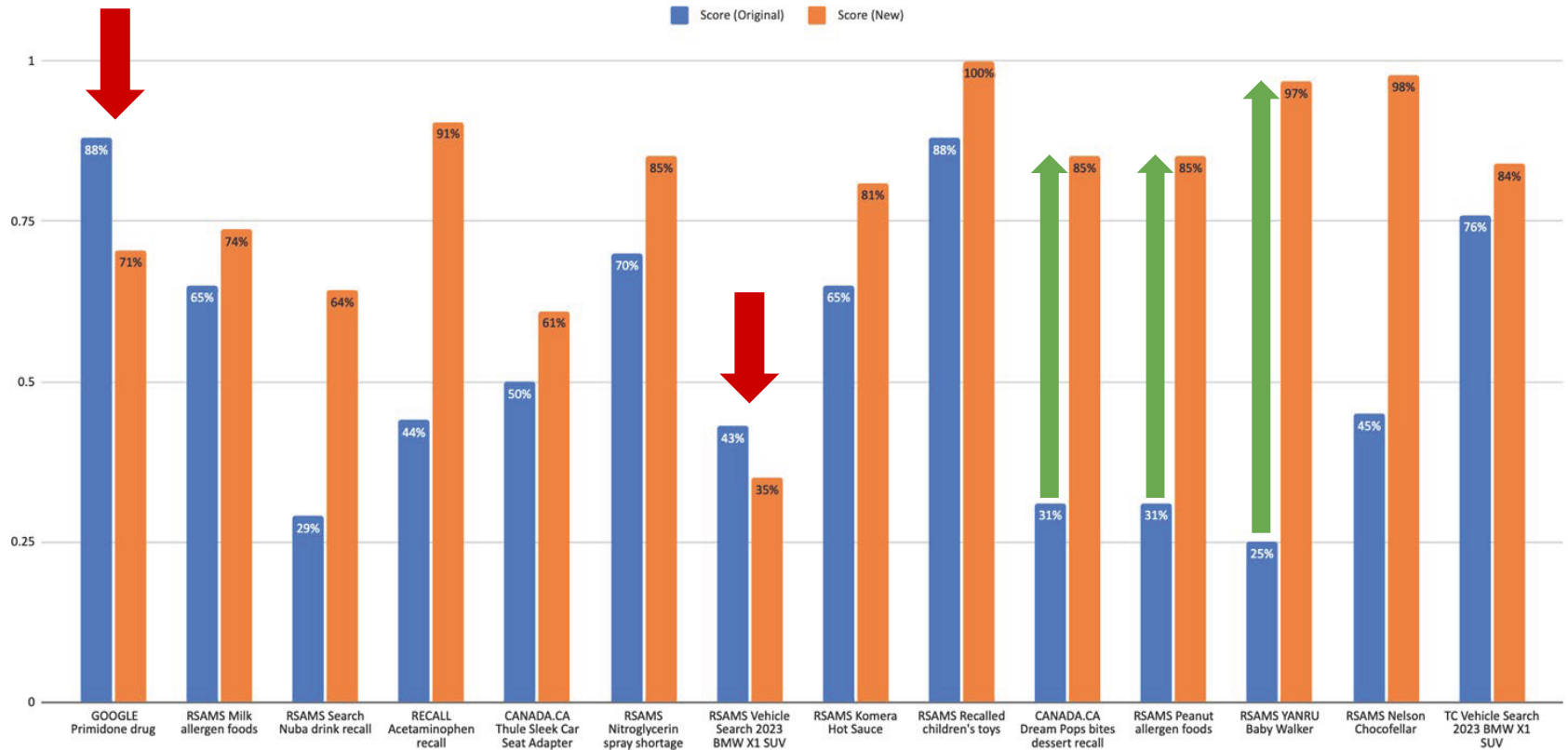
Task	Task Name	D1	D2	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	
1	GOOGLE Primidone drug	1	5	1	5	5	1	1	5	5	5	5	1	5	1	5	5	5	1	5	71%
2	RSAMS Milk allergen foods	5	4	5	5	5	1	4	5	4	5	1	1	1	5	5	1	3	5	5	74%
3	RSAMS Search Nuba drink recall	5	2	5	5	3	1	2	2	4	2	5	1	5	5	2	1	5	5	1	64%
4	RECALL Acetaminophen recall	5	5	5	5	5	3	1	5	5	2	5	5	5	5	5	5	5	5	5	91%
5	CANADA.CA Thule Sleek Car Seat Adapter	4	5	1	1	5	5	1	5	4	1	1	1	5	1	4	1	5	5	3	61%
6	RSAMS Nitroglycerin spray shortage	5	5	5	4	3	4	1	5	5	5	5	4	5	5	5	4	5	1	5	85%
7	RSAMS Vehicle Search 2023 BMW X1 SUV	1	4	1	1	1	2	1	1	1	1	1	1	1	4	5	4	1	1	1	35%
8	RSAMS Komera Hot Sauce	5	4	5	5	1	2	5	4	4	4	4	4	5	5	4	5	5	1	5	81%
9	RSAMS Recalled children's toys	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	100%
10	CANADA.CA Dream Pops bites dessert recall	5	4	5	5	4	5	5	5	5	5	5	1	5	5	1	1	5	5	5	85%
11	RSAMS Peanut allergen foods	5	5	5	5	1	5	5	5	5	5	4	5	5	5	1	4	5	1	5	85%
12	RSAMS YANRU Baby Walker	5	4	5	5	5	5	4	5	5	4	5	5	5	5	5	5	5	5	5	97%
13	RSAMS Nelson Chocofellar	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	98%
14	TC Vehicle Search 2023 BMW X1 SUV	5	1	5	2	5	5	5	5	5	5	5	1	5	5	3	5	5	5	3	84%
Total		61	56	58	58	53	49	45	62	62	54	56	40	62	61	55	51	64	50	58	
		87%	80%	83%	83%	76%	70%	64%	89%	89%	77%	80%	57%	89%	87%	79%	73%	91%	71%	83%	

5 = Success with no issue 4 = Success with a small issue 3 = Technical error

2 = Task failed but was almost a success

1 = Complete fail

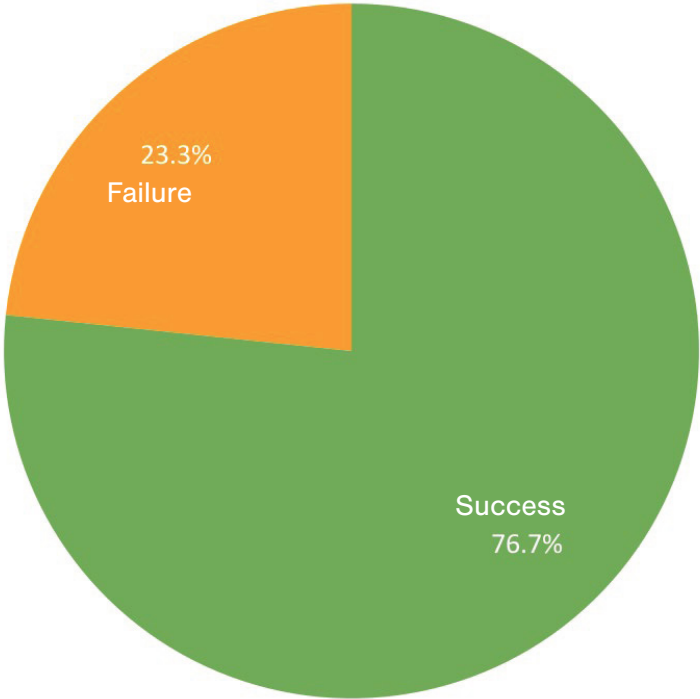
## Overall Task Performance (Old vs New)



# Success increased by roughly 22%



OLD



NEW



# Problematic Tasks

These were the tasks that had a drop in score between the initial study and this study.

# Task 7 -RSAMS Vehicle Search 2023 BMW X1

Task: “You are thinking of buying a 2023 BMW X1 SUV. Find out if there are any recalls for this type of vehicle.”

Task saw an 8% drop in success. (35% success rate from a 43%)

When users search “2023 BMW X1 SUV” the first result that comes up is for BMW cars that are from 2001-2003, none of which match the X1 title.

Search “2023 BMW X1”



Two BMW recalls come up, neither list the X1.

Search “BMW X1” + Filter 2023



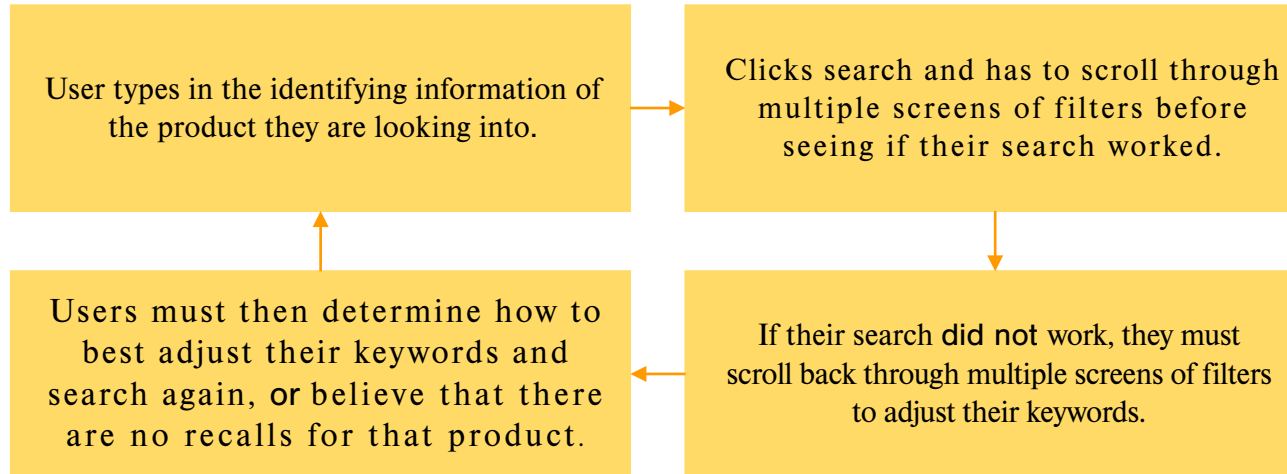
Fifth recall has one of the relevant X1 recalls. Sixth recall is the other relevant X1 recall.

Users work based on patterns, and when the most common example of search engines for the average user is Google (which does not use filters) it would be in the user’s best interest to mimic that experience which has a repertoire as being very comfortable and simple for users of all ages and education levels by increasing the strength of keyword search.

# Task 7 -RSAMS Vehicle Search 2023 BMW X1

This was the point in the study that most users called the search process “tedious” and were getting frustrated with it.

At this stage the user flow looks something like this when searching.



## Recalls and safety alerts

### Search

2023 bmw x1

Include archived

Search

Reset

#### Type

Recall 1945

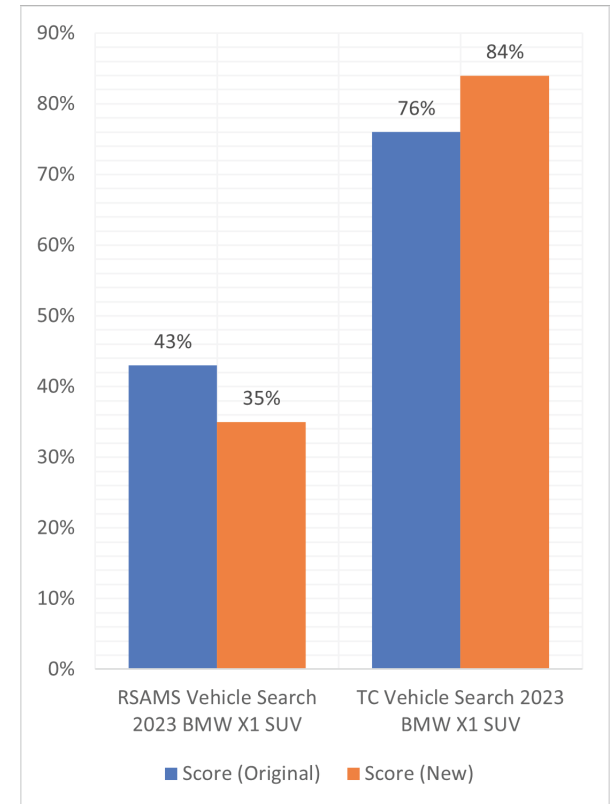
Alert 69

#### Audience

20

## Task 7 -RSAMS Vehicle Search 20 23 BMW X1

When we compare task 7 and 14, we can see that the Transport Canada page was outperforming the recalls page for vehicle searches in the initial test with a 33% difference , and that gap has only increased to a 49% difference .



# Task 7 -RSAMS Vehicle Search 20 23 BMW X1

This is most likely due to the simplified search system. Vehicles have a **very specific naming system (Year -Make -Model)** and when the system clearly asks for these three values, the user gets the exact result they're looking for.

The use of the dropdown mitigates issues from spelling errors or adding extra details in the search.

Users also seemed to take delight in the fact that all the recalls for the one vehicle were in one place.

The screenshot shows the mobile interface of the Motor Vehicle Safety Recalls Database. At the top, there is a navigation bar with the Government of Canada logo and the text 'Government of Canada' and 'Gouvernement du Canada'. Below this is the title 'Motor Vehicle Safety Recalls Database' and a 'Menu' button. The main content area includes a link for 'Motor Vehicle Safety' and a breadcrumb trail: '> Vehicle Recalls and Defects' and '> Motor Vehicle Safety Recalls Database'. A search section is visible with the heading 'Motor Vehicle Safety Recalls Database' and a 'Search' label. Under 'Search', there are three sections: 'Make' with a dropdown menu containing the text 'Please select a make from this list.', 'Model' with an empty dropdown menu, and 'Year Range' with 'From' and 'To' dropdown menus, both currently set to 'All years'. The bottom of the screen shows a mobile browser address bar with the URL 'wwwapps.tc.gc.ca' and standard navigation icons.

# Task 1 -GOOGLE Primidone drug

Task: “Your child was prescribed a drug called Primidone. You wonder if there have been recent issues with the drug in Canada.”

Task saw a 17% drop in success. (71% success rate from the previous 88%)

Majority of users interpreted “issues” as “side effects” and searched for “Primidone side effects”. When users searched for “Primidone Canada” the recall appeared 8th in the top searches and required significant searching to find.

The primary issue here seems to be an issue with the metadata, leading to Government of Canada information appearing significantly lower in search, a space where users will only continue looking if they know exactly what they’re looking for.

To remedy this issue an inquiry into recalls metadata is advised.

12/19 users correctly identified the issue with the drug.

The screenshot shows a Google search interface. At the top, the search bar contains 'primidone canada'. Below the search bar are tabs for 'Images', 'News', 'Shopping', 'Videos', and 'Maps'. The first search result is from HealthLinkBC, with the URL 'https://www.healthlinkbc.ca/primidone-oral'. The title is 'Primidone - Oral'. The snippet reads: 'Primidone belongs to a class of drugs known as barbiturate anticonvulsants. ... In Canada - Call your doctor for medical advice about side effects.' Below the snippet are buttons for 'How To Use', 'Side Effects', 'Precautions', and 'Drug Interactions'. The second search result is from Epilepsy Ontario, with the URL 'https://epilepsyontario.org/primidone-oral'. The title is 'Primidone - Epilepsy Ontario'. The snippet reads: 'Primidone is available in Canada only by prescription.' Below the snippet is a 'Feedback' link.

# Task 1-GOOGLE Primidone drug

```
png">
<meta name="google" content="Fzix_kgZMZzHAoCK-HBQRIQI_id5sGSKx4hv4k9YGb4">
*** <meta name="keywords" content="recalls, alerts, advisories, safety alerts, warnings, Drugs" > == $0
<meta name="dcterms.title" content="Two lots of the epilepsy drug Primidone recalled because of high levels of lead, which may pose serious health risks - Recalls, advisories and safety alerts - Canada.ca">
<meta name="dcterms.creator" content="Government of Canada, Health Canada, Communications and Public Affairs Branch, Public Affairs Directorate">
<meta name="dcterms.subject" content="Drugs" title="gcore">
<meta name="dcterms.publisher" content="Government of Canada, Health Canada, Communications and Public Affairs Branch">
<meta name="dcterms.language" content="eng" title="ISO639-2/T">
<meta name="dcterms.audience" content="General public">
<meta name="dcterms.issued" content="2021-10-27" title="W3CDTF">
<meta name="dcterms.modified" content="2018-04-06" title="W3CDTF">
<meta name="dcterms.spatial" content="Canada">
<meta name="Generator" content="Drupal 9 (https://www.drupal.org)">
```

Upon a brief check of the metadata, the page is lacking a meta description, which may be why it is appearing so low in the Google results.

# Secondary Task

These were conditions to certain tasks that would have greatly affected scoring, so they were evaluated separately.



T#	Task	Component	Score
9	... Find and provide the name of the recalled toy that is of the most concern to you.	Main	100%
	Who clicked the toys filter?	Secondary	5%
10	...Which flavours of the Dream Pops Bites dessert should you avoid?	Main	85%
	Did users realize the recall is no longer relevant?	Secondary	0%
11	Your daughter is allergic to peanuts. She had a reaction this afternoon at home...	Main	85%
	Did anyone click the peanut allergen filter?	Secondary	10%
13	.. Is your (Nelson Chocofellar) bar part of the recall?	Main	98%
	Did most users go with the first or second recall?	Secondary	15% (Clicked 2nd recall)

# Recommendations

---

The users don't know if they're searching for something that exists. If the result doesn't show up immediately, they're going to assume there is no recall .

# Filtering Issues

Government of Canada / Gouvernement du Canada

Canada.ca > Health

> Recalls and safety alerts > Search

## Recalls and safety alerts

### Search

boosh brand coconut curry

Include archived

#### Type

Recall **1575**

Alert **70**

#### Audience

General public **705**

Industry **336**

#### Healthcare

**240**

#### Category

Food **1064**

Consumer product **301**

Health product **271**

Vehicles **10**

#### Issue

Food **890**

Health products **232**

Consumer products **201**

COVID **39**

Medical devices **22**

Vehicle **10**

Cannabis **7**

#### Last updated

2023 **201**

2022 **372**

2021 **363**

2020 **220**

2019 **333**

2018 **128**

2016 **2**

2015 **2**

2014 **2**

2013 **1**

2012 **18**

2011 **3**

#### Recall class

Class 2 **403**

Class 1 **396**

Class 3 **250**

Type II **114**

Type I **56**

Type III **40**

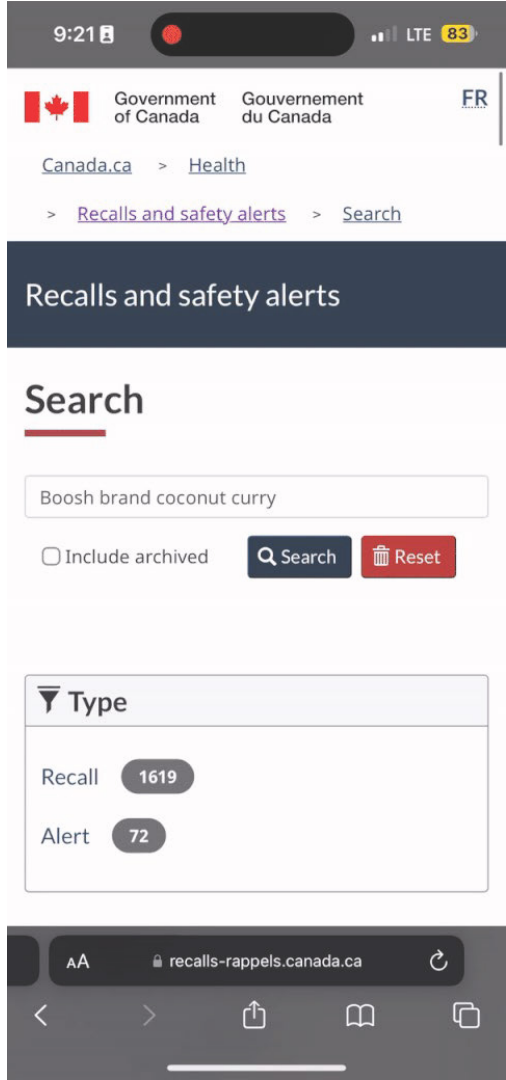
-- **12**

**Please note:** using the search filters may not provide accurate search results for records prior to November 2021. When searching for older records, please ensure that you use the *include archived* checkbox.

Displaying 1 - 15 of 1645 items.

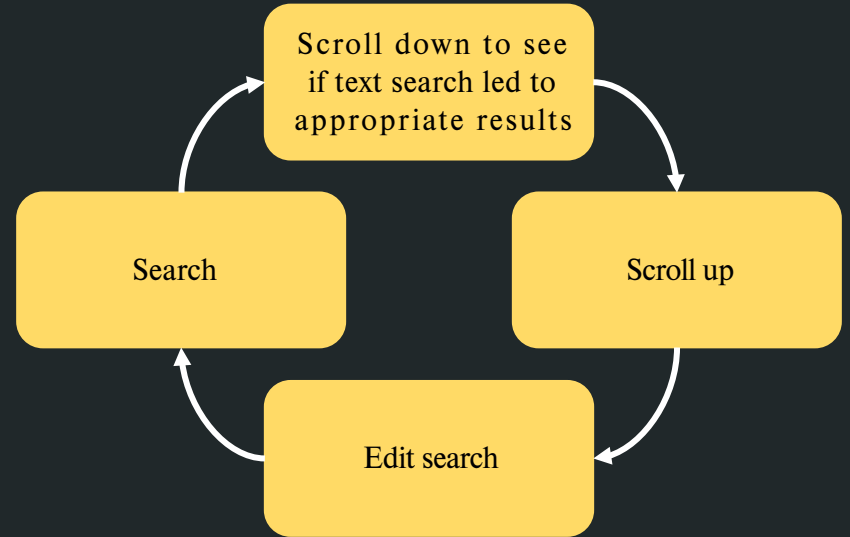
**Boosh brand Coconut Curry Cauli**  
Recall recalled due to undeclared

When looking at the filters, we're asking users to filter by categories they don't know.

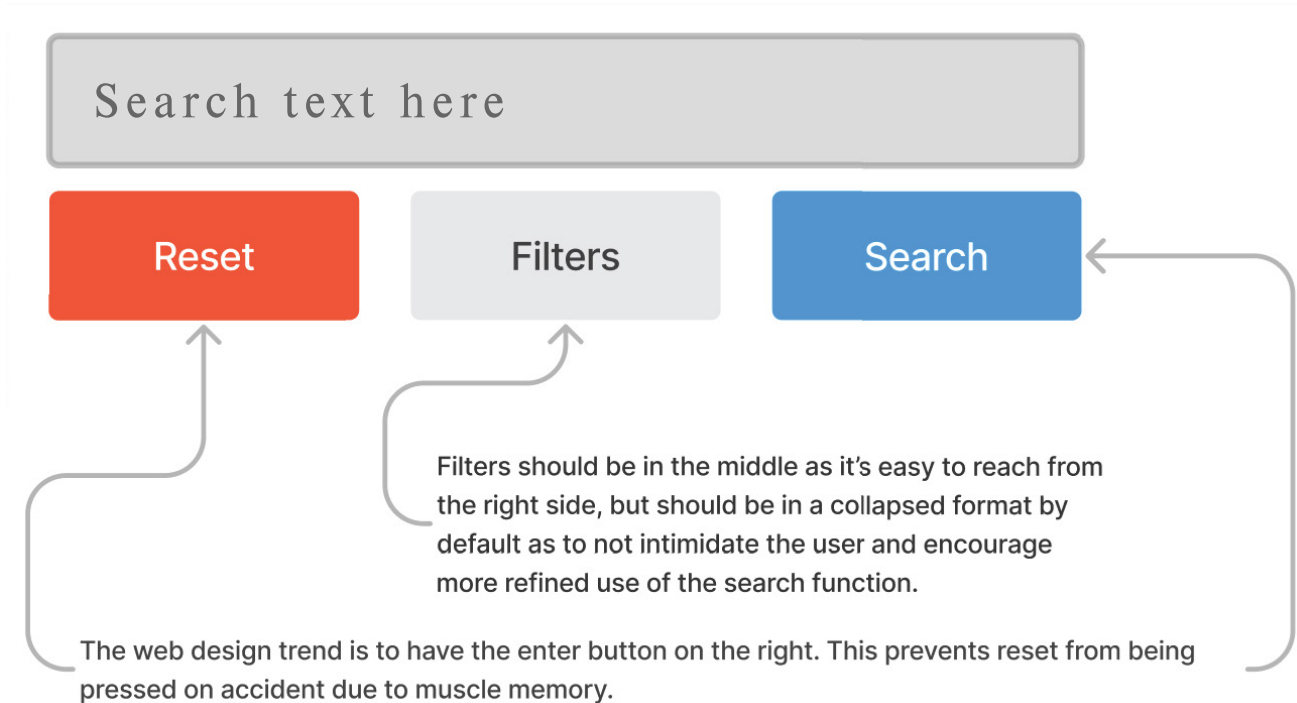


To scroll down to the results on mobile, the user must scroll through 4-5 screens worth of filters.

This creates the following cycle that leads to the search feeling tedious.

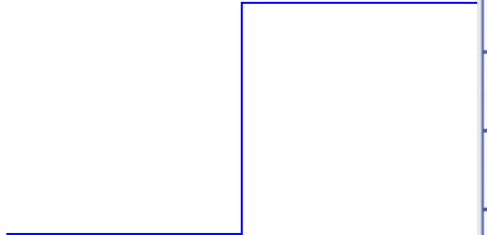


To remedy this issue, filters should be in a collapsed state by default.





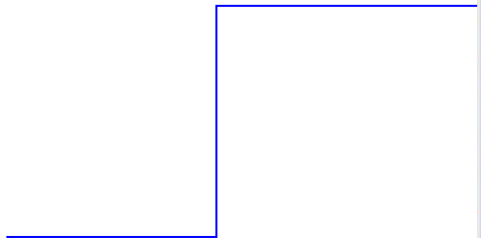
One iPhone 14  
Pro Max screen







One iPhone 14  
Pro Max screen



# Search Issues

# Search

 Include archived

**Please note:** using the search filters may not provide accurate search results for records prior to November 2021. When searching for older records, please ensure that you use the *include archived* checkbox.

Displaying 1 - 15 of 284 items.

**Bento brand Squid Seafood Snacks recalled due to undeclared egg**  
... 8 850157 402231 Bento Mixed Seafood Snack - Roasted Chilli **Sauce** Grill Squid 20 g EXP : 30062024 8 850157 405881 Bento Squid Mixed Surimi **Hot** Chilli Flavoured 20 g E01052024 8 850157 403252 Bento ... 20 g E01052024 8 850157 403283 Bento Squid Seafood Snack - **Hot & Spicy** 20 g E01052024 8 850157 400022 Bento Squid ...  
**Recall** Notification | 2023-07-25

**Komera Original brand Seasoned Hot Pepper Sauce recalled due to potential presence of dangerous bacteria**  
... **Komera** Original brand Seasoned **Hot** Pepper **Sauce** recalled due to potential presence of dangerous ... provinces and territories. Brand Product Size UPC Codes  
**Komera** Original Seasoned **Hot** Pepper **Sauce** 148 ml 6 27987 ...  
**Recall** Food recall warning | 2023-03-30

These doormats are not useful and are only creating confusion for users. The users are trying to pull information from it when they're not formatted to provide any useful information.

They should either contain the same information as the recall summary or be removed entirely.

# Search

 Include archived

**Please note:** using the search filters may not provide accurate search results for records prior to November 2021. When searching for older records, please ensure that you use the *include archived* checkbox.

Displaying 1 - 15 of 284 items.

**Bento brand Squid Seafood Snacks recalled due to undeclared egg**  
... 8 850157 402231 Bento Mixed Seafood Snack - Roasted Chilli **Sauce** Grill Squid 20 g EXP : 30062024 8 850157 405881 Bento Squid Mixed Surimi **Hot** Chilli Flavoured 20 g E01052024 8 850157 403252 Bento ... 20 g E01052024 8 850157 403283 Bento Squid Seafood Snack - **Hot & Spicy** 20 g E01052024 8 850157 400022 Bento Squid ...  
**Recall** Notification | 2023-07-25

**Komera Original brand Seasoned Hot Pepper Sauce recalled due to potential presence of dangerous bacteria**  
... **Komera** Original brand Seasoned **Hot** Pepper **Sauce** recalled due to potential presence of dangerous ... provinces and territories. Brand Product Size UPC Codes  
**Komera** Original Seasoned **Hot** Pepper **Sauce** 148 ml 6 27987 ...  
**Recall** Food recall warning | 2023-03-30

It's prioritizing the result with fewer matching search terms, which should not be the case for an efficient search.

## Search

 Include archived

**Please note:** using the search filters may not provide accurate search results for records prior to November 2021. When searching for older records, please ensure that you use the *include archived* checkbox.

Displaying 1 - 15 of 682 items.



### [Bento brand Squid Seafood Snacks recalled due to undeclared egg](#)

**Recall** Notification | 2023-07-25



### [Komera Original brand Seasoned Hot Pepper Sauce recalled due to potential presence of dangerous bacteria](#)

**Recall** Food recall warning | 2023-03-30

When we remove the doormat text:

- It encourages users to open and read the recall properly for details
- The date is more relevant
- It's easier on the eyes to read the titles thanks to less visual clutter

---

Displaying 1 - 15 of 293 items.



Transport Canada Recall -  
2023337 - BMW

... Transport Canada Recall -  
2023337 - **BMW** 2023337  
Automotive recall Please see  
corrective actions section below  
2023-06-23 Car recalled by **BMW**

Users believe the highlighted number is how many recalls there are for the product or brand searched, in this case BMW.

The search system itself is collecting way too many results based on irrelevant search terms. I would advise looking into why this is the case.

From a UX-UI perspective there's no action here but it's an advised change.



Did that feel like  
a long wait?

Users are more willing to wait when they see a loading animation.

The system can function slowly (within reason) if it will have some sort of loading animation. It implies to the end user that the system is working.

---



Across the entire study we gave users identifying product information such as:

- Lot number
- Allergen
- UPC code
- Brand/Drug name
- Product volume
- Serial number
- Product number
- Purchase date

What we learned is that users will want to search by any information they are given.

It would greatly improve their experience if they had the ability to search using these identifying terms in their search, as the only one that seems to be working right now is brand name followed by the product name and users are learning over multiple tasks.

---

An issue seen throughout the study is that users didn't know when to stop searching. They got stuck in the cycle of trying to adjust their search and then searching again until they gave up.

We saw this in task 11, when users had to search for products that weren't recalled, and simply had to give up, with most guessing there was no recall or they weren't able to find it.

This page needs a no-results found component. A mock-up of what this could look like is to the right.

Type II	20
Class 3	12
Type III	10
Type I	5
--	1

## No results found


**No results found for your search**  
"skinny pop white cheddar"

It's possible there are no recalls for this product, but before you confirm:

- Make sure all words are spelled correctly
- Try different keywords
- Try searching by product name instead of allergen or UPC code

The following is the closest suggestions based on your search:

*Displaying 1 - 15 of 462 items.*

 [Unauthorized skin lightening and skin treatment products may pose serious health risks](#)

... skin discolouration (i.e., blue or

# Information Architecture Issues

## Search

 Include archived

**Please note:** using the search filters may not provide accurate search results for records prior to November 2021. When searching for older records, please ensure that you use the *include archived* checkbox.



## Search

 Include archived

**Please note:** using the search filters may not provide accurate search results for records prior to November 2021. When searching for older records, please ensure that you use the *include archived* checkbox.

This warning on the left appears **BELOW** the filters on mobile. Users are forcing themselves to use the filters before seeing this.

Relevant information should be **above** action to encourage reading the information before the action is possible, in reading from top to bottom.

The warning should be **above** the search bar and buttons.



## What you should do

Consumers should immediately stop using the car seat adapter and contact Thule for instructions about how to return the adapter and receive a replacement or refund.

For more information, consumers may contact Thule by telephone toll-free at 1-855-652-2688, Monday to Friday, from 8 a.m. to 5 p.m. ET, or by [email](#) or by visiting the [company's website](#).

Consumers may view the release by the US CPSC on the [Commission's website](#).

Please note that the *Canada Consumer Product Safety Act* prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

Notification

## Nuba brand Carob (drink) recalled due to potential presence of dangerous bacteria

► Brand(s)

Last updated: 2023-03-21

### Summary



**Product:** Carob (drink)

**Issue:**  
Food - Microbial Contamination - Clostridium botulinum

**What to do:** Do not use, sell, serve or distribute the affected product.

**Audience:** Warehouse

### Affected products

Filter items

Showing 1 to 1 of 1 entries

Action items are at the bottom of the page as seen with the car seat adapter task.

---

## Priority recalls and alerts

Various brands of caffeinated drinks recalled

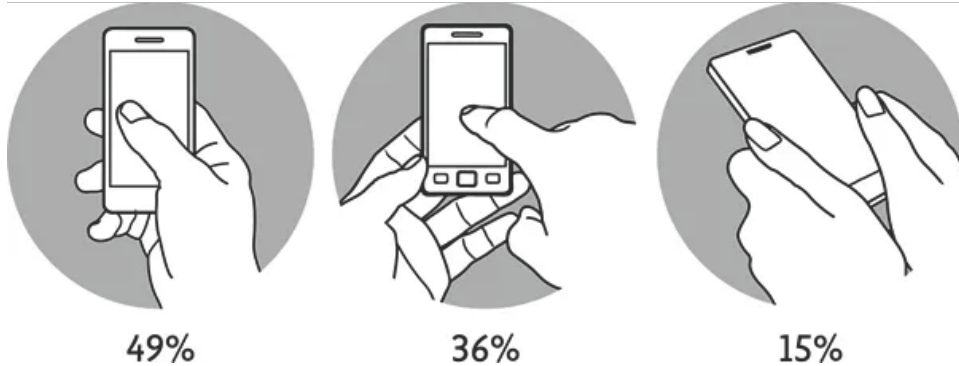
**Recall** Food recall warning

This alert appears at the top-right on desktop and at the bottom on mobile, it should be bumped to the top on mobile.

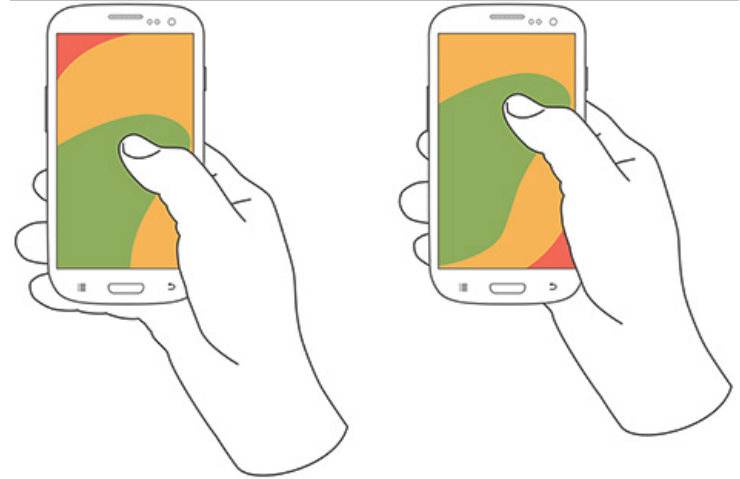
# Mobile Design Issues

# Design for Mobile

How users hold their smartphone heavily impacts their experience.

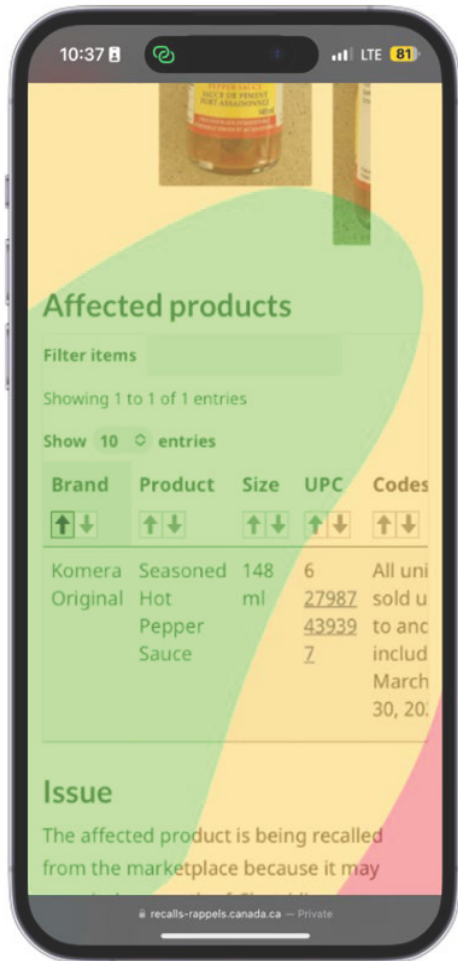


Source: [How Do Users Really Hold Mobile Devices?](#)



Source: [How Do Users Really Hold Mobile Devices?](#)





On mobile, users by default cannot see the information that determines if they are at risk or not due to the table and need for horizontal scroll.



Prioritizing qualifying information before the issue encourages users to understand if it affects their product before potentially panicking, particularly seen in the cases of recalls regarding dangerous bacteria.

# Mini Notes

- Multiple instances of not plain-language making it difficult for users. (ie. Codes vs Qualifying info) <sup>52</sup>
  - Recall pages need a consistent format, it's difficult for users to have to learn to navigate a new page every time.
  - Users regularly weren't sure if a different bottle size was affected and if that mattered (750ml vs 500ml)
-

In tasks 5 and 10, we started users off on Canada.ca

Task 5 -8/19 users failed Task

10 -3/19 users failed

- When given the opportunity to search their recall in Canada.ca a handful of users did attempt to search the recall in Canada.ca's search <sup>53</sup>
  - Most struggled in their search to find the recalls page within the IA
-



## Product safety

Recalls and alerts, and Canadian standards and regulations for consumers. Health risks for pest control and chemical products. How to report a problem.



## Services and information

### [Consumer products and cosmetics](#)

Safe use of products, industry requirements, importing, recalls and alerts, regulations, report a safety issue, Canada Consumer Product Safety Act guidelines and reports.

### [Chemical safety](#)

Chemical substances, health effects, safe handling of chemicals, risk assessments and managing.

### [Pest control products](#)

Pesticide use and standards, compliance and enforcement, recalls and alerts, problem reporting, science policy, health risks.

## Most requested

- [Recalls and alerts](#)
- [WHMIS \(Workplace Hazardous Materials Information System\)](#)
- [Cosmetic Ingredient Hotlist](#)

## Contributors

- [Health Canada](#)



## Product safety

Recalls and alerts, and Canadian standards and regulations for consumers. Health risks for pest control and chemical products. How to report a problem.

## Most requested

- [Recalls and alerts](#)
- [WHMIS \(Workplace Hazardous Materials Information System\)](#)
- [Cosmetic Ingredient Hotlist](#)

## Services and information

### [Consumer products and cosmetics](#)

Safe use of products, industry

Automotive recall  
**Transport Canada  
Recall - 2023333 -  
BMW**

► Brand(s)

Last updated: 2023-06-20



Summary



**Product:** SUV recalled by  
BMW

**Issue:** Vehicle - Accessories

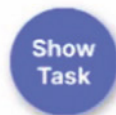
This number is not relevant to users.

The recall number can be kept in the body of the recall but does not need to be in the title.

Automotive recall  
**Transport Canada  
Recall - BMW**

► Brand(s)

Last updated: 2023-06-20



Summary



**Product:** SUV recalled by  
BMW

**Issue:** Vehicle - Accessories

# Conclusion

---

The problem with a bad system is that it takes one bad experience for users to lose faith in that system altogether.

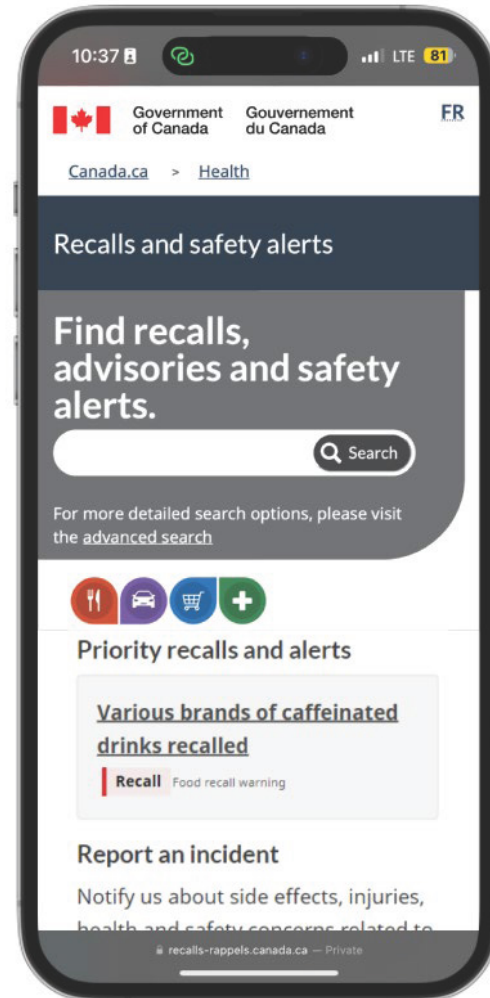


# Ideal Prototype

# Prototype

Prototype is available to test [here](#).

The prototype addresses formatting changes and demonstrates what those changes would look like in action in a simplified format.



**Any questions?**

# Appendix

---