



U.S. Safety Recalls and Opportunities for State Safety Offices

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NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION



US Department
of
Transportation



National Highway
Traffic Safety
Administration



Vehicle
Safety



Driver
Behavior



VEHICLE SAFETY

Research

Rulemaking

Data Center (Statistics)

Enforcement



Compliance (Safety Standards)

Defects Investigation

Odometer Fraud

} Safety Recalls



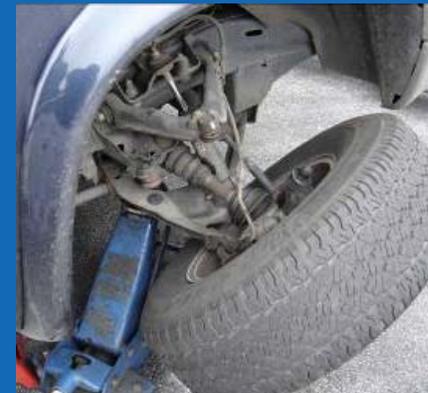


What are Safety Recalls?

Defects OR Failures to Meet Minimum Safety Standards In Vehicles OR Equipment

Examples:

- Faulty Airbags
- Fires
- Tire failures
- Fuel leaks
- Brake and Steering Failures
- Child Seats





Not Safety Recalls

- Emissions Systems and Defects
- Durability/Lemon Law
- Cosmetic Issues
- Warranty Terms
- Non- Automotive





High Level Recall Stats

- Over 18,000 safety recalls conducted, impacting over 800 million vehicles and equipment products
- Most Recalls are Voluntary (Uninfluenced by NHTSA)
- *But NHTSA investigations have influenced more than 50 percent of the total volume of vehicles and equipment recalled over time*
- CY 2015: Record breaking year. More than 900 recalls and almost 64M vehicles recalled



Recall Management Division Function





Function One: Recall Information Collection

The RMD serves as to the in box for every safety recall any manufacturer of any size decides to conduct.

Manufacturers perform notification of recall decisions through a recall notification report (“Part 573 Report”):

- ✓ Description of the products being recalled
- ✓ Number of products being recalled
- ✓ How the products will be remedied (repair, replace, repurchase)
- ✓ Remedy campaign launch dates
- ✓ The facts that gave way to the recall decision



How does RMD manage this in box with over 900 recalls being filed a year governing tens of millions of cars, tires, child seats, and more??



!!! THE RECALLS PORTAL !!!

- ✓ An all-electronic, online filing system
- ✓ Every manufacturer has its own secure account and controls who has access to its account. Authorized users can be third parties like outside counsel
- ✓ Pictures, spreadsheets, documents, video clips, and more are accepted
- ✓ Manufacturers can track when they submitted documents and notices to NHTSA
- ✓ Manufacturers can change and update information about a campaign as often as they like. The service is open 24/7!



Function Two: Recalls Publication and Distribution



Email Notice



VIN Look Up Tool



Traditional Search



Email Service

powered by

CHAT HELP | t | f | You |

VEHICLE SHOPPERS | VEHICLE OWNERS | VEHICLE MANUFACTURERS | PARENTS CENTRAL

Vehicle Owners / Email Subscriptions

Subscribe to NHTSA's Recall Notification E-mail System

New Subscribers Sample E-mail Message

Sign up to receive e-mail recall notifications for:

- Tires**
(Post 2002, NHTSA receives on average 20 tire recalls per year.)

- Child Restraints**
(Post 2002, NHTSA receives on average 8 child restraint recalls per year.)

- All Vehicles** — You will receive an e-mail weekly with a summary of vehicle recalls for the previous 7 days.

phodi@dot.gov
2008 10:33 AM
@nhtsa.com
in NHTSA's Office of Defects Investigation

message because you have requested to be alerted if there is a safety recall regarding

umber: [8C002](#)

000,000 Models 390, 391, 534, and 552 Discovery car seats or associated travel system
ducted by Evenflo and NHTSA to evaluate the performance of these seats in high impact s
separated from its base under these conditions. In the event of a side impact vehicle cras
in serious injury or death. Evenflo will notify registered owners and provide a free supplere
sa in a high impact side collision similar to those in the recent tests. The recall is expected
For more information for this particular recall, please go to [8C002](#).

Thank you,
Recalls Subscription Team
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)



VIN Search Capability

The screenshot shows the NHTSA website's VIN search tool. At the top, it says "powered by NHTSA" with the agency's logo. A search bar is on the right. Below the header are navigation tabs for "SHOPPERS", "VEHICLE OWNERS", "VEHICLE MANUFACTURERS", and "PARENTS CENTRAL". The current page is titled "Recalls Look-up by VIN - Vehicle Identification Number". A paragraph explains that owners can use the tool to check if their vehicle has been repaired after a recall in the last 15 years. Below this is a form with a text input field labeled "Enter VIN here:", a reCAPTCHA "I'm not a robot" checkbox, and a "Submit" button.



Traditional Search Capability by Product Type

Select Type	
Vehicles	Recalls, Investigations, & Complaints - Vehicle Selection
Car Seats	Select Model Year, then Make.
Tires	Model Year: <input type="text" value="--select--"/>
Equipment	Make: <input type="text" value="--select--"/>
Keyword (Complaints Only)	Model: <input type="text" value="--select (optional)--"/>
ID Number	<input type="button" value="GO"/>



Function Three: Enforcement

- ✓ Ensure manufacturer notification to its purchasers and conduct of its recall is timely and adequate
- ✓ Types of investigations:
 - Recalls Query (RQ) – Scope and Remedy Concerns
 - Equipment Query (EQ) – Supply and Distribution
 - Timeliness Query (TQ) – Was manufacturer's decision slow?
 - Audit Query (AQ) – Everything Else!
- ✓ Violations of safety recalls regulations are serious. Record penalties from manufacturer in past few years



Function Four: Recalls Completion

- ✓ Monitor recall completion rates. Find the outliers.
- ✓ Push manufacturers toward aggressive goals and tactics
- ✓ Promote public awareness of safety recalls and importance of having safety recall repairs made
 - VIN look up tool
 - Mandatory branded recalls label on all official notifications





safercar.gov

HOME VEHICLE SHOPPERS VEHICLE OWNERS VEHICLE MANUFACTURERS PARENTS CENTRAL

You are here: Home / Vehicle Owners VIN

Do You Have a Safety Problem or Complaint?

File a Complaint Now

Search for all Recalls, Complaints & Investigations

Recalls Look-up by VIN (Vehicle Identification Number)

Recalls FAQ

Receive Updates for Latest Recalls

Sign-up for Email Alerts

Subscribe to RSS Feeds

Resources

Databases (Flat Files)

Passenger Van Safety

Emergency Response Vehicles

Recalls Look-up by VIN (Vehicle Identification Number)

Owners may not always know their recalled vehicle still needs to be repaired. NHTSA's new search tool lets you enter a Vehicle Identification Number (VIN) to quickly learn if a specific vehicle has not been repaired as part of a safety recall in the last 15 years.

Enter VIN here:



Type the text



Privacy & Terms

Submit

What this VIN search tool covers:

- Safety recalls that are incomplete on a vehicle
- Safety recalls conducted over the past 15 calendar years
- Safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

What this VIN search tool does NOT cover:

- Completed safety recall information
- Manufacturer customer service or other non-safety recall campaigns
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

NOTE: Recall information provided through this VIN lookup tool is provided by the manufacturer conducting the recall. NHTSA does not record VIN information or results provided through the VIN lookup tool.

Available Manufacturers

Acura	Hummer	Oldsmobile
Audi	Hyundai	Pontiac
BMW	Infiniti	Porsche
BRP Can-Am	Jaguar	ProMaster
Buick	Jeep	RAM
Cadillac	Kia	Saab
Chevrolet	Land Rover	Saturn
Chrysler	Lexus	Scion

Brands Covered



Explanatory Information to Manage User Expectations



Recalls Results Look-up by VIN

[Print](#)

VIN: 4S4BP86C754368983

Year: 2005 **Make:** Subaru **Model:** Outback

Number of Open Recalls: 1

NHTSA Recall Number: [13V110000](#)

Recall Date: March 27, 2013

Manufacturer Recall Number: WQG43

SUMMARY:

WQG43: Brake Line Corrosion. Subaru is recalling certain model year 2005-2009 Outback and Legacy vehicles manufactured from December 2003, through April 2009 and currently, or formerly, registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin and the District of Columbia. Salt water could splash on the brake lines through a gap in the fuel tank protector, resulting in excessive corrosion of the brake lines.

SAFETY RISK:

Brake line corrosion may result in brake fluid leakage. Fluid leakage may result in longer distances being required to slow or stop the vehicle, increasing the risk of a crash.

REMEDY:

Subaru will notify owners, and dealers will inspect the vehicles. If no brake fluid seepage is observed, the affected area will be rustproofed with anti-corrosion wax. If brake fluid seepage is observed, the brake lines will be replaced followed by rustproofing with anti-corrosion wax. These services will be performed free of charge. The recall began on May 30, 2013. Owners may contact Subaru at 1-800-782-2783. Subaru's recall campaign number is WQG-43.

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

For additional information, please contact your dealer or visit [Subaru.com/contact us](http://www.subaru.com/contact-us).
<http://www.subaru.com>.

THIS RECALL DATA LAST REFRESHED: May 31, 2013



Sample Result: No Open Recalls – Referral to Traditional Search Tool

Recalls Results Look-up by VIN

[Print](#)

VIN: 3VWJ17AT1EM666529

Year: 2014 **Make:** VW **Model:** BEETLE 1.8T AUTO PZEV

Number of Open Recalls: 0

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to September 08, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Offer for
additional
recalls search
capability for
non-VIN based
recalls like
aftermarket
equipment)



Why Should YOU Give a Hoot About This ???



HOOT.



1. You are Transportation Safety Professionals
2. Safety Recalls are a Public Transportation Health Hazard
3. The Risks Presented Are Preventable



Some starting thoughts:

- Promote safety recalls awareness and completion:
 - Online links from your transportation safety agencies and organizations to www.safercar.gov and its Recalls Look Up Tools
 - Incorporate safety recalls into the driver's education programming.
 - Leverage your regulatory, legislative, and administrative assets to build a cohesive working group that can partner with NHTSA on programs and initiatives it or PA identifies
 - Anything else that you can think of



- ADD VETERAN'S DESIGNATION
- BECOME AN ORGAN DONOR
- FIND A PENNDOT NEAR YOU
- LICENSE/ID SERVICES
- PAY COUNTY FEE
- PLATE AVAILABILITY
- PROOF OF INSURANCE
- REQUEST DRIVER HISTORY
- RESTORATIONS
- RETIRED REGISTRATION RATE
- SCHEDULE YOUR DRIVER'S TEST
- VEHICLE SERVICES

- FORMS AND PUBLICATIONS
- SCHEDULE A DRIVER'S EXAM
- FIND A PENNDOT NEAR YOU
- PENNDOT.GOV

DMV > Vehicle Services > Title/Registration

RECALLS ?

TITLE AND REGISTRATION

ANNUAL REPORT OF REGISTRATIONS	APPORTIONED	BUYING OR SELLING A VEHICLE
CHANGE YOUR NAME OR ADDRESS	CLEAN VEHICLE PROGRAM	DONATING A VEHICLE

RESOURCES:

[Fee for Local Use - Participating Counties](#)

[Locate a Motor Vehicle Service Provider](#)

[New Resident/Relocating Information](#)

http://www.dmv.pa.gov/ONLINE-SERVICES/Pages/OnlineServicesCenter.aspx



THANK YOU