

# Vehicle Safety Recalls

A recall on a vehicle can either be issued by the Vehicle Manufacturer or the National Highway Traffic Safety Administration (NHTSA). The majority of recalls are voluntary and issued by the manufacturer. There have been recalls prompted by NHTSA following an investigation due to consumer complaints. Complaints can be filed directly with the Vehicle Manufacturer or NHTSA. This RiskWise highlights information agencies need to consider whenever a safety recall notice is received for agency owned vehicles.

## Vehicle Manufacturer Recall Requirements

- Manufacturer must send an official notice to the vehicle's registered owner.
- Dealer service departments must make free necessary repairs.

### IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



## State Fleet Management Responsibilities

- Identify vehicles affected and notify assigned drivers or management of recall details. Include communication regarding risks associated with the issue and recommend steps for a remedy.
- Track active recalls until the vehicle is repaired. Archive confirmation of repairs.
- NHTSA website encourages checking the vehicle's VIN number on their website.

## Take **5** MINUTES for safety



Find your VIN on your car dashboard, insurance documents, or registration.



Use the VIN look-up tool at [safercar.gov](http://safercar.gov) to check for recalls.



If you have a recall, get it fixed for free at your dealer.

**SAFE CARS  
SAVE LIVES** CHECK FOR RECALLS **NHTSA** \*\*\*\*\*

## Assigned Driver Responsibilities

- When you receive a recall notice, contact the local dealer service department and schedule an appointment for the repair ASAP.
- Even with "no charge" involved recalls, once the work or repair is complete, forward the invoice or repair order from the repair shop to fleet management.
- Check back monthly if parts are not available right away.
- If there is a safety concern about the vehicle, contact your agency's Safety Manager or Safety Coordinator.

## RiskWise



## A Guide to Controlling Risk

### Vehicle Safety Recalls

- Vehicle Manufacturer Recall Requirements
- State Fleet Management Responsibilities
- Assigned Driver Responsibilities
- Assess the Magnitude of the Recall
- Actions if Repairs are not Possible
- Proactive Driver Actions and Safety Tips
- Additional Resources, Links and Information
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## Assess the Magnitude of the Recall

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- Complete a [Vehicle Recall Risk Assessment Form](#) based on the details outlined in the recall:
  - Identify potential hazards and outcomes.
  - Outline options the agency can take regarding use of the vehicle while waiting for repair services.

## Actions if Repairs are not Possible

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If the vehicle safety recall cannot be addressed due to lack of replacement product:

- Your risk assessment process should provide you with guidance on options.
- Identify other assigned vehicles in the agency to reassign according to priority of work.
- With your agency's approval, utilize the State's contracts with rental car companies.

## Proactive Driver Actions and Safety Tips

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- Report all safety concerns to the assigned driver or agency management.
- Know how to use the vehicle you reserved.
- At a minimum, perform a pre-trip check of vehicle. Check the following:
  - Tires properly inflated and not low or flat.
  - Windows and mirrors are free of ice, snow, frost or obstructions.
  - Mirrors are adjusted to fit you "the driver" and minimize blind spots.
  - Know how to operate the windshield wipers and turn signals.
  - Know how to turn on the lights. Make sure both all vehicle lights are on and function correctly.

## Additional Resources, Links and Information

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- National Highway Traffic Safety Administration (NHTSA) - [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls)
- Safercar.gov - [www.safercar.gov](http://www.safercar.gov)
- DAS Risk Management [Driving Overview](#)
- SAIF Corporation - "[Safety resources for those who spend time on the job behind the wheel](#)"

## Agency Contributors

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- DAS Fleet Manager
- DAS Chief Human Resource Office
- DAS Labor Relations Unit
- DHS/OHA Safety/Health & Wellness Manager
- ODOT MOB Safety Manager
- ODOT Fleet Manager

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*We commit to be KNOWLEDGEABLE, RESPECTFUL AND RESPONSIVE in business and interactions.*



[\[https://www.oregon.gov/das/Risk/Pages/PubsToolsRes.aspx\]](https://www.oregon.gov/das/Risk/Pages/PubsToolsRes.aspx)