

Vehicle Safety Recalls

A recall on a vehicle can either be issued by the Vehicle Manufacturer or the National Highway Traffic Safety Administration (NHTSA). A majority of the recalls are voluntary and issued by the manufacturer, however 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.

Manufacturer Recall Requirements

- Manufacturer must send an official notice to registered owners of the vehicles.
- Dealer service departments must then make the necessary repairs for free.

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



Fleet Management Responsibilities

- Identify vehicles affected and notify assigned drivers or management of recall details.
- Communicate risks associated with the issue and recommend steps for a remedy.
- Track active recalls until the vehicle has been repaired and archive confirmation of repairs.
- Checking the VIN number on the NHTSA website is encouraged.

Take **5** MINUTES for safety

- Find your VIN on your car dashboard, insurance documents, or registration.
- Use the VIN look-up tool at safecar.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

- Once a recall notice is received you should contact the local dealer service department and schedule an appointment for the repair ASAP.
- Even if there is “no charge” involved, once a recall or any repair is completed, the invoice or repair order from the repair shop needs to be forwarded to fleet management.
- If parts are not available right away, check back at least monthly.
- If there is a concern about the safety of the vehicle please contact your agency’s Safety Manager or Safety Coordinator.

RiskWise



A Guide to Controlling Risk

Vehicle Safety Recalls

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Assess the Magnitude of the Recall

- A risk assessment process should be developed based on the details outlined in the recall:
 - Potential hazards and outcomes should be identified.
 - Options should be outlined regarding use of the vehicle.

Actions if Repairs are not Possible

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

- Your risk assessment process should provide you with guidance on what you should do.
- Identify other assigned vehicles in the agency to reassign according to priority of work.
- The State also has contracts with rental car companies.

Driver Proactive Actions

- Report all safety concerns to the designated driver or management in the agency.
- Know how to use the vehicle that you have reserved.
- At a minimum perform a pre-trip check of vehicle and check the following:
 - Tires inflated and not flat.
 - Windows & mirrors are free of ice, snow, frost.
 - Mirrors are adjusted to fit you “the driver” and minimize blind spots.
 - Know how to operate the windshield wipers.
 - Know how to operate the turn signals.
 - Know how to turn on the lights, ensuring that both front and back lights are on.

Resources

- National Highway Traffic Safety Administration (NHTSA) - www.nhtsa.gov/recalls
- Safercar.gov - www.safercar.gov



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DAS RISK MANAGEMENT

www.oregon.gov/das/Risk/Pages/index.aspx

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