



A GUIDE TO CONTROLLING RISK

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. This RiskWise highlights information for agencies to consider whenever a safety recall notice is received for agency owned vehicles.

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. Include communication regarding 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.

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.

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.

Proactive Driver Actions and Safety Tips

- 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.

Additional Resources, Links and Information

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

Safercar.gov - www.safercar.gov

DAS Risk Management [Driving on State Business](#)

SAIF Corporation - [Safe Driving](#)

Agency Contributors

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