



From our website, <https://www.nhtsa.gov/recalls>, you can search your vehicles' safety and recall issues by its VIN, Year Make Model, Car Seat's brand name/model, tire brand name and line or equipment brand/model.

## Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

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## Where is my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

## What the VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years,
- Vehicle safety recalls from [major light auto automakers](#), [motorcycle manufacturers](#) and [some medium/heavy truck manufacturers](#).

## What the VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN".
- Manufacturer customer service or other nonsafety recall campaign,
- International vehicles,
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- 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.

# The Steps From Complaint To Recall

What happens to my complaint?

Your complaint fuels our work. Learn about the different steps [here](#) that lead to recalls and safer vehicles.

## From your complaints to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipment's that have safety-related defects. Learn about NHTSA's recall process.

# 01

## Complaints

### Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

**Example of Complaints:** <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>

### Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

**Report a safety problem:** <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>

## NHTSA conducts an investigation from reported complaints.

### A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

### B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

### C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

### D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

**View monthly investigation reports:** <https://www-odi.nhtsa.dot.gov/recalls/monthlyreports.cfm>

# 02

## Investigations

## Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle. [View the 2018 Recall Report.](#)

Using our [VIN lookup tool](#), you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

# 03

## Recalls

**Takata Recalls Spotlight** Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

<https://www.nhtsa.gov/equipment/takata-recall-spotlight>

# Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know

Download this brochure to get more information about how and why recall campaigns are initiated, and to know your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

View brochure:

[https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/14218-mvsdefectsandrecalls\\_041619-v2-tag.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/14218-mvsdefectsandrecalls_041619-v2-tag.pdf)

## Roles in the Recall Process

### Manufacturer



Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



### NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.

### You (owner)



NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.

### Tips For Your Safety

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

**FREE RECALL CHECKS**

Locate your Vehicle Identification Number (VIN), which is on the lower left of your car's windshield.

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**NHTSA**

Visit [NHTSA.gov/recalls](https://www.nhtsa.gov/recalls) and type in your 17-character VIN.

Schedule an appointment with your local dealer and get any open recalls fixed for FREE.

Safe Cars Save Lives! #CheckForRecalls

**Every recall is serious.**

Contact your dealer as soon as possible to get your vehicle fixed for FREE.

Dealership

**NHTSA**

Safe Cars Save Lives! #CheckForRecalls