

# Technician Guide to Assisting Caregivers with Recalls

## What is the basis of a CRS recall?

A “non compliance” of FMVSS 213 or a safety defect identified requires a recall

- May or may not effect crash worthiness
- Owners can often continue to use their seat until remedy is received and completed

## Provide Resources, Be a Resource:

- Utilize a checklist form and **complete it properly**
- Keep available for each inspection to provide caregiver
  - Registration forms
  - Tips on ways to register car seat
    - NHTSA Transportation Safety Tip #5
    - Safe Ride News: What to do about Recalls? (available with fee)
  - Complaint forms
- Be familiar in navigating recall lists and review the one being used at checkup event pre-meeting with technicians **and** scribes
  - NHTSA: [www.safercar.gov](http://www.safercar.gov)
  - Safety Restraint Coalition: [www.800buckleup.org](http://www.800buckleup.org)
  - Highway Safety Research Center: [www.hsrc.unc.edu/pubinfo/child\\_recall.htm](http://www.hsrc.unc.edu/pubinfo/child_recall.htm)
  - SafetyBelt Safe U.S.A: [www.carseat.org](http://www.carseat.org)
- Be familiar with recent recalls
  - Consider highlighting the component, issue & remedy and review at pre-event meeting
- Assist caregivers in understanding the recall and repair instructions; do not alarm the caregiver but emphasize the importance of fixing it as soon as possible
- Report identified issues to the **manufacturer and ODI**

**Complaints can be generated through the following channels to NHTSA: This is the primary responsibility of the caregiver not the technician.**

- Online: [www.safercar.gov](http://www.safercar.gov)
- By phone: NHTSA’s Auto Safety Hotline (888) 327-4236
- Correspondence with ODI via letter
- **Technicians and Instructors only:** Contact a Defects Assessment Division (DAD) specialist when finding an issue in the field: Jessica Butterfield (ODI Defects Assessment Division) at [Jessica.butterfield@dot.gov](mailto:Jessica.butterfield@dot.gov)

Provide a copy of the complaint to the manufacturer.

Consumer/Technician may document with photos, videos, and highlighted instruction booklet; include statement “photos available” on form.

**Technicians should rarely need to keep a recalled seat unless the manufacturer says the seat should not be used and if the child needs to transition to an appropriate CRS.** The manufacturer may want to work directly with the owner to replace the defective seat and evaluate the defect issue. First consult with manufacturer’s customer service to verify your understanding of the manufacturers’ remedy before checking with a senior checker or event coordinator. If there is a need to keep a seat, be sure the family has a replacement.

**YOU CAN MAKE A DIFFERENCE!**