

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



### CHECKING FOR RECALLS

---

- + What is a safety recall?
  - + A recall is issued when a manufacturer or the National Highway Traffic Safety Administration (NHTSA) has determined a vehicle or vehicle equipment creates an unreasonable safety risk or fails to meet minimum safety standards. Manufacturers are committed to fixing the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.
- + How do I know if my vehicle has an open safety recall?
  - + If the vehicle is currently registered at your correct address, the auto manufacturer will notify you in a letter sent via the United States Postal Service. The initial letter will have a distinct label (copied below) and will explain the recall and how the automaker will repair the recall. The letter will also explain any warning signs and have instructions on what steps the vehicle owner needs to take.



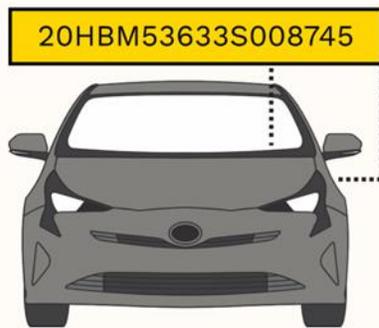
- + Is there a way to find out if my vehicle has an open recall right now?
  - + [CheckToProtect.org](https://www.checktoprotect.org) is available 24/7. Simply go to the web page and enter the vehicle's license plate number and the state it is registered in.
  - + Additionally, every car or truck has a unique identifier, like a fingerprint, which is called the Vehicle Identification Number or VIN. You can go to [CheckToProtect.org](https://www.checktoprotect.org) and enter the VIN as well to learn about any open safety recalls. As soon as the recall is repaired, the dealer will update the online record to show the recall repair is complete.

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



- + How do I find my VIN?
  - + A VIN is a 17-character unique identifier for each vehicle manufactured. The VIN can be found inside the driver's side door, on the driver's side interior dash, on the vehicle registration, and oftentimes on the vehicle insurance.
  - + Don't worry if you can't find your VIN, you can check for recalls using your license plate at [CheckToProtect.org](https://www.checktoprotect.org) [For Spanish, use: [CheckToProtect.org/Es](https://www.checktoprotect.org/Es)]



### How to find your VIN

- On driver's side dash
- Inside driver's door
- On registration or insurance card

- + What type of response will I receive when I enter my VIN or license plate on [CheckToProtect.org](https://www.checktoprotect.org)?
  - + When a VIN or license plate is entered on [CheckToProtect.org](https://www.checktoprotect.org) there may be different results displayed.
    - If there are no open safety recalls, green lettering will appear showing no recalls at this time. A note will appear reminding users to check back every three months to see if any news recalls have been posted.
    - If red lettering appears, the number of recalls on the vehicle will be displayed (there could be more than one) and you can use the "FIND DEALER" button to begin the repair process.
- + Why do you need my VIN?
  - + A VIN is a 17-character unique identifier for each vehicle manufactured. This number is how the automaker knows about all the parts used during the manufacturing process and is how they know if the vehicle has a safety recall. The VIN can be found inside the driver's side door, on the driver's side interior dash, on the vehicle registration, and oftentimes on the vehicle insurance.
  - + The VIN or license plate entered on [CheckToProtect.org](https://www.checktoprotect.org) is used in an interface with auto manufacturers to support a VIN search that returns open safety recalls only. Check to Protect does not utilize VIN or License Plate information for any other purpose.

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



- + Will the license plate or VIN search capture my personal data?
  - + The only information you will be asked to provide is your license plate or vehicle identification number.
  - + The license plate or VIN entered on [CheckToProtect.org](https://www.CheckToProtect.org) is used in an interface with auto manufacturers to support a VIN search that returns open safety recalls only.
  - + Check to Protect does not utilize VIN or License Plate information for any other purpose.
  - + Information is NOT shared with others.
  
- + Won't I be notified if I have a safety recall?
  - + If your vehicle is currently registered at your correct address, the vehicle manufacturer will notify you in a letter sent via the United States Postal Service. The letter will have a distinct label (copied below), explain the recall and how the automaker will repair the recall. The letter will also explain any warning signs and have instructions on what steps the vehicle owner needs to take.



- + Often, your state DMV will notify you as well.
- + Too often, this information is out of date, either because the owner has moved or because they have sold the vehicle to a new owner. That is why Check to Protect encourages you to check for yourself at [www.CheckToProtect.org](https://www.CheckToProtect.org).

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



### RECALL REPAIRS

---

- + I just learned my vehicle has an open safety recall, so now what?

Once it's known a vehicle has an open safety recall, owners should contact the local dealership specific to the make of the vehicle and follow any provisional guidance. It is very important the vehicle be repaired by an authorized dealer to ensure free parts and labor. Vehicle owners should follow the guidance provided to schedule an appointment for repair.
  
- + How serious is a recall and can I wait to get it fixed?
  - + Each recall is different. In some cases the safety concern is moderate while others are very serious. Although there is no deadline for when a vehicle needs to have a safety recall repaired, ignoring a recall can put your safety at risk and lead to costly damages. If a vehicle has any type of recall, it's important to contact an authorized dealership and schedule the FREE repair.
  
- + How long does a repair appointment take?
  - + Airbag recall repairs can take between 30 minutes and one hour and 30 minutes depending on whether one or two airbags are being replaced. Repair times for other safety recalls vary - but the goal is to get your vehicle fixed and back on the road as quickly as possible.
  - + Please contact your local dealer to confirm repair times and parts availability. Be sure to ask whether they might have any services available to consumers such as free transportation, loaner vehicles, mobile repair, etc.
  
- + How much will it cost to have the auto dealer repair my safety recall?
  - + Getting a recall repaired is free of charge to the vehicle owner. If a dealer refuses to repair your vehicle in accordance with the recall letter, you should notify the manufacturer immediately. You can also file a complaint with NHTSA at [www.safercar.gov](http://www.safercar.gov) and provide as many details as possible, including the name of the dealership and any personnel involved.
  
- + Do auto manufacturers still have to repair the safety recall if I am not the original owner?
  - + Auto manufacturers are obligated to repair open safety recalls regardless of who the owner is. The Check to protect campaign is focused on drivers of vehicles five years old or older and drivers of used cars. Recall compliance rate is only 44% for these vehicles compared to 83% for newer vehicles.

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



- + Do I need to show ID or vehicle registration information in order to get the free repair?
  - + You do not need to prove you are the vehicle's owner in order to get a free recall repair at a dealer. All the dealer will need is the VIN, which is listed on the car itself (often on the driver's side dashboard or on the inside of the driver's door).
  - + Dealers may ask for your name, address, email and phone number in order to update the contact information on file for that vehicle, so they can notify you directly if there's another recall on your vehicle. You are not required to provide it.
  
- + Can I do the repairs myself?
  - + To get free parts and labor, you will need to take your vehicle into an authorized dealer for its free repair.
  
- + What happens if I don't get a recall repaired?
  - + Safety recalls put the lives of drivers and their passengers at risk, until the repair is complete. Dealers will help you get that free repair as quickly as possible and at no cost.
  
- + I recently checked for open safety recalls on [CheckToProtect.org](https://www.checktoprotect.org), do I need to check again?
  - + A vehicle recall could be issued at any time by the auto manufacturer or ordered by NHTSA. Checking for safety recalls should be part of routine maintenance on all vehicles. Checking often for open recalls helps you, your family, and friends stay safe.
  
- + I manage a fleet of vehicles; do I have to enter each VIN/license plate individually?
  - + In partnership with the Alliance for Automotive Innovation and CARFAX, you can use the CARFAX Vehicle Recall Search Service to request an account which allows you to submit thousands of VIN's at once to check for open safety recalls. Visit [CheckToProtect.org](https://www.checktoprotect.org) and click the FLEETS/DEALERS button at the top of the page. Click the CARFAX Vehicle Recall Check button. Look for the "Government/Business" banner and click, "Request an Account". Follow the prompts to enter the requested basic information.
  
- + I handle aftermarket parts and want to make sure I don't sell an airbag or component that is non-saleable. Is there a way for me to check on these parts?
  - + A new website from automakers allows anyone who handles aftermarket parts to quickly identify and prevent the resale of recalled Taketa airbags and component parts. Visit [FreePartCheck.com](https://www.freepartcheck.com) to check one or many parts simultaneously and get information about free pickup and disposal for recalled Taketa airbags.

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



### COMMON CONCERNS

---

- + I don't have time to take it in.
  - + Start by calling your closest authorized dealer and asking them if parts are in stock and when you can come in to get a free recall repair. The dealer should be able to provide an estimate. Don't hesitate to ask about services that might help you – from free pick-ups to mobile repair.
  
- + I need my car for work.
  - + Some dealerships offer services like shuttles, rental cars, etc. so contact your local dealer to see if they offer any of those options.
  
- + The dealership is going to be expensive.
  - + Vehicle safety recall repairs are always free at your local authorized dealership.
  
- + Will the certified dealer try to sell me a new car or services?
  - + The auto manufacturer's main concern will be to repair the vehicle safety recall. While in the shop, the certified mechanics may notice other safety items in need of attention and may suggest repairs. Additional repairs outside the safety recall are NOT free and it is up to the vehicle owner to decide if those are a priority to have repaired right then or not.
  
- + Will the dealership have the parts in stock to repair my safety recall?
  - + We understand there are occasions when an auto manufacturer has identified a recall but may not have a remedy immediately available. It is important to keep in touch with your authorized dealer so they may notify you when a remedy is available.
  
- + My car is no longer under warranty.
  - + Your vehicle does not need to be under warranty to have your recall repaired for free at your local authorized dealer.
  
- + I don't take my car into the dealership – I go to a mechanic or do the repairs myself.
  - + You will need to take the vehicle into an authorized dealership in order to get a free repair (parts and labor). You can bring it into any authorized dealership that helps sell or repair your brand of vehicle: it doesn't matter where you bought your vehicle or where you normally get it serviced.
  
- + Will getting an open safety recall repaired affect the value of my vehicle, like being in a crash?
  - + Having an open safety recall repaired by an authorized auto dealership will not lower the value of the vehicle. In fact the owner may use the repair as a positive selling point to the potential buyer. The potential buyer then knows the vehicle has been responsibly cared for.

# CHECK TO PROTECT

## FREQUENTLY ASKED QUESTIONS



- + If the car had a problem, I'd have heard about it by now.
  - + Automakers and dealerships often lose contact with owners of older, used vehicles and can't inform them of any open recalls. You could have a recall on your vehicle and not know it, if your automaker hasn't been able reach you.

### CHECK TO PROTECT

---

- + What is Check to Protect?
  - + Check to Protect is a national initiative that reminds drivers of the importance of checking for open safety recalls on their vehicles and getting their vehicles repaired for free at an authorized dealership. To find out if you have an open recall on your vehicle, you can go to [CheckToProtect.org](https://www.CheckToProtect.org) and enter your license plate number or 17-character Vehicle Identification Number (found on your driver's side dash, inside the driver's side door, or on most vehicle registration or insurance cards).
  - + More than 50 million vehicles – 1 in 5 vehicles on the road today – have open safety recalls, and automakers do not always have the right contact information for owners of older and used vehicles.
- + What is the Takata air bag recall?
  - + The Takata air bag recall is the largest recall in U.S. history. Defective Takata airbags were installed in nearly every automaker's vehicles during a 10-year period. When a faulty air bag deploys in a crash, the air bag's inflator can break apart, sending shrapnel through the vehicle. The risk of rupture is higher after long-term exposure to high heat and humid climates.