

# What to Do About Recalls?

## Fixing Recalled Car Seats and Vehicles

Child  
Safety  
Facts  
2013

### Recalls help keep your family safe

When a product has a safety problem, the manufacturer (the maker) will recall it. By law, the maker must give a free repair or a replacement to owners of that product.

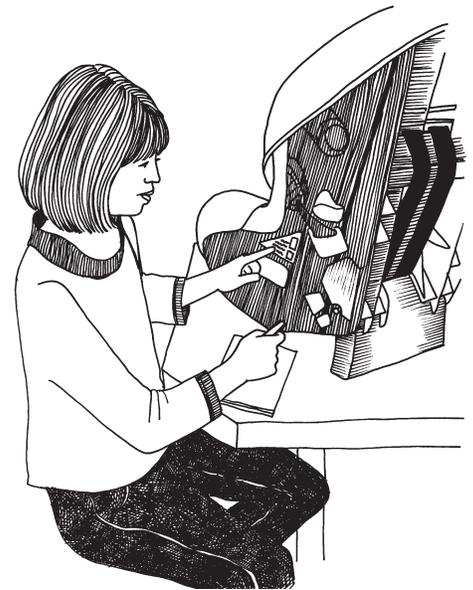
Some recalls may not seem important, but all should be fixed. Many people ignore them. Their families are not as safe as they could be.

### Has your child's car seat been recalled?

- If you have let the maker know you are the owner of your car seat by registering it, the company will send you a notice and a repair kit. (See the back of this sheet for more about how to register a car seat.)
- If you have **not** registered your car seat, do one of these things to find out if your seat has been recalled:
  - Call the maker by telephone (use the number on the label) or check its website, or
  - Call the National Auto Safety Hotline (1-888-327-4236), or
  - Check one of the recall lists on the Internet (see Resources).
- **Have this information ready before you check:** the maker's name, the model number, and the date when your child's car seat was made. You will find this information on labels on the car seat. (Write the information in the box below before you call.) This information is needed to tell if the car seat you own is part of a recall.

### Has some part of your car been recalled?

- The car maker must send a recall notice to all car owners registered in the U.S. (Owners are registered when the license plates are given.)
- Car makers require their dealerships to fix the problem for free.
- Some vehicle recalls are for parts that affect children's safety—parts like LATCH anchors, seat belts, or air bags. These types of recalls are important for installing car seats, using boosters, or using seat belts alone.



### Fix your recalled item. It's free!

**Car seat:** A repair kit will be sent to you. Fix the car seat right away. If you need help with the repair, find a Child Passenger Safety Technician (see Resources on page 2). Sometimes the car seat maker will send you a new car seat instead of a repair kit.

**Vehicle:** Take it to the nearest car dealer who has your make of vehicle.

#### Notes about problems or recalls

##### Child car seat problem:

Car seat maker \_\_\_\_\_ Contact info \_\_\_\_\_

Model name \_\_\_\_\_

Model number \_\_\_\_\_ Date made \_\_\_\_\_

Date of recall \_\_\_\_\_ Date fixed \_\_\_\_\_

##### Car problem:

Car maker \_\_\_\_\_ Contact info \_\_\_\_\_

Model \_\_\_\_\_ Year made \_\_\_\_\_

Date of recall \_\_\_\_\_ Date fixed \_\_\_\_\_

Make  
Every Ride  
A Safe Ride



## Car seat recall tips

- **How can I register a car seat?** Every new seat comes with a registration card attached. It is best to fill out the card and mail it right away. If you do not have the card, you can call the maker or use its website. You also can register by contacting the National Auto Safety Hotline (see Resources). If you move, contact the maker to update your address.
- **You will need the maker's name, model number, and date when the car seat was made.** These are on labels on the back, side, or base of the seat. Some labels may be under the seat cover. Some dates may be in number codes (year-month-day). Save this information in case the labels come off.

In case labels peel or fade, you can write the model name, number, and manufacture date on the car seat with a marker that will not wash off. You also should write it on the instruction booklet or in the box on the other side of this sheet. (Always keep the instructions with the car seat.)

- **Can I use the car seat while I am waiting for the repair kit?** If you have another car seat the right size for the child, use it instead. If not, you can use the recalled car seat, unless the recall notice says not to. Using the recalled seat is much safer than letting your child ride without any car seat. The car seat maker will often tell how to use the seat safely until it is fixed. Be sure to repair the seat as soon as you can.

If the car seat has a very dangerous problem, the recall notice will warn NOT to use the seat until after it is fixed. This rarely happens. Sometimes, the maker will replace the seat and destroy the recalled one. A recall is not a reason to let your child ride unbuckled.

- **What should I do if there is no label with the model number and date on the child's car seat?** It is safest not to use the car seat. It is not possible to know whether it has a recall and needs to be fixed. To throw it away, cut up the pad and straps. Destroy and recycle the plastic parts, if possible. Do this so nobody else will take it and use a car seat that may be unsafe.

## Vehicle recall tips

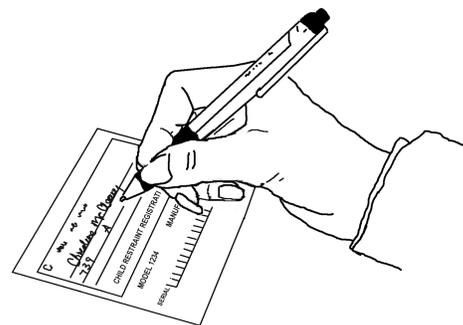
- Pay attention to any mail from the car maker. You also can call a dealer or check the company website.
- Car ownership is tracked by registration in all the states. This is done using vehicle ID numbers (VINs) found inside the windshield on the driver side.

### Reporting Safety Problems

If you have found that your car seat or vehicle has a safety problem, it is important that you report it to BOTH the maker and the government.

To report a possible problem to the car seat or vehicle maker, contact the maker's customer service department or go to its website.

To report it to the government, call the National Auto Safety Hotline (888-327-4236) or use the reporting form found on the Office of Defects Investigation (ODI) website at [www-odi.nhtsa.dot.gov/ivoq](http://www-odi.nhtsa.dot.gov/ivoq). This form can be sent online. Be sure to print copies of the form for your records and to send to the car seat or vehicle maker.



No stamp is needed! Just fill out and mail the card on your new car seat to register it.

## Resources

**To register a car seat**, call the maker or go to its website or contact the National Highway Traffic Safety Administration (NHTSA): 888-327-4236, 800-424-9153 (tty) [www.nhtsa.gov](http://www.nhtsa.gov) or [www.safercar.gov](http://www.safercar.gov)

**To find out if your car seat has been recalled** or to make a complaint about a car seat or vehicle, contact the National Auto Safety Hotline: 888-327-4236, 800-424-9153 (tty), or [www.safercar.gov](http://www.safercar.gov)

### Car seat recall lists:

Highway Safety Research Center:  
[www.buckleupnc.org/using\\_recalls.cfm](http://www.buckleupnc.org/using_recalls.cfm)

SafetyBeltSafe U.S.A.: [www.carseat.org](http://www.carseat.org)  
(includes product problems that are not recalls and some vehicle recalls due to problems related to child safety)

Safety Restraint Coalition:  
[www.800buckleup.org](http://www.800buckleup.org)

### For safety information:

National Highway Traffic Safety Administration: [www.nhtsa.gov](http://www.nhtsa.gov)

SafetyBeltSafe U.S.A.: 800-745-7233, 800-747-7266 (Spanish), [www.carseat.org](http://www.carseat.org)

The Children's Hospital of Philadelphia:  
[www.chop.edu/carseat](http://www.chop.edu/carseat)

**Find a local Child Passenger Safety Inspection Location:** 866-732-8243 or [www.seatcheck.org](http://www.seatcheck.org)