

What to do about Recalls?

Fixing Recalled Car Seats and Vehicles

**C h i l d
S a f e t y
F a c t s
2 0 0 7**

Recalls help keep your family safe

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

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.

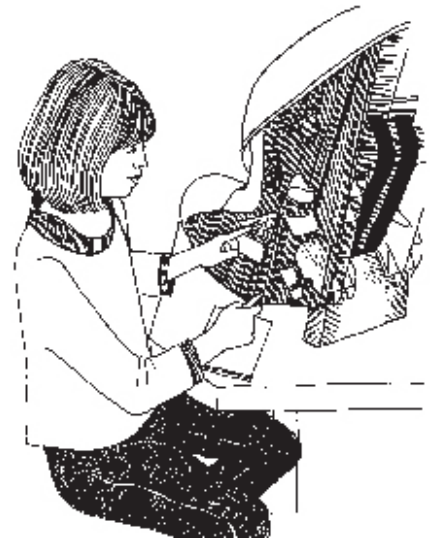
Has your child's car seat been recalled?

- **If you have let the maker know you are the owner of your car seat (registered 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 hear about a recall but have not registered your car seat,** do one of these things to find out if your seat is part of the recall:
 - Call the maker by telephone (use the number on the label) or check its web site, or
 - Call the 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 call:** the maker's name, the model number, and the date when your child's car seat was made. This will tell if the car seat you own is part of the recall.

Find this information on labels on the car seat. (Write the information in the box below before you call.)

Has some part of your car been recalled?

- The 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 or seat belts. These types of recalls are important for installing car seats, or 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 it right away. Some repairs are hard to do. If you need help, find a car seat technician (see Resources on page 2). Sometimes a new car seat will have to be sent to you.

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

Notes about problems or recalls

Car Seat problem

Manufacturer _____ Phone _____

Model name _____

Model number _____ Date made _____

Date found _____ Date fixed _____

Vehicle problem

Manufacturer _____ Phone _____

Model _____ Year made _____

Date found _____ 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. The best way is to fill out and mail in the card right away. If you do not have the card, you can call the maker or use its Web site. You also can do it by calling the Auto Safety Hotline (see Resources). When you move, call 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 dates may be in number codes (year-month-day). Save this information in case the labels come off.

To save the maker's name, the model number, and date, write this information 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 below. (Always keep the instructions with the seat.)

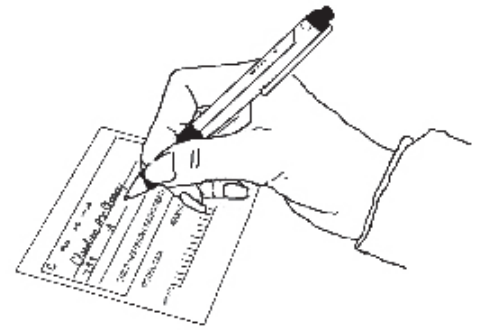
- **Can I use the car seat while I am waiting for the repair kit?** If you have another seat the right size for the child, use it instead. If not, you can use the recalled car seat unless the recall notice says not to. Using the recalled seat is much safer than letting your child ride without any car seat. 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. Be sure not to let your child ride unbuckled.

- **What should I do if I can't find a label with the model number and date on the child's car seat?** It is safest not to use the seat. It is not possible to make sure that the seat needs—or does not need—to be fixed. To throw it away, cut up the pad and straps. Put everything in a black plastic bag in the trash. 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 web site.
- Car ownership is tracked by registrations in all the states. This is done using vehicle ID numbers found inside the windshield on the driver side.



Resources

To find out if your car seat have been recalled or make a complaint about a car seat or vehicle, contact National Highway Traffic Safety Administration (NHTSA) Auto Safety Hotline: 1-888-327-4236, or www-odi.nhtsa.dot.gov/cars/problems/recalls/

To register a car seat: call the maker or go to its web site or Contact NHTSA, www.nhtsa.dot.gov or 1-888-327-4236

Car seat recall lists:

SafetyBeltSafe U.S.A., www.carseat.org (includes product problems that are not recalls and some vehicle recalls on problems related to child safety)

Safety Restraint Coalition, www.800bucklup.org

Highway Safety Research Center, www.hsrc.unc.edu/pubinfo/child_recall.htm

For safety information:

National Highway Traffic Safety Administration, www.nhtsa.dot.gov

SafetyBeltSafe U.S.A: www.carseat.org, 800-745-7233

Children's Hospital of Philadelphia: www.chop.edu/carseat

To find a car seat technician or a car seat inspection station near you: www.seatcheck.org or 866-732-8243

Reporting Safety Problems

If you have a car seat or vehicle with a safety problem, report it to the maker. Also call the Auto Safety Hotline (1-888-327-4236) or NHTSA Office of Defects Investigation (ODI) at <http://www-odi.nhtsa.dot.gov/ivoq/>. The government and car seat or vehicle makers need to hear about problems from you.