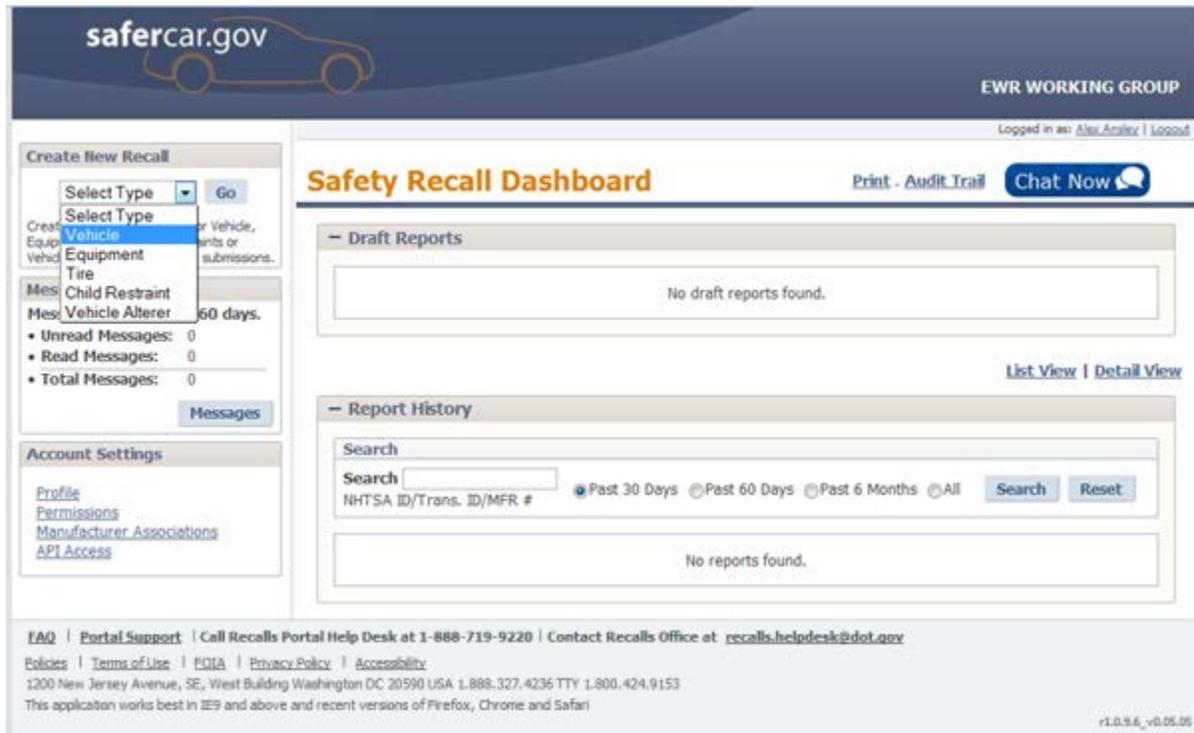


## NHTSA Recalls Portal Quick Start Guide Issued May 8, 2015

### How to Create a New Recall

1. From the dashboard, select the product type you need to recall and click the “Go” button.  
*\*Note\** If you need to recall vehicles that you modified before customer delivery, select “Vehicle Alterer” from this list.



The screenshot shows the 'safercar.gov' Safety Recall Dashboard. On the left, the 'Create New Recall' section has a 'Select Type' dropdown menu with 'Vehicle' selected. Below it, there are links for 'Messages' and 'Account Settings'. The main dashboard area has a 'Draft Reports' section with 'No draft reports found.' and a 'Report History' section with a search bar and 'No reports found.' The footer contains contact information for the Recalls Portal Help Desk and the NHTSA.

2. The recall report must be filled-out with the following information (at a minimum) before it can be saved or submitted to NHTSA:
  - a. Product information (Model year, make, model, production dates, descriptive information)
  - b. A description of the safety defect (or noncompliance)
  - c. A description of the safety risk
- Much of the remaining fields must be filled-out and submitted within 5 working days of confirming the information (if not available at the first submission). See [49 CFR 573.6](#) for a listing of the required information.
3. If you need to recall multiple models, you will need to first save the form before adding the additional models. Enter the information for the 1<sup>st</sup> model, and ensure text is entered into the required fields under the next section titled “Defect / Noncompliance Description.” And then click the button at the bottom of the page labeled “Save Draft.”

- Once you have successfully saved a draft copy of the report, a transaction number (shown at the top of the report) is assigned. Also, a new “Add Product” button is now available for adding extra models.

The screenshot shows the 'safercar.gov' interface for filing a vehicle recall report. The main heading is 'Vehicle Report' with a transaction ID of '15-001439-16145-10 (Original Report)'. A message states: 'Your report has been saved as a draft. Your Transaction ID is 15-001439-16145-10.' The manufacturer is 'EWR WORKING GROUP' with address '1200 NEW JERSEY AVE, SE WASHINGTON DC 20590'. The user is 'Alex Ansley Recall Safety Specialist 2024930481'. A question asks if reporting a 'Safety Defect' or 'Non-Compliance'. The 'Vehicle Information' section shows 'Acme Roadster 2013 - 2014' as the product. Fields include 'Model Yr. Start: 2013', 'Model Yr. End: 2014', 'Make: Acme', 'Model: Roadster', 'Type: LIGHT VEHICLES', 'Body Style: 2-DOOR', and 'Powertrain: GAS'. 'Production Dates' are set to 'Begin: 09/01/2013' and 'End: 11/01/2014'. A 'Descriptive Information' field contains the text: 'Only the red models with the optional sunroof are affected.' A 'VIN (Vehicle Identification Number) Range' section is partially visible at the bottom.

- **Tip:** If your production dates are years in the past, select any date on the calendar and then correct the date by using the number pad on your keyboard.
  - **Tip:** For vehicle recalls only, if your recalled vehicles have a shared, continuous VIN range, please enter the applicable VIN ranges. HOWEVER, if the VIN range does not help the owner identify their vehicle, it does not have to be included on this form. This is optional information.
- Enter the number of products you are recalling. Also, enter the % of that number thought to potentially contain the defect or noncompliance.

Number potentially involved:  Estimated percentage of involved with defect:  %

6. Describe the defect (or noncompliance) including the risk to safety. Also, identify the manufacturer of the defective or noncompliant equipment below. If you don't know who manufactured the actual component, identify the company that supplied it to you (by selecting the 2<sup>nd</sup> radio button)

➤ **Tip:** Click and drag the bottom corners to expand the text boxes. If you have more text that supported in the form, please add the information to a separate document and upload it separately. This feature is not available when using Microsoft IE versions 8 or 9.

**- Defect / Noncompliance Description**

For this Defect/Noncompliance:

<p><b>* Describe the defect or noncompliance:</b></p> <p>Due to a production process issue at the sunroof glass supplier, some vehicles may have been built with a sunroof glass panel with a steel frame that may have been manufactured out of tolerance.</p> <p>As this manufacturing issue could cause additional stress to the glass panel, the glass panel may be susceptible breakage if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road – especially in cold temperatures.</p> <p>Remaining Characters: 1548</p>	<p><b>* Describe the safety risk:</b></p> <p>If the glass panel were to break when the vehicle is in motion, it could cause driver distraction, increasing the risk of a crash.</p> <p>Remaining Characters: 1869</p>
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**Identify any warning which can precede or occur:**

The occupants might hear a loud, cracking noise.

Remaining Characters: 1952

**If a noncompliance, provide the applicable FMVSS:**

-Select-

**Describe the cause:**

Remaining Characters: 2000

? Check if this recall only affects products in certain geographic regions.

If applicable, identify the manufacturer of the defective or noncompliant component. If the manufacturer of the component is unknown, provide the information for the company that supplied the subject component.

Component manufacturer    Component manufacturer is unknown, information is for our supplier

<p><b>Company Information</b></p> <p><b>Company Name:</b> Sunroofs USA</p> <p><b>Country:</b> United States</p> <p><b>Address 1:</b> 125 Main Street</p> <p><b>Address 2:</b></p> <p><b>City:</b> Nashville</p> <p><b>State:</b> TENNESSEE</p> <p><b>Zip/Postal Code:</b> 37211</p>	<p><b>Company Contact Information</b></p> <p><b>First Name:</b> John</p> <p><b>Last Name:</b> Smith</p> <p><b>Position:</b> Safety Advisor</p> <p><b>Email:</b> jsmith@srusa.com</p> <p><b>Phone:</b> <sup>1</sup> 5325555555</p> <p><sup>1</sup> Use for International Country Code.</p>
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7. Enter the chronology information including key dates for determining the defect. Include a summary of warranty claims, field/service reports, and other important information.
  - If you are filing a noncompliance report, the chronology should contain test dates, test results, and other important information.
  - **Tip:** If your chronology is longer than 2,000 characters, simply enter “The chronology will be uploaded separately.” into this field. After you submit the recall report to NHTSA you can access the Document Uploads area for the recall. Please select the document type of “Other Recall Related Documents” when you upload the chronology document.
  
8. Describe your remedy program.
  - Note: If you do not have a general reimbursement plan on file with NHTSA, that information must be entered into this form. Details for customer reimbursement for pre-notification remedies can be found here: [49 CFR 573.13](#)

#### – Chronology of Defect / Noncompliance Determination

**Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision.:**

December 1, 2014: Routine field monitoring identified single incidents of fractured sunroof glass, and analysis showed that the fractures occurred without any indication of an external impact (e.g. being hit by stones).

December 15, 2014: Additional failures were observed and thereby triggered an investigation into possible causes.

December 18, 2014: Further analysis identified the cause as the metal sunroof frame being manufactured outside of the allowed tolerance range. This out-of-spec tolerance can lead to decreased surface tension of the toughened glass, possibly resulting in glass fracture caused by driving through potholes or over curbs during cold ambient temperatures.

December 22, 2014: Acme Vehicles reviewed the issue and decided to implement a recall.

Remaining Characters: 1218

#### – Identify the Remedy

**Describe the defect/noncompliance remedy program, including the manufacturer’s plan for reimbursement.**

Acme will notify it’s owners and replace the sunroof, free of charge. Acme will follow its general reimbursement plan already on file with [NHTSA](#).

Remaining Characters: 1854

**Describe what distinguishes the remedy component from the recalled component.**

The replacement sunroofs are stamped with code 14Qskr98.

Remaining Characters: 1944

**Identify and describe how and when the recall condition was corrected in production.**

Vehicles produced after December 22, 2014, will receive newly produced sunroofs that will not shatter.

Remaining Characters: 1898

9. Provide the dates you intend to notify owners and dealers. Also, provide any recall number/code you will assign to this recall.
  - **Note:** Owners and purchasers must be notified within 60 days about the safety defect or noncompliance with FMVSS. If you have any indication you will not be ready to launch the free remedy campaign within 60 days, you will need to issue an interim notice. As with traditional notifications, this notice must meet all of the requirements for recall notifications AND must be submitted to NHTSA for review at least five days before issuance. The requirements for recall notices can be found in [49 CFR 577.5](#).

**– Identify the Recall Schedule**

**Describe the recall schedule for notifications.:**

Notifications will be mailed to owners on January 15, 2015. We will notify dealers on January 7, 2015.

Remaining Characters: 1897

Planned Dealer Notification Begin Date:

Planned Dealer Notification End Date:

Planned Owner Notification Begin Date:

Planned Owner Notification End Date:

Manufacturer's identification code for this recall (if applicable):

Please be reminded that owner notification letters must be mailed no more than 60 days from submission of this report.

**– Manufacturer Comments to NHTSA Staff**

We will upload our draft owner letter and draft dealer letter in 2 days. We are still finalizing the remedy program and directions.

Remaining Characters: 1868



- **Note:** Any information typed into the “Manufacturer Comments to NHTSA Staff” box will not appear on the recall report. These comments are used only to send a message to the staff in better handling the report. Please do not put chronologies or content about recall execution that are required to be reported in this area. However, it is helpful to add your company’s 1-800# customer service number in this field. NHTSA publishes this phone number in its recall summary.

10. When the report is ready, click the “Save Draft” button and then the “Submit” button. Your recall report will then be sent to NHTSA for review & processing. You will be notified when NHTSA has reviewed your report. Processing times vary depending on volume, but staff strive to review and process new recalls within a matter of days.

Once processing is complete, you will be e-mailed a recall acknowledgement letter which summarizes the information. We aim to give manufacturers an opportunity to review this information, but it is not always possible. You are strongly encouraged to review this information quickly and inform the analyst identified in the letter immediately of any errors. New recall summaries, together with the submission you made, are posted to the website

[www.safercar.gov](http://www.safercar.gov) early the next business morning, and sometimes sooner if a matter is particularly urgent or time sensitive.

- **Tip:** It greatly helps to upload your draft owner letter right after submitting a recall report. At a minimum, these letters must be uploaded to NHTSA within 5 days of planned mailing. If NHTSA is not provided a draft to review and/or the draft is not compliant to [49 CFR 577](#), the manufacturer risks having to issue another notification which is time consuming and frustrating to all.

The **Documents Upload** area for any recall can be accessed from the main dashboard. Your newly submitted report will now be found under the “Report History” section. You might need to click “Detail View” in order to see the “Manage Documents” button.