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 your car seat may have been recalled, but you have not registered it, do one of these things to find out if your seat is part of a recall:
  • Call the maker by telephone (use the number on the label) or check its website, 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, 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 Child Passenger Safety 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.
Reporting Safety Problems

If you have a car seat or vehicle with 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 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/. This form can be sent online. Be sure to print a copy of the form for your records and to send to the car seat or vehicle maker.