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### **Statement Attributable to the National Highway Traffic Safety Administration:**

The U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) is committed to the safety of the American public and today released [a status report](#) prepared by the Independent Monitor detailing successes and challenges in the Takata air bag recalls, as well as proven tactics to increase recall completion rates. In addition, NHTSA has refreshed its website to provide updated information regarding the Takata air bag recalls – the largest and most complex vehicle recalls in U.S. history.

These recalls currently involve 19 automakers and approximately 46 million Takata air bag inflators in an estimated 34 million vehicles. These statistics will continue to fluctuate as repairs are made and previously announced recall campaigns launch on a rolling basis under the coordinated remedy program.

The Independent Monitor's status report discusses progress made by the affected automakers to improve completion rates during these unprecedented recalls, however there is still much work to be done by all involved.

Lessons learned:

- Recall repair rates vary widely by automaker. Consumer response rates can also vary, based on factors including the perceived urgency, understanding of the risk, and convenience of getting the repair.
- Automakers that have made significant efforts are, generally, seeing better success. The report noted that some OEMs have doubled and tripled their recall completion rates, or are significantly exceeding early recall completion milestones set by NHTSA.
- Recall outreach campaigns that use multiple communication channels and tactics in combination, such as door-to-door canvassing, mobile repairs, traditional first-class mail, text messages, social media, and phone calls, have higher repair rates.

As part of the review of each vehicle manufacturer's completion rates and recall completion strategies, NHTSA is working with the Independent Monitor to develop and expand the use of best practices to help the manufacturers achieve their individual repair goals. These recommendations are designed to ensure recalled air bags are replaced quickly for the safety of the public.

The lessons learned underscore the important role consumers have in the recall process. As part of the agency's ongoing public education efforts, we continue to urge the public to take the five following actions:

1. Visit [NHTSA.gov](https://www.nhtsa.gov) to find out if your car or truck is under recall. Search using your Vehicle Identification Number (VIN). Your search result will tell you if your car or truck is included in this or any other safety recall at this time.
2. If your vehicle does have a recall, and repair parts are available, call your local dealer to schedule the **free** repair.
3. Sign up at [NHTSA.gov/Alerts](https://www.nhtsa.gov/alerts) to be notified by e-mail if your vehicle is affected by a future recall.
4. Get answers to frequently asked questions at [NHTSA.gov/recall-spotlight/takata-air-bags](https://www.nhtsa.gov/recall-spotlight/takata-air-bags).
5. Help spread the word: share NHTSA's [Consumer Fact Sheet](#) and [Video](#) with friends and family.