Vehicle Safety & Recalls

Harold Powell & Carol Boros
GSA Fleet
Keeping Drivers Safe with New Technology

- NHTSA Statistics
- Vehicle Safety Technology/Trends
- Safety Training
Causes of Crashes

- Speed
- Impairment
- Distraction
- Fatigue

It’s what University of Utah cognitive neuroscientist David Strayer, PhD, calls the "Four horsemen of death" responsible for more than 90% of vehicle crashes.
Consider this statistic: 80 out of every 100 accidents are the fault of the person involved in the incident. Unsafe acts cause four times as many accidents and injuries as unsafe conditions.

- In 2021, speeding was a contributing factor in 29% of all traffic fatalities.
- In 2021, distracted driving contributed to 8% of fatal crashes.
- In 2021 31% of all traffic crash fatalities in the U.S. involved Impaired/drunken drivers. There were 13,384 lives lost in these preventable crashes.
- In 2021 1.6% of all motor vehicle crash fatalities (684) involved a drowsy driver.
What Is The Future Of Automotive Technology?

Now it's time for that nap!!

Full driving automation is the final level!
Standard Safety Technology

Safety technology that is now standard in our 2024 sedans.

- Backup camera
- Bluetooth compatible hands free phone system
- Power antilock brakes, front and rear
- Restraint system, all seated positions
- Tire pressure monitoring system
GSA Offered Driver Safety Training

Provide GSA Fleet-leased vehicle drivers with the tools, strategies, and awareness to:

- Reduce crashes, incidents, injuries, and fatalities
- Reduce related costs
- Reduce maintenance and fuel expenses
- Improve odds that the driver, their passenger(s), and others on the road return home safely
Online Driver Safety Course

Interactive Education Concepts, dba Improv Learning Inc
Aware Driver 2.0 Course
Online Driver Safety Course Registration

2. Enter the G-tag (no hyphen or spaces) of a GSA Fleet-leased vehicle that you operate or that is in your motor pool. Click the right arrow.
3. Create your account by entering your first and last name, email address, and create a password. Only authorized government work email domains and extensions will be approved.
4. Check the email account you registered with for an email containing a two factor authentication code. If you don't see it within a few minutes, be sure to check your Spam filter.
5. Enter the authentication code on the account setup page.
6. You will arrive at a Student Dashboard and can begin taking the course.
7. The email and password you registered with will be used to return to the course using the "Returning Students" button on the https://www.improvlearning.com/gsa/ homepage.
GSA Multiple Award Schedule (MAS)

- Driver safety training is available on GSA MAS
  - Commercial Off the Shelf Training - 333318TDTM
- Improv Learning is a GSA MAS Contract Holder
  - Contract number 47QREA22D0005
Safety Poll

What are you doing to protect your drivers on the road?

1. GSA offered Driver Safety Course
2. Training drivers on how to use new vehicles
3. Purchase/lease vehicles with safety features
4. Additional driver safety training courses
Recalls

- How do I know if my vehicle has a recall?
- How do I know if there is a remedy or parts available?
- Best practices on recall completion
- GSAFleet.gov recall feature
What is a Recall?

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards.
Recalls - Recall Types

- **Safety Recall** - The National Highway Traffic Safety Administration (NHTSA) states that a safety recall is issued if either the manufacturer or NHTSA determines that a vehicle or its equipment pose a safety risk or do not meet motor vehicle safety standards.
  - Stop drive
  - Park outside due to fire risk
  - **Remedy Available**
    - Yes - Repair or parts are available to complete the recall
    - No - Repair or parts are not available

- **Non-Safety Campaign** - also known as technical service bulletins (TSB) repairs are made only to resolve problems that can be verified by dealer service technicians.

- **Warranty Campaign** - covers all or some of the cost of certain repairs after the standard factory warranty expires, determined by the manufacturer.
Recall Poll
Where do you go to find out information on your vehicles with open recalls?

1. OEM Websites
2. CarFAX
3. NHTSA - SaferCar
4. GSA Fleet Applications
Where can I find recall information?

- CARFAX
- NHTSA - SaferCar
- OEM Websites
- GSAFleet.gov
- GSA Fleet Monthly Notifications
Recalls - Best Practices

How do I know if there is a remedy available for my open safety recall?

1) Check the OEM, NHTSA, CarFax or GSA Fleet site.
2) Call your dealership to verify they have the parts.
   a) What if they do not have the parts on hand?
3) Make an appointment to take your vehicle in to remedy the recall.
GSA Fleet.gov - Recalls

Recalls

GSA Fleet.gov's recall management feature provides awareness and transparency of recalls affecting your fleet. The feature includes:

- Recall information that is updated daily.
- Ad hoc reporting.
- Notifications of special instructions such as "Stop Drive" and "Park Outside Due to Enhanced Fire Risk".

Important:

- Recall information provided in GSA Fleet.gov is the best information available electronically to GSA.
- Paper notification letters from the manufacturer as well as recall information on ehhs.gov/recalls and manufacturer recall websites should also be considered in evaluating whether a vehicle has an open safety recall.
- Recall information is not available electronically for all vehicle types. GSA generally does not receive this information for larger vehicles, small production run and specialty vehicles, vehicles built for international use, and recalls older than 15 years.
- GSA does not issue or close vehicle recalls. This is done by the vehicle manufacturer.
- Recall closure by the manufacturer requires the dealer performing the remedy to submit the claim package to the manufacturer. Only after that occurs will the recall either appear as closed or not appear as open, depending on where you look.
- GSA does not issue special instructions for "Stop Drive" and "Park Outside Due to Enhanced Fire Risk". This is done by the vehicle manufacturer.

For more information, visit GSA Fleet's Vehicle Recalls page.
<table>
<thead>
<tr>
<th>Campaign</th>
<th>VIN</th>
<th>License Plate Number</th>
<th>Status</th>
<th>Remedy available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test 12423</td>
<td>101ZC5S779120674</td>
<td>0181933Z</td>
<td>Open</td>
<td>No</td>
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</tbody>
</table>

**Recall status:**
- Open
- Closed by customer
- Closed (by manufacturer)

**Recall Enhancements:**
- STOP DRIVE
- PARK OUTSIDE
Recall Campaigns

Use this feature to view and export recalls at the Campaign level. This page will not contain extended warranty bulletins.

There may be a delay with recently announced campaigns for which not all VINS have been identified by the manufacturer. VINS are added continuously so you may want to check back often. Only a manufacturer can close a recall. For GSA Fleet-leased vehicles, if you would like to mark the recall addressed, please contact your local Fleet Service Representative, providing them with the invoice showing recall completion. For Agency-Owned vehicles, you can mark them addressed on the Recalls tab of the Vehicle Details page for the vehicle that has received the remediation.

For more information, please see the dispatch and reservation user guide and how-to video.

<table>
<thead>
<tr>
<th>Campaign ID</th>
<th>Remaining</th>
<th>Description</th>
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<tbody>
<tr>
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<tr>
<td>TestRecall</td>
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<td>test</td>
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0 filters applied

Organization
Ownership type
Fleet Management Center
Campaign ID
FSR email
Customer email
Recall type
Remedy available
Recall status

Create recall campaign

Displaying 1-2 of 2 Items
### Campaign Details

<table>
<thead>
<tr>
<th>Campaign ID</th>
<th>Test/Recall</th>
<th>Description</th>
<th>NHTSA ID</th>
<th>Remedy available</th>
<th>Non-safety campaign</th>
<th>Customer should stop driving the vehicle?</th>
<th>Source Name</th>
<th>Manual Entry</th>
<th>GSA Notified Date</th>
<th>Actions</th>
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### VINS associated with campaign

<table>
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<tr>
<th>Ownership type</th>
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<th>License plate</th>
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<th>Actions</th>
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<tbody>
<tr>
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<td>GSA leased vehicle</td>
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### Recalls

<table>
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<th>Campaign</th>
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<th>Remedy date</th>
<th>Action</th>
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<td>KAS5</td>
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**Description**

- **Passenger Airbag Inflator Update**
  - **NHTSA recall ID**: 10V-345
  - **Recall type**: Passenger Airbag Inflator Update
  - **GSA notified date**: 01/24/2017
  - **OEM closed date**: -

<table>
<thead>
<tr>
<th>Recall</th>
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<th>Remedy date</th>
<th>Action</th>
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<tbody>
<tr>
<td>U53</td>
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</table>
## GSAFleet.gov - How to Close a Recall

### Agency Owned Vehicles

Go to the Vehicle Details page, Recalls Tab, Click Actions ellipse, select Add Remedy date, enter date recall completed.

### GSA Fleet Leased Vehicles

After completion of the recall, send a copy of the invoice to your FSR. Your FSR will review and add a remedy date to the recall.

Once a remedy date has been entered or recall Closed (by manufacturer), the notifications will cease.
- Monthly recall email to local customer
- Stop drive recall
- Park outside recall
Any Questions?
Contact us:

- How’s My Driving howsmydriving@gsa.gov
- Fleet Operations fleet.operations@gsa.gov

Please refer to Drive-thru's Home page and GSA.gov Safety Site for more information about online driver safety training.