

NHTSA Consumer Vehicle Complaint Process

Consumer Submits Complaint

Vehicle Owner's Questionnaire (VOQ) submitted via website, telephone or mail



NHTSA Screens Complaint for Safety Issues

Every complaint reviewed, and may be selected for further follow-up with consumer, and/or advanced for further analysis



All Complaints Posted On NHTSA Website

www.nhtsa.gov/recalls

Decision Made On Next Steps



NHTSA Analyzes Safety Issue

Technical analysis conducted to assess potential safety risk to determine severity of safety hazard, likelihood of occurrence, and population size of affected vehicles

Agency technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA.

Open formal investigation and/or monitor manufacturer recalls



Continue to monitor and reassess safety issue as necessary

