



**Closing Remarks: Takata Coordinated Remedy Public Information Meeting**  
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**U.S. Department of Transportation**  
**Washington, DC**  
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**As Prepared for Delivery**

Steve, Frank, Jennifer, Scott, thank you.

So, that is what we know today. Our goal has been to lay all of that information out to the public in clear, non-technical terms. But consumers, armed with all that information, are now likely to ask: What should I do? So let me try to answer some of the questions we expect consumers to have.

First, let me once again urge everyone to use NHTSA's VIN lookup tool to determine if their vehicle is under one of the Takata recalls or any other safety recall. Go to [www.safercar.gov](http://www.safercar.gov), click on the VIN lookup button, and enter your Vehicle Identification Number, or VIN. You can find your VIN printed on your vehicle's dashboard, visible through the bottom driver's side corner of your windshield. It's also usually printed on your vehicle registration and on your proof-of-insurance card.

If your vehicle is under a recall, PLEASE call your local dealer to arrange for free repairs. Please also keep a lookout for an official recall notice, bearing the logos of the Department of Transportation and NHTSA, and follow its instructions. With the Takata recalls, and with others, you may receive a notice and be informed that repair parts are not yet available. It's very important that consumers follow up so that they can learn when parts become available and make an appointment for repairs. Don't let this fall through the cracks; your safety and the safety of your family may depend on it.

As you've heard, the Takata issue is unprecedented in its size and complexity. We know many consumers are frustrated by the lack of available parts. To put it simply: There is no way this can get done fast enough to satisfy NHTSA. We will never be happy with the pace of repairs; the risk is too great, the challenge too large.

But, as Steve laid out in his presentation, NHTSA is considering a number of steps under the authority Congress has given us that could accelerate repairs and ensure that the inflators that present the greatest safety risk get replaced first. We want consumers to know that NHTSA is looking at all the options we can think of to speed things up.

This has been a complex process, but NHTSA has moved quickly to gather the information we've laid out today. In the interest of speeding this issue forward, I have directed staff to provide options for the agency to consider quickly, so that we can make a final decision on whether and how to invoke our accelerated remedy authority by Thanksgiving.

Still, millions are likely wondering: What should I do while I'm waiting for parts?

First of all, we do not recommend disabling your air bags. Air bags save lives. You should NEVER disable a driver-side air bag. We know some manufacturers have offered to disable passenger-side air bags until replacement parts are available; NHTSA has instructed that if passenger-side air bags are disabled, the shop place a sticker on the dash making clear that passengers should not use that seat.

We have heard from consumers asking: Is my vehicle safe to drive? Should I park it until it's repaired? These are completely understandable questions. We do want consumers to know that, even among the highest-risk inflators, ruptures are not common; air bags deploy correctly more often than not. But, as we've said, even these low odds of rupture are unacceptably high, and some consumers may prefer not to drive their vehicle until it is fixed. NHTSA knows that some manufacturers have offered to make loaner or low-cost rental vehicles available to consumers while awaiting repairs. The agency encourages vehicle owners to ask if a loaner or rental is available. While NHTSA does not have the authority to order loaner vehicles, it would be appropriate for manufacturers to consider doing so.

As you've heard, some vehicles may need both driver and passenger-side inflators replaced. Other vehicles are likely to receive an interim remedy, which will in turn be replaced by a final, safe inflator. These situations are recipes for consumer confusion and frustration, we know. But, as you've heard today: It is vitally important to get all the necessary repairs. If you own one of the more than 4 million vehicles requiring both driver and passenger inflator replacement, PLEASE make sure both are replaced.

And for those consumers who may receive an interim remedy, it's equally important that they come in both for the interim fix and for final repairs. Some may be tempted to wait for final repairs, but that would be a mistake: You will drastically reduce your odds of serious injury, because your aging inflator is a high-risk item. Likewise, while the interim replacement will reduce the odds of injury in the short term, its safety will decrease over time.

Today you heard about potential issues with a Takata inflator model that is not currently under recall, used in seat-mounted side air bags. Given that issue, consumers may ask: Should I be worried about the air bags in my vehicle, even if they are not now under recall? As we've laid out today, it is possible that we will seek additional recalls of Takata inflators. At this time, we have not sought additional recalls, but if it's necessary to protect public safety, we absolutely will do so.

Now, we are asking a lot of consumers here, and some are justifiably frustrated. But there is so much at stake. And, as Jennifer outlined, one of our greatest concerns is that some consumers, despite all the publicity, may not learn that their vehicle is affected. Others may know they have one of these recalled inflators, but decide it's not worth the time and hassle to have it repaired. There should be no mistake: Safety defects are first and foremost the responsibility of manufacturers. But, please, if you receive one of these notices, take action. It's extremely important to your safety.

NHTSA is determined to make sure consumers know if they're affected and know the risk. So, we have developed the outline of a paid media campaign to raise awareness of the need for consumer action on safety recalls, and we hope to closely coordinate that effort with industry. NHTSA is impressing upon industry the need for its marketing resources – which are significantly larger than NHTSA's – to play a major role.

In short, NHTSA will use every tool available to protect public safety, whether it's our enforcement authority, our authority to speed up recalls, or our marketing and communications resources. Public safety requires nothing less of us.

Thank you all for coming, thank you to those watching on the webcast, and thank you to the many members of the NHTSA team for your work today and throughout this process.