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

**NHTSA Consumer Vehicle Complaint Process**

**Consumer Submits Complaint**
Vehicle Owner’s Questionnaire (VOQ) submitted via website, telephone or mail

**All Complaints Posted On NHTSA Website**
www.nhtsa.gov/recalls

**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

**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

**Decision Made On Next Steps**
Open formal investigation and/or monitor manufacturer recalls

**Continue to monitor and reassess safety issue as necessary**

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