



## **Coordinated Remedy Program Proceeding: What is the status? (Part IV)**

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I'm going to talk about some of the biggest challenges to completing the unprecedented recalls that were just described.

Let's begin with the current recall completion rates for the recalled Takata inflators. When we talk about recall completion rates we are talking about how many of the vehicles that need the remedy part have been taken in to the dealer and have actually had the remedy part installed in the vehicle.

This graph shows the current state of the recall completion rates, both nationally and in the HAH region. Again, the HAH region is the High Absolute Humidity region that, based on the current data, has the highest risk of inflator rupture. The red line shows the completion rate in the HAH region. Currently, as of the last reporting on October 9th, the completion rate in this region is at 29.5 percent. This percentage is the current completion rate for all of the vehicle manufacturers combined. Some vehicle manufacturers have significantly higher completion rates than this, while others are significantly lower. There are several reasons for that discrepancy, but much of it goes back to the supply challenges that were just explained. Some manufacturers are still waiting to have enough remedy parts to begin repairs. While the vehicle manufacturers are making progress in this region, it is important to remember that vehicles in the HAH region are at the highest risk of an inflator rupture. And that risk goes up as the vehicle gets older. So it is critical that remedy completion rates in this region go up, and do so quickly. These cars need to get fixed.

Turning to the black line, this line shows the national recall completion rate for all of the vehicle manufacturers combined, which is at 22.5 percent. Again, some vehicle manufacturers have higher rates of completion and others lower, but this is the overall national completion rate.

While these overall percentages may look low at this point, there are signs that the manufacturers are moving in the right direction with their repair programs. We know that in the 2 week period from September 26 to October 9 of this year, 107,958 vehicles were remedied in the High Absolute Humidity region and 218,282 vehicles were remedied nationally. In the 1 month reporting window from September 11 to October 9, vehicle manufacturers replaced the inflator in almost half a million vehicles. So the vehicle manufacturers are making progress and the overall completion rates are constantly improving.

However, these remedy completion rates are simply not good enough to address the risk these inflators pose to the driving public.

We know the number of vehicles being remedied during each 2 week period thanks to the cooperation of the vehicle manufacturers who have been providing that data to NHTSA since August 14th of this year. Typically, a vehicle manufacturer's recall completion rate is tracked by the agency using information sent by the vehicle manufacturers every 3 months. However, for the recalled Takata inflators, we believed that more information would be necessary and would be needed more often. So we developed a tracking spreadsheet that we are calling a "Recall Dashboard" or just "Dashboard" for short.

This is a sample of what the Recall Dashboard looks like.

Again, the affected vehicle manufacturers have been very helpful in providing this information every 2 weeks since August 14th.

Looking at the Dashboard, it contains the recall number, vehicle model year, inflator type, number of vehicles affected, number of repair inflator parts available for dealers within 48 hours, and the number of vehicles that were repaired in that 2 week period and also the total repaired. We are breaking this down to both national numbers and the numbers for the HAH region so we can keep a close eye on what is happening. Recently, we also added the replacement inflator part number and the replacement inflator type to the reported data. All of this information will enable the agency to monitor parts availability and progress in remedy completion going forward.

In the HAH region, the highest risk region, the majority of the recall programs are already under way and most of the manufacturers have enough repair parts to remedy vehicles when vehicle owners seek to schedule an appointment. However, this is not universally true for all of the manufacturers and all of the recalls. A small number of the recalls either have not started yet, or have only started in specific, targeted areas in the HAH region where the risk is the very highest. This is due to a limited supply of repair parts for a few more months as replacement part manufacturing ramps up. In those cases, owners of affected vehicles should continue to regularly check the parts availability with their manufacturer or dealer, or the NHTSA VIN look-up tool located at [www.safercar.gov](http://www.safercar.gov). Again, the majority of recalls have launched to the entire HAH area. All affected vehicle owners who have not already done so need to call their dealer to schedule a remedy appointment. And if the dealer says they need to call back in a few months, they should do that: call back.

Looking to the future, even when there are enough remedy parts available, there are several known challenges to the successful completion of the remedy programs.

The first is consumer apathy, that is, people not taking this particular recall seriously when there have been so many recalls on cars over the past several years. Recalls are serious. Recalls are conducted when there is a defect that relates to an unreasonable risk to safety. And this recall is extremely serious. The public needs to be aware of this recall and the public needs to act. When a person receives a notice that parts are available for their vehicle, they need to call their local dealer or the telephone number in that notice, and schedule an appointment.

**THIS IS WHAT A RECALL NOTICE LOOKS LIKE.** It has this required label on it that we are showing on the screen. These envelopes I am holding are real examples of the notices that are sent. You can see the envelopes are different sizes and different colors, but they all have the required notice label. This is not like other mail. When you see this, open it. It could save your life.

So schedule the appointment at the dealer and the remedy will be performed free of charge. I'd like to repeat that, the defective inflator will be replaced at no cost to the consumer.

Another thing that vehicle owners can do is check their Vehicle Identification Number on [www.safercar.gov](http://www.safercar.gov) to see if their vehicle needs a remedy for this recall or any other recall. If

they see that their vehicle is covered, even if they have not received the notice in the mail, they need to contact their dealer and schedule an appointment at the dealer for a remedy part.

A second challenge is that some vehicles need an interim remedy because the final replacement part is not available yet. And those vehicles will need to go in for a temporary replacement part—that is a new replacement that is currently available—and then go back in a second time for the final replacement part when it becomes available. This temporary replacement part is safer than the older part in their vehicle because it is new and has not been exposed to the environmental factors that are believed to be related to the ruptures. Do not skip the interim remedy, thinking you'll just wait for the final remedy. Similarly, do not get the interim remedy and decide you don't want to bother with going back a second time for the final remedy. These are both bad ideas. The interim remedy is much safer than the original inflator part, but it will still, eventually, have the chance of rupture. The final remedy, once available, will be safe.

A third challenge will be effectively reaching consumers. As technology has expanded our information sources, it has also made it harder to reach the most number of people. It will be absolutely critical to the successful completion of these remedy programs for the affected vehicle manufacturers, and Takata, to continue to develop and perfect techniques for reaching affected consumers.

A fourth challenge is the need for the vehicle manufacturers and their dealers to have enough staff who are properly trained to make all of these appointments and actually replace the defective parts. These remedies require technical expertise and must be completed by properly trained personnel. People should not buy air bags online, or from a salvage yard, or anywhere other than a dealer. People should not have their air bags replaced by anyone other than a dealer. Let me repeat that, under no circumstances should a person purchase an air bag off the internet, or from a salvage yard or any other unauthorized source, as a replacement to fix a recalled inflator. Remedy parts are only available through the dealers who are affiliated with the vehicle manufacturers. Those dealers will perform the remedy for free. We know that individuals are selling air bags with recalled inflators on eBay and other sites. Because buyers cannot really know the origins of these air bags we strongly discourage anyone from purchasing an air bag off of the internet for any brand of vehicle that has a recalled inflator.

To summarize, the recall and remedy programs are already under way and most, though not all, of the vehicle manufacturers have plenty of parts for the highest risk high absolute humidity region. It is extremely important that consumers get their vehicle fixed. Dealers will provide this remedy for free. The limited number of people who are getting a like-for-like part and need an interim remedy, because no other replacement part is available right now, need to get both the interim remedy and the final remedy in order to protect themselves and their loved ones. And finally, for any recalled vehicle model, no one should buy an air bag from a salvage yard, off eBay, or from any other Internet site.