



Frequently Asked Questions (FAQ)

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Recall Report FAQ

1. **How do I add/amend information to an existing recall?**

If you ever need to amend your recall, you can click on the recall's transaction number (or NHTSA recall#) from the dashboard. From within the recall you click the "Edit" button, make the needed changes, and click "Submit" again.

2. **Can NHTSA see DRAFT copies of my recall?**

No. NHTSA analysts can only access the recall once you have pressed the "Submit" button. NHTSA analysts cannot access a draft recall until that action is taken.

3. **Can I delete draft copies of a recall?**

The "Delete" button will be available on the dashboard next to the draft copy of the report. However, if there are already documents associated with the recall, you may not be able to delete the draft report. Please contact the helpdesk for assistance if you encounter an error: recalls.helpdesk@dot.gov

4. **Can I delete a submitted recall if I made a mistake?**

No, generally speaking. If you have just submitted a recall to NHTSA, you may have a *very small window of time* to delete the recall. The "Delete" button will be available on your dashboard while this function is still available.

5. **With a noncompliance recall, what if I need to select multiple FMVSS? I can only select 1 from the drop-down list.**

At this time the form only allows 1 FMVSS to be selected. Please select 1 appropriate FMVSS and list any other applicable FMVSS in the noncompliance description field.

6. **How can I print a copy of my Part 573 Recall Report?**

At the top of the form, click the "Print" button. This button is available when the report is in "Draft" form and after submission. Alternatively, you can select the "Print" option that your internet browser offers.

7. **How do I edit an older recall which was submitted to NHTSA originally via paper/email?**

From the recall dashboard's "Report History" area, click the "All" radio button and then click "Search." NHTSA has made recalls going back to 2009 available on your dashboard. Once you identify the recall needing edits, click its transaction number (or NHTSA recall#). Only certain fields will be populated (like the recall population and certain description fields). You are free to delete the current information in the form *or* add/edit any information that should be submitted. NHTSA staff will take the amended submission and make any necessary changes to the recall summary on www.nhtsa.gov and make the document available in PDF form.

8. **I don't have the exact production dates of the products I'm recalling. What do I do?**

Please provide an approximate range for the production dates in your report. If you later find this information can be revised with more accurate dates, you can edit the report once the correct dates are available.

9. **I need to recall trailers that I manufactured. Do I submit a report for vehicles or equipment?**

In most cases trailers are considered vehicles, so please use the vehicle form.

Recall Document Upload FAQ

1. **What are the different document types I can upload?**

Interim Owner Notification Letter (Part 577): These are letters that are mailed to owners notifying them of a recall but explaining that the *free remedy is not yet available*. Interim letters must be mailed within 60 days of filing a Part 573 Recall Report with NHTSA (if the remedy is not ready within those 60 days). Please see 49 CFR 577.7 for the official requirement. The letter can take 2 forms:

Draft: This is the proposed letter that *will* be mailed to owners. The draft letter must be submitted to NHTSA at least 5 working days before being mailed to owners. A NHTSA recall analyst will email you when the draft letter has been reviewed together with any necessary revisions.

Issued Copy: This is a representative copy of the letter that was mailed to owners. When selecting "Issued Copy" you must select the dates that the letters were mailed.

The content requirements for owner notification letters can be found in 49 CFR 577.5.

Manufacturer Notices (to Dealers, etc.): Notices that are issued to dealerships, suppliers, distributors, etc. These notices are not reviewed by NHTSA for content but must be supplied to NHTSA within a reasonable time after issuance. Please do not use this file type for uploading TSB documents.

Manufacturer Reimbursement Plan: This document outlines how your company will handle reimbursement to owners who paid for the recall repair before the recall was issued. These documents should be uploaded to the specific recall file only if they pertain to that particular recall *or* if you do not have a general reimbursement plan on file with NHTSA.

If you wish to have a general reimbursement plan on file with NHTSA, this plan can be uploaded by clicking "Manufacturer Associations" from the Recall Dashboard left-most pane. From the Document Upload options on this page, you can upload a general reimbursement plan that will apply to every recall you issue. [49 CFR 573.6\(c\)\(8\)](#) and [49 CFR 573.13](#) contain the details for reimbursement plan requirements.

Miscellaneous Document: This document type should be selected for any document that does not fit into an existing category. For example, if a text field found on the Part 573 Recall Report is too small for certain information you need to provide, you can place the text in a Word file and upload it using this document type. This may happen for text-heavy portions of the Part 573 Recall Report like the "Chronology" and "Describe the Defect/Noncompliance" sections. In the Part 573 Recall Report, please enter "See supplemental document" for any portions that are included in a Miscellaneous Document.

Owner Notification Letter (Part 577): This is the letter mailed to registered owners and purchasers notifying them of the safety recall and the available free remedy. The letter can take 2 forms:

Draft: This is the proposed letter that *will* be mailed to owners. The draft letter must be submitted to NHTSA at least 5 working days before being mailed to owners. A NHTSA recall analyst will email you when the draft letter has been reviewed.

Issued Copy: This is a representative copy of the letter that was mailed to owners. When selecting "Issued Copy" you must select the dates that the letters were mailed.

The content requirements for owner notification letters can be found in [49 CFR 577.5](#).

Part 577 Owner Notification Envelope: An envelope used for owner letter mailings for this particular recall *only*. If your company uses the same envelope for all recall mailings, a general envelope template can be uploaded by clicking "Manufacturer Associations" from the Recall Dashboard left-most pane. You can upload a general envelope template on this page and NHTSA will refer to this envelope for future recall mailings. The formatting requirements for these envelopes can be found in [49 CFR 577.5](#) and [49 CFR 577.14](#).

Remedy Instructions & TSB: This file type should be selected for any dealer instructions or technical service bulletins (TSBs) related to the recall remedy. Note: If remedy instructions are submitted within a Manufacturer Notice (to Dealers, etc.), they should be submitted again using this Remedy Instructions & TSB document type.

Renotification Notice: This file type should be used for any Part 577 owner letters that are mailed after the initial owner letter mailing. Please provide the date the renotification letters were mailed.

Safety Bulletin: This file type only applies to bulletins that may be published announcing the safety recall to the general public. Safety Bulletins are often used in equipment recalls when a general bulletin may be posted on dealer counters, on a website, newspapers, trade magazines, etc. Please do not use this file type for uploading TSB documents.

2. I don't see "Draft" or "Issued Copy" options for the owner letter upload. Why not?

It's important to use a newer version of Internet Explorer (versions 10 or 11) or updated versions of Firefox or Chrome. Older versions of Internet Explorer (like Internet Explorer 8) will not provide many important features of the Recalls Portal. Updating your browser will allow you to toggle "Draft" and "Issued Copy" designations for your owner letter uploads.

3. How long does it take for NHTSA to review my draft owner notification letter?

Our goal is to have draft owner letters reviewed within 5 days of submission. However, depending on staff workload, we may not be able to review your letter for up to a week after submission for review.

If more than a week has passed since the draft was submitted or expedited review is needed, please contact the NHTSA recall analyst assigned to the recall.

4. Is there a file size limit for uploaded documents?

Yes, document uploads are limited to 20MB in size. An error message will alert you if the selected document is too large.

Tip: When working with a PDF, you may be able to reduce the file size from within the Adobe Acrobat application. Try clicking "File" and then "Save as." The "Reduced Size PDF" will save your document with a smaller file size.

If your Microsoft Word file is larger than 20MB, you may be able to reduce the file size by clicking "File" and then "Save As." A "Save As" dialog box will appear. Beside the "Save" and "Cancel"

buttons, there should be a "Tools" option available. Click "Compress Pictures" and then explore saving the document by toggling the different "Target Output" options for screens or email output.

5. **Can I upload confidential documents through the Recalls Portal?**

You ***should not*** upload confidential documents through the Recalls Portal. Any document you upload through the Recalls Portal may be placed online and viewable on www.nhtsa.gov.

Documents that you wish to remain confidential should be mailed to NHTSA's Office of Chief Counsel in accordance with [49 CFR 512](#).

For additional information please visit our [Portal Support](#) page.

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This application works best in IE9 and above and recent versions of Firefox, Chrome and Safari