

Recall Distribution in Vermont

Saving Lives and Lungs!

The Problem

There are approximately 60 million vehicles with at least one open recall at any given moment in the US (22%) and new recalls are announced frequently. Nearly half of all open recalls are related to dangerous air bag inflators. Some vehicles have recalls for safety issues. These may include recalls for dangerous air bags which could injure occupants, or other safety recalls which could endanger the occupants and others on-road. Some vehicles may also have recalls for emissions control system issues causing higher than normal emissions, endangering all “breathers” in Vermont.

The vehicle manufacturers are responsible to find these vehicles and to make sure they get repaired, but the manufacturers have difficulty locating the current owners, especially of older vehicles that may have changed ownership multiple times. Vehicle owners are also at times suspicious if a vehicle manufacturer reaches out to them, possibly believing that they are trying to see the motorist something. A way to let motorists know they have a dangerous open recall, and are entitled to free repairs have been implemented by Vermont to protect the public. Getting motorists the information they need know about recalls and get them repaired for free “Saves Lives and Lungs”!

The Solution

Getting a vehicle with an open recall repaired is easy and free to motorists. The problem is that most people do not know their vehicle has an open recall, they are suspicious about the recall notification, or they were notified and have forgotten about the recall. The ideal touchpoint with the current vehicle owner to get them to get a recall repaired is during the normal Vermont emissions and/or safety inspection. During inspection, motorists are thinking about the safety of their vehicle and may even be in a vehicle dealership where they can get the recall repair performed. Vermont DMV and DEC have rolled out a new program, at no cost to the State, to increase recall repair rates.

1. Beginning in early 2017, Vermont started the new Automated Vehicle Inspection Program (AVIP) that which transitioned the vehicle inspection program from being performed and tracked on paper, to electronic testing and data collection using tablet computers, connected to the Internet provide by Parsons.
2. Not only can these new tablets transmit vehicle inspection results, but they can also check for open recalls for a vehicle while it is being inspected using data provided by Revecorp.
3. If a vehicle has an open recall, the recall details including specific instructions to get a free repair are printed right on the vehicle inspection report.
4. Since the start of the new AVIP, over 33,000 vehicles with open recalls have been repaired because of this program – at no cost to the public.

Benefits

As noted, recall repairs are performed by local dealerships at no cost to the motorist. The local vehicle dealerships who perform the repairs are paid by the corporate vehicle manufacturers to perform the recall repairs. Therefore, the repair of open safety and emissions control system recalls bring both revenue and jobs into the state.

It is estimated that the average recall repair costs approximately \$250. Taking into account that there were 33,000 recall repairs performed to date in Vermont, the AVIP program has brought approximately \$8.2 million in revenue (and the associated taxes) into the state, while making Vermont’s air cleaner and roads safer. All at no cost to the public.

Safer and cleaner vehicles, adding jobs, providing a no cost solution to a public safety issue = “Win-Win-Win”.