



# Recalls

*GSAfleet.gov User Guide*

Updated February 2024

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## Introduction

### What is GSAFleet.gov

The General Service Administration Office of Fleet Management's (GSA Fleet) mission is to provide safe, reliable, low-cost vehicle solutions that assist federal agencies in effectively and efficiently meeting their mission and federal mandates. GSA Fleet manages mandatory Government-wide vehicle acquisition programs, provides Federal agencies full-service vehicle leases, and offers short-term vehicle rentals. GSA Fleet users currently use 19 disparate system applications to meet this mission. GSAFleet.gov consolidates those 19 systems into a single integrated system enabling value-added fleet management services through enhanced automation provided to agencies as service offerings to improve their fleet management. GSA Fleet's modernization will allow agencies across the government to reap the benefits of the resulting solution and enhance a widely leveraged shared service.

### Creating an Account and Logging In

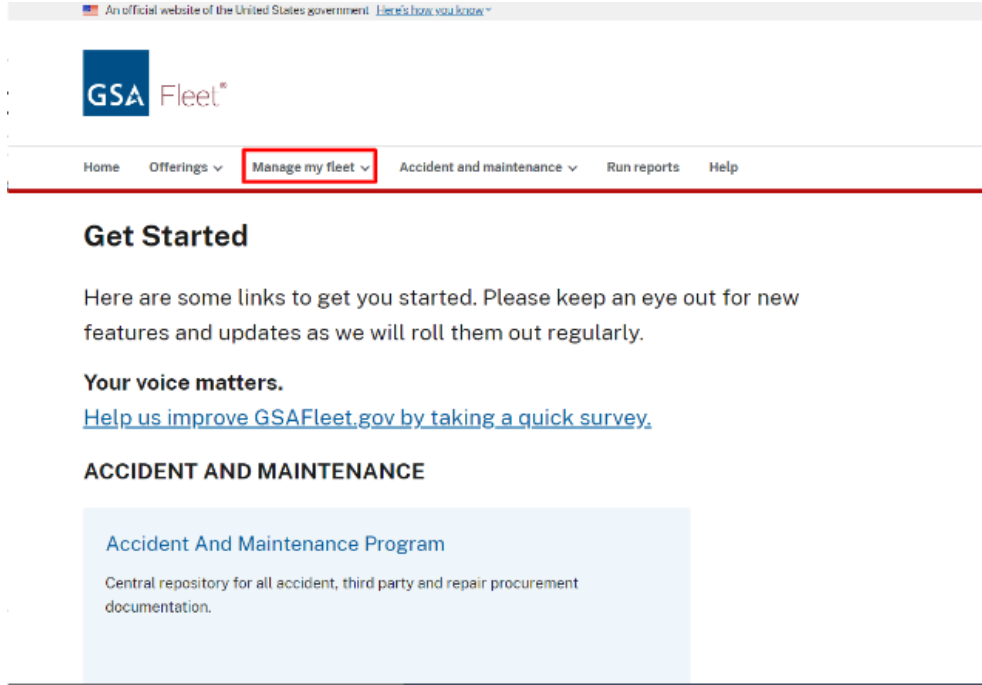
This [document](#) details how to create an account in GSAFleet.gov and how to log in.

### Recalls Overview

In GSAFleet.gov, we have moved recall information from the Customized Inventory Report to its own section. You will now be able to view and manage your recalls in our new Vehicle Recalls section.

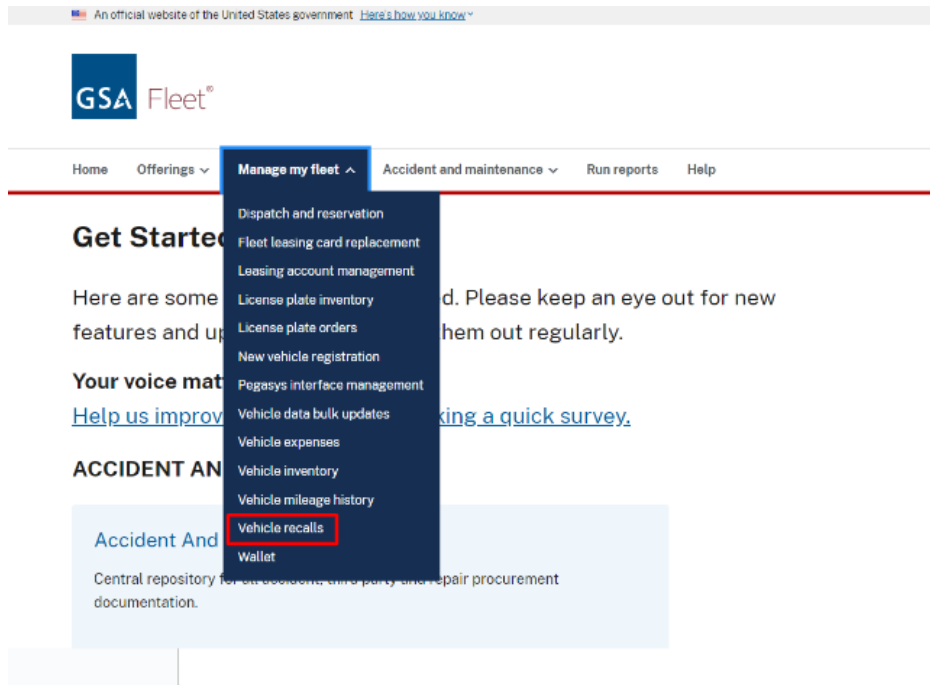
## Obtain Vehicle Recall Information

**Step 1.** From the home screen, select *Manage my fleet* from the main menu bar at the top of the screen.



**Step 2.** Select *Vehicle recalls* from the drop down menu.

**Note:** You can also scroll down and select the *Vehicle Recalls* tile to navigate to the page.



# Recalls

**Step 3.** You'll now find yourself on the Recalls Landing Page.

**Note:** There are two ways you can find your recall information.

- By selecting the Vehicle Recalls button, you can search by a specific vehicle to see a list of all the recalls that affect it.
- By selecting the Recall Campaigns button, you can look at a recall campaign and view all of the vehicles affected by that specific recall. Let's first select the View Vehicle Recalls button.

Let's first select the View Vehicle Recalls button.

Offerings ▾ Manage my fleet ▾ Accident and maintenance ▾ Run reports Help

[Home](#) > Recalls

## Recalls

GSAFleet.gov's recall management feature provides awareness and transparency of recalls affecting your fleet. The feature includes:

- Recall information that is updated daily.
- Ad hoc reporting.
- Notifications of special instructions such as "Stop Drive" and "Park Outside Due to Enhanced Fire Risk".

**Important:**

- Recall information provided in GSAFleet.gov is the best information available electronically to GSA.
- Paper notification letters from the manufacturer as well as recall information on [nhtsa.gov/recalls](https://nhtsa.gov/recalls) and manufacturer recall websites should also be considered in evaluating whether a vehicle has an open safety recall.
- Recall information is not available electronically for all vehicle types. GSA generally does not receive this information for larger vehicles, small production run and specialty vehicles, vehicles built for international use, and recalls older than 15 years.
- GSA does not issue or close vehicle recalls. This is done by the vehicle manufacturer.
- Recall closure by the manufacturer requires the dealer performing the remedy to submit the claim package to the manufacturer. Only after that occurs will the recall either appear as closed or not appear as open, depending on where you look.
- GSA does not issue special instructions for "Stop Drive" and "Park Outside Due to Enhanced Fire Risk". This is done by the vehicle manufacturer.

### Vehicle recalls

View and track open safety recalls that exist on your vehicle.

[View vehicle recalls](#)

### Recall campaigns

View and track recalls at a campaign level for your fleet.

[View recall campaigns](#)

# Recalls

**Step 4.** You'll now find yourself on the Vehicle Recalls page. Use the filters on the left hand side to pull records based on your desired criteria.

The screenshot shows the Vehicle Recalls interface. On the left is a 'FILTERS' sidebar with a list of filter categories, each with a plus sign. A red box highlights the following filters: FSR email, Agency, Legacy customer number, Ownership type, Recall ID, Recall status, Stop drive, Park outside, and User remediated. The main area has a header with columns: Campaign, VIN, License Plate Number, Remedy available, and Status. The main content area is empty and contains the text 'No recalls showing' and 'Add or remove filters to search recalls.'

**Step 5a.** Once data populates, the Vehicle Recalls table will list the campaign ID, the VIN, license plate number, remedy available and status. Under the campaign header you'll find flags for immediate safety actions required for that recall, like Stop Drive or Park Outside.

The screenshot shows the Vehicle Recalls table with data. The 'FILTERS' sidebar on the left shows '1 filter applied' for 'Recall ID' with the value '165874'. The table has columns: Campaign, VIN, License Plate Number, Remedy available, and Status. Two rows are visible, both for 'Test Recall 11024'. The first row has 'Yes' for 'Remedy available' and 'Open' for 'Status'. The second row has '-' for 'License Plate Number', 'Yes' for 'Remedy available', and 'Closed' for 'Status'. Under the 'Campaign' header, there are red 'STOP DRIVE' and yellow 'PARK OUTSIDE' flags. A red box highlights the 'Open' status in the first row. At the bottom, there is a '10 items per page' dropdown and 'Displaying 1-2 of 2 items'.

## Recalls

**Step 5b.** Now to dive deeper into a specific vehicle recall. Select the VIN number associated with the vehicle of interest .

FILTERS <span>× <a href="#">Reset all</a></span>		Campaign	VIN	License Plate Number	Remedy available	Status	
1 filter applied <span>—</span>		> Test Recall 11824 <span>STOP DRIVE</span> <span>PARK OUTSIDE</span>	<span>1FDOX5HT9EEA05260</span>	—	Yes	<span>● Closed</span>	
Recall ID							
16598 <span>×</span>							
FSR email <span>+</span>			> Test Recall 11824 <span>STOP DRIVE</span> <span>PARK OUTSIDE</span>			Yes	<span>● Open</span>
Agency <span>+</span>							
Legacy customer number <span>+</span>		> Test Recall 11824 <span>STOP DRIVE</span> <span>PARK OUTSIDE</span>		—	Yes	<span>● Open</span>	
Ownership type <span>+</span>							
Recall ID <span>—</span>							
<input type="text" value="Search by campaign ID"/>		> Test Recall 11824 <span>STOP DRIVE</span> <span>PARK OUTSIDE</span>		—	Yes	<span>● Open</span>	
<input type="text" value="16598"/> <span>×</span>							

# Recalls

**Step 6a.** You are then navigated to the Recalls tab for that vehicle's details page. Here you can find all the campaigns associated with the selected vehicle, the recall statuses and whether remedies are available. You'll also find counters tracking how many open and closed recalls the vehicle currently has.

For GSA Fleet-leased vehicles, please contact your FSR sending a copy of the invoice for the completed recall. The FSR will verify recall completion and add a remedy date.

For Agency-owned vehicles, utilize the action ellipses on the right hand side to add a remedy date and if necessary comments.

We have 3 Recall Statuses:

- Open: Recall is Open and has not been remedied.
- Closed By Customer: Customer has taken the vehicle into a dealership and the recall is completed. A remedy date has been entered by either the FSR or Agency-owned customer.
- Closed: Closed by Manufacturer.

**VIN** Unregistered Search by license plate Search by VIN

2014 FORD F550

Vehicle overview  
Contact information  
**Recalls**  
Registration  
Repair orders  
Mileage history  
Equipment  
Specifications  
Expenses  
Valuations  
Customer driven data  
Comments

### Recalls

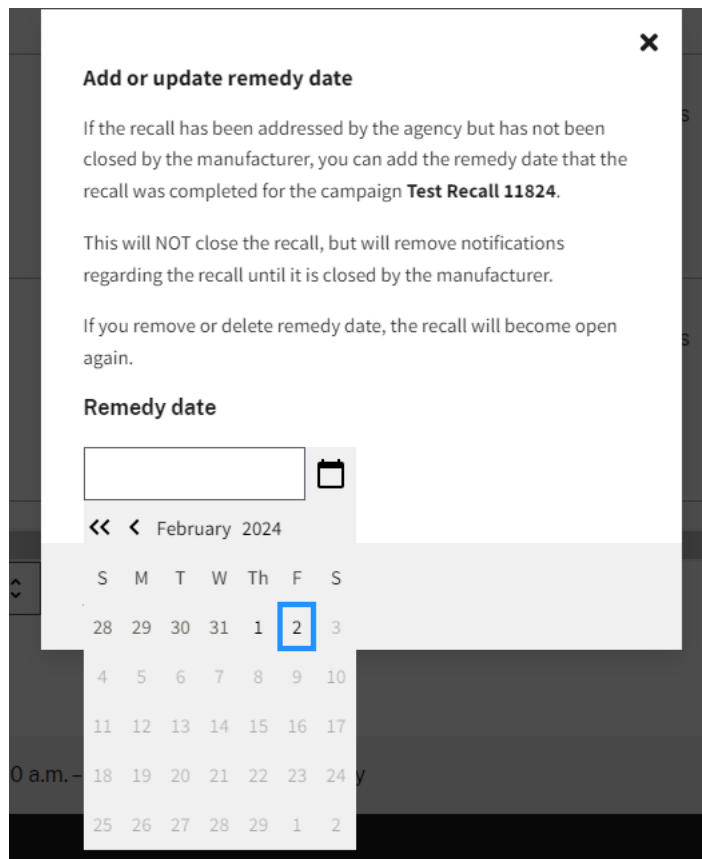
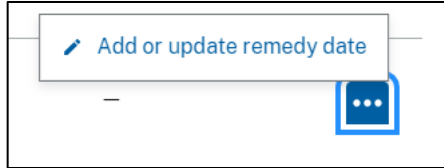
Open recalls: 0    Closed recalls: 3

Campaign	Status	Remedy available	Remedy date	Actions
> Test Recall 11024 STOP DRIVE PARK OUTSIDE	Closed	Yes	—	...
> Test STOP DRIVE PARK OUTSIDE	Closed	Yes	—	...
> Test Recall 11824 STOP DRIVE PARK OUTSIDE	Closed	Yes	—	...

5 items per page    Displaying 1-3 of 3 items

## Recalls

**Step 6b.** When adding a remedy date on a recall, you'll use the Actions ellipses highlighted in the previous step. Select the option to "Add or update remedy date." A modal will appear where you will be able to click the calendar icon and select the date the recall was remedied. Select submit, and your vehicle's recall table will be updated with the "Closed by Customer" status.



## Obtain Recall Campaign Information

**Step 1.** To view Recall information by campaigns, rather than by vehicles, navigate to the Recall screen and select the View Recall Campaigns button

### Recalls

GSAFleet.gov's recall management feature provides awareness and transparency of recalls affecting your fleet. The feature includes:

- Recall information that is updated daily.
- Ad hoc reporting.
- Notifications of special instructions such as "Stop Drive" and "Park Outside Due to Enhanced Fire Risk".

**Important:**

- Recall information provided in GSAFleet.gov is the best information available electronically to GSA.
- Paper notification letters from the manufacturer as well as recall information on [nhtsa.gov/recalls](https://www.nhtsa.gov/recalls) and manufacturer recall websites should also be considered in evaluating whether a vehicle has an open safety recall.
- Recall information is not available electronically for all vehicle types. GSA generally does not receive this information for larger vehicles, small production run and specialty vehicles, vehicles built for international use, and recalls older than 15 years.
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- Recall closure by the manufacturer requires the dealer performing the remedy to submit the claim package to the manufacturer. Only after that occurs will the recall either appear as closed or not appear as open, depending on where you look.
- GSA does not issue special instructions for "Stop Drive" and "Park Outside Due to Enhanced Fire Risk". This is done by the vehicle manufacturer.

For more information, visit [GSA Fleet's Vehicle Recalls page](#).

#### Vehicle recalls

View and track safety recalls that exist on your vehicle.

[View vehicle recalls](#)

#### Recall campaigns

View and track recalls at a campaign level for your fleet.

[View recall campaigns](#)

**Step 2.** You'll now find yourself on the Recall Campaigns screen. Utilize the Agency filter on the left hand side to view all your agency's recall campaigns.

### Recall Campaigns

Use this feature to view recalls at the Campaign level. This page will not contain extended warranty bulletins or technical safety bulletins.

There may be a delay with recently announced campaigns for which not all VINs have been identified by the manufacturer. VINs are added continuously so you may want to check back often. Only a manufacturer can close a recall. For GSA Fleet-leased vehicles, if you would like to mark the recall addressed (closed by customer), please contact your local Fleet Service Representative, providing them with the invoice showing recall completion. For Agency-owned vehicles, you can mark them addressed (closed by customer) on the Recalls tab of the Vehicle Details page for the vehicle that has received the remediation.

[Hide filters](#) [+ Create recall campaign](#)

FILTERS	Campaign ID	Remaining	Remedy available	Description
0 filters applied				
No filters applied				
<b>Agency</b>				
Ownership type				
Fleet Management Center				
Campaign ID				
FSR email				
Customer email				
Remedy available				
Stop drive				
Park outside				

No recall campaigns showing

Add or remove filters to search recall campaigns. Ownership Type selection is required.

# Recalls

**Step 3.** Once data populates, the Recall Campaigns table will show you all your campaigns, and their associated Campaign IDs, any safety flags, how many vehicles are remaining to remedy per campaign, a description, and whether or not there is a remedy available.

## Recall Campaigns

Use this feature to view recalls at the Campaign level. This page will not contain extended warranty bulletins or technical safety bulletins.

There may be a delay with recently announced campaigns for which not all VINs have been identified by the manufacturer. VINs are added continuously so you may want to check back often. Only a manufacturer can close a recall. For GSA Fleet-leased vehicles, if you would like to mark the recall addressed (closed by customer), please contact your local Fleet Service Representative, providing them with the invoice showing recall completion. For Agency-owned vehicles, you can mark them addressed (closed by customer) on the Recalls tab of the Vehicle Details page for the vehicle that has received the remediation.

Hide filters+ Create recall campaign

FILTERS	Campaign ID	Remaining	Remedy available	Description
1 filter applied	<a href="#">Test</a> <b>STOP DRIVE</b> <b>PARK OUTSIDE</b>	0	Yes	Test
Campaign ID				
Test				
Agency	<a href="#">Test Recall 11024</a> <b>STOP DRIVE</b> <b>PARK OUTSIDE</b>	1	Yes	Test Recall
Ownership type				
Fleet Management Center				
Campaign ID	<a href="#">Test Recall 11824</a> <b>STOP DRIVE</b> <b>PARK OUTSIDE</b>	0	Yes	Test Recall 11824

10 items per page

Displaying 1-3 of 3 items

# Recalls

**Step 4.** To dive deeper into a specific campaign, select a Campaign ID.

## Recall Campaigns

Use this feature to view recalls at the Campaign level. This page will not contain extended warranty bulletins or technical safety bulletins.

There may be a delay with recently announced campaigns for which not all VINs have been identified by the manufacturer. VINs are added continuously so you may want to check back often. Only a manufacturer can close a recall. For GSA Fleet-leased vehicles, if you would like to mark the recall addressed (closed by customer), please contact your local Fleet Service Representative, providing them with the invoice showing recall completion. For Agency-owned vehicles, you can mark them addressed (closed by customer) on the Recalls tab of the Vehicle Details page for the vehicle that has received the remediation.

Hide filters+ Create recall campaign

FILTERS		Campaign ID	Remaining	Remedy available	Description
1 filter applied		Test	0	Yes	Test
Campaign ID	Test	Test Recall 11024	1	Yes	Test Recall
Agency		Test Recall 11824	0	Yes	Test Recall 11824
Ownership type					
Fleet Management Center					
Campaign ID					
Search by NHTSA recall ID					
FSR email					

10 items per page      Displaying 1 - 3 of 3 items

## Recalls

**Step 5a.** You'll now find yourself on the Campaign details screen. The top half of this page includes detailed information on the specific recall campaign. The NHTSA ID for the campaign is hyperlinked to allow you to easily view all recall details on the NHTSA website. Clicking the link will open up the recall letter from the manufacturer.

Campaign details			
Campaign ID	Test Recall 11024	<a href="#">Edit recall</a>	
Campaign	Test Recall		
Description	Test description		
Safety risk	Safety Risk to the Driver		
Remedy	Remedy or fix available		
NHTSA ID	<a href="#">165874</a>	Recall type	Safety recall campaign
Remedy available	Yes	Customer should stop driving the vehicle?	Yes
Does the vehicle need to be parked outside?	Yes	Source Name	Manual Entry
Manufacturer	-	GSA Notified Date	-
Recall Release Date	-		

### VINS associated with campaign

Ownership type	VIN	License plate	Remedy available	Recall status	Actions
GSA leased vehicle			Yes	Open	...
Agency owned			Yes	Closed by Mfg	...

10 items per page Displaying 1-2 of 2 items

## Recalls

**Step 5b.** The bottom half of this page includes a table of all VINS associated with the campaign and their status. Selecting the hyperlinked VIN will take you to the recalls tab of the Vehicle Details page that was detailed in the previous section.

### Campaign details

Campaign ID	Test Recall 11024	<a href="#">Edit recall</a>	
Campaign	Test Recall		
Description	Test description		
Safety risk	Safety Risk to the Driver		
Remedy	Remedy or fix available		
NHTSA ID	<a href="#">165874</a>	Recall type	Safety recall campaign
Remedy available	Yes	Customer should stop driving the vehicle?	Yes
Does the vehicle need to be parked outside?	Yes	Source Name	Manual Entry
Manufacturer	-	GSA Notified Date	-
Recall Release Date	-		

### VINS associated with campaign

Ownership type	VIN	License plate	Remedy available	Recall status	Actions
GSA leased vehicle			Yes	Open	...
Agency owned	<a href="#">1FDOX5HT9EEA05260</a>		Yes	Closed by Mfg	...

10 items per page

Displaying 1-2 of 2 items