Technical Report Documentation Page

1. Report No.	2. Government Accession No.	3. Recipient's Catalog No.
SWT-2017-6		
4. Title and Subtitle		5. Report Date
Consumer Preferences Regarding Vehicle-Related Safety Recalls		April 2017
		6. Performing Organization Code
		383818
7. Author(s)		8. Performing Organization Report No.
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9. Performing Organization Name and Address		10. Work Unit no. (TRAIS)
The University of Michigan		
Sustainable Worldwide Transportation		11. Contract or Grant No.
2901 Baxter Road		
Ann Arbor, Michigan 48109-215	0 U.S.A.	
12. Sponsoring Agency Name and Address		13. Type of Report and Period
The University of Michigan		Covered
Sustainable Worldwide Transportation		14. Sponsoring Agency Code

15. Supplementary Notes

Information about Sustainable Worldwide Transportation is available at http://www.umich.edu/~umtriswt.

16. Abstract

This study explored the factors that influence consumer responses to safety recalls in general and to vehicle-related safety recalls in particular. The data consisted of the responses of 516 adults in the U.S. to an online survey.

The examined topics were as follows:

- Awareness of recalls by product category
- Likelihood of responding to safety recalls by product category
- Experience with the latest safety recall
- Preferred method for notification of vehicle-related safety recalls
- Consequences of not having vehicle-related safety-recall notices addressed for future vehicle registration and resale
- Options and factors making responding to vehicle-related safety-recall notices more likely
- Concerns that prevent responding to vehicle-related safety-recall notices

			18. Distribution Statement Unlimited
19. Security Classification (of this report)	20. Security Classification (of this page)	21. No. of Pages	22. Price
None	None	33	