



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: AQ 10-001
Prompted by:
Date Opened: 11/18/2010
Investigator: Alexander Ansley
Approver: Stephen Ridella
Subject: Fleet Vehicle Recall Completion Audit

Date Closed: 12/28/2015
Reviewer: Jennifer Timian

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US LLC), General Motors LLC, Ford Motor Company
Products: Various light vehicles rented to the public
Population: 2,946,575

Problem Description: Rental car company recall completion rates analysis

ACTION / SUMMARY INFORMATION

Action: Close Audit Query (AQ)

Summary:

On November 18, 2010, NHTSA's Recall Management Division (RMD) opened an audit query (AQ10-001) to investigate recall remedy completion by rental car companies on safety recall campaigns. It was expected to provide the agency an indication of how completely and how quickly rental car fleets perform necessary recall-related remedies on the vehicles owned and then rented/leased for use on the roadways.

RMD queried three (3) major motor vehicle manufacturers (Ford, Chrysler, and General Motors) and requested data regarding completion figures for fifteen (15) discreet safety recalls. Analysis of this data demonstrated that rental car recalls completion was neither complete nor consistent. The rental car companies representing the largest market share in the industry were then queried as to their respective policies for the rental, lease, and sale of vehicles with open recalls. The data and responses from the manufacturers and the rental car companies can be found in the document repository by accessing the "Associated Documents" link above.

In December 2015, Congress enacted the Fixing America's Surface Transportation (FAST) Act. One section of the Act prohibits rental car companies from renting, leasing, or selling motor vehicles subject to open safety recalls.

With the passage of the FAST Act and its prohibition, there is no continuing need for the agency to investigate rental car recall completions. Accordingly, this investigation is closed. The agency reserves the right to open any future investigations, including audits of individual recalls, or groups of recalls, or rental car companies, to examine more closely safety recalls performance and completion issues in this area.