



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 **Reviewer:** Jennifer Timian
Approver: Richard Boyd
Subject: Fleet Vehicle Recall Completion Audit

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: GENERAL MOTORS CORP., CHRYSLER GROUP LLC, FORD MOTOR COMPANY
Products: Various light vehicles rented to the public
Population: 2,946,575 (Estimated)

Problem Description: Recent allegations of crashes and deaths from un-remedied recalled vehicles are at issue in this AQ. Fleet recall completion rates & overall effectiveness are to be evaluated based on records from GM, Ford, and Chrysler.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open Audit Query (AQ)

Summary:

The agency, particularly in recent months, has been informed of incidents involving allegations of personal injury and death claimed to have been caused by safety defects and failures to conform to minimum Federal Motor Vehicle Safety Standards (FMVSS) on rental car vehicles for which a safety recall to remedy the safety defect or noncompliance had allegedly not been performed prior to the rental car company's lease of the vehicle. NHTSA understands that there is presently a petition before the Federal Trade Commission (FTC) seeking to prohibit at least one rental car company from renting vehicles on which safety recall campaign remedies remain outstanding.

The purpose of this audit query (AQ) is to investigate recall remedy completion by rental car companies on the above-listed safety recall campaigns. These campaigns were chosen due to their inclusion of vehicles used in the rental market. This information is expected to provide the agency an indication of how completely and how quickly rental car fleets, in general or individually, perform necessary recall-related repairs or other remedies on the vehicles owned and then leased for use on the roadways.

This AQ is opened.