



January 11, 2011

Ms. Jennifer Timian  
Chief, Recall Management Division, NVS-215  
U.S. Department of Transportation

National Highway Traffic Safety Administration (NHTSA)  
Office of Defects Investigation (ODI)  
Room W48-302  
1200 New Jersey Avenue SE  
Washington, D.C. 20590

Reference: NVS-215jt; AQ10-001

Dear Ms. Timian:

This document contains Chrysler Group LLC's ("Chrysler") response to the referenced inquiry regarding the Audit of Rental Car Safety Recall Campaign Completion. The data utilized to compile the response was assembled on January 03, 2011. Chrysler also provided all fleet companies related to each specific recall.

Sincerely,

A handwritten signature in black ink that reads "David D. Dillon".

David D. Dillon

Attachments

1. **Separately for each subject recall, provide a table with the following information:**
  - a. **The recall launch date,**
  - b. **The top ten rental companies; and then, for each company:**
    - i. **Its launch count;**
    - ii. **Its count at 30 days;**
    - iii. **Number of vehicles remedied at 30 days;**
    - iv. **Percentage of vehicles remedied at 30 days;**
    - v. **Its count at 60 days;**
    - vi. **Number of vehicles remedied at 60 days;**
    - vii. **Percentage of vehicles remedied at 60 days;**
    - viii. **Its count at 90 days;**
    - ix. **Number of vehicles remedied at 90 days;**
    - x. **Percentage of vehicles remedied at 90 days;**
    - xi. **Its count at 120 days;**
    - xii. **Number of vehicles remedied at 120 days;**
    - xiii. **Percentage of vehicles remedied at 120 days;**
    - xiv. **Its count at 365 days;**
    - xv. **Number of vehicles remedied at 365 days; and**
    - xvi. **Percentage of vehicles remedied at 365 days;**

**Conspicuously identify the subject recall's NHTSA assigned identification number on each table and name each table "Rental Car Completion Analysis for [insert NHTSA identification number as applicable]." Provide the tables in Microsoft Access or Microsoft Excel format.**

**In the event Chrysler expanded the scope of the campaigned vehicles in any significant manner during the course of the campaign, (e.g. expansions Chrysler would have notified the agency concerning, and not minor changes due to entry and departure of vehicles in and out of the country, as one example) state when it changed the population, and provide a separate aggregation of data for the changed population.**

- A1. The detailed responses that list each specific recall launch date, recall launch count, number of vehicles remedied and percentage of vehicles remedied at various intervals from Request No. 1, are provided in Enclosure 1 which contains filenames referenced in the table below. The tables are provided in a Microsoft Excel file format.

NHSTA Identification Number	Filename
06V-067	Rental Car Completion Analysis for 06V-067.XLSX
06V-432	Rental Car Completion Analysis for 06V-432.XLSX
07V-089	Rental Car Completion Analysis for 07V-087.XLSX
07V-414	Rental Car Completion Analysis for 07V-414.XLSX
07V-434	Rental Car Completion Analysis for 07V-434.XLSX
07V-473	Rental Car Completion Analysis for 07V-473.XLSX
08V-152	Rental Car Completion Analysis for 08V-152.XLSX

**2. Separately, for each subject recall, provide a table with the following information as it relates to all other vehicles covered by the subject recall exclusive of the rental car campaigned vehicles:**

- a. The recall's launch date;
- b. The total vehicles at launch;
- c. Number of vehicles remedied at 30 days;
- d. Percentage of vehicles remedied at 30 days;
- e. Number of vehicles remedied at 60 days;
- f. Percentage of vehicles remedied at 60 days;
- g. Number of vehicles remedied at 90 days;
- h. Percentage of vehicles remedied at 90 days;
- i. Number of vehicles remedied at 120 days;
- j. Percentage of vehicles remedied at 120 days;
- k. Number of vehicles remedied at 365 days; and
- l. Percentage of vehicles remedied at 365 days;

**Conspicuously identify the subject recall's NHTSA assigned identification number on each table and name each table "Non-Rental Completion Analysis for [insert NHTSA identification number as applicable]." Provide the tables in Microsoft Access or Microsoft Excel format.**

**In the event Chrysler expanded the scope of the campaigned vehicles in any significant manner during the course of a campaign, (e.g., expansions Chrysler would have notified the agency concerning, and not minor changes due to entry and departure of vehicles in and out of the country, as one example) state when it changed the population, and provide a separate aggregation of data for the changed population.**

**In the event Chrysler is unable to separate its records between rental car companies and all other owners and purchasers of campaigned vehicles, then please so state, explain why it cannot do so, and provide the above information as to the all campaigned vehicles.**

- A2. The detailed responses that list each specific recall launch date, recall launch count, number of vehicles remedied and percentage of vehicles remedied at various intervals from Request No. 2, are provided in Enclosure 2 which contains filenames referenced in the table below. The tables are provided in a Microsoft Excel file format.

NHSTA Identification Number	Filename
06V-067	Non-Rental Car Completion Analysis for 06V-067.XLSX
06V-432	Non-Rental Car Completion Analysis for 06V-432.XLSX
07V-089	Non-Rental Car Completion Analysis for 07V-087.XLSX
07V-414	Non-Rental Car Completion Analysis for 07V-414.XLSX
07V-434	Non-Rental Car Completion Analysis for 07V-434.XLSX
07V-473	Non-Rental Car Completion Analysis for 07V-473.XLSX
08V-152	Non-Rental Car Completion Analysis for 08V-152.XLSX

- 3. Provide a description of the information and information sources Chrysler used in compiling its responses to questions 1 and 2 and the process or procedure Chrysler used in calculating those responses.**

- A3. Chrysler utilized the following internal sources to compile the responses to questions 1 and 2. The first source is Chrysler's Customer Owner Information Network (COIN). The COIN system is a customer data administration and management software application. The information contained in COIN is VIN (Vehicle Identification Number) related data, such as ownership details, acquisition dates, and customer name and address details. The second source is Chrysler's Global Recall System (GRS). The GRS system is a software application that contains recall completion status, recall notification history and recall VIN lists.

**4. Provide any additional information Chrysler considers important for the agency to consider in reviewing and evaluating Chrysler's responses to any of the requests above. As one example, identify any anomalies in the data and explain the reason(s) for those anomalies.**

A4. Chrysler provided the information as requested for Request No. 1 and No. 2 and found no anomalies within the data.

Recall Launch Date	Rental Car Company Name	Recall Launch Count	Count @ 30 Days	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	Count @ 60 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	Count @ 90 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	Count @ 120 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	Count @ 365 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
6/12/2006	Domestic Government Bid Units	369	363	4	1.1	361	6	1.6	355	15	4.2	349	8	2.2	328	10	3
	DTG Corp	9519	8030	831	10.3	6459	960	14.8	5590	586	10.4	4941	435	8.8	1617	574	35.4
	AVIS Budget Rent-a-Car	2887	2108	46	2.1	1677	877	52.2	1492	262	17.5	1126	58	5.1	645	64	9.9
	Hertz Ret-a-Car	883	830	10	1.2	762	9	1.1	574	5	0.8	428	3	0.7	88	53	60.2
	Emkay Inc	309	308	6	1.9	306	5	1.6	304	30	9.8	299	28	9.3	273	67	24.5
	PHH Fleet Mgt	2726	2725	81	2.9	2716	132	4.8	2715	246	9	2700	237	8.7	2356	678	28.7
	Lease Plan U.S.A.	1268	1267	27	2.1	1266	30	2.3	1265	65	5.1	1265	95	7.5	1204	363	30.1
	Wheels Inc.	1731	1725	37	2.1	1723	70	4	1720	112	6.5	1717	129	7.5	1655	452	27.3
	GE Capital Fleet Services	3245	3245	64	1.9	3244	96	2.9	3243	217	6.6	3238	245	7.5	2389	684	28.6
	Enterprise Rent-a-Car	8220	7458	2222	29.7	6391	1158	18.1	4780	675	14.1	3848	404	10.4	857	626	73
	Automotive Rentals Inc.	1608	1604	116	7.2	1599	143	8.9	1596	132	8.2	1591	162	10.1	1402	439	31.3
	Advantage Rent-a-Car	487	122	12	9.8	58	2	3.4	49	4	8.1	39	0	0	18	3	16.6
	Donlen Leasing	369	367	5	1.3	366	13	3.5	365	20	5.4	365	44	12	344	74	21.5
	Mike Albert Leasing	95	95	2	2.1	95	4	4.2	95	5	5.2	91	5	5.4	84	23	27.3

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11/15/2006	Domestic Government Bid Units	25	25	0	0	25	0	0	25	0	0	25	1	4	25	0	0
	DTG Corp	801	695	38	5.4	652	35	5.3	612	28	4.5	548	19	3.4	326	55	16.8
	AVIS Budget Rent-a-Car	172	166	27	16.2	165	39	23.6	160	12	7.5	147	7	4.7	64	8	12.5
	Hertz Ret-a-Car	124	112	1	0.8	98	0	0	91	5	5.4	75	7	9.3	25	16	64
	Emkay Inc	70	70	14	20	70	14	20	70	5	7.1	69	4	5.7	59	15	25.4
	PHH Fleet Mgt	2167	2163	543	25.1	2123	288	13.5	2087	154	7.3	2048	99	4.8	1612	466	28.9
	Lease Plan U.S.A.	123	120	29	24.1	120	24	20	118	8	6.7	115	3	2.6	100	25	25
	Wheels Inc.	4483	4425	1085	24.5	4367	539	12.3	4265	306	7.1	4147	172	4.1	3375	800	23.7
	GE Capital Fleet Services	772	754	175	23.2	733	81	11	679	54	7.9	661	28	4.2	550	108	19.6
	Enterprise Rent-a-Car	113	93	11	11.8	71	5	7	62	3	4.8	58	2	3.4	24	10	41.6
	Automotive Rentals Inc.	1979	1955	594	30.3	1916	398	20.7	1874	128	6.8	1774	102	5.7	1031	272	26.3
	Advantage Rent-a-Car	33	33	1	3	4	0	0	1	1	100	1	0	0	1	0	0
	Donlen Leasing	255	249	69	27.7	244	41	16.8	242	17	7	234	2	0.8	189	33	17.4
	Mike Albert Leasing	113	112	22	19.6	111	22	19.8	104	10	9.6	102	4	3.9	87	18	20.6

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5/24/2007	Domestic Government Bid Units	591	586	8	1.3	585	18	3	580	31	5.3	576	19	3.2	544	29	5.3
	DTG Corp	1779	1503	66	4.3	1318	46	3.4	1182	72	6	1048	39	3.7	607	121	19.9
	AVIS Budget Rent-a-Car	1515	1177	95	8	945	122	12.9	796	43	5.4	683	38	5.5	366	83	22.6
	Hertz Ret-a-Car	726	639	109	17	566	71	12.5	477	37	7.7	396	24	6	175	31	17.7
	Emkay Inc	172	170	6	3.5	167	14	8.3	166	23	13.8	163	44	26.9	120	43	35.8
	PHH Fleet Mgt	1652	1632	129	7.9	1618	222	13.7	1606	277	17.2	1583	177	11.1	1223	397	32.4
	Lease Plan U.S.A.	454	454	32	7	453	36	7.9	452	73	16.1	450	44	9.7	418	126	30.1
	Wheels Inc.	1187	1184	63	5.3	1178	119	10.1	1174	208	17.7	1165	108	9.2	870	270	31
	GE Capital Fleet Services	2658	2633	225	8.5	2604	342	13.1	2553	329	12.8	2503	184	7.3	1843	539	29.2
	Enterprise Rent-a-Car	2803	2587	832	32.1	2410	750	31.1	2054	274	13.3	1541	118	7.6	183	120	65.5
	Automotive Rentals Inc.	387	386	22	5.6	385	32	8.3	385	41	10.6	385	37	9.6	332	84	25.3
	Donlen Leasing	367	342	13	3.8	304	25	8.2	279	42	15	261	21	8	173	47	27.1
	Mike Albert Leasing	140	139	10	7.1	139	23	16.5	137	26	18.9	135	16	11.8	125	26	20.8



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10/22/2007	DTG Corp	14965	14414	2064	14.3	13271	2278	17.1	12010	982	8.1	9437	717	7.5	3025	994	32.8
	AVIS Budget Rent-a-Car	1246	1082	67	6.1	1035	146	14.1	990	570	57.5	874	76	8.6	54	20	37
	Hertz Ret-a-Car	390	390	184	47.1	390	94	24.1	383	13	3.3	351	4	1.1	16	6	37.5
	Lease Plan U.S.A.	1	1	0	0	1	0	0	1	0	0	1	0	0	1	0	0
	Wheels Inc.	63	63	3	4.7	63	4	6.3	63	5	7.9	63	6	9.5	63	12	19
	GE Capital Fleet Services	15	15	0	0	15	0	0	15	2	13.3	15	0	0	15	0	0
	Enterprise Rent-a-Car	10424	9618	3333	34.6	8939	2254	25.2	8191	874	10.6	7372	723	9.8	1405	960	68.3
	Automotive Rentals Inc.	3	3	0	0	3	0	0	3	0	0	3	0	0	3	0	0
	Donlen Leasing	2	2	0	0	2	0	0	2	0	0	2	0	0	2	1	50

Recall Launch Date	Rental Car Company Name	Recall Launch Count	Count @ 30 Days	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	Count @ 60 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	Count @ 90 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	Count @ 120 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	Count @ 365 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
11/14/2007	Domestic Government Bid Units	4	4	0	0	4	0	0	4	0	0	4	0	0	4	0	0
	DTG Corp	18833	17811	1846	10.3	16575	2088	12.5	13947	2005	14.3	11141	956	8.5	3927	1399	35.6
	AVIS Budget Rent-a-Car	3453	3199	149	4.6	2992	1598	53.4	2593	362	13.9	2197	38	1.7	702	52	7.4
	Hertz Ret-a-Car	421	363	141	38.8	325	47	14.4	270	6	2.2	203	4	1.9	11	6	54.5
	Emkay Inc	67	67	5	7.4	67	18	26.8	67	11	16.4	66	2	3	52	18	34.6
	PHH Fleet Mgt	91	91	3	3.2	91	16	17.5	91	5	5.4	91	3	3.2	88	14	15.9
	Lease Plan U.S.A.	671	671	57	8.4	671	129	19.2	671	92	13.7	670	42	6.2	647	263	40.6
	Wheels Inc.	11	11	0	0	11	2	18.1	11	1	9	11	0	0	11	3	27.2
	GE Capital Fleet Services	1374	1372	110	8	1372	492	35.8	1372	190	13.8	1370	68	4.9	1312	282	21.4
	Enterprise Rent-a-Car	16730	15468	6126	39.6	14440	2661	18.4	13334	2121	15.9	12099	1028	8.4	3275	1479	45.1
	Automotive Rentals Inc.	25	25	1	4	25	1	4	25	3	12	25	1	4	24	8	33.3
	Donlen Leasing	3	3	0	0	3	0	0	3	0	0	3	0	0	3	0	0
	Mike Albert Leasing	2	2	0	0	2	0	0	2	0	0	2	0	0	1	1	100

Recall Launch Date	Rental Car Company Name	Recall Launch Count	Count @ 30 Days	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	Count @ 60 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	Count @ 90 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	Count @ 120 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	Count @ 365 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
10/24/2007	Domestic Government Bid Units	935	927	14	1.5	917	31	3.3	915	5	0.5	914	6	0.6	906	23	2.5
	DTG Corp	2526	2398	204	8.5	2204	316	14.3	1995	121	6	1691	106	6.2	972	289	29.7
	AVIS Budget Rent-a-Car	1887	1744	15	0.8	1572	517	32.8	1375	333	24.2	1077	24	2.2	482	73	15.1
	Hertz Ret-a-Car	621	488	135	27.6	411	50	12.1	371	6	1.6	345	6	1.7	195	43	22
	Emkay Inc	133	132	40	30.3	128	16	12.5	121	7	5.7	118	11	9.3	94	24	25.5
	PHH Fleet Mgt	290	289	43	14.8	289	32	11	286	18	6.2	285	13	4.5	262	54	20.6
	Lease Plan U.S.A.	282	251	37	14.7	244	26	10.6	241	15	6.2	239	6	2.5	213	38	17.8
	Wheels Inc.	722	721	109	15.1	721	68	9.4	720	26	3.6	714	14	1.9	691	77	11.1
	GE Capital Fleet Services	630	620	100	16.1	613	44	7.1	599	35	5.8	589	23	3.9	501	95	18.9
	Enterprise Rent-a-Car	1179	1043	492	47.1	975	193	19.7	893	77	8.6	774	39	5	297	63	21.2
	Automotive Rentals Inc.	324	323	66	20.4	322	35	10.8	319	17	5.3	312	19	6	280	88	31.4
	Donlen Leasing	144	143	40	27.9	142	10	7	141	7	4.9	140	0	0	120	20	16.6
	Mike Albert Leasing	89	89	14	15.7	87	10	11.4	86	4	4.6	86	5	5.8	80	17	21.2

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4/8/2008	Domestic Government Bid Units	995	993	20	2	992	32	3.2	990	33	3.3	986	15	1.5	980	62	6.3
	DTG Corp	22704	20759	3568	17.1	19066	3659	19.1	17820	1686	9.4	16866	940	5.5	12224	3377	27.6
	AVIS Budget Rent-a-Car	7112	6848	2455	35.8	6631	3056	46	6406	186	2.9	6162	41	0.6	4915	100	2
	Hertz Ret-a-Car	852	738	385	52.1	690	78	11.3	652	17	2.6	622	19	3	209	33	15.7
	Emkay Inc	208	207	18	8.6	206	36	17.4	203	31	15.2	203	6	2.9	166	38	22.8
	PHH Fleet Mgt	699	698	37	5.3	696	55	7.9	694	49	7	694	34	4.8	656	75	11.4
	Lease Plan U.S.A.	898	893	84	9.4	892	124	13.9	890	95	10.6	890	99	11.1	749	228	30.4
	Wheels Inc.	391	391	19	4.8	389	31	7.9	388	23	5.9	388	12	3	376	49	13
	GE Capital Fleet Services	3468	3458	264	7.6	3444	589	17.1	3411	447	13.1	3385	187	5.5	3143	618	19.6
	Enterprise Rent-a-Car	26540	23995	12256	51	22144	4566	20.6	20739	1975	9.5	18897	1084	5.7	9553	1215	12.7
	Automotive Rentals Inc.	1443	1443	45	3.1	1441	143	9.9	1440	84	5.8	1440	37	2.5	1404	124	8.8
	Donlen Leasing	119	119	6	5	118	12	10.1	118	10	8.4	118	6	5	95	21	22.1
	Mike Albert Leasing	14	14	0	0	14	1	7.1	14	0	0	14	2	14.2	13	0	0

Recall Launch Date	Recall Launch Count	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
6/12/2006	220116	23049	10.4	49873	22.7%	82661	37.6%	110214	50.1%	166072	75.4%

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11/15/2006	114884	44242	38.5	61837	53.8%	71570	62.3%	77947	67.8%	98274	85.5%

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5/24/2007	128283	12302	9.5	34575	27.0%	63282	49.3%	76937	60.0%	107179	83.5%

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10/22/2007	43202	10939	25.3	17861	41.3%	22190	51.4%	25764	59.6%	36805	85.2%



Recall Launch Date	Recall Launch Count	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
11/14/2007	53518	12013	22.4	22829	42.7%	29198	54.6%	32891	61.5%	45388	84.8%

Recall Launch Date	Recall Launch Count	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
10/24/2007	284447	98241	34.5	140144	49.3%	162753	57.2%	179666	63.2%	233454	82.1%

Recall Launch Date	Recall Launch Count	# of Vehicles remedied at 30 Days	Percentage of Vehicles Remedied at 30 Days	# of Vehicles remedied at 60 Days	Percentage of Vehicles Remedied at 60 Days	# of Vehicles remedied at 90 Days	Percentage of Vehicles Remedied at 90 Days	# of Vehicles remedied at 120 Days	Percentage of Vehicles Remedied at 120 Days	# of Vehicles remedied at 365 Days	Percentage of Vehicles Remedied at 365 Days
4/8/2008	98205	26951	27.4	46384	47.2%	57034	58.1%	64795	66.0%	82180	83.7%