

From: [David Bernier](#)
To: [Ansley, Alexander \(NHTSA\)](#)
Subject: RE: AQ10-001 revision (3/10/2011)
Date: Tuesday, August 02, 2011 9:58:06 AM

This email chain is fine.

David R. Bernier

Chrysler Group LLC
Recall Administration/TREAD
Phone: 248-576-7313
Mobile: 248-701-8298
Email: drb3@chrysler.com

From: alexander.ansley@dot.gov [mailto:alexander.ansley@dot.gov]
Sent: Tuesday, August 02, 2011 9:57 AM
To: David Bernier
Subject: RE: AQ10-001 revision (3/10/2011)

Thanks, Dave. We will add this to the AQ's public record. Regarding the spreadsheets, do you want this email chain to reflect that we already have the spreadsheets (reference in the letter) as they are the same documents submitted by Chrysler on February 23? Or do you want to send those CDs over separately?

Alex Ansley

US DOT- NHTSA
Office of Defects Investigation
Recall Management / W46-412
1200 New Jersey Ave SE
Washington, DC 20590
P. (202) 493-0481
F. (202) 366-7882

From: David Bernier [mailto:drb3@chrysler.com]
Sent: Tuesday, August 02, 2011 8:41 AM
To: Ansley, Alexander (NHTSA); Timian, Jennifer (NHTSA)
Subject: AQ10-001 revision (3/10/2011)

Alex, as discussed during our phone conversation this morning, attached is a copy of the March 10, 2011 AQ10-001 response resubmission.

If you have any questions, please feel free to contact me.

David R. Bernier

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Recall Administration/TREAD

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March 10, 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") updated response to the referenced inquiry regarding the Audit of Rental Car Safety Recall Campaign Completion. The data provided in this update was compiled to represent a cumulative recall completion rate percentage. Chrysler determined the number of vehicles repaired by including all vehicles having the recall repaired through the specific time interval (i.e. 0 thru 30, 1 thru 60, etc.). The percentage of vehicles repaired was calculated by dividing the total number of vehicles repaired through the specific time interval by the number of vehicles at the recall launch date.

Chrysler notes that the information related to the number of vehicles owned by a particular fleet company at the time of a campaign launch may not be completely up to date due to the high rate of fleet turnover in the rental car industry. Consequently, the denominator (vehicles owned by the fleet company at the time the campaign launched) may be overstated, resulting in an understatement of the percentage of vehicles actually repaired. Chrysler believes that the fleet companies would be the best source of this vehicle count information in order to provide the most accurate analysis.

If you have any questions regarding this response, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "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 rev a.XLSX
06V-432	Rental Car Completion Analysis for 06V-432 rev a.XLSX
07V-089	Rental Car Completion Analysis for 07V-087 rev a.XLSX
07V-414	Rental Car Completion Analysis for 07V-414 rev a.XLSX
07V-434	Rental Car Completion Analysis for 07V-434 rev a.XLSX
07V-473	Rental Car Completion Analysis for 07V-473 rev a.XLSX
08V-152	Rental Car Completion Analysis for 08V-152 rev a.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.

Chrysler determined the number of vehicles repaired by including all vehicles having the recall repaired through the specific time interval (i.e. 0 thru 30, 1 thru 60, etc.). The percentage of vehicles repaired was calculated by dividing the total number of vehicles repaired through the specific time interval by the number of vehicles at the recall launch date.

Chrysler notes that the vehicle count information provided at the recall launch date may not be completely up to date due to the high turnover rate in the rental car business and the timing of each fleet's updates through Chrysler's COIN system

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. At NHTSAs request, Chrysler resubmitted the recall completion data to represent a cumulative recall completion rate. Chrysler determined the number of vehicles repaired by including all vehicles having the recall repaired through the specific time interval (i.e. 0 thru 30, 1 thru 60, etc.). The percentage of vehicles repaired was calculated by dividing the total number of vehicles repaired up through the specific time interval by the number of vehicles at the recall launch date.

Chrysler notes that the information related to the number of vehicles owned by a particular fleet company at the time of a campaign launch may not be completely up to date due to the high rate of fleet turnover in the rental car industry. Consequently, the denominator (vehicles owned by the fleet company at the time the campaign launched) may be overstated, resulting in an understatement of the percentage of vehicles actually repaired. Chrysler believes that the fleet companies would be the best source of this vehicle count information in order to provide the most accurate analysis.