



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

## ODI RESUME

**Investigation:** AQ 18-001  
**Prompted by:** 17V-408  
**Date Opened:** 04/02/2018  
**Investigator:** Alexander Ansley                      **Reviewer:** Jennifer Timian  
**Approver:** Stephen Ridella  
**Subject:** Zipcar Rental Concerns

### MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Ford Motor Company  
**Products:** 2015-2017 Ford Transit  
**Population:** 1 (Estimated)

**Problem Description:** NHTSA received information suggesting that Zipcar, Inc. rented at least one vehicle to a customer without having had required safety recall repairs on that vehicle.

### ACTION / SUMMARY INFORMATION

**Action:** Open AQ

**Summary:**

NHTSA is opening this audit query in order to determine whether Zipcar, Inc. has complied with the requirements of the National Traffic and Motor Vehicle Safety Act. The Safety Act requires, among other things, that a rental company not rent, lease, or sell a recalled vehicle until the safety defect or noncompliance is remedied. 49 U.S.C. § 30120(i).

NHTSA is in receipt of information that alleges Zipcar, Inc. rented at least one vehicle to a consumer without having remedied safety defects. Accordingly, we are opening this audit query to seek information concerning these allegations and to verify whether improper rentals were made. The recall included in this audit is NHTSA recall No. 17V-408.