



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** AQ26001  
**Prompted By:** VOQ review  
**Date Opened:** 06/09/2026  
**Investigator:** Choon Lee                      **Reviewer:** Alexander Ansley  
**Approver:** Tanya Topka  
**Subject:** NU Car rental of vehicles with open recalls

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Nu Car Rentals  
**Affected Manufacturers:** Ford Motor Company, Hyundai Motor America  
**Products:** 2025 Hyundai Palisade 2021 Ford Expedition  
**Population:** 2 (Estimated)  
**Problem Description:** NHTSA received VOQs indicating that NU Car Rentals rented vehicles to customers without required recall repairs performed on those vehicles.

## ACTION/SUMMARY INFORMATION

**Action:** Open Audit Query (AQ)

**Summary:**

NHTSA is opening this Audit Query (AQ) to investigate NU Car Rentals (NU Car) for compliance with the requirements of the National Traffic and Motor Vehicle Safety Act. The Safety Act requires that a rental company shall not rent a vehicle subject to a safety recall unless the recall remedy has been performed. 49 U.S.C. § 30120(i).

NHTSA is in receipt of information that indicates NU Car rented at least two vehicles to consumers without having performed required recall repairs. The Vehicle Owner Questionnaires (VOQ) related to this investigation can be found on nhtsa.gov by searching for ID number 11730449 and 11504655. Accordingly, we are opening this audit query to seek additional information concerning this issue.