

There is a new law affecting our industry regarding vehicles with open recalls. This law prohibits car rental companies from renting any vehicle with an open recall. We have developed this process to comply with the new law. **\*DO NOT RENT ANY VEHICLE WITH AN OPEN RECALL.**

## Recall Process Steps – Call Center

1. Receive Recall Notice
  - Safety Recall → Proceed to Step 2

This is a Sample Safety Recall. The **Red** section is a copy of the envelope it arrived in.



Chevrolet  
P.O. Box 909989  
Milwaukee, WI 53209-9989

### IMPORTANT SAFETY RECALL



14801 1G1PE5S91B7258023 13 0008960  
ALLCAR LEASING  
13900 LAUREL LAKES AVE STE 100  
LAUREL, MD 20707-5091



April 2015

This notice applies to your vehicle, VIN: **1G1PE5S91B7258023**.

Dear Allcar Leasing:

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** General Motors and US Environmental Protection Agency emissions testing of 2011-2013 Chevrolet Cruze vehicles equipped with a 1.4L engine and an automatic transmission found vehicles that did not comply with the carbon monoxide emissions standard on the US06 emissions test. This test measures tailpipe emissions during high speed/high load conditions.

**What Will Be Done:** Your Chevrolet dealer will reprogram the engine control module (ECM) to revise the fuel enrichment strategy as required. This service will be performed for you at **no charge**.

**What You Should Do:** Please contact your Chevrolet dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please call your dealer if



**FIRST-CLASS MAIL**

## SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



🔔 Vehicles with “Recalls” are never to be un-grounded until “All” Recall Maintenance Procedures have been completed.

Recall Process Steps – Call Center continued...

- Notification – Dispose in Shred Bin in Mail Room

This is a Sample Notification. The bottom of the Notification is a copy of the envelope it arrived in.



October 2015

This notice applies to your vehicle, VIN: 1GAZG1FG8E1163843.

Dear Allcar Leasing:

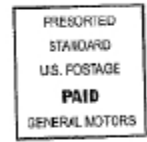
As the owner of a 2014 model year Chevrolet Express, your satisfaction with our product is very important to us.

This letter is intended to make you aware that on some 2014 model year Chevrolet Express vehicles, the seatbelt warning light and chime audible warnings may illuminate while the seatbelt is buckled.

**Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014 Chevrolet Express within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.




94604

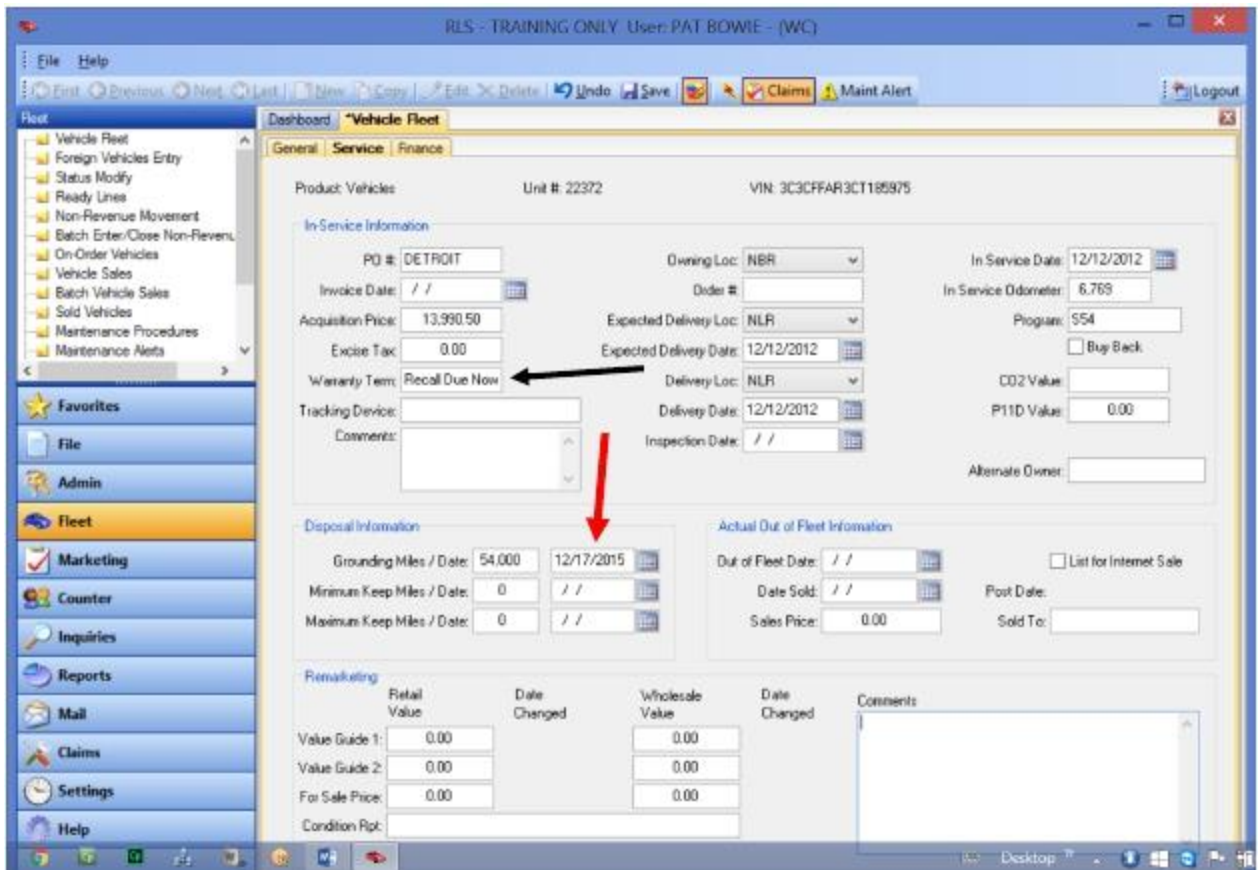


IMPORTANT VEHICLE INFORMATION


# Recall Procedure – Effective 12/18/2015

## Recall Process Steps – Call Center continued...

2. Go to Section → Fleet → Vehicle Fleet
  - a) On the **General Tab** – In the **Unit # Field** –Look-up the **Unit Number** 
  - b) On the **Service Tab** - In the **Warranty Field** - Type: **Recall Due Now**
  - c) In the Grounding Miles/ Date Field – **“Do not change the Grounding Miles”**
  - d) In the Grounding Miles/ **Date Field** – Type In or Select **Today’s Date** from the calendar 
  - e) Click **Save** 




The screenshot shows the 'Vehicle Fleet' form in the RLS - TRAINING ONLY software. The form is divided into several sections: 'In Service Information', 'Disposal Information', 'Actual Out of Fleet Information', and 'Remarking'. The 'Warranty Term' field is set to 'Recall Due Now'. The 'Grounding Miles / Date' field is set to '54,000 / 12/17/2015'. A red arrow points to the date field, and a black arrow points to the 'Recall Due Now' warranty term. The 'Maint Alert' icon is visible in the top right corner of the software window.

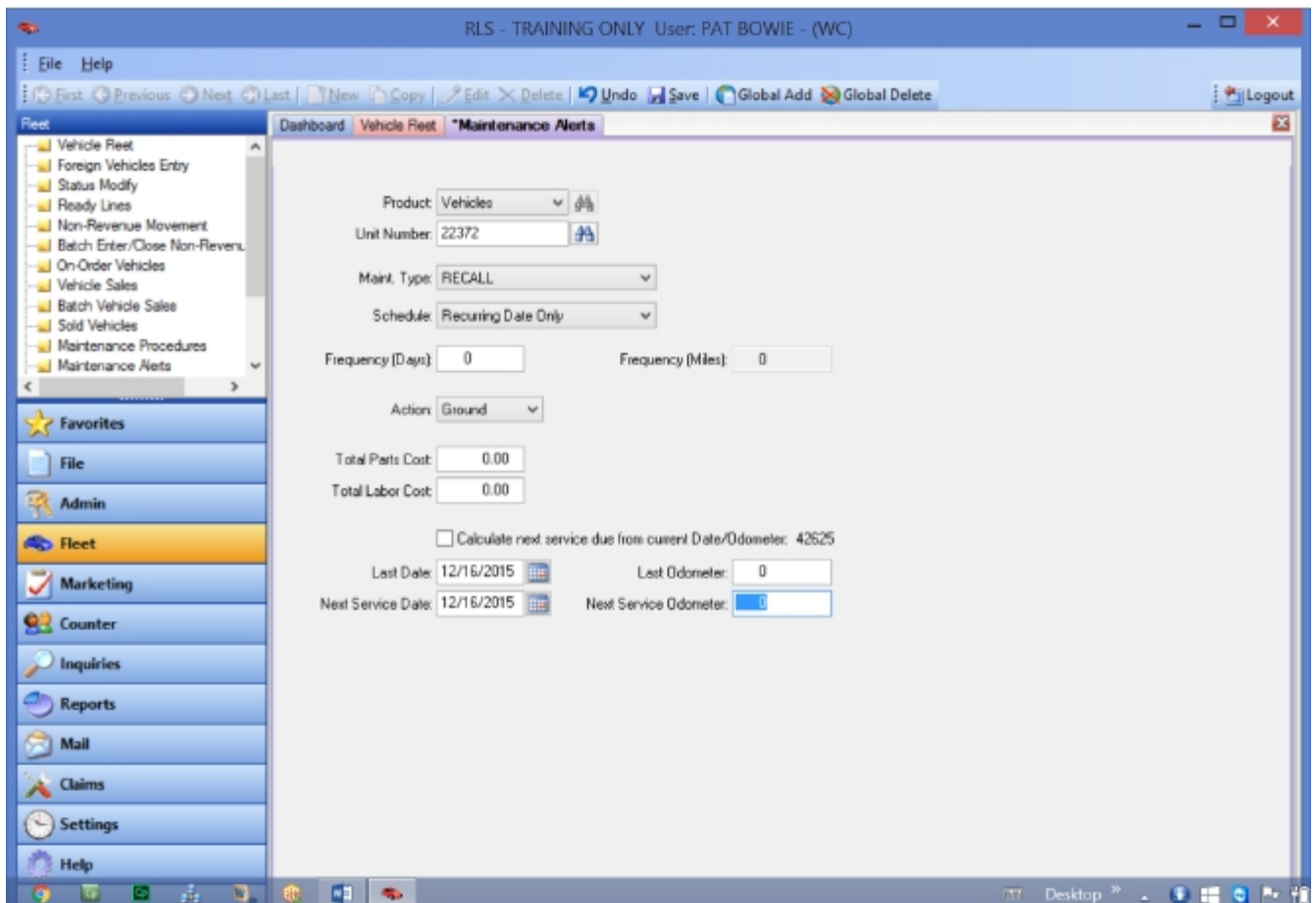
- e) Click on the  **Maint Alert** icon (top –right hand side of the screen)

**Notes:** If you need to find a vehicle’s location when the location field displays a location code that is not a standard location code...Go to the Inquiries Section → Fleet Inquiry → Transactions. Type in the Unit # and click on “Search”. Look for the last action performed on the vehicle with a standard location code.

## Recall Process Steps – Call Center continued...

## 3. Adding the Maintenance Alert

- a) Click on **New**
- b) Product Field → Select **Vehicles** from the drop down
- c) Unit # Field → Type in the **Unit Number** and Tab out  
*The Last Odometer miles will appear. Once you choose the Maintenance Type, the Last Odometer miles will go away. Leave the Last Odometer Miles Field “blank” (empty).*
- d) Maint. Type Field → Select **Recall** from the drop down
- e) Schedule Field → Select **Recurring Date Only** from the drop down
- f) Go down to the Last Date Field.
- g) Last Date Field → Type In or select **Today's Date** from the calendar.
- h) Next Service Date Field - Type In or select **Today's Date** from the calendar.
- i) Do not enter anything else in the other fields on the screen.
- j) Click **Save** 



RLS - TRAINING ONLY User: PAT BOWIE - (WC)

File Help

First Previous Next Last New Copy Edit Delete Undo Save Global Add Global Delete Logout

Fleet

Vehicle Fleet  
Foreign Vehicles Entry  
Status Modify  
Ready Lines  
Non-Revenue Movement  
Batch Enter/Close Non-Reven.  
On-Order Vehicles  
Vehicle Sales  
Batch Vehicle Sales  
Sold Vehicles  
Maintenance Procedures  
Maintenance Alerts

Dashboard Vehicle Fleet **Maintenance Alerts**

Product: Vehicles

Unit Number: 22372

Maint. Type: RECALL

Schedule: Recurring Date Only

Frequency (Days): 0 Frequency (Miles): 0

Action: Ground

Total Parts Cost: 0.00

Total Labor Cost: 0.00

Calculate next service due from current Date/Odometer: 42625

Last Date: 12/16/2015 Last Odometer: 0

Next Service Date: 12/16/2015 Next Service Odometer: 0

777 Desktop

Recall Process Steps – Call Center continued...

- Go to <http://www.safercar.gov> to look the vehicle up by VIN number to check the status of the vehicle’s recall. The site will show the vehicle’s recall as either **“Recall Incomplete”** or **“Remedy Not Available”**. (If it should state: **Number of Open Recalls: 0** – Go back to Step #3 above → pull up the Recall Alert on the Vehicle and Click → Delete. Next perform step #6 of the Counter Process.)

**“Recall Incomplete”** actually means the remedy is available. This vehicle is to be repaired immediately. There is a fix available.

**“Remedy Not Available”** means just what it says. There is no fix available at this time. This status could change overnight. The vehicle will remain on the location’s Maintenance Due Report for the location to continue to check the vehicle’s status on <http://www.safercar.gov> daily until the vehicle’s status changes to “Recall Incomplete”.

☛ Vehicles with the status “Remedy Not Available” will remain parked and unusable in RS (Recall Status) until the status changes to “Recall Incomplete” for the recall to be performed or the unit is sold.

- In Bluebird, check the status of the vehicle so that the vehicle can either be moved to **“HD”** (Hold status) which will represent the <http://www.safercar.gov> - status of “Recall Incomplete” or moved to **“RS”** (Recall Status) which represents the <http://www.safercar.gov> - status of “Remedy Not Available”.

Current Bluebird Vehicle Status	Change Vehicle Status To...
On Rent	Notify Counter Immediately. Do Not Change Status. Scan Recall and Email to AM (Area Manager).
Leas – Lease Long Term	Notify Car Sales Team Immediately. Do Not Change Status. Scan Recall and Email to Car Sales Team.
CUC – Company Use Car	Notify Staff Member Driving The Vehicle. Do Not Change Status. Scan Recall and Email to Staff Member.
FS	Notify Car Sales Team Members Do Not Change Status. Scan Recall and Email to Car Sales Team.
SDPP – Sold Payment Pending	Do Not Change Status.
AU - Auction	Do Not Change Status.
Sold	Do Not Change Status. Complete the Manufacturers Name of Address Change Form. Place in out-going mail.
DOS – Damaged Out Of State	Do Not Change Status.
IMP = Impound	Do Not Change Status.
Available	Change to appropriate status - HD or RS (STEP #5)
NPFR	Change to appropriate status - HD or RS (STEP #5)
Any other status	Change to appropriate status - HD or RS (STEP #5)
<b>The Safety Recall can be shredded now.</b>	

## Recall Process Steps – Counter & Car Sales Team

### On-Rent Vehicles / Lease To Own / Car Sales:

Reservations will scan and email the Safety Recall document to the AM (Area Manager) for On Rents and to the Car Sales Team for Lease To Own and Car Sales.

- ☛ The Counter will contact their On-Rent customers to perform a Vehicle Exchange.
- ☛ The Car Sales Team will email the Safety Recall document to their customers and also keep a copy of the emails sent in a file for proof and auditing purposes.

### Counter Processing Steps...




1. **Pull Maintenance Due Report every Mid-day (Noon or 1:00 P.M.) and every evening with the “Close of Day Reports”.** ☛ This report must be pulled twice a day as specified to greatly reduce the chances of our locations renting vehicles flagged “Recall” in the morning and in the afternoon. Check for vehicles with the “Recall” procedure due. **Vehicles with Recalls must not be used until the recalls have been performed.**
2. Go to <http://www.safercar.gov> to look the vehicle up by VIN number to verify the status of the vehicle’s recall. The recall will either state “**Recall Incomplete**” which means there is a remedy available. Or it will state “**Remedy Not Available**” which means there is no ready fix at this time. Print the “**Recall Incomplete**” from the <http://www.safercar.gov> site to take with the vehicle to the dealership for the recall repair.
3. Check the Rentworks status of the vehicle so that the vehicle can either be moved to “**HD**” (Hold) status for a “**Recall Incomplete**” or “**RS**” (Recall Status) = “**Remedy Not Available**”
  - ☛ **Important Notes: “HD”** status vehicles must be moved immediately or as soon as possible to the appropriate vendor for the Recall repair.
  - ☛ You must continue to check vehicles on = <http://www.safercar.gov> with a status of “**RS**” (Recall Status) to see if the status has changed from “**Remedy Not Available**” to “**Recall Incomplete**”. These vehicles will remain on your Maintenance Due Report until the recall has been satisfied. When the <http://www.safercar.gov> status changes to “**Recall Incomplete**” you must change the vehicle’s Rentworks status from “**RS**” to “**HD**”.
4. Go to <http://www.safercar.gov> to look the vehicle up by VIN number to verify that “**All**” recalls are completed.
5. Once “**All**” the vehicle’s current recalls are completed, post the repair order. Type in the notes section of the repair order “All Recalls Are Done”. ☛ The “Recalls” Maintenance Procedure on the vehicle must not be posted until “**All**” Recalls showing on <http://www.safercar.gov> for the vehicle have been completed.

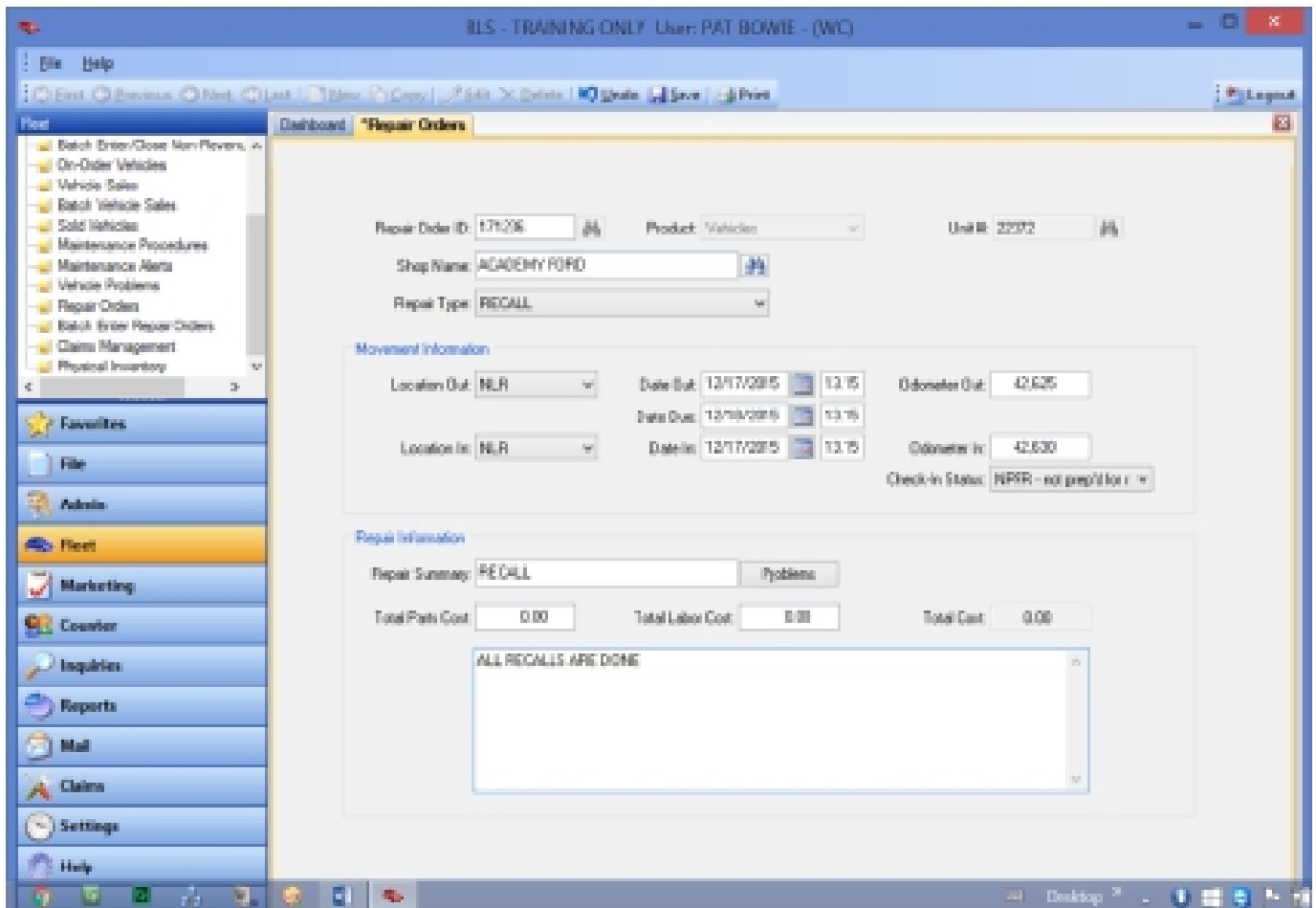
#### Posting the Recall Repair Order:

- Go to → Fleet → Repair Orders  
a) Click on New


Steps continue on the next page...

Recall Process Steps - Counter continued...

- b) Unit # Field → Type in the **Unit Number** and Tab out  
*The vehicle's Odometer Out miles will appear.*
- c) Shop Name Field → Type In or Select the **Repair Shop's Name** from the 
- d) Repair Type Field → Select **Recall** from the drop down
- e) Date In Field → Type In or Select **Today's Date** from the  Tab out
- f) Type In the **Time**
- g) Odometer In Field → Type in the **Vehicle's Current Miles**
- h) Check-In Status → Select **NPFR** (if the vehicle needs to be cleaned and fueled for rental) Or **Available** (if the vehicle is already cleaned and fueled for rent)
- i) In the blank message box (bottom of screen) → Type in **ALL RECALLS ARE DONE**
- j) Click **Save** 
- k) A Pop-Up Message will display confirming the repair order → Click – **OK** or **Yes**



Recall Process Steps - Counter continued...

6. Go to the Vehicle Fleet Screen...
  - a. On the **Service Tab** - In the **Warranty Field** – Remove: **Recall Due Now**
  - b. In the Grounding Miles/ Date Field – **“Do not change the Grounding Miles”**
  - c. In the Grounding Miles/ **Date Field** –  **Add Three (3) Years** from the Today’s Date Example: Today’s Date is **12/16/2015** so the new grounding date would be **12/16/2018**.
  - d. Click “Save” 