



August 12, 2019

Mr. Dara Khosrowshahi
Chief Executive Officer
Uber Technologies, Inc.
1455 Market St., Ste. 400
San Francisco, CA 94103

Dear Mr. Khosrowshahi,

The Center for Auto Safety writes to urge you to act to stop cars with open safety recalls from being used on the Uber rideshare platform. Unrepaired recalled cars kill and injure drivers, passengers, bikers, and pedestrians. Yet, a simple solution is available — Uber can require every vehicle on its network to be screened for recalls before it can accept customers.

The Center, founded in 1970, is an independent, non-profit consumer advocacy organization dedicated to improving vehicle safety, quality, and fuel economy not only for our members, but all drivers, passengers, and pedestrians across the country.

Uber failing to protect consumers by allowing recalled vehicles on its platform creates a real and present danger. Cars are only recalled because they are in violation of a federal safety standard or the vehicle has been found to have a safety defect. These are not cosmetic issues to be ignored. The National Highway Traffic Safety Administration (NHTSA) reinforces this message by issuing public statements stressing that “every recall is serious” and that “[a]ll safety recalls resulting from defects present an unreasonable risk to safety . . . [f]or the safety of the motoring public, all recalled vehicles should be fixed promptly.”

Auto recalls are not a theoretical problem but constitute a threat to public safety. NHTSA has recently recorded multiple years of record numbers of recalls, including over 50 million in 2015 and 2016, each. Today, there are an estimated 70 million unrepaired recalled cars in the U.S. These defective cars, which can injure and kill, include vehicles with exploding Takata airbag inflators which have resulted in at least 24 deaths worldwide, GM ignition switch failures which have resulted in at least 170 deaths in the U.S., and hundreds of other less-publicized defects posing equally significant threats to everyone on the road with these cars. These defective vehicles should be in the shop getting fixed, not on the road operating as a profit center for Uber.

Center for Auto Safety Request for Uber to Stop using Recalled Vehicles

Consumer Reports recently examined safety records for 94,000 vehicles operating for Uber and Lyft in New York City and King County, Washington and found that over 15,000 of these vehicles had at least one open safety recall. The open recalls include safety issues linked to multiple deaths. Over 1,000 of the surveyed cars still have the faulty Takata airbags that have killed at least 16 people in the United States.

In its response to Consumer Reports' investigation, Uber claimed that it was blocking vehicles with 'Do Not Drive' notices from its app. While a step in the right direction, this action is inadequate because it does nothing about the vast majority of recalled cars that do not receive a 'Do Not Drive' designation.

Uber can stop the use of cars with open safety recalls on its platform at the proverbial push of a button. Uber claims to be a sophisticated technology company but, so far, your company has refused to use easy to access technology to decrease the danger of unrepaired recalls to your customers and drivers. At a minimum, Uber should give its customers the choice of whether to ride in a recalled vehicle at the time a driver is assigned.

But the simplest solution is the best: Uber should ensure that none of the vehicles on your platform are allowed to operate with open safety recalls. NHTSA's SaferCar.gov allows this screening to be done for an individual Vehicle Identification Number, and there are commercial sites that can process hundreds of VINs at once. With an estimated value of over \$90 billion, Uber has more than enough resources to stop recalled vehicles from being driven on its platform.

It's time for Uber to stop making money by putting the lives of its customers, drivers, bikers, pedestrians, and others at risk. The Center for Auto Safety urges Uber to solve this problem immediately by acting to prevent cars with unrepaired safety recalls from using its platform.

Thank you for your attention to this important matter,

A handwritten signature in black ink, appearing to read "Jason Levine". The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

Jason Levine, Executive Director, Center for Auto Safety