



August 20, 2019

Mr. Bill George
Chief Executive Officer
WHC Worldwide, LLC
1300 Lydia Ave.
Kansas City, MO 70240

Dear Mr. George,

The Center for Auto Safety writes to request you prevent cars with open safety recalls from being used in your taxi division. Unrepaired recalled cars kill and injure drivers, passengers, bikers, and pedestrians. Yet, a simple solution is available — WHC Worldwide can require every vehicle in its network to be screened for a recall 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.

Congratulations on WHC Worldwide's recent acquisition of the Transdev North America's taxi division making WHC the largest national taxi company in the country. You now have an opportunity to make WHC a safety leader by repairing all recalled vehicles in your fleet – and removing them from service until they have been repaired. On the other hand, a failure by WHC Worldwide to protect consumers by allowing recalled vehicles to operate 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

Center for Auto Safety Request for WHC Worldwide to Stop using Recalled Taxis

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 WHC Worldwide.

In 2018, the NBC4 I-Team examined safety records for 2,300 Los Angeles taxis and found that 1,100 of these vehicles had at least one open safety recall. These open recalls included real and present dangers, including the susceptibility to catch on fire and faulty wiring that could cause airbags to accidentally deploy. Other reports by Cars.com and several Tegna TV stations found that up to 20-40% of taxis in America were under recall. This phenomenon creates an unacceptable safety risk for consumers.

WHC Worldwide can prevent the use of cars with open safety recalls quickly and easily. NHTSA's www.SaferCar.gov allows screening to be done for an individual Vehicle Identification Number, and there are commercial sites that can process hundreds of VINs at once.

WHC Worldwide should act immediately to avoid putting the lives of its customers, drivers, bikers, pedestrians, and others at risk. The Center for Auto Safety urges WHC Worldwide to address this danger expeditiously by preventing cars with unrepaired safety recalls from operating on the zTrip 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