



CarMax: Endangering Lives in Connecticut

**Consumers for Auto
Reliability and Safety
Foundation**

**ConnPIRG
Education Fund**

August 2015

Table of Contents

Introduction: CarMax Endangering Lives in Connecticut	3
CarMax ads Create Impression Their Cars Are Safe	4
CarMax Sales of Unsafe Recalled Cars in East Haven, CT	5-6
CarMax Sales of Unsafe Recalled Cars in Hartford, CT	6-7
Is CarMax Acting Legally?	7-8
Federal Legislation Needed for Important Added Protection and Enforcement	9
Table 1: Recalled Cars at CarMax in East Haven, CT	10-12
Table 2: Recalled Vehicles at CarMax in Hartford, CT	12-15
Methodology	15-16
Consumer Information	16

Introduction

CarMax, the nation's largest retailer of used cars, is selling recalled vehicles with potentially lethal safety defects to Connecticut car buyers. Those unsafe vehicles are hazardous not only to the people who buy them, but also to their families, other passengers, and everyone else who shares the roads.

The Consumers for Auto Reliability and Safety (CARS) Foundation, ConnPIRG Education Fund and M & R Strategic Services reached this conclusion based on recent research into CarMax's sales practices in Connecticut, compiling data from both of the CarMax stores in the state, in East Haven and Hartford.

East Haven, Connecticut CarMax Shoppers at Higher Risk of Being Sold Unsafe, Recalled Cars

Connecticut used car buyers shopping at CarMax's dealership in East Haven faced an even higher risk of being sold unsafe, unrepaired recalled cars with potentially lethal safety defects than used car buyers in two CarMax stores in California, based on research in both states.

Research for this report found fully 16 percent of cars offered for sale at the CarMax East Haven dealership – 42 out of 261 – were subject to a federal safety recall and had safety defects that CarMax had neglected to get repaired.¹ At the Hartford

CarMax, over 10% of the vehicles offered for sale – 32 out of 305 – had unrepaired federal safety recalls.² Research earlier this year by the CARS Foundation and the CALPIRG Education Fund found that 10 percent of vehicles at the Oxnard, California CarMax and 9 percent of the vehicles at CarMax's South Sacramento dealership had unrepaired safety recalls.³

Connecticut car buyers who attempt to obtain safety recall repairs after purchasing unsafe recalled vehicles from CarMax in East Haven or Hartford may be at risk indefinitely. According to the manufacturers, a “remedy is not yet available.” For example, some GM vehicles CarMax offered for sale have liftgates that are prone to slamming onto people's heads or bodies, and according to GM, they have not yet devised a fix. A 2014 Ford Fusion CarMax offered for sale in East Haven has a defect that can cause a loss of power steering. According to Ford, the “remedy is not yet available.”

Even more troubling about CarMax's unsafe practices in Connecticut is the fact that the research for this report was conducted well after CarMax was shown on national television, on ABC's 20/20, to be selling dangerous recalled vehicles at its Hartford dealership.⁴ In addition, CarMax's

² Based on research conducted on August 12, 2015.

³ “CarMax's Sales Practices Endanger Lives in California,” CALPIRG Education Fund and Consumers for Auto Reliability Safety (CARS) Foundation, 2015. Accessed at <http://www.carsfoundation.org/pdf/CarMax-Sales-Practices-Endanger-Lives.pdf>.

⁴ “What Do Some CarMax Sales Reps Tell Consumers

¹ Based on research conducted on July 10, 2015.

reckless practices have been repeatedly exposed by other, similar, local investigative reports. (While CarMax admits that it sells recalled vehicles, it has refused to have anyone from the company go on camera to answer reporters' questions about its practices.) Given that CarMax continues to put lives at risk by selling vehicles with unrepaired safety recalls despite being repeatedly caught on camera misleading car buyers about the safety of its vehicles, the need for action at the state and federal level to compel changes in their business practices is all the more urgent.

CarMax's advertising creates the impression all their cars are safe

CarMax is the largest used car dealership chain in the nation. In 2014, their revenues totaled \$12.6 billion They heavily advertise that “All of our used cars are CarMax Quality Certified, which means every used car at CarMax must pass a Certified Quality Inspection.” Among the claims advertised on their website:

- “CarMax selects the **best** to make your search for the **perfect** car easy.”
- “We search coast to coast for the **very best** cars.”
- “We'll buy any car you'll sell, but **only the best** used cars become CarMax cars.”
- “CarMax RENEWS and inspects to our own high standards.”

- “We put every car through a 125+ point inspection.”
- “We spend 12 hours (on average) reconditioning every car.”

In addition, CarMax lists numerous specific components and systems that it inspects, such as brakes, axles, and safety restraint systems. That raises the question: How does CarMax decide that a component that is defective and subject to a federal safety recall meets their standards?

Unfortunately, their “reconditioning” often omits the most important safety repair they should get done: ensuring that known safety defects that led to a federal safety recall are repaired. Under federal law, auto manufacturers are required to foot the bill for safety recall repairs, for 10 model years from when the safety defect or noncompliance with a federal motor vehicle safety standard is determined to exist. So for CarMax, the repairs would be free.

However, CarMax makes money based on the number of transactions, and is eager to “move the iron” to maximize its profits. So instead of waiting until the safety defects have been repaired, CarMax sells hazardous cars without bothering to get the safety recalls repaired. Typically, CarMax stores are located within blocks of franchised car dealers who can perform the repairs. With \$12.6 billion in revenue, they can certainly afford to hire employees to deliver cars to authorized dealers for repairs, and pick them up again. Or if they choose not to wait for repairs, they could sell the defective cars to other dealers, at wholesale. In fact, CarMax already sells

About Vehicles?” Jeanette Torres, ABC News 20/20 Investigative Report. Dec. 12, 2014.
<http://abcnewsradioonline.com/business-news/what-do-some-carmax-sales-reps-tell-consumers-about-vehicles.html>.

many vehicles at wholesale.

But CarMax wants to maximize its profits by selling cars that should be sold at wholesale (for a smaller profit), at retail (for a bigger profit). So CarMax seeks to shift responsibility onto its customers for getting the safety recall repairs performed --*after* they have already purchased a dangerous car.

Due to parts shortages and shortages of qualified mechanics at new car dealerships, it may be weeks or months before someone who buys an unsafe recalled car can get it repaired. But in some cases, tragedy has struck and people have been killed or injured within hours after a dealer handed them the keys to an unsafe vehicle. When CarMax sells someone an unsafe, recalled car, they are playing “recalled car roulette” with their lives.

Under pressure from media exposes that have repeatedly caught CarMax employees on undercover cameras, denying that CarMax sells unrepaired recalled cars, and under fire from consumer groups who filed a petition with the Federal Trade Commission, seeking a crackdown over CarMax's deceptive advertising and sales practices, CarMax now admits that it sells recalled cars, and claims that it “discloses” the recall exists, prior to completing the sale.

However, CarMax's method of disclosure appears designed more to insulate CarMax from legal liability, rather than to inform prospective car buyers. On their website, the disclosure is made in

relatively small type and fine print, with an asterisk, while its TV ads trumpet that its cars are “the best” and “perfect” and must pass a “125+ point inspection.” Shoppers who search CarMax's website may find the statement that “CarMax does not guarantee a recall-free vehicle.” However, CarMax omits the word “safety,” which could alarm prospective car buyers.

CarMax's advertising that all their vehicles are “certified” may also mislead car buyers, particularly shoppers who have seen ads touting the “certified” used car sales offered by competing franchised new car dealerships. Those “certified” programs are designed to meet criteria established by auto manufacturers, who typically require their dealerships to ensure that any vehicle they offer for sale as a “certified” car has had any outstanding safety recall repairs performed. For example, Fiat Chrysler has said that it requires all of its franchised dealers who sell “Chrysler Group Certified” used cars to complete all recall repairs prior to sale.

Finally, isn't it a bit late in the game to “disclose” that a specific car is being recalled, AFTER a car buyer has been lured onto the lot with the promise of a car that is “the very best” and “perfect,” checked out multiple cars and taken them for test drives, negotiated over the price, and – several hours after arriving at CarMax's store – made a decision to buy?

CarMax's sales of unsafe, recalled cars in East Haven

M & R Strategic Services
researchers found that 16% of all cars

offered for sale on July 9 -10, 2015, at CarMax's East Haven location had an unrepaired federal safety recall. According to a check of the Vehicle Identification Numbers (VINS) using data provided by the manufacturers to the National Highway Traffic Safety Administration, of the 261 total vehicles for sale at that dealership, 42 had unrepaired federal safety recalls.⁵ Four vehicles were subject to two or more recalls each. One vehicle, a 2007 Toyota Yaris, had 4 unrepaired safety recalls, including air bags that may fail to inflate when needed, seat rails that can break and allow the seats to slide forward in a crash, and two defects that can cause it to catch on fire.

The safety defects in the unrepaired recalled CarMax cars in East Haven included:

- Safety belt cable may break, so seat belt may not work in a crash
- Side impact air bags and seat belt tighteners fail to work in a crash
- Liftgate supports can fail, causing liftgate to collapse onto heads or fingers
- Headrests may fail in a rear-end collision
- Faulty alternator causes engine to shut down in traffic or catch on fire
- Side air bags may not work in a side-impact crash
- Rear axle is prone to breaking
- Leaking fuel can cause engine fire
- Electrical short circuit may cause air bags to malfunction
- Door latch may open in side impact
- Loss of power steering assist while driving
- Electrical short circuit – driver and

⁵ See Table 1 for the full list of vehicles for sale at CarMax in East Haven, CT with unrepaired safety recalls

- passenger air bags may not inflate when needed in a crash
- Rear brake lights may not come on, increasing risk of rear-end crash
- Front coil spring may fracture and puncture tire
- Transmission display may not match actual gear, and parking brake may not engage
- Side view mirror may cause electrical fire
- Catalytic converter may catch on fire
- Seat rail for driver and front seat passenger may break, so seats slide forward in a crash
- If the steering wheel is turned, the driver air bag may fail to inflate when needed, in a crash
- Power window switch may overheat, causing a fire
- Seat belt pre-tensioners may malfunction and cause a post-collision fire

CarMax's sales of unsafe, recalled cars in Hartford

M & R Strategic Services researchers found that over 10% of all cars offered for sale on August 12, 2015, at CarMax's Hartford location had an unrepaired federal safety recall. According to a check of the Vehicle Identification Numbers (VINS) using data provided by the manufacturers to the National Highway Traffic Safety Administration, of the 305 total vehicles for sale at that dealership, 32 had unrepaired federal safety recalls.⁶ Five vehicles were subject to two or more recalls each. One vehicle, a 2007 Toyota Prius Hybrid 4D Hatchback, had 3 unrepaired recalls, including faulty steering

⁶ See Table 2 for the full list of vehicles for sale at CarMax in Hartford, CT with unrepaired safety recalls

components that can cause a loss of steering, corroded coil wire that can cause stalling while the vehicle is being driven, and an accelerator pedal that can get stuck in wide open position, causing a crash, serious injury, or death.

The safety defects in the unrepaired recalled CarMax cars for sale in Hartford included:

- Child safety seat assembly for rear center seat fails to comply with federal safety standards, and may result in child safety seat not being secure, so a child may suffer injuries in a crash
- Bolts may loosen or break, causing stalling and increased risk of a crash
- Liftgate supports can fail, causing liftgate to collapse onto heads or fingers
- Loss of low-beam headlights
- Driver's door may catch on fire without warning
- Software security problems - risk of injury to driver, occupants, and others in proximity
- In sub-freezing weather, brake problems may cause a crash without warning
- Faulty fuel pump relay may cause engine stalling and a crash without warning
- Loss of headlights during nighttime driving
- Alternator failure may cause vehicle shutdown while driving and / or underhood fire
- Air bag inflator may rupture, and metal fragments may injure or kill driver and passengers
- Short-circuit in lamp assembly may cause electrical fire
- Loss of power steering, difficulty steering
- Door may unlatch while driving
- Seat belt for front seat passenger may not latch
- Car may roll away even though it is shifted into "park," striking driver and occupants while exiting, or striking bystanders
- Fuel transfer malfunction can cause engine to stall without warning, causing a crash
- Windshield wipers may not work in heavy snow
- Fuel pump relay may fail, causing engine to stall without warning, causing a crash
- Brake fluid may leak and brake line may corrode, increasing the risk of a crash
- Steering parts may fail, causing a loss of steering
- Electronic stability control system fails to comply with federal safety standards, increasing risk of a crash
- Parking system fails to comply with federal safety standards for theft protection and roll-away prevention, so car may roll away on its own
- Fuel system fails to comply with federal safety standards for fuel system integrity, may burst into flames if rear-ended
- Prior damage to rear axle and other problems can cause loss of vehicle control and crash without warning
- Accelerator pedal can get stuck in wide open position, causing serious injury or death

Is CarMax Acting Illegally?

A number of state and federal laws that apply broadly to sales of a whole range of consumer products and services also apply to car dealers' sales of used cars to consumers. Any licensed dealer who engages in such practices risks being held accountable by the Federal Trade Commission, U.S. Department of Justice, and / or state attorneys general or other

law enforcement agencies, and also faces possible private litigation brought by victims or survivors and their families.

“Used car dealers have a responsibility to make sure they are selling safe vehicles, which includes identifying open recalls and working to get them repaired,” said Steve Jordan, chief executive officer of the National Independent Automobile Dealers in Arlington, Texas.” – “Fatal Houston Fender-Bender Shows Shortcomings of Recalls,” Bloomberg, Feb. 1, 2015.

Existing laws in all 50 states prohibit licensed dealers from engaging in various prohibited practices, such as bait and switch, false advertising, unfair and deceptive acts and practices, and fraud and deception, including regarding sales of used cars. Also, when dealers sell vehicles with express and / or implied warranties, as CarMax does, selling them without repairing the defects may be a violation of those warranties.

The Federal Trade Commission has authority over car dealers' sales and advertising practices. Recently, the FTC stated that it has initiated an investigation into sales of so-called “certified” recalled used vehicles by General Motors and / or its dealers. Consumer groups have petitioned the Federal Trade Commission to crack down on CarMax over its sales of so-called “certified” unsafe recalled cars.⁷ The FTC responded that it is taking the petition seriously.⁸

Individual consumers who have been sold unsafe recalled cars have succeeding in bringing cases, and obtaining confidential settlements, under broad, general state consumer protection

⁷ Consumer Group Petition to the FTC is posted here: <http://www.carconsumers.org/pdf/FTCpetitionCarMax.pdf>

⁸ FTC's response: <http://www.carconsumers.org/pdf/FTC-Response-to-Consumer-Group-Petition.pdf>

statutes. In addition, some states have more specific laws against dealers selling used vehicles that are in an unsafe condition or that fail to meet federal motor vehicle safety standards.

In cases where victims of defective recalled cars have been injured or killed, they or their survivors have successfully sued, using existing laws against negligence or wrongful death.

“ Even while there’s no [specific, federal] regulatory requirement for dealerships to conduct repairs on recalled vehicles or parts, it doesn’t get them off the hook for lawsuits over injuries or deaths,” said Robert Ammons, the Solis family attorney. ***‘They have a common law duty to exercise ordinary care for the safety of consumers.’***” [Carlos Solis bought an unrepaired recalled used Honda from a car dealer in Texas, and was killed when the defective Takata air bag exploded, spewing metal fragments into his neck, causing him to bleed to death.]– “Fatal Houston Fender-Bender Shows Shortcomings of Recalls,” Bloomberg, Feb. 1, 2015.

The parents of Raechel and Jacqueline Houck, two sisters, ages 24 and 20, who were killed by a unrepaired recalled 2004 Chrysler PT Cruiser that caught on fire and lost steering, brought a lawsuit against Chrysler and a rental car company. A jury unanimously awarded them over \$15 million in compensatory damages, under California's existing laws.

“Potamkin, a General Motors dealer in New York, has a written policy requiring its employees to fix recalled vehicles before selling them to the public, according to John Bruno Jr., a general sales manager at one Potamkin location. ***‘If there are any open recalls, we get them taken care of as fast as possible,’*** Mr. Bruno said, adding that it was ***‘illegal and irresponsible’*** to do otherwise.” -- – “New York City Imposes Used-Car Repair Rule,” *New York Times*, July 29, 2014.

Federal Legislation Needed for Important Added Protection and Enforcement

Currently, Connecticut Senator Richard Blumenthal and Massachusetts Senator Edward Markey are championing legislation in Congress (S 900) to provide additional, uniform federal protection for used car buyers from car dealers who sell unsafe recalled used cars, enforceable by the National Highway Traffic Safety Administration.

Under federal law, NHTSA already has the authority to police car dealers' sales of NEW vehicles that are under a safety recall. In some cases, NHTSA has issued significant fines against new car dealers who violated that law. NHTSA is seeking the same authority over car dealers' sales of recalled USED cars. One of the important benefits of NHTSA's having that authority would be that the agency is empowered to act, without having to wait until someone suffers an economic loss (such as having their car wrecked), or is injured or killed.

New and used car dealers are not only aggressively opposing the bill, they are seeking legislation in Washington, D.C. to *legalize* dealers' sales of unsafe recalled used cars with "disclosure" under federal law – overriding existing state law protections and shifting liability onto their victims. But they failed to get that provision included in the omnibus transportation and infrastructure bill that passed in the U.S. Senate recently, with a vote of 65-34.

Earlier this year, the California New Car Dealers Association attempted to gain passage of a similar bill in that state to *legalize* dealers' sales of recalled used cars with "disclosure."⁹ However, in June, faced

with growing opposition from consumer / safety groups, labor unions, rental car companies, and even auto manufacturers, the author retreated and withdrew the bill.

Both new and used car dealers are pushing for the "disclosure" legislation because they can no longer claim ignorance of safety recalls as a legal defense when people are injured or killed because the dealers sold them a dangerous recalled car.

According to *Automotive News*, "**Dealers have faced new liability risk since the creation of an Internet database that allows a customer or dealer to check for recalls by entering a vehicle identification number...The California bill, which dealers see as a potential defense against lawsuits...**"¹⁰ would allow dealers to sell unrepaired recalled cars with "disclosure" – basically making CarMax's shady practices legal.

⁹ AB 287, authored by Assemblymember Richard Gordon (D-San Mateo), whose father and grandfather were car

dealers.

¹⁰ "Recall bill cruises, but will it help?" *Automotive News*, May 4, 2015, page 14.

Table 1: Full List of Vehicles for Sale at the East Haven, CT Location That Were Subject to a Federal Safety Recall, July 9-10, 2015

Year	Make	Model	Reason for Recall	Recall #
2012	Buick	Verano (Convenience)	Airbag may not deploy in the event of a crash.	14V300
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2011	Chevrolet	Malibu LS	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2012	Chevrolet	Malibu LTZ	Flexible steel cable connecting the safety belt may break, reducing the safety belt's effectiveness	15V269
2010	Chevrolet*	Traverse	Failure to deploy of side impact air bags and seat belt pretensioners. (1 of 3 recalls for this car)	14V118
2010	Chevrolet*	Traverse	The flexible steel cable that connects the safety belt to the vehicle can fatigue and separate over time. (2 of 3 recalls for this car)	14V266
2010	Chevrolet*	Traverse	The gas struts that hold the liftgate up may prematurely wear and in the event of a crash may come into contact with a person's head/body. (3 of 3 recalls for this car)	15V415
2013	Chrysler	200 Limited	Active head restraints may not deploy during a rear collision.	13V-282
2012	Chrysler	300 C	An electrical wiring problem with the front seat side airbag may cause it to deploy improperly during a side impact	13V-118
2012	Dodge	Challenger	The alternator can fail while driving, which can lead to vehicle shutdown or an underhood electrical fire.	14V-634
2011	Dodge	Ram	A loose nut could cause the rear axle to seize or the driveshaft to separate, resulting in a crash.	13V-038
2012	Dodge	Ram 3500	A leaking diesel fuel filter/heater could cause underhood smoke and/or engine fire.	14V-635
2013	Ford	C-MAX Hybrid	An Electrical short circuit may cause the deployable restraint system to not function properly, increasing the risk of injury.	14V597
2011	Ford	Explorer XLT	The vehicle may lose power steering assist, making it difficult to turn at lower speeds	14V286000
2009	Ford	F150 XLT	The door handle housing embossment may fracture, causing the door latch to open during a side impact crash	11V04900
2014	Ford	Fusion SE	The steering gear motor may detach from the gear housing in corrosive environment (e.g. road salt) which would result in a loss of power steering assist.	AWAITING

2013	Ford*	Fusion SE	The steering gear motor may detach from the gear housing in corrosive environment (e.g. road salt) which would result in a loss of power steering assist. (1 of 3 recalls for this car)	AWAITING
2013	Ford*	Fusion SE	An electrical short circuit may cause the deployable restraint system to not function properly, increasing the risk of injury. (2 of 3 recalls for this car)	14V597
2013	Ford*	Fusion SE	The broken door latch will not allow the door to close and latch completely, and may unlatch when driving. (3 of 3 recalls for this car)	15V246
2011	Ford	Fusion SEL	An electrical failure may cause loss of power steering assist, which requires higher steering effort	15V340
2012	GMC	Acadia Denali	The gas struts that hold the liftgate up may prematurely wear and in the event of a crash may come into contact with a person's head/body	15V415
2012	GMC	Acadia Denali SLT	The gas struts that hold the liftgate up may prematurely wear and in the event of a crash may come into contact with a person's head/body	15V415
2009	Honda	Accord EX-L	The hood latch may not function correctly causing the hood to pop open while the vehicle is being driven.	09E-063
2009	Honda*	Accord LX	The hood latch may not function correctly causing the hood to pop open while the vehicle is being driven. (1 of 2 recalls for this car)	09E-063
2009	Honda*	Accord LX	The outer race may break causing a short circuit which stalls the engine and may disable the parking brake. (2 of 2 recalls for this car)	11V-395
2009	Hyundai	Genesis	The rear lights may not recognize that the car is slowing, increasing the risk of being rear-ended.	14V713000
2005	Hyundai	Santa Fe GLS	The front coil spring may fracture due to corrosion and possibly puncture the tire.	14V435000
2011	Hyundai	Santa Fe GLS	The rear lights may not recognize that the car is slowing, increasing the risk of being rear-ended.	13V113000
2013	Hyundai	Sonata GLS	The transmission shift cable may detach from the shift lever pin, meaning that transmission display will not match the actual gear and the parking brake may not engage.	14V434000
2013	Hyundai	Sonata GLS	The transmission shift cable may detach from the shift lever pin, meaning that transmission display will not match the actual gear and the parking brake may not engage.	14V434000
2013	Hyundai	Sonata Limited	The transmission shift cable may detach from the shift lever pin, meaning that transmission display will not match the actual gear and the parking brake may not engage.	14V434000
2012	Jeep	Grand Cherokee Laredo	The fuel pump may operate intermittently or fail, causing the engine to stall while driving	15V-115
2012	Jeep	Grand Cherokee Laredo	The fuel pump may operate intermittently or fail, causing the engine to stall while driving	15V-115
2012	Jeep	Grand Cherokee Laredo	The fuel pump may operate intermittently or fail, causing the engine to stall while driving	15V-115
2013	Jeep	Grand Cherokee Laredo	The fuel pump may operate intermittently or fail, causing the engine to stall while driving	15V-115
2013	Jeep	Wrangler Sahara	The side view mirrors may experiences a loss of heated power mirror function, allowing water to	14V-631

			cause corrosion inside the electrical terminals; this can cause an electrical fire without warning.	
2013	Mercedes-Benz	E350 Sport	A rubber seal may drop into the catalytic converter during adverse circumstances, increasing the risk of fire.	15V088
2013	Mercedes-Benz	E350 Sport	A rubber seal may drop into the catalytic converter during adverse circumstances, increasing the risk of fire.	15V088
2013	Mercedes-Benz	E350 Sport	A rubber seal may drop into the catalytic converter during adverse circumstances, increasing the risk of fire.	15V088
2007	Toyota*	Yaris S	The seat rail of both front seats can break, allowing the seat to move in the event of an accident. (1 of 4 recalls for this car)	14V169
2007	Toyota*	Yaris S	The power window switch may overheat and melt, possibly causing a fire. (2 of 4 recalls for this car)	12V491
2007	Toyota*	Yaris S	Turning the steering column may disable the driver's airbag, increasing the risk of injury to the driver. (3 of 4 recalls for this car)	14V168
2007	Toyota*	Yaris S	The seat belt pretensioners may deploy and affect the sound insulators. This could cause a post-collision fire. (4 of 4 recalls for this car)	09V031
2009	Toyota*	Yaris	The seat rail of both front seats can break, allowing the seat to move in the event of an accident. (1 of 2 recalls for this car)	14V169
2009	Toyota*	Yaris	Turning the steering column may disable the driver's airbag, increasing the risk of injury to the driver. (2 of 2 recalls for this car)	14V168
2010	Volkswagen	Tiguan SE	Gas bubbles may form deposits in the fuel system and the fuel pump may not be able to overcome the vapor pressure, causing the vehicle to stall immediately after engine start.	14V441
* Denotes single car subject to multiple recalls				

Table 2: Full List of Vehicles for Sale at the Hartford, CT Location That Were Subject to a Federal Safety Recall, August 12, 2015

Year	Make	Model	Reason for Recall	Recall #
2010	BMW	535i Gran Turismo	Possibility for the VANOS bolts to loosen – may cause the engine to stall.	14V176
2008	Buick	2008 Buick Enclave CXL 4D Sport Utility	Gas struts that hold the liftgate up may prematurely wear and the system software may be unable to detect/stop a liftgate from falling and striking heads / bodies.	15V415

2006	Buick	LaCrosse CXL 4D Sedan	The headlamp driver module may not operate properly in the thermal environment of the underhood electrical center	14V755
2011	Chrysler	Town and Country Touring L 4D Pass Ext Van	The rear quarter vent window switch on the vehicle may overheat - may cause smoke or a driver's door fire	14V-234
2013	Dodge	Ram 1500 R/T 2D Regular Cab	Vehicles have certain software security vulnerabilities which could allow unauthorized third-party access	15V-461
2013	Dodge*	Durango SXT 4D Sport Utility	The brake booster may prematurely corrode - could slow the drivers reaction time and cause a crash. (1 of 3 recalls for this car)	14V-154
2013	Dodge*	Durango SXT 4D Sport Utility	The alternator may experience a rapid failure - can result in vehicle shutdown while driving and/or an underhood electrical fire. (2 of 3 recalls for this car)	14V-634
2013	Dodge*	Durango SXT 4D Sport Utility	The totally integrated power module's internal fuel pump relay could operate intermittently or fail without warning - could cause the engine to stall while driving and cause a crash. (3 of 3 recalls for this car)	15V-115
2013	Dodge	Durango Crew 4D Sport Utility	The totally integrated power module's internal fuel pump relay could operate intermittently or fail without warning - could cause the engine to stall while driving and cause a crash.	15V-115
2011	Dodge*	Charger 4D Sedan -	The headlight wiring harness connectors may overheat - could cause a loss of low beam headlight function. (1 of 2 recalls for this car)	14V-101
2011	Dodge*	Charger 4D Sedan -	Alternator may experience a failure - can result in vehicle shutdown while driving and/or an electrical fire. (2 of 2 recalls for this car)	14V-634
2011	Dodge	Challenger 2D Coupe	The alternator may experience a rapid failure - can result in vehicle shutdown while driving and/or an underhood electrical fire.	14V-634
2010	Dodge	Challenger SE 2D Coupe	Airbag inflator housing may rupture - could result in metal fragments striking and seriously injuring the occupant(s).	15V-444
2012	Ford	Taurus SEL 4D Sedan -	License plate lamp assembly may experience corrosion as a result of water intrusion - may result in a short circuit, increasing the risk of a fire.	14V285000
2012	Ford	Taurus SEL 4D Sedan -	The interior door handle return spring may become unseated - the door may unlatch during a crash, increasing the risk of injury.	Awaiting
2012	Ford	Fusion SEL 4D Sedan	An intermittent electrical connection may lead to a loss of the motor position sensor signal resulting in loss of power steering assist.	15V340

2012	Ford	Fusion SEL 4D Sedan	An intermittent electrical connection may lead to a loss of the motor position sensor signal resulting in loss of power steering assist.	15V340
2013	Ford	Fiesta SE 4D Sedan	A door latch with a broken pawl spring tab - door may unlatch while driving.	15V246
2011	GMC	Acadia SLT 4D Sport Utility	Gas struts that hold the liftgate up may prematurely wear and the system software may be unable to detect/stop a liftgate from falling and striking heads / bodies.	15V415
2011	GMC	Acadia SLT 4D Sport Utility	Gas struts that hold the liftgate up may prematurely wear and the system software may be unable to detect/stop a liftgate from falling and striking heads / bodies.	15V415
2011	GMC	Acadia SLE 4D Sport Utility	Gas struts that hold the liftgate up may prematurely wear and the system software may be unable to detect/stop a liftgate from falling and striking heads / bodies.	15V415
2012	GMC	Acadia Denali 4D Sport Utility	Gas struts that hold the liftgate up may prematurely wear and the system software may be unable to detect/stop a liftgate from falling and striking heads / bodies.	15V415
2013	Honda	Fit 4D Hatchback	The electronic stability control system may allow excessive yaw rates at high steering angles preventing the proper function of the electronic stability control (esc) system.	13V-157
2012	Honda	CR-V EX-L 4D Sport Utility	The brake-shift interlock blocking mechanism may become slow and allow the gear selector to be moved from the park position without pressing the brake pedal.	13V-143
2015	Hyundai	Sonata Sport 4D Sedan	Front passenger seat belt whose buckle latch assembly may prevent the front passenger from fastening the seat.	15V414000
2013	Hyundai	Sonata Limited 4D Sedan	Front passenger seat belt whose buckle latch assembly may prevent the front passenger from fastening the seat.	14V434000
2013	Hyundai	Sonata GLS 4D Sedan	Transmission shift cable may detach from from the shift lever pin - the transmission gear selection may not match the indicated gear and the vehicle may move in an unintended or unexpected direction.	14V434000
2013	Hyundai	Sonata GLS 4D Sedan	The transmission shift cable may detach from from the shift lever pin - the transmission gear selection may not match the indicated gear and the vehicle may move in an unintended or unexpected direction.	14V434000
2012	Jeep	Patriot Sport 4D Sport Utility	The fuel tank transfer tube may have been incorrectly manufactured - this could cause the engine to stall without warning.	13V-120
2013	Jeep	Grand Cherokee Laredo 4D Sport Utility	An internal fuel pump relay could operate intermittently or fail without warning -	15V-115

			causing the engine to stall while driving.	
2010	Lexus	IS 250 4D Sedan	Nuts that fasten the wiper arms may be insufficiently torqued - one or both of the windshield wipers may become inoperative.	I3V030
2010	Nissan	Cube Krom 4D Wagon	When the vehicle was rotated following a rear moving barrier crash test as required, fuel leakage exceeded the allowable limits.	I0V-330
2011	Subaru*	Forester 2.5X Limited 4D Sport Utility	The brake lines may experience brake line corrosion - brake fluid may leak due to the brake line corrosion and may result in longer distances being required to slow or stop. (1 of 2 recalls for this car)	I4V830000
2011	Subaru *	Forester 2.5X Limited 4D Sport Utility	The seat belt assemblies may not permit proper installation and secure attachment of a child restraint. (2 of 2 recalls for this car)	I2V099000
2012	Toyota	RAV4 4D Sport Utility	An electrical component within the actuator may malfunction - If this occurs, these systems could become inoperative.	I4V054
2007	Toyota*	Prius 4D Hatchback -	Over time, the splines associated with steering may wear and eventually fail resulting in a loss of steering ability (1 of 3 recalls for this car)	I2V537
2007	Toyota*	Prius 4D Hatchback -	The coil wire may corrode and break and the water pump could stop, causing stalling while vehicle is being driven. (2 of 3 recalls for this car)	I2V536
2007	Toyota*	Prius 4D Hatchback -	The accelerator pedal can get stuck in the wide open position due to its being trapped by an unsecured or incompatible driver's floor mat. (3 of 3 recalls for this car)	09V388
2012	Volkswagen	Jetta S 4D Sedan	If your vehicle had sustained damage to rear axle components the durability of the trailing arm(s) could be reduced.	I4V656
* Denotes single car subject to multiple recalls				

Methodology

Data were collected for every car available at CarMax's East Haven location on July 10, 2015. To return a list of every vehicle for sale on that lot, East Haven was selected as the "home store" before searching for "all cars." Each car was

viewed individually online and its identifying features recorded, including year, make, model and Vehicle Identification Number (VIN).

Data were collected for every car available at CarMax's Hartford, CT location on August 12, 2015. To return a list of every vehicle for sale on that lot, Hartford was selected as the "home store" before searching for "all cars." Each car was

viewed individually online and its identifying features recorded, including year, make, model and Vehicle Identification Number (VIN).

To identify which of these vehicles were subject to a federal safety recall, we checked each VIN using the safety recall look-up tool on www.safercar.gov, a website provided by the National Highway Traffic Safety Administration (NHTSA). After entering the car's VIN, the tool reports "incomplete" or unrepaired safety recalls are pending for that specific vehicle and the relevant details, including a NHTSA recall identification number, the date the recall was issued, and a description of the problem. All of this information was recorded for every vehicle subject to a safety recall.

CONSUMER INFORMATION

Finding Safety Recall Information

It is very important to get safety recall repairs done right away. Don't wait.

To check if a vehicle has an unrepaired safety recall, find the Vehicle Identification Number (VIN). The VIN is a unique 17-digit combination of letters and numbers. It should be posted on the driver's side of the dashboard, and visible through the windshield. It should also be on a sticker on the driver door jamb that includes the date the car was manufactured.

Next, visit www.safercar.gov. Click "search for recall by VIN" and then type in your VIN. If the recall notice says that the recall is "incomplete," then according to the

manufacturer, it has not yet been repaired.

To get an open recall on your vehicle repaired, contact a local new car dealer who sells that brand / model of vehicle. If there are no parts available, then insist on the manufacturer's providing you with a safe loaner or rental car while you wait for the repairs. Double-check the VIN of the loaner or rental car to make sure that it doesn't also have an unrepaired safety recall.

If you don't have access to the internet, you can call the manufacturer's toll-free number to find out the safety recall status, or contact a local dealership for that brand and ask them to check for you.