

**Carol “Cally” Houck, Mother of Raechel and Jacqueline Houck  
Ojai, California  
Alexander Brangman, Father of Jewel Brangman  
San Diego, California**

April 14, 2016

Jeff Carlson  
Chairman, National Automobile Dealers Association  
8400 Westpark Drive  
Tysons, VA 22102

Dear Mr. Carlson:

As parents of precious, beautiful, talented daughters killed by recalled cars with lethal safety defects, we are appalled that you would claim that “only 6 percent of recalls are 'hazardous.’”<sup>1</sup> Our daughters were driving or riding in cars with the very defects that you claim are not hazardous, and therefore acceptable for your car dealer members to sell to the public without repairing the defects first. Not only is your assessment of the risks posed by auto safety recalls totally false, but it is dangerous, irresponsible, and dead wrong.

You also show a stunning disregard for the individuals and families across the nation who have suffered profound losses due to defects such as exploding Takata air bags, which remain in millions of vehicles across the nation. Those ticking time-bombs have already killed at least eleven people, most recently a 17-year-old teenager in Texas. They have also blinded a military officer and a young boy, and caused many other serious injuries.

Alexander's daughter Jewel Brangman was only 26 when she was killed by a recalled Takata air bag that severed an artery in her neck, after a low-impact collision, causing her to bleed to death. According to you, because Honda chose not to issue a voluntary, discretionary “stop drive” warning at the time, that defect was not “hazardous.” How can you deny the hazardous nature of the defect, when it caused Jewel's death?

Cally's daughters Raechel and Jacqueline were only 24 and 20 when they were killed by a

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<sup>1</sup>“Carlson vows to press NADA's fight against regulation,” *Automotive News*, April 2, 2016. <http://www.autonews.com/article/20160402/RETAIL06/160409936/carlson-vows-to-press-nadas-fight-against-regulation?ccid=email-autonews-asdetroit> Quote in context: “Carlson said only dealers should be authorized to perform all recall repairs for all customers, though he cautioned against legislation to require dealers to fix all recalls on used cars prior to sale. Such a move would ground millions of cars unnecessarily and diminish vehicle trade-in values, because only 6 percent of recalls are 'hazardous,' he said, citing a 2014 analysis by the Alliance of Automobile Manufacturers.”

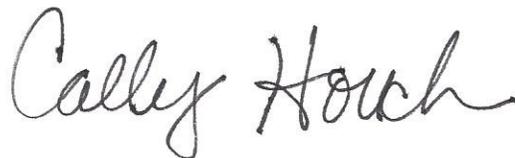
recalled Chrysler PT Cruiser with a steering hose defect. According to you, because Chrysler chose not to issue a voluntary “stop drive” warning at the time, their deaths do not count either, when it comes to how you and the National Automobile Dealers Association decide which safety defects are “hazardous.”

What about the tragic losses suffered by hundreds of other individuals and families due to safety defects like stalling in traffic, catching on fire, the GM ignition switch defect that causes cars to lose power steering and braking and the air bags to shut off, brake failures, seat belt failures, carbon monoxide poisoning, and other lethal safety defects? Are you so focused on the bottom lines of dealers who (unlike AutoNation) do not guarantee a “recall-free” car, that you think you can utterly ignore the profound grief and suffering those defects have caused, and is that suffering so meaningless to you that it does not even exist?

Unfortunately, you are sending exactly the wrong message to the millions of owners of unsafe, defective recalled cars. If car dealers think that 94% of safety recalls are unimportant, and can be ignored because the defects are not “hazardous,” why should owners of those recalled cars go to significant lengths to get their recalled cars repaired at car dealerships?

We call upon you to publicly retract your irresponsible, dangerous, and false statement. Particularly at a time when the National Highway Traffic Safety Administration and auto manufacturers are seeking to improve recall compliance rates, no one in a responsible, leadership position in any auto industry trade association should downplay the risks involved in ignoring safety recalls.

Sincerely,

A handwritten signature in cursive script that reads "Cally Houck".

Carol “Cally” Houck, Mother of Raechel and Jacqueline Houck

A handwritten signature in cursive script that reads "Alexander Brangman".

Alexander Brangman, Father of Jewel Brangman