



UNITED STATES
CONSUMER PRODUCT SAFETY COMMISSION
4330 EAST WEST HIGHWAY BETHESDA, MD 20814
COMMISSIONER MARY T. BOYLE

December 19, 2022

Mr. Peter Kern
Vice Chairman and Chief Executive Officer
Expedia Group
1111 Expedia Group Way West
Seattle, WA 98119

Dear Mr. Kern,

As winter vacation season approaches, I am writing to express grave concern about carbon monoxide (CO) poisonings responsible for the deaths of unsuspecting guests in Vrbo accommodations. Well-publicized incidents involving American tourists in Mexico and elsewhere over the past number of years have called attention to what appears to be a global problem. To date, Vrbo's disappointing response fails to take seriously the health and well-being of consumers who rely on Vrbo rentals to provide a safe place to stay. Vrbo should be taking immediate action to prevent further deaths, in the United States and abroad.

The Consumer Product Safety Commission has spent decades tracking and mitigating the dangers caused by CO in and around people's homes. CO poisoning is an invisible killer, often caused by household items that include improperly vented or faulty furnaces, water heaters, fireplaces, and portable generators. Symptoms of CO poisoning are difficult to recognize, and as CO accumulates in the bloodstream, victims can become disoriented, making them slow to react or seek help. CPSC data show that CO poisoning is responsible for more than 150 tragic deaths a year in the U.S. alone.¹

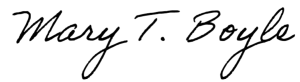
There is a straightforward way to save lives in Vrbo rentals: require hosts to install carbon monoxide detectors and to regularly test these devices. Many states have implemented laws mandating that rental properties provide and test CO detectors. These requirements, however, are not ubiquitous and are not on the minds of travelers when planning a vacation at an Vrbo rental.

¹ Carbon monoxide. U.S. Consumer Product Safety Commission. (n.d.). Retrieved December 19, 2022, from <https://www.cpsc.gov/Safety-Education/Safety-Education-Centers/Carbon-Monoxide-Information-Center>

As a Commissioner of the CPSC, I expect that Vrbo will commit to safety and implement new requirements for carbon monoxide detectors in all properties available on the Vrbo platform. Merely advising hosts to install alarms is not enough. Consumers should be able to rely on Vrbo to make safety a priority and to meet their reasonable expectation of a safe stay away from home.

I look forward to hearing from you about the steps you plan to take to address this serious issue and would welcome an opportunity to discuss this and other important safety measures Vrbo can take to protect consumers. Please provide a response no later than January 13, 2023.

Sincerely,

A handwritten signature in cursive script that reads "Mary T. Boyle".

Mary T. Boyle
Commissioner