



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

NOV 30 2011

1200 New Jersey Avenue, SE
Washington, DC 20590

Thomas P. Laffey
Vice President and General Counsel
Enterprise Holdings
600 Corporate Park Drive
St. Louis, MO 63105

Dear Mr. Laffey:

As you are aware, NHTSA's audit query regarding the recall performance of the rental car industry (AQ 10-001) is ongoing. On March 17, 2011 NHTSA sent information requests to Enterprise Holdings (Enterprise) and other rental car companies concerning safety recall policies and procedures.

We received Enterprise's response dated April 7, 2011. In your response, you indicated in response to question 1 that a "committee of senior executives of the parent company . . . evaluates recall notices [and that if] the committee is confident that we can continue to safely rent the vehicle, we may rent the vehicle prior to the recall work being completed."

Please furnish us with information regarding all recalls for which the referenced committee has determined that the vehicle may continue to be rented prior to the recall work being completed. This will enable the agency to gain a fuller understanding of your company's recall policies and decision-making, as well as the information on which those policies and decisions have been based.

Sincerely,

O. Kevin Vincent
Chief Counsel