

June 22, 2011

Via e-mail and U.S. mail

Mr. O. Kevin Vincent
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Dear Kevin,

As a follow-up to our June 8th meeting, I am enclosing three spreadsheets reflecting how the operating subsidiaries of Enterprise Holdings, Inc. ("collectively Enterprise") have responded to recall notices initiated beginning January 1, 2010 through May 30, 2011. The data is separated into two periods, January 1, 2010 through July 31, 2010 which was the end of our 2010 fiscal year; and August 1, 2010 through the end of May 2011, which reflects the results during our current fiscal year. The results of both periods are combined in the third spreadsheet. To simplify presentation of the data, we have not included recalls where we owned ten or fewer of the vehicles in question.

The data shows that during the period beginning August 1, 2010 through the end of May (our current fiscal year) Enterprise completed over 90% of the outstanding recalls within thirty (30) days and over 96% within sixty (60) days. We believe this performance is substantially superior to any other class of vehicle owners.

As NHTSA considers the enclosed data, there are a couple of points worth noting. First, under our current procedures the vast majority of recalled vehicles are not available for rental given our policy of placing such vehicles on a mandatory hold. The exceptions are those instances where we are able to conclude the vehicle can be rented until the repair can be effectuated because of the nature of the recall or a mitigating step that we can take. The most prominent example of this is the pedal entrapment recall where removal of the floor mats obviated the safety issue pending completion of the recall. Because that recall affected a large number of our vehicles, we have separately shown our completion percentages for that recall outside the main body of data in the spreadsheets. We have also separately broken out the data for the Cobalt recall (GM 10023) because that was a staged recall based on model year.

Second, variations from recall to recall with respect to how quickly we are able to complete the recall work are typically the result of issues with the availability of parts and/or the availability of dealer capacity to do the work required to complete the recall. As you review the data if you have questions about a particular recall

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and why our completion performance varied from one to another, we are more than happy to discuss that with you.

We respectfully believe that the agency, in writing its report with respect to the pending Audit Query, should rely upon and report the information we are providing herein rather than statistics received from the manufacturers which are inaccurate as has been pointed out by both Ford and Chrysler and which, in any event, do not reflect current procedures at our company or our major competitors. The figures we are providing demonstrate that we are managing the recall process to have the work done at a rapid pace which, as noted, we believe is substantially superior to any other class of vehicle owners.

As we discussed during our meeting, we want to work with NHTSA and the DOT to come up with a procedure for periodic submission of this type of data so NHTSA can monitor our performance on an ongoing basis. We believe NHTSA could, by working together with Enterprise and others in our industry including the American Car Rental Association, arrive at a procedure for rental car companies to provide such information to NHTSA on some periodic basis. We understand the Hertz Corporation has suggested that NHTSA invite the manufacturers and the rental car industry to a meeting to discuss ways we can all work together to improve the recall process and we agree that would be a good idea.

Very truly yours,



Thomas P. Laffey
Vice President and General Counsel

cc: Linda Knapp (via e-mail w/enclosure)
Jennifer Timian (via e-mail w/enclosure)
Lee Kaplan (via e-mail w/enclosure)

Enterprise

Recalls August 2010 - May 2011

Recall Campaign	Total # Owned at Activation	*Completed 30 Days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days
CHRYK08	7810	93.24%	97.85%	98.55%	99.81%	99.96%
CHRYK13	142	97.18%	99.30%	100.00%		
CHRYK14	1658	75.87%	86.61%	90.41%	95.66%	96.08%
CHRYK15	632	84.81%	94.30%	95.73%	99.21%	99.84%
CHRYK25	107	28.04%	45.79%	62.62%	64.49%	
CHRYK26	10413	94.66%	99.67%	99.88%	99.99%	100.00%
CHRYK33	323	47.37%	74.61%	85.14%	85.76%	
CHRYK36	5259	86.52%	97.79%	97.93%		
CHRYL09	167	97.01%	100.00%			
FORD07S57	16	37.50%	56.25%			
FORD09S09	26	38.46%	53.85%			
FORD10B15	33	100.00%				
FORD10C11	94	90.43%	93.62%	94.68%		
FORD10C14	17	94.12%			100.00%	
FORD10S14	1071	96.08%	99.25%	99.53%	99.63%	
FORD11S15	1409	41.66%	59.62%	70.40%	78.78%	
GM 09049	111	97.30%	99.10%			
GM 09298	33	87.88%	90.91%			
HYUN098	237	99.21%	99.61%		100.00%	
KIA SC081	47	100.00%				
KIA SC087	1159	92.49%	95.17%	95.34%	95.51%	
KIA SC089	465	78.06%	83.01%			
KIA SOUL	34	94.12%				
LANDP116	42	100.00%				
MAZD6010H	1416	78.88%	95.83%	98.45%	99.72%	99.86%
MAZD6211B	50	58.00%	76.00%	84.00%		
MERB00002	2166	97.65%	99.77%	99.82%	99.95%	
MIT1102M	591	92.22%	98.14%	98.48%		
NISNR1029	775	89.68%	97.94%	99.35%	100.00%	
SAAB15029	222	97.30%	99.55%			
SUZUSM	198	94.95%	99.49%	100.00%		
TOYOA0B	24	95.83%	0.00%			
TOYOA0P	3239	97.75%	99.69%	99.78%		
VOLK 97S8	156	92.31%	98.72%		100.00%	
VOLK20I4	1312	97.87%	99.77%	100.00%		
VOLK97V3	4400	97.57%	98.05%	98.16%		
Complete Totals	45854	90.5%	96.4%	97.3%	98.1%	98.2%

Recall Campaign	Total # Owned at Activation	*Completed 30 Days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days
TOYO90L	666	96.85%	99.10%	99.55%	99.85%	

Recall Campaign	Total # Owned at Activation	*Completed 30 Days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days
GM 10023	51106	98.47%	98.97%	99.28%	99.82%	99.97%

*Includes vehicles no longer owned at this date

Enterprise

Recalls January 2010 - July 2010

Recall Campaign	Total # Owned at Activation	*Completed 30 Days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days	*Completed 365+ Days
CHRYJ30	98	70.41%	85.71%	96.94%	98.98%	100.00%	
CHRYJ37	2297	68.79%	83.50%	89.77%	96.56%	99.13%	100.00%
CHRYK05	613	66.23%	80.26%	92.17%	98.21%	99.84%	100.00%
CHRYK09	125	76.80%	100.00%				
FORD10C11	2902	38.87%	95.07%	98.17%	98.93%	99.97%	
GM 09298	1083	71.19%	93.07%	97.60%	99.82%	100.00%	
GM 10012	982	55.50%	77.60%	89.21%	97.05%	100.00%	
GM 10091	59	94.92%	96.61%		100.00%		
GM 10153	44	86.36%	93.18%	95.45%		97.73%	
KIA SC081	3358	43.92%	82.52%	94.85%	99.17%	100.00%	
MITSO4110	568	14.44%	20.95%	22.71%	82.04%	97.54%	99.82%
NISNP9241	2410	53.98%	69.46%	79.83%	94.94%	99.05%	99.38%
NISNPC039	35	91.43%	100.00%				
NISNR0906	1487	56.62%	72.97%	83.39%	96.03%	98.99%	99.19%
NISNR0908	807	62.21%	77.45%	85.87%	94.80%	98.39%	99.38%
SSC90	317	58.04%	86.12%	92.43%	95.27%	99.05%	100.00%
TOYOA0A	30461	91.31%	94.14%	95.42%	97.14%	99.01%	99.81%
TOYOA0B	1364	97.29%	98.75%	99.05%	99.34%	99.71%	100.00%
Complete Totals	49010	78.0%	89.5%	93.1%	97.1%	99.2%	99.8%

Recall Campaign	Total # Owned at Activation	*Completed 30 Days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days	*Completed 365+ Days
TOYO90L	34803	77.70%	91.98%	96.45%	99.00%	99.84%	99.86%
GM 10038	5287	81.94%	95.82%	98.18%	99.68%	100.00%	

*Includes vehicles no longer owned at this date

Enterprise

Recalls January 2010 - May 2011

Recall Campaign	Total Owned at Activation	*Completed 30 days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days	*Completed 365+ Days
CHRYJ27	14	92.86%	100.00%				
CHRYJ30	98	70.41%	85.71%	96.94%	98.98%	100.00%	
CHRYJ37	2299	68.81%	83.51%	89.78%	96.56%	99.13%	100.00%
CHRYK05	618	66.34%	80.42%	92.23%	98.22%	99.84%	100.00%
CHRYK06	2930	33.00%	46.35%	57.61%	77.13%	89.15%	
CHRYK08	7810	93.24%	97.85%	98.55%	99.81%	99.96%	
CHRYK09	125	76.80%	100.00%				
CHRYK13	142	97.18%	99.30%	100.00%			
CHRYK14	1658	75.87%	86.61%	90.41%	95.66%	96.08%	
CHRYK15	632	84.81%	94.30%	95.73%	99.21%	99.84%	
CHRYK25	107	28.04%	45.79%	62.62%	64.49%		
CHRYK26	10413	94.66%	99.67%	99.88%	99.99%	100.00%	
CHRYK33	323	47.37%	74.61%	85.14%	85.76%		
CHRYK36	5259	86.52%	97.79%	97.93%			
CHRYL09	167	97.01%	100.00%				
FORD07S57	16	37.50%	56.25%				
FORD09S09	26	38.46%	53.85%				
FORD10B15	39	97.44%	100.00%				
FORD10C11	2996	40.49%	95.03%	98.06%	98.80%	99.80%	
FORD10C14	17	94.12%			100.00%		
FORD10S14	1071	96.08%	99.25%	99.53%	99.63%		
FORD11S15	1409	41.66%	59.62%	70.40%	78.78%		
GM 09049	111	97.30%	99.10%				
GM 09298	1116	71.68%	93.01%	97.40%	99.55%	99.73%	
GM 10012	983	55.44%	77.52%	89.11%	96.95%	99.90%	
GM 10091	59	94.92%	96.61%		100.00%		
GM 10153	46	84.78%	91.30%	93.48%		95.65%	
GM 10243	4971	80.69%	94.49%	97.28%	99.03%	99.32%	
GM 10292	47	95.74%	97.87%		100.00%		
GM 10312	30692	94.81%	98.65%	99.03%	99.85%	99.87%	
GM 10351	2743	97.48%	98.98%	99.74%	99.93%		
GM 10370	4405	98.09%	99.23%	99.41%	99.68%		
GM 10426	731	98.63%	99.32%		99.45%		
GM 11029	11	9.09%	63.64%	81.82%			
GM 11057	15	100.00%					
GM 11095	275	94.55%	94.91%				
GM 11126	656	89.94%	90.55%				
HYUN097	5991	95.89%	99.12%	99.77%	99.97%	100.00%	
HYUN098	254	99.21%	99.61%		100.00%		
ISUZ8V251	72	94.44%	100.00%				
ISUZV0902	39	87.18%	94.87%	100.00%			
KIA SC081	3405	44.70%	82.76%	94.92%	99.18%	100.00%	

Enterprise

Recalls January 2010 - May 2011

Recall Campaign	Total Owned at Activation	*Completed 30 days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days	*Completed 365+ Days
KIA SC087	1159	92.49%	95.17%	95.34%	95.51%		
KIA SC089	465	78.06%	83.01%				
KIA SOUL	34	94.12%					
LANDP116	42	100.00%					
MAZD6010H	1416	78.88%	95.83%	98.45%	99.72%	99.86%	
MAZD6211B	50	58.00%	76.00%	84.00%			
MERB00002	2166	97.65%	99.77%	99.82%	99.95%		
MIT1102M	591	92.22%	98.14%	98.48%			
NISNP9241	2410	53.98%	69.46%	79.83%	94.94%	99.05%	99.38%
NISNPC039	35	91.43%	100.00%				
NISNR0906	1487	56.62%	72.97%	83.39%	96.03%	98.99%	99.19%
NISNR0908	807	62.21%	77.45%	85.87%	94.80%	98.39%	99.38%
NISNR1029	775	89.68%	97.94%	99.35%	100.00%		
SAAB15029	222	97.30%	99.55%				
SSC90	317	58.04%	86.12%	92.43%	95.27%	99.05%	100.00%
SUZUSM	198	94.95%	99.49%	100.00%			
TOYOA0A	30461	91.31%	94.14%	95.42%	97.14%	99.01%	99.81%
TOYOA0B	1388	97.26%	98.70%	98.99%	99.28%	99.64%	99.93%
TOYOA0P	3239	97.75%	99.69%	99.78%			
VOLK 97S8	156	92.31%	98.72%		100.00%		
VOLK20I4	1312	97.87%	99.77%	100.00%			
VOLK97V3	4400	97.57%	98.05%	98.16%			
Complete Summary	147921	86.69%	94.15%	96.22%	98.21%	99.10%	99.30%

Recall Campaign	Total # Recalled	*Completed 30 days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days	*Completed 365+ Days
GM 10038	5479	82.50%	95.95%	98.23%	99.67%	99.98%	
TOYO90L	35469	78.06%	92.11%	96.50%	99.02%	99.84%	99.86%

Recall Campaign	Total # Recalled	*Completed 30 days	*Completed 60 Days	*Completed 90 Days	*Completed 180 Days	*Completed 365 Days	*Completed 365+ Days
GM 10023	51106	98.47%	98.97%	99.28%	99.82%	99.97%	100.00%

*Includes vehicles no longer owned at this date