

December 21, 2011

Via e-mail and U.S. mail

Mr. O. Kevin Vincent
National Highway Traffic Safety Administration
General Counsel
1200 New Jersey Avenue, SE
W41-322
Washington, DC 20590

Legal Department
600 Corporate Park Drive
St. Louis, MO 63105
314-512-5000 p
314-512-6060 f
enterpriseholdings.com

Re: AQ10-001/Response to your letter of November 30, 2011

Dear Kevin,

In response to your letter of November 30th (received by us on December 6th), in connection with NHTSA's ongoing Audit Query AQ10-001, I can advise you that the recall campaigns listed on the attached Exhibit 1 are the ones where a committee of senior executives determined that the vehicles could be rented pending the recall work being completed ("hard" hold status in our system). As we have previously advised, even when this determination is made we have the recall work completed as quickly as possible given availability of parts and service capacity. Please note, we also classified the GM Cobalt (GM 10023) as a "hard" hold in our system, but because the model years in our fleet were not subject to a recall notice when we did so, as this was a staged recall by model year, it is not included on Exhibit 1.

If you have any specific questions about the campaigns listed on Exhibit 1, please let me know. We would be happy to discuss how we handled these recalls with your agency and appreciative of any input NHTSA might have with respect to our handling of these campaigns.

As previously communicated, our operating subsidiaries do not rent vehicles that are subject to a recall notice once we receive the notice to owners of the recall. This is our default position and is only deviated from when the committee concludes it is appropriate as previously explained. As you can see, exceptions have rarely been made. Our decision making process is conservative and we are grounding the vast majority of vehicles in our fleet subject to a recall notice even when the owner notification letters from the manufacturers, as approved by your agency, do not recommend that owners cease driving their vehicles pending completion of the recall work. In those rare instances when the owner notification letter contains information suggesting vehicle operation should be discontinued pending completion of a recall, we not only cease renting the vehicles, but we are proactive in making efforts to

Mr. O. Kevin Vincent

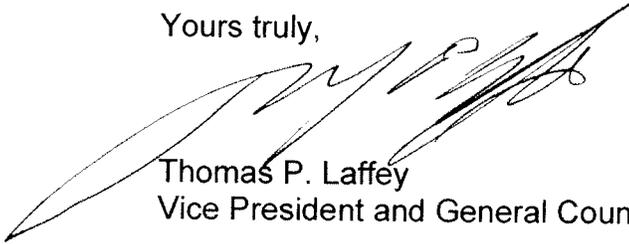
December 21, 2011

Page 2

retrieve any such vehicles already on rent. Our working assumption is that when the manufacturers, guided by your agency, believe owners should stop or restrict operation of a vehicle until recall work is completed that the manufacturers' notices will contain information to that effect.

Please let us know if there is any additional information you would like us to provide as part of your ongoing Audit Query.

Yours truly,

A handwritten signature in black ink, appearing to read 'T. P. Laffey', written over a large, light-colored scribble or background mark.

Thomas P. Laffey
Vice President and General Counsel

EXHIBIT 1

| Campaign Number | Brief Description |
|-----------------|---|
| TOYO90L | Pedal Entrapment - Removed Floor Mats in all Toyota Models |
| GM 10038 | Pedal Entrapment - Removed Floor Mats - Pontiac Vibes |
| TOYOB0B | Recall applied to vehicles with aftermarket TRD wheels which we do not install. Placed hold just to verify stock wheels. |
| FORD11S15 | Door Handles on F150 - Check operation prior to every rental, repaired when parts were available. |
| GM 10012 | Heating and Cooling knobs could potentially fail not allowing driver to turn on the defroster. Fulls size GM vans. (Hard Hold applied in May) |
| GM '09298 | Heating and Windshield Defrost potentially Inoperative - Equinox and Terrain models. (Hard Hold applied in May) |