

March 4, 2011

Legal Department
 600 Corporate Park Drive
 St. Louis, MO 63105
 314.512.5000 p
 314.512.5823 f
 enterprise.com

Via FedEx and e-mail

Jennifer T. Timian, Esq.
 Chief, Recall Management Division
 Office of Defects Investigation
 National Highway Traffic Safety Administration
 1200 New Jersey Ave., S.E.
 Washington, DC 20590

Re: NHTSA Audit Query – Rental Car Recall Completion

Dear Ms. Timian,

As we promised in the letter dated March 3, 2011, sent jointly with Avis Budget Group and The Hertz Corporation, we are now submitting some specific data with respect to how Enterprise Holdings and its subsidiaries responded to the 2010 recalls which were the subject of your Audit Query and more broadly all recalls affecting our fleet in our current fiscal year, which commenced on August 1, 2010, through January 31, 2011. While we believe our responses to recall notices have always been appropriate and fully consistent with our obligations, there is no question but that, in the aftermath of the focus on vehicle recalls that began in late 2009 with the attention given to some significant Toyota recalls, we have placed additional attention on responding to recall notices as quickly as possible.

Specifically, with respect to GM Recalls 10V-018, launched on February 11, 2010, and 10V-024 launched on July 20, 2010, the following is what our records show was the number of such vehicles we had on the launch dates and the percentages of same for which the recall work was completed at the 30, 60 and 90 day intervals. To be consistent with the presentation you requested from the manufacturers we measured the percentage completed against the fleet size as of the launch date and not against the actual numbers of such vehicles in our fleet at the intervals. If we had adjusted for vehicles we no longer owned as of those later dates our percentages of completion would be higher than the numbers reflected below.

Recall	Launch Date	Fleet at Launch	% of Launch Fleet Completed		
			30 days	60 days	90 days
10V-018	02/11/2010	6,926	72.8	91.0	93.3
10V-024	07/20/2010	5,308	58.9	65.8	69.5

Jennifer T. Timian, Esq.
March 4, 2011
Page 2

As you know, Recall 10V-018 was the so called Sticky Pedal recall. After we received the recall notice we elected not to rent any of our affected vehicles until the recall work was completed.

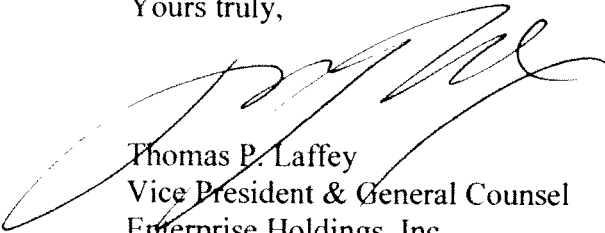
Recall 10V-024 was the so called Pedal Entrapment recall where the manufacturer indicated the removal of the driver side floor mats removed the risk of pedal entrapment. After we were put on notice by the manufacturer the floor mats were removed from those vehicles and not reinstalled until the recall work was completed.

To supplement our submission of data with respect to the two recalls noted above, we also pulled data with respect to recall notices received during our current fiscal year, which began on August 1, 2010, through the end of January 2011. During that time, there were 77,221 recalls in our fleet. Please note that during this period there were some vehicles in our rental fleet which were affected by more than one recall notice and thus the total number of vehicles affected is less than 77,221, although we do not believe the difference was substantial. The percentage of those recalls completed for vehicles in our rental fleet at various time intervals after our receipt of the notice is shown below.

Percentage of Recalls Completed for Vehicles Remaining in the Rental Fleet				
30 days	60 days	90 days	120 days	180 days
92.75%	97.90%	98.99%	99.60%	100%

We respectfully request that you post this letter on your website along with the others received with respect to the Audit Query. We also reiterate our offer made on several occasions to meet with you to assist you in understanding how our company responds to recall notices and/or in understanding and interpreting the data received from us as well as the manufacturers.

Yours truly,



Thomas P. Laffey
Vice President & General Counsel
Enterprise Holdings, Inc.