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March 15, 2011

Via Federal Express 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 of November 18, 2010 –  
Rental Car Recall Completion Data

Dear Ms. Timian:

As was indicated in the letter, dated March 3, 2011, which Hertz, Avis Budget and Enterprise jointly sent to you regarding the above-referenced matter, we have carefully reviewed our fleet and maintenance records and we are submitting to you supplemental information on Hertz's performance in this area.

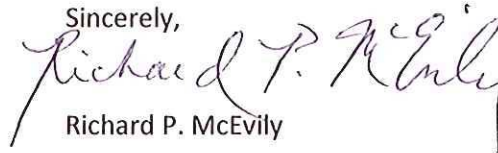
First of all, you should know that it is Hertz's policy – when a true safety recall is announced (i.e., as opposed to a service campaign involving, for example, a noise, appearance or non-critical driveability issue) – to place the affected vehicles on a Safety "S" Hold. Vehicles placed on an Safety "S" Hold must not be re-rented until the designated safety recall is completed. This is an important qualification to the manufacturer data that is currently reported on NHTSA's website because the completed repair times can be skewed by the fact that sufficient parts may not be available when a recall is first announced.

Secondly, since there is a wide range of manufacturers' vehicles represented in our current fleet and since the number of safety recalls has dramatically increased since the Toyota accelerator pedal recalls of late 2009 and early 2010, we believe that a sampling of Hertz's completed repair percentages involving recalls announced in late 2010 and early 2011 by several manufacturers can provide you a balanced view of Hertz's performance in this area. As such, we would provide you with the following examples:

Recall	Manufacturer	Launch Date	Fleet at Launch	% of Launch Fleet Completed		
				30 days	60 days	61-90 days
PM062	Nissan	11/30/10	1488	81.45	89.78	95.16
2010370	GM	12/21/10	499	79.36	88.98	89.38
10426B	GM	12/29/10	618	80.58	95.95	96.6
2014	VW	2/17/11*	945	70.26		
AOP	Toyota	2/24/10*	3141	74.88		

\*We are currently in the first 30 days of the recall. All of the not yet repaired recalled vehicles in Hertz's fleet are currently on Safety "S" Holds and will not be re-rented until the designated safety recall is completed.

We would respectfully request that, after your review of this letter, you arrange to have it posted on NHTSA's website along with the other responses that you have received in response to the Audit Query. In addition, we would advise that Hertz stands ready to assist you in understanding our recall procedures and current recall data.

Sincerely,  
  
Richard P. McEvily

Cc: Richard Broome

Additional Note:

Hertz has not provided recall completion statistics on two GM recalls – 10018 (Accelerator Pedal Sticking) and 10038 (Potential Floor Mat Interference with Accelerator) – because we do not currently have many of these vehicles in our fleet (i.e., approximately 50 of each of these vehicles.)