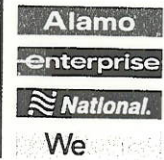


May 22, 2012

Hon. Barbara Boxer, United States Senator
Hart Senate Office Building
Suite 112
Washington, DC 20510-0505

Dear Senator Boxer,



World Headquarters
600 Corporate Park Drive
Saint Louis, MO 63105
314.512.5000 p
enterpriseholdings.com

Thank you for your letter of May 7, 2012 and your interest in the issue of automobile safety. We are pleased to inform you that the policies we have in place already prohibit the renting of any vehicle subject to safety recall until the recall has been remedied. Moreover, it is also our established policy not to sell any vehicle in a retail transaction subject to a safety recall until the recall is remedied, and (as a result of your urging) we are moving forward with procedures to ensure that when we receive a recall notice all reasonable steps are taken to have the recall work completed before we sell any of the vehicles from our rental fleet in a wholesale transaction. As a result, we are happy to comply with the pledge set forth in your letter. There are rare circumstances when manufacturers recommend an interim measure to remedy a recall until a permanent solution is available (we have not used an interim measure in approximately two years, but I am sure you will recall the Toyota floor mat recalls where removal of the floor mats was recommended as an interim measure). In the spirit of compromise, while we are actively working together toward federal legislation governing these issues, we will not use any interim measure.

In the more than eight years since the 2004 accident that tragically claimed the lives of Raechel and Jacqueline Houck, Enterprise and the rental car industry have worked with the automobile manufacturers to enhance the existing procedures for receiving and responding to recall notices. These efforts, along with our commitment to dramatically improve our recall procedures, have helped prevent any similar event from occurring in the hundreds of millions of rental transactions since that time, and we will continue to do everything in our power to ensure that nothing like this ever happens again.

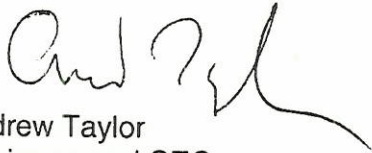
We believe the next logical step is for all affected parties to come together and craft the legislative solution we all seek. We would like the opportunity to sit down with you, face-to-face, and discuss what we can accomplish together. There are many interested parties to include: the American Car Rental Association (ACRA); Consumers for Auto Reliability and Safety (CARS); manufacturers; our peer companies; and others you deem appropriate, who should be part of any discussion about a permanent solution. You also have our commitment that we will work in good faith within the collective group to accomplish this goal.

Again, I want to assure you that under policies already in place at our company, no vehicle subject to a safety recall can be rented until the recall is remedied. Our vehicles are safe, meet all federal safety standards and are well maintained. No one need have any concern about the safety of the vehicles we rent.

Just as we have demonstrated our commitment to safety through our established procedures, and our response to your request, we hope that we can count on you to work with us on achieving the federal legislation we all seek. To provide additional detail about our established practices and our industry's perspective on the legislative proposals in this area, I am enclosing a letter from our General Counsel, Tom Laffey.

At Enterprise, we are proud of our rich history, the hallmark of which has been our commitment to providing customers with the best rental experience possible. In this spirit, and on behalf of our 60,000 U.S.-based employees, we will continue to work toward a comprehensive legislative solution.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Taylor", with a long, sweeping horizontal stroke extending to the right.

Andrew Taylor
Chairman and CEO