



Enterprise Holdings' Safety Recall Policy

Policy: The Federal Motor Vehicle Safety Act requires auto manufacturers to send a notice of any safety recall to vehicle owners. When we receive such a safety recall notice and the corresponding Vehicle Identification Numbers (VINs), it is Enterprise Holdings' policy to not rent such vehicles until the manufacturer's specified remedy or authorized interim repair has been implemented.

Process: After receiving the safety recall notice, Enterprise Holdings identifies affected vehicles by VIN and then places a "mandatory hold" on them in our rental management system. This "hold" directs the recall work be completed before renting the vehicle. Sometimes manufacturers advise that certain recalled vehicles can be safely operated once an authorized interim repair has been completed. In such cases, Enterprise Holdings may rent vehicles after the interim repair has been completed – but only until the final remedy is available.