

# United States Senate

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May 7, 2012

Andrew Taylor, Chief Executive Officer  
Enterprise Rent-A-Car  
600 Corporate Park Drive  
St. Louis, Missouri 63105

Dear Mr. Taylor:

I am writing to ask Enterprise to partner with me to improve rental car safety. As you know, I have joined Senator Schumer in introducing S. 1445, the Raechel and Jacqueline Houck Safe Rental Car Act, which would prohibit rental car companies from renting out or selling a vehicle under safety recall until it has been repaired. Our bill is named after Raechel and Jacqueline Houck, two sisters from Santa Cruz, ages 24 and 20, who were killed when a recalled car they had rented from Enterprise caught fire and crashed into a truck.

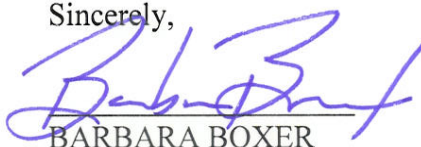
Despite this tragic accident, Enterprise has admitted to the National Highway Traffic Safety Administration (NHTSA) that you have continued to rent out some cars under recall. The examples you gave include two recalls for defroster problems that could reduce visibility and lead to a crash, which is actually a violation of minimum Federal safety standards. Let me be clear – when you rent out a recalled vehicle prior to repair, you are putting your customers in danger.

Your largest competitor, Hertz, has written to NHTSA that they place all vehicles under safety recall on hold until the repair is completed. Furthermore, Hertz has worked with the Consumers for Auto Reliability and Safety (CARS) to develop a compromise legislative proposal based on S. 1445 that would establish this policy in statute. I applaud these parties for their efforts, and intend to introduce new legislation soon based on their compromise proposal.

In the meantime, I am writing to all of the major rental car companies and urging them to voluntarily adopt this policy by making the following pledge: **“Effective immediately, our company is making a permanent commitment to not rent out or sell any vehicles under safety recall until the defect has been remedied.”** I challenge Enterprise to make this commitment, in writing, to me and NHTSA within the next 30 days. I intend to announce at that time which companies have agreed to make this pledge, and which companies have instead chosen to continue putting their customers’ lives at risk.

I have met with Cally Houck, the mother of Raechel and Jacqueline, and have seen her grief and outrage over the loss of her beautiful, talented daughters. As a mother and grandmother myself, I cannot in good conscience stand by while rental car companies continue to rent out unsafe recalled cars to their customers. I ask you to put safety ahead of profits, and to join with me to put an end to this dangerous practice.

Sincerely,



BARBARA BOXER  
United States Senator