

Carol S. Houck
155 E. El Roblar Drive
Ojai, CA 93023

Re: Enterprise Used Cars

Dear Carol:

I regret that my testimony was not necessary in your trial against Enterprise Rent a Car due to the company's admission of liability. I am asking that this letter be attached to your Petition for Investigation and Legal Action filed on August 9, 2010 with the Federal Trade Commission. As I stated to your attorneys during their investigative interview last year as they prepared for your trial, on September 12, 2008, I purchased a used 2005 Nissan Murano from Enterprise Used Car Dealership in Simi Valley, California; Dealer #11554. The VIN number is JN8AZ08T05W319240 and at the time of purchase, the car's odometer indicated 34,900 miles.

I was initially referred to Enterprise Car Sales by Enterprise Rental (Ventura), where the Enterprise Rent a Car associate told me they were given incentive fees for referring prospective buyers to the Enterprise used car dealership. I was told by sales representatives at the dealership that because the car had been in their rental fleet, and therefore I could be assured that the vehicle had been properly maintained with service records available. The dealership also provided a 109-point vehicle inspection which indicated ALL systems of the car had passed inspection. In June or July 2009 the car's performance began to decline (hesitating on acceleration, jerky forward motion) until finally on July 21, 2009, I had the car towed to Team Nissan in Oxnard because the engine was hesitating and the car jerking so, it was unsafe to drive.

As part of their inspection to determine the cause of the problem, the following outstanding manufacturer recalls were discovered:

1. Murano R0511 Seat Belt Protector Campaign
2. Murano R0516 Fuel Tank Protector Campaign
3. Murano R0601 Fuel Tank R&R Campaign
4. Murano R0614 Steering Lock Campaign

Your attorneys should have the detail on the exact reason for each recall (they were going to look them up), but I know No. 3 resulted in their replacing the gas tank.

As it turned out, the jerking and hesitation were caused by a faulty hose connection in the fuel system which was the reason for the fuel tank recalls. At no time during negotiations for purchase of the car, nor subsequent to the purchase did Enterprise Car Sales agents, employees

or sales staff disclose that the vehicle had recalls *and* that the recalls had not been repaired. That fact is material information that would have influenced my decision to purchase the vehicle. In my opinion, the failure to disclose material facts amounted to fraudulent conduct by Enterprise Car Sales and its agents and representatives.

Based on my experience with Enterprise Car Sales, any legal action or order should be extended to vehicle sales as well.

Very truly yours,

Mary Thornton
Ojai, California