

## 58 CAR RENTAL AGENCIES IN THE 2006 TEST

| Rental agency/vehicle                 | First registration of the vehicle | Vehicle mileage (in km according to tachometer) | VEHICLE            |                              |                        |                                | RENTAL PROCEDURE |                    |                  |                      | OVERALL RATING |                         |
|---------------------------------------|-----------------------------------|-------------------------------------------------|--------------------|------------------------------|------------------------|--------------------------------|------------------|--------------------|------------------|----------------------|----------------|-------------------------|
|                                       |                                   |                                                 | Engine compartment | Chassis, brakes and steering | Lighting and electrics | Equipment and passenger safety | Vehicle rating   | Insurance coverage | Customer service | Contracts/agreements |                | Rental procedure rating |
| <b>GREECE (GR)</b>                    |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Chersonisos (Crete)                   |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Avis - Hyundai Atos                   | 2005                              | 7845                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | o                | ++                   | +              | ++                      |
| Hertz - Opel Astra                    | 2003                              | 35 161                                          | ++                 | +                            | ++                     | +                              | ++               | +                  | o                | +                    | o              | +                       |
| Motor Plan - Suzuki Vitara            | NA                                | 34 170                                          | ++                 | ++                           | ++                     | o                              | ++               | ++                 | --               | ++                   | o              | +                       |
| Sixt - Peugeot 206                    | 2003                              | 34 023                                          | +                  | ++                           | o                      | +                              | +                | +                  | --               | ++                   | o              | +                       |
| Royal Car Rental - Daewoo Matiz       | 2004                              | 26 773                                          | ++                 | -                            | ++                     | o                              | 1)               | ++                 | --               | ++                   | -              | -                       |
| Rental-one - Daihatsu Cuore           | 1996                              | 202 241                                         | -                  | -                            | +                      | --                             | 2)               | +                  | --               | ++                   | --             | --                      |
| Faliraki (Rhodes)                     |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Avis - VW Polo                        | 2005                              | 3859                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | o                | ++                   | +              | ++                      |
| Efrem Rent a Car - Fiat Panda         | 2005                              | 7597                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | ++                   | o              | +                       |
| Epsilon Apts. Rent a Car - Fiat Panda | 2004                              | 8147                                            | ++                 | ++                           | ++                     | +                              | ++               | --                 | --               | ++                   | -              | +                       |
| La Luna Rent a Car - Suzuki Jimny     | NA                                | 64 700                                          | ++                 | ++                           | ++                     | +                              | ++               | --                 | --               | ++                   | --             | +                       |
| Olympic Rent a Car - Citroën Saxo     | 2002                              | 89 082                                          | +                  | --                           | +                      | -                              | --               | 2)                 | --               | ++                   | -              | --                      |
| <b>ITALY (I)</b>                      |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Porto Cervo (Sardinia)                |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Pinna Rent a Car - Fiat Punto         | 2005                              | 10 582                                          | ++                 | ++                           | ++                     | ++                             | ++               | ++                 | o                | ++                   | +              | ++                      |
| Hertz - Ford Fusion                   | 2005                              | 894                                             | ++                 | ++                           | ++                     | o                              | ++               | ++                 | o                | --                   | o              | +                       |
| Avis - Fiat Punto                     | 2005                              | 2469                                            | ++                 | ++                           | +                      | +                              | ++               | ++                 | -                | --                   | -              | +                       |
| Bike Express - Smart Forfour          | 2004                              | 43 906                                          | ++                 | +                            | ++                     | +                              | ++               | --                 | -                | ++                   | -              | +                       |
| Smeralda Express - Fiat Punto         | 2005                              | 4875                                            | ++                 | -                            | ++                     | ++                             | 1)               | +                  | -                | ++                   | o              | -                       |
| Europcar - Fiat Panda                 | 2005                              | 8792                                            | ++                 | ++                           | -                      | ++                             | 1)               | --                 | -                | --                   | --             | -                       |
| Taormina (Sicily)                     |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| California Rent a Car - Fiat Punto    | 2003                              | 26 638                                          | ++                 | ++                           | ++                     | +                              | ++               | ++                 | o                | ++                   | +              | ++                      |
| Sicily by Car - Smart Forfour         | 2005                              | 16 156                                          | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | ++                   | +              | ++                      |
| Avis - Fiat Punto                     | 2005                              | 11 855                                          | ++                 | ++                           | ++                     | ++                             | ++               | ++                 | o                | --                   | o              | +                       |
| Cundari Rent - Fiat Stilo             | 2004                              | 38 195                                          | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | --                   | -              | +                       |
| Hertz - Peugeot 1007                  | 2005                              | 2194                                            | ++                 | ++                           | ++                     | +                              | ++               | o                  | --               | ++                   | -              | +                       |
| City Rent a Car - Fiat Punto          | 2000                              | 54 113                                          | ++                 | --                           | -                      | o                              | 2)               | o                  | --               | ++                   | -              | --                      |
| <b>PORTUGAL (P)</b>                   |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Albufeira                             |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Leisure Car - Renault Clio            | 2005                              | 6110                                            | ++                 | ++                           | ++                     | ++                             | ++               | +                  | -                | ++                   | o              | +                       |
| Budget - Opel Corsa                   | 2005                              | 3659                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | --               | ++                   | o              | +                       |
| Avis - Peugeot 206                    | 2005                              | 2415                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | --               | --                   | -              | +                       |
| Auto Prudente - Suzuki Jimny          | 2001                              | 58 531                                          | ++                 | ++                           | +                      | o                              | ++               | --                 | --               | ++                   | --             | +                       |
| Sixt - VW Polo                        | 2004                              | 30 936                                          | ++                 | -                            | ++                     | +                              | 1)               | ++                 | o                | ++                   | +              | o                       |
| Pandacar - Opel Corsa                 | 2003                              | 38 487                                          | ++                 | -                            | ++                     | ++                             | 1)               | --                 | -                | --                   | --             | -                       |

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|---------------------------------------|-----------------------------------|-------------------------------------------------|--------------------|------------------------------|------------------------|--------------------------------|------------------|--------------------|------------------|----------------------|----------------|-------------------------|
|                                       |                                   |                                                 | Engine compartment | Chassis, brakes and steering | Lighting and electrics | Equipment and passenger safety | Vehicle rating   | Insurance coverage | Customer service | Contracts/agreements |                | Rental procedure rating |
| <b>SPAIN (E)</b>                      |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Cala d'Or (Majorca)                   |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Autos d'Or - Ford Fiesta              | NA                                | 1760                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | ++                   | o              | ++                      |
| ER Autos ROIG - Fiat Punto            | NA                                | 9976                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | --               | ++                   | o              | +                       |
| TUI Cars - Seat Ibiza                 | 2004                              | 12 105                                          | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | ++                   | o              | +                       |
| Avis - Fiat Punto                     | NA                                | 9195                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | --                   | -              | +                       |
| Autos Mallorca d'Or - Suzuki Vitara   | NA                                | 47 891                                          | ++                 | ++                           | +                      | -                              | +                | --                 | --               | ++                   | --             | o                       |
| Autos Rigo - Seat Ibiza               | 2001                              | 66 672                                          | +                  | --                           | ++                     | +                              | --               | 2)                 | --               | -                    | ++             | --                      |
| Playa de las Américas (Tenerife)      |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Nizacars - Citroën C3                 | 2005                              | 1388                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | ++                   | o              | ++                      |
| Avis - Renault Modus                  | 2005                              | 1602                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | --               | --                   | -              | +                       |
| Galaxia - Suzuki Samurai              | NA                                | 62 135                                          | ++                 | +                            | -                      | --                             | 1)               | --                 | --               | --                   | --             | -                       |
| Sol Gonza Rent a Car - Renault Clio   | 2000                              | 186 030                                         | ++                 | --                           | +                      | +                              | --               | 2)                 | --               | -                    | ++             | --                      |
| Classic Car - Citroën Saxo            | 2002                              | 64 408                                          | ++                 | --                           | o                      | o                              | --               | 2)                 | ++               | --                   | --             | --                      |
| Luna Cars - Citroën Saxo              | 2001                              | 104 846                                         | ++                 | --                           | -                      | o                              | --               | 2)                 | --               | --                   | --             | --                      |
| Torremolinos                          |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Europcar - Peugeot Partner            | 2005                              | 3845                                            | ++                 | ++                           | ++                     | +                              | ++               | o                  | o                | --                   | o              | +                       |
| Crown Car Hire - Ford Fiesta          | 2005                              | 6525                                            | ++                 | ++                           | ++                     | +                              | ++               | ++                 | -                | --                   | -              | +                       |
| Autos Remo - Fiat Idea                | 2004                              | 12 990                                          | ++                 | ++                           | ++                     | +                              | ++               | ++                 | --               | ++                   | o              | +                       |
| Autos Marymar - Fiat Punto            | 2003                              | 79 656                                          | ++                 | -                            | ++                     | +                              | 1)               | ++                 | --               | ++                   | o              | -                       |
| Montemar Rent Car 2001 - Renault Clio | 2001                              | 148 878                                         | ++                 | --                           | o                      | +                              | --               | 2)                 | +                | -                    | ++             | o                       |
| <b>TURKEY (TR)</b>                    |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Alanya                                |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Europcar - Renault Clio               | 2003                              | 31 915                                          | ++                 | ++                           | ++                     | o                              | ++               | -                  | --               | ++                   | -              | +                       |
| Intercity - Ford Fiesta               | 2004                              | 80 172                                          | ++                 | -                            | ++                     | +                              | 1)               | --                 | --               | ++                   | --             | -                       |
| Avis - Fiat Albea                     | 2004                              | 30 223                                          | ++                 | --                           | ++                     | o                              | --               | 2)                 | --               | -                    | --             | --                      |
| ATA Rent A Car - Hyundai Accent       | 2004                              | 16 220                                          | ++                 | --                           | ++                     | o                              | --               | 2)                 | -                | --                   | --             | --                      |
| Star Rent a Car - Tofas Sahin         | 2000                              | 33 915                                          | -                  | --                           | ++                     | --                             | --               | 2)                 | +                | --                   | ++             | --                      |
| Avsar Rent - Suzuki Samurai           | 1992                              | 5468                                            | -                  | --                           | --                     | --                             | --               | 2)                 | --               | --                   | ++             | --                      |
| Bodrum                                |                                   |                                                 |                    |                              |                        |                                |                  |                    |                  |                      |                |                         |
| Blue Rent a Car - Suzuki Samurai      | 2000                              | 72 667                                          | ++                 | ++                           | ++                     | -                              | ++               | --                 | -                | --                   | --             | +                       |
| Pegasus Rent a Car - Fiat Palio       | 2002                              | 214 778                                         | ++                 | ++                           | ++                     | o                              | ++               | --                 | --               | ++                   | -              | +                       |
| Redox Rent a Car - Hyundai Accent     | 2004                              | 44 036                                          | ++                 | ++                           | ++                     | +                              | ++               | --                 | --               | ++                   | -              | +                       |
| Cross Rental Service - Fiat Palio     | 2004                              | 55 042                                          | ++                 | ++                           | ++                     | -                              | ++               | --                 | --               | ++                   | --             | o                       |
| Deep Rental Service - Peugeot 106     | 1999                              | 54 829                                          | ++                 | -                            | ++                     | o                              | 1)               | --                 | --               | ++                   | --             | -                       |
| Varuna Rent a Car - Ford Focus        | 2004                              | 35 554                                          | ++                 | -                            | ++                     | +                              | 1)               | --                 | -                | --                   | --             | --                      |

Legend: ++ very good + good o acceptable - poor -- very poor

Legend: 1) Downgrade to "poor" due to substantial defects 2) Downgrade to "very poor" due to serious defects NA = Not Applicable