

The Facts behind Certified Used Cars

“Certified” is stamped on everything from ground beef to legal documents these days. It’s also the latest buzzword – and big business – in used car sales.

There are many advantages to purchasing a certified used vehicle – *if* buyers understand the certification process, know the questions to ask, and are aware of additional “perks” they can obtain.

The Process – How Used Cars Are Certified

The certification process begins when a vehicle is removed from a rental fleet, the lease on a vehicle expires, an automobile is traded in for the purchase of a new one, or a dealer purchases a vehicle via wholesale auction for resale to consumers. The next step is a thorough inspection.

A well-conducted inspection is rigorous and comprehensive – 100 points or more, including all major systems and components such as brakes, steering, suspension, transmission, electrical, and air conditioning and heating. Components that do not pass are either repaired or replaced.

One example of a used car dealer that follows a professional certification process is Enterprise Car Sales, a division of Enterprise Rent-A-Car, which closely monitors its fleet of 700,000 vehicles. Before arriving on an Enterprise Car Sales lot, all used cars for sale undergo a 109-point inspection by an independent, ASE-certified technician. Enterprise, which prices its certified vehicles below *Kelley Blue Book*® suggested retail value¹, backs all of its vehicles with a 12-month/12,000-mile limited powertrain warranty², and a 7-day repurchase agreement³ should a customer change their mind about the purchase.

Meet Enterprise Car Sales

Enterprise Car Sales is the retail division of Enterprise Rent-A-Car, the largest rental car company in North America, and is committed to bringing a new level of professionalism and an unparalleled level of customer service to used car sales.

- 40+ years in business
- 120 makes and models of used cars, trucks, vans and SUVs
- 170+ locations across the U.S.
- 9 out of 10 customers **completely** satisfied⁵

All Enterprise cars, trucks, vans and SUVs are priced below Kelley Blue Book® suggested retail value¹ and are backed by our exclusive Perfect Used Car Package®:

- 12 /12 Limited Powertrain Warranty²
- 7-Day Repurchase Agreement³
- 1-year Roadside Assistance⁴
- Trade-Ins Welcomed
- Financing Assistance



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The Questions

Certification doesn't always ensure the quality of an automobile, so buyers should be sure to verify the details of the dealer's certification process by asking these questions:

- Can I have a copy of the inspection checklist? A dealer should acknowledge what they inspected.
- How long did the inspection take? To properly evaluate an automobile is a time-consuming procedure.
- Who, exactly, inspected the vehicle? Ensure the inspection is performed by a technician who has passed industry standard qualifications, such as an ASE-Certified technician.

The Perks of Certified Used Cars

In addition to the peace of mind that buyers experience when purchasing a certified used car, they often receive many of the same benefits as new vehicle customers. Many dealers accept trade-ins, offer financing and make vehicle service contracts available. Some even offer no-haggle pricing so buyers can avoid unpleasant negotiation. Then, to ensure long-term satisfaction, they back their certified used cars with an additional warranty and 24-hour roadside assistance.

Make the most of your next used car purchase by ensuring your dealer follows a thorough certification process, answers all of your questions and offers the added perks that contribute to your peace of mind at the point of purchase and miles down the road.

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²Limited warranty begins on vehicle purchase date and extends for 12 months or 12,000 miles, whichever comes first. Restrictions apply. For details, see an Enterprise Car Sales manager.

³ For seven days or 1,000 miles from the purchase date, whichever comes first, the vehicle may be returned minus a \$200 documentation and cleansing fee. Restrictions apply. For details, see an Enterprise Car Sales manager.

⁴ Enterprise 12-month Unlimited Mileage Roadside Assistance Package is provided by the American Automobile Association (AAA) and its affiliate clubs in the United States and Canada.

⁵ Customer satisfaction data based on survey of Enterprise Car Sales customers.

⁶ Price does not include tax, title, tags, document processing fees of \$149 or less as required by state law, governmental fees, any emissions testing charges, and any finance charges (if applicable)

The Perfect Used Car Package and Haggle-Free Buying and Worry-Free Ownership are service marks of the Enterprise Rent-A-Car Company.

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