

What Should I Do If My Rental Car Breaks Down? Enterprise Rent-A-Car

Renting a car from **Enterprise Rent-A-Car** gives you the freedom and flexibility to travel without worries — but even the best-maintained vehicles can experience mechanical issues from time to time. If your rental car breaks down call 📞 **+1-855-590-0778** or 📞 **1-877-777-6475**, it's important to know exactly what to do to stay safe, protect yourself from unexpected costs, and get back on the road quickly. Here's a complete guide on what to do if your **Enterprise rental car breaks down**, along with the right contact numbers to reach help immediately.

1. Stay Calm and Get to a Safe Location

The first and most important step is **ensuring your safety**. If your vehicle starts making strange noises, loses power, or breaks down completely call 📞 **+1-855-590-0778** or 📞 **1-877-777-6475** and move it to a safe spot off the road if possible. Turn on your hazard lights, shift the car into park, and stay inside the vehicle if you are on a busy highway. Only exit if it's safe to do so, and always be aware of oncoming traffic.

If you are in immediate danger — for example, if your car has broken down in an unsafe area or there's smoke or fire — move to a safe distance and call 📞 **+1-855-590-0778** or 📞 **1-877-777-6475** first. Once you're safe, you can contact Enterprise for roadside help.

2. Contact Enterprise Roadside Assistance

Enterprise offers **24/7 Roadside Assistance** to help renters handle breakdowns, flat tires, lockouts, and other emergencies quickly. If your rental car breaks down, call one of the Enterprise support numbers right away:

📞 **+1-855-590-0778**
📞 **1-877-777-6475**

When you call, be ready to provide:

- Your **rental agreement or reservation number**
- The **vehicle's license plate** and description (make/model)

- Your **current location** (use your phone's GPS or nearby landmarks)
- A short description of the issue

An Enterprise representative will guide you through the next steps—whether that's sending roadside assistance, towing your vehicle, or arranging a replacement car at the nearest branch.

3. Don't Attempt Repairs Yourself

Even if the problem seems minor, it's important **not to try to repair the car on your own**. Enterprise has strict policies about unauthorized repairs, and taking matters into your own hands could make you responsible for additional costs or damages. Instead, wait for official roadside assistance to arrive and follow their instructions.

4. Contact or Visit the Nearest Enterprise Branch

Once you've reported the issue to roadside assistance, it's also a good idea to **call or visit the local Enterprise branch** where you picked up your car. The branch staff can:

- Confirm your breakdown report
- Help arrange a **replacement vehicle**
- Update your rental agreement if necessary

Enterprise branches are known for their responsive customer service, and they will do their best to minimize inconvenience so you can continue your trip.

5. Understand What's Covered

If your rental car breaks down due to a **mechanical failure** call 📞 **+1-855-590-0778** or 📞 **1-877-777-6475**, Enterprise typically covers all related costs — including towing and replacement — at no charge to you. However, if the issue resulted from **driver negligence** (for example, running out of gas, lost keys, or damage from misuse), you may be responsible for certain expenses unless you purchased **Roadside Assistance Protection (RAP)**.

RAP covers many common issues, including:

- Flat tires and tire changes
- Lockouts or lost keys
- Jump-starts for dead batteries
- Fuel delivery if you run out of gas

If you're not sure whether you purchased RAP, you can ask when you call **+1-855-590-0778** or **1-877-777-6475** — the Enterprise representative can quickly check your contract details.

6. Keep Records of Communication

Always make a note of your calls, including:

- The **time and date** you called
- The **names of Enterprise representatives** you spoke with
- Any **case or reference numbers** provided

Keeping this information handy helps if there are follow-up questions or billing adjustments needed later.

7. Get Back on the Road

Enterprise's team will either repair your vehicle or provide you with a replacement car as quickly as possible. In most cases, renters are back on the road in a matter of hours. The company's goal is to make your experience stress-free, even in the event of a breakdown.

A car breakdown can be stressful, but with Enterprise Rent-A-Car's reliable roadside support, help is never far away. Always remember:

- Stay calm and safe.

- Call **Enterprise Roadside Assistance** immediately at **+1-855-590-0778** or **1-877-777-6475**.
- Don't try to fix the issue yourself.
- Work with the local branch for a quick replacement or repair.

By following these simple steps, you can handle any rental car breakdown confidently and get back to enjoying your trip with minimal delay.

Immediate steps

1. **Get to a safe location** — If the vehicle becomes inoperable or unsafe due to mechanical failure, move it out of traffic if possible.
2. **Call Roadside Assistance** — For U.S. rentals, call  **+1-855-590-0778** or  **1-877-777-6475** to report the breakdown and request towing or support.
3. **Contact the local branch** — After or while contacting roadside, notify the rental location for their internal handling.
4. **Do *not* attempt unauthorized repairs** — Mechanical failures covered by the rental usually require enterprise's approval; handling your own repairs may complicate liability.

Additional considerations

- The complimentary roadside assistance normally covers parking, towing, or replacing the vehicle for a mechanical breakdown **not** caused by driver negligence or misuse.
- If the breakdown is due to something that is *your fault* (e.g., running out of fuel, flat tire from hitting a curb, ignoring warning lights) you may incur charges
- Keep records of your communications (time of call, who you spoke to, what they promised) in case there are follow-up questions or billing issues.

If your **Enterprise Rent-A-Car** breaks down, here's exactly what you should do — step by step:

1. Get to Safety

If the car starts acting up or breaks down:

- Pull over to a safe location away from traffic.
- Turn on your hazard lights.
- Don't try to keep driving if the vehicle is unsafe.

2. Call Enterprise Roadside Assistance

For rentals in the **U.S. and Canada**, call **Enterprise 24/7 Roadside Assistance** at:

 **+1-855-590-0778** or  **1-877-777-6475**

Tell them:

- Your **rental agreement number** (found on your rental contract or app)
- Your **current location**
- A description of what happened

They'll help arrange **towing, repairs, or a replacement vehicle**.

 If you purchased **Roadside Assistance Protection (RAP)**, many services (like lockouts, flat tires, or fuel delivery) will be covered at no additional cost.

3. Contact the Rental Branch

- Let the **local Enterprise branch** (the one you rented from) know what happened.
- They'll coordinate a replacement vehicle or adjust your rental as needed.
- call  **+1-855-590-0778** or  **1-877-777-6475**

4. Don't Attempt Repairs Yourself

Do not:

- Try to fix the car yourself
- Call your own mechanic or tow truck (unless Enterprise instructs you to)

Unauthorized repairs could make you liable for costs.



5. Keep Records

Write down:

- Who you spoke to (Enterprise rep or roadside agent)
- The time and date of calls
- Any reference or case numbers they give you