

Congress of the United States

House of Representatives

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

2157 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6143

MAJORITY (202) 225-5074
MINORITY (202) 225-5051
<https://oversight.house.gov>

August 20, 2025

Mr. Gil West
Chief Executive Officer
Hertz Global Holdings, Inc.
8501 Williams Rd.
Estero, FL 33928

Dear Mr. West:

The Subcommittee on Cybersecurity, Information Technology, and Government Innovation is conducting oversight of new uses for artificial intelligence (AI) technologies that may impact regulatory and procurement practices of federal agencies for employees renting cars for official business. Recent news coverage has highlighted Hertz Global Holdings, Inc.'s (Hertz) new use of AI technology developed by UVeye to “ensure customers the vehicles they’re driving off the lot are safe, while also reducing disputes about damage.”¹ This new application of AI has the potential to enhance operational efficiency and strengthen customer trust. The Subcommittee seeks your cooperation in understanding Hertz’s plans to ensure that large and small customers alike benefit from the implementation of this new technology.

According to reports, Hertz now uses UVeye scanning technology at six U.S. airport locations² and plans to expand use of the scanners to approximately 100 airport locations this year.³ Hertz’s summary of how the technology works explains, “[y]our vehicle is scanned in seconds, streamlining pick-up and drop-off while giving a clear understanding of the condition of the vehicle. [Digital Vehicle Inspection (DVI)] then compares before-and-after scans to clearly and accurately identify any changes. If damage occurs during your rental, you will receive a post-rental inspection report detailing the damage and any costs associated with it. The result: a faster, more transparent rental experience.”⁴ Hertz Executive Vice President, Mike Moore, elaborated on the impact stating, “[t]hrough consistent, data-backed assessments and clear documentation, our customers can have complete confidence in the condition of our vehicles both pre- and post-rent.”⁵

¹ Ed Garsten, *Hertz Adds UVeye Drive-Through Inspections To Improve Customer Experience*, FORBES (May 12, 2025).

² Gabe Castro-Root, *A.I. Is Making Sure You Pay for That Ding on Your Rental Car*, N.Y. TIMES (July 9, 2025).

³ Caleb Miller, *Hertz Is Using AI to Scan Your Rental Car for Damage, and It Might Cost You*, CAR AND DRIVER (June 24, 2025).

⁴ *What is Digital Vehicle Inspection (DVI) and how does it work?*, Hertz, available at <https://www.hertz.com/supporthub/article/what-is-dvi> (last accessed July 30, 2025).

⁵ Garsten, *supra* note 1.

Some other car rental companies reportedly use AI as a tool but require human staff to review any damage flagged by the scanning system before billing customers; however, Hertz is apparently the only car rental company in the U.S. that issues damage assessments to customers without human review.⁶ Media reports captured some customer complaints questioning why a fully automated process often does not give customers a damage assessment until after they have left a rental location and further questioning why they experienced difficulty in speaking with a Hertz representative within the period of time before Hertz raises its damage assessment fees on customers.⁷ It is also unclear how the UVEye system makes financial assessments of damage and Hertz's record in standing by damage assessments.

To assist the Subcommittee in better understanding Hertz's experience as an early adopter of AI scanning technology, the Subcommittee requests a staff-level briefing to discuss Hertz's expectations for how this technology will benefit its customers and how the use of AI scanning may impact Hertz's work as a vendor to the Federal government. This briefing is requested as soon as possible, but no later than August 27, 2025.

The Committee on Oversight and Government Reform is the principal oversight committee of the U.S. House of Representatives and has broad authority to investigate "any matter" at "any time" under House Rule X. To schedule the staff briefing, or to ask any related follow-up questions, please contact the Committee on Oversight and Government Reform Majority staff at (202) 225-5074. Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in dark ink, appearing to read "Nancy Mace", written over a horizontal line.

Nancy Mace
Chairwoman

Subcommittee on Cybersecurity, Information Technology,
and Government Innovation

cc: The Honorable Shontel Brown, Ranking Member
Subcommittee on Cybersecurity, Information Technology, and Government Innovation

⁶ Ariel Zilber, *How to stop Hertz's AI scanners from charging hundreds of dollars for minor scrapes on your rental car*, N.Y. POST (July 21, 2025).

⁷ Castro-Root, Gabe, *supra* n. 2