



(U) Recent events in Europe have highlighted the increasing prevalence of terrorists' use of vehicle ramming attacks, particularly those involving rental vehicles. Several attacks using rental vehicles have occurred in the past year.

(U) Employees of vehicle rental companies should be aware of circumstances with vehicles that may seem suspicious or customers that exhibit suspicious behaviors, such as indicators for:



Vehicles



- ✓ Returned with altered logos, odors suggesting chemical or fertilizer transport, containing maps, blueprints, photos or drawings of buildings, roads or other infrastructure suggesting surveillance
- ✓ Reported parked in unusual locations such as fields, vacant warehouses or other secluded areas
- ✓ Reported as seeking access to restricted areas
- ✓ Unauthorized persons loitering where vehicles are parked or serviced
- ✓ Lack of familiarity with the selected vehicle's operations such as inability to back up, trouble with shifting and basic vehicle mechanics.

Customers



- ✓ Trembling, unusual perspiration, clock watching, continuously scanning the area, heavy breathing, repetitively touching the face, pacing, or exaggerated yawning and/or wearing clothes that are not appropriate for the season (i.e. heavy coat in warm weather)
- ✓ Presenting an altered or expired identification or driver's license
- ✓ Making inquiries about whether a rental vehicle can be modified to handle heavier loads, create additional storage areas, increase fuel capacity or vehicle speed, or wooden floor vs. metal floor
- ✓ Providing vague/unverifiable references or employment information when making a reservation/completing a rental agreement and/or trying to expedite collection of vehicle rental deposit

(U) Rental company employees should review and be knowledgeable of their company's security policies and procedures, and should be observant of their surroundings, whether at the rental counter or outside the company's facility. TSA encourages companies to remind employees to report suspicious activities in accordance with company procedures. Report accurate and detailed information to include date/time/place of observations, detail description of suspicious activity, identifying information of suspicious individuals (name, date/place of birth, driver's license/passport/credit card number, citizenship, destination/expected length of rental period, and physical characteristics) and customer vehicle information (color/make/model/license plate number). Persons whose behavior does not fit their circumstances or surroundings should be brought to the attention of law enforcement—"If you See Something, Say Something.™"

Contact local law enforcement and/or the local FBI Field Office (fill in your contacts below):

Local Law Enforcement: _____ FBI: _____