



London, 16th September 2026

Europcar Courtesy Vehicle Select service helps Fix Auto Mid Devon clear repair backlog

Flexible mobility provision allows NBRA member to boost productivity without increasing long term vehicle leasing

Following the launch of Europcar's innovative Courtesy Vehicle Select product, which provides a flexible alternative to long-term leasing of courtesy vehicles for bodyshops and garages, [Fix Auto Mid Devon](#) has placed a bulk order of vehicles to help it clear a repair backlog. Vehicle repairer and member of the National Body Repair Association (NBRA), Fix Auto Mid Devon is part of the Fix Auto UK network of more than 110 independently owned, branded franchised bodyshops across the UK.

Courtesy Vehicle Select is a new, flexible rental solution from Europcar offering self-insured, minimum 28-day rentals at very competitive prices with Road Fund Tax costs and Delivery and Collections all included within the daily tariff. As the NBRA's Recommended Mobility Supplier, Fix Auto Mid Devon began working with Europcar for support in supplementing its fleet of courtesy vehicles to meet rising demand.

"In the past, any peak in demand meant our fleet of courtesy vehicles was over-stretched and we had to delay taking work when we couldn't provide the customer with a replacement vehicle," commented Ibrahim Rakka, Operations Manager for Fix Auto Mid Devon. "Working with Europcar we have been able to supplement our permanent fleet with suitable rental vehicles at short notice which has made a significant difference to our capacity. We have been able to clear backlogs and get more work booked in, with mobility provision available for every customer who needs it. Critically we have been able to achieve this without having to make any long-term financial commitment to increasing our permanent courtesy fleet."

In the first few weeks of the partnership with Europcar, Fix Auto Mid Devon took six rentals of small standard vehicles in both automatic and manual, to meet customer needs. Vehicles were delivered to the bodyshop or to the customer within four hours of booking and at no extra cost, for even greater convenience.

"It did not make sense for Fix Auto Mid Devon to grow its fleet via long term leasing," explained Leigh Broomhead, Head of Insurance, Europcar Mobility Group UK. "Most vehicles would be underutilised when work slowed down after a peak and this would expose the business to wasted costs. "Flexible rental ensures the business has access to the right vehicle at the right time, enabling it to extend or reduce its courtesy fleet whenever required. It also means Fix Auto Mid Devon can meet Consumer Duty requirements of providing a suitable replacement vehicle without the financial commitment of a larger fleet."

Europcar is the NBRA's recommended mobility supplier to the bodyshop community of more than 1,000 members. Its Courtesy Fleet service for NBRA members includes both flexible long term and daily rental solutions, supported by a diverse GTA-aligned fleet including electric and plug-in hybrid options to ensure like-for-like replacements. Rentals include access to an easy-to-use reservation platform, same day delivery from 4 hours and collections within 8 business hours.



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Notes to Editors

About Europcar Mobility Group

Europcar Mobility Group is a global mobility player, with 75 years of mobility services expertise and a leading position in Europe.

"We help to change the way you move" is what we stand for and brings us together. More than ever, we're committed to delivering simple, seamless, innovative solutions that make mobility easy, enjoyable and increasingly eco-friendly.

To do this, we offer to individuals and businesses a wide range of car and van rental services, be it for a few hours, a few days, a week, a month or more, on-demand or on subscription, relying on a fleet of more than 280.000 vehicles, equipped with the latest engines including an increasing share of electric vehicles.

Our brands address differentiated needs, use cases and expectations: Europcar® - a global leader of car rental and light commercial vehicle rental, Goldcar® - a frontrunner at providing low-cost car rental services in Europe, Fox-Rent-A-Car®, one of the main players in the car rental market in the US, with

a "value for money" positioning, and Euromobil®, a German car rental player. The Group also operates the "myEuropcar" platform for vehicle subscription.

Customers' satisfaction is at the heart of the Group's ambition and that of our more than 9,000 employees, everywhere we deliver our mobility solutions, thanks to a strong network in over 130 countries (including 15 wholly owned subsidiaries completed by franchisees and alliance partners).

More info: www.europcar-mobility-group.com