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2006 JAN 13 PM 3:59

NHTSA
US Dept. of Transport
WASHINGTON DC
20590
USA.

30th Dec. 2005. My ref. 888 G.

Dear Sirs

I enclose a copy of a letter that I have sent to Dollar Rent-a-Car. The letter is self-explanatory. This fault needs urgent rectification. I suspect that this is not an isolated case.

I look forward to a reply confirming that your department will deal with this matter.

Yours faithfully

[Redacted Signature]

[Redacted Address]

Edison
1/17/06

DIG Operations
Dollar Rent a Car (Complaints Department)
11000 Terminal Access Road
Ft. Myers
Florida. 0000033913.
USA.

29th December 2005.

My ref. 885. G.

Page 1 of 2.

Dear Sirs

Re. my car rental record Number HI 1445404. Dated 1st December 2005.
Veh. Vin. number: 2C 4 GM [REDACTED]. Plate number: [REDACTED].
Vehicle number: 762845-6.

As a direct result of this rental I suffered two injuries (cuts in the skin that bled) to the calf of my right leg. Please see photo attached Numbered 1. Injuries occurred on 21st and 26th Nov. 2005.

The reason that I was injured is because the lower inner-edge (I assume the weather strip) of the driver's door had been left with an extremely sharp edge. This terminated at its rear most point in a very sharp point (the passenger door had the same defect). It was this that cut my leg on two occasions as I exited the vehicle. It is my opinion this Chrysler car, that I rented from Dollar, was not in a fit condition for the purposed for which it had been manufactured

The first time that my leg was cut I was unaware of how the cut had occurred. The second time (that I found blood running down my leg) I realised that it must have been cut by something on the car as I got out. Close inspection revealed the said sharp edge (see attached photo. numbered 2).

When I took the car back I showed both the defect and my injury to the gentleman (AGRAYD) who received the car from me. He was shocked! I then handed in an accident form (copy attached numbered 3) to the lady (Cathy) in the office. I also showed her my injuries. She advised me that the incident would be investigated and that the car would not be re-rented until the problem had been rectified.

Page 2 of 2.

I can say that if all Chrysler Pacificas are made with the same defect then it is my opinion that they should be withdrawn from service. This until all defects have been dealt with so that no other person will be injured. Clearly children and persons with say varicose veins are at great risk.

The rest of my vacation (I left the USA on 13th Dec 2005) was spoiled because I felt that it was unwise to enter into any water in case of infection to my wounds.

I ask that you take the necessary action to make sure that others are not injured by this defect. Please also offer me compensation to cover the disappointment and inconvenience that I suffered while on vacation and also for the injuries themselves.

I also ask that Dollar liaise with the U S National Highway & Traffic Safety Administration Department concerned with Motor Vehicle Defects as well as the Chrysler Customer Centre. Please confirm that Dollar has complied with my request as soon as possible.

I look forward to hearing from you.

Yours sincerely

[REDACTED]
[REDACTED]

Copies to:

First Choice Holiday Hypermarkets (Ref. number 502-00000032780 dated 01/11/05).
6 Telford Forge Retail Park
Colliers Way
Old Park
TELFORD
Shropshire. TF3 4AG.
U.K.

Daimler-Chrysler Customer Center.
PO Box 21-8004 MI

NHTSA, US Dept. of Transport
Washington DC, 20590.

DOLLAR

RENT A CAR

TRANSACTION RECORD

FT. MYERS INT'L AIRP

RENTAL RECORD: HI1445404

COMPLETED BY: AGRAYD

RENTED: FT. MYERS INT'L AIRP

RENTAL: 11-01-05 2309

RETURN: 11-28-05 1458

MILES IN: 8966 OUT: 7820

MILES DRIVEN: 1166

PLAN IN/OUT: SPC /FLEUR

CLS: FCAR

1ST PURCHASE: 28 DAYS CLASS: FCAR

TAXABLE TOT

SALES TAX INCLUDED

LOW1 19.99/DAY

SLI 11.85/DAY

UMP 5.88/DAY

FACUSEFEE

CONCFEE REC

TAG REC

FL SURCHG

FLATAX

FFTXRCSHG

HANDLING

NO CHARGES

No1

SPORTS INSIDE

COLLEC

GENERAL INFORMATION: THE MILES PRICES (MILES)

INSIDE



Catholics go
unleashed
at home for
first time
since 2000

INSIDE



THANK YOU FOR CHOOSING A DOLLAR RENTAL CAR

No 2



TRANSACTION RECORD

FT. MYERS INT'L AIRP
RENTAL RECORD: HI1445404

COMPLETED BY: AGRAYD
RENTED: FT. MYERS INT'L AIRP
RENTAL: 11-01-05 2300
RETURN: 11-20-05 1458
MILES IN: 9988 OUT: 7820
MILES DRIVEN: 1168
PLAN IN/OUT: SPC /FLEUR
CLS: FCAR

YR PURCHASE: 28 DAYS CLASS:FCAR

TAXABLE TOT
SALES TAX INCLUDED
LDW1 19.99/DAY
SLI 11.96/DAY
UMP 5.99/DAY

FACUSEFEE
CONCFEEREC
TAG REC
FL SURCHG
FLATAX
FFTXRCSRG
HANDLING
NO CHARGES



Damage/Incident Report

Complete And Submit Immediately To Renting Location.

In the case of theft, vandalism or an accident, a police report must be filed in addition to this report.

Ab3

Rental Vehicle

Year: 05	Vehicle #: 2C4CH1
Make/Model: CATERPILLAR PACIFICA	Vehicle #: 722845-6
Color: GRAY	Plate #: [REDACTED]
Vehicle Location: FORT MYERS FL	# of Occupants: 2
Auto Damaged: (Use description codes below (Circle all that apply))	
NO DAMAGE TO CAR	
See Below	
Description of Damage: SAND DESTROY BOTTOM GORE RE DOOR IS RAZOR SHARP. IT IS PARTICULARLY DANGEROUS TO CHILDREN.	

- | | | | |
|-----------------|--------------------|----------------------|--------------|
| 1. FRY BUMPER | 11. RP MIRROR | 21. REAR BUMPER | 31. ROOF |
| 2. LEFT SIGNAL | 12. L. WINDSHIELD | 22. L. R. TAIL LIGHT | 32. RADIO |
| 3. LEFT SIGNAL | 13. RP DOOR/WINDOW | 23. L. QTR PANEL | 33. ANTENNA |
| 4. R. HEADLIGHT | 14. R. DOOR/WINDOW | 24. L. TIRE | 34. DASH |
| 5. L. HEADLIGHT | 15. R. TIRE | 25. L. WINDSHIELD | 35. MIRROR |
| 6. GRILL | 16. R. QTR PANEL | 26. L. DOOR/WINDOW | 36. UPBOLTER |
| 7. HOOD | 17. R. TAIL LIGHT | 27. L. DOOR/WINDOW | 37. STEERING |
| 8. WINDSHIELD | 18. TRUNK | 28. L. MIRROR | |
| 9. RP FENDER | 19. TRUNK LOCK | 29. L. FENDER | |
| 10. RP TIRE | 20. BACKUP LIGHT | 30. L. TIRE | |

Renter Information

Name: [REDACTED]
Address: [REDACTED]
City: SHIPNAC State: SHROPSHIRE Zip: [REDACTED]
Home Phone #: [REDACTED] Work Phone #: [REDACTED]
Date of Birth: 2/4/1938 Social Security #: NOT APP.
Driver's Lic. #: [REDACTED] State: GEORGIA USA
Insurance Company/Phone #: [REDACTED] Policy #: [REDACTED]

Driver Circle One: Renter/Authorized Driver/Employee/Other

Name: [REDACTED]
Address: ALL AS ABOVE
City: [REDACTED] State: [REDACTED] Zip: [REDACTED]
Home Phone #: [REDACTED] Work Phone #: [REDACTED]
Date of Birth: [REDACTED] Citation Received: ☐ Yes ☐ No
Social Security #: [REDACTED] Driver's Lic. #: [REDACTED] State: [REDACTED]
Injury: ☒ Yes ☐ No Insurance Company/Phone #: [REDACTED]
Injury Type: [REDACTED] Policy #: [REDACTED]
Date Reported: 11/24/05

Facts of Loss (WARRANT)

Date of Loss: 11/24/05	Time: 11:00	City: FORT MYERS FL
Location of Accident: FORT MYERS FL	Police Report #: [REDACTED]	Police Phone #: [REDACTED]
Rental Agreement #: 112 (445) 48-4	LDW Taken: ☒ Yes ☐ No	
Rented at (City/Location): FORT MYERS FL FLORIDA AIRPORT		
How Did Accident Occur? MY RIGHT LEG CAUGHT THE FRONT DOOR BOTTOM GORE AND I SUFFERED 2 NASTY CUTS FROM ITS SHARP GORE. A POLICE REPORT IS BEING FILED FOR CURTILAGE.		

Other Party Circle One: Owner/Driver/Passenger/Pedestrian

Name: NONE	
Address: [REDACTED]	
City: [REDACTED] State: [REDACTED] Zip: [REDACTED]	
Home Phone #: [REDACTED] Work Phone #: [REDACTED]	
Injury: ☐ Yes ☒ No	Injury Type: [REDACTED]
Date of Birth: [REDACTED] Social Security #: [REDACTED]	
Driver's Lic. #: [REDACTED] State: [REDACTED]	
Vehicle/Property Damage or Both (Circle One): [REDACTED]	Year: [REDACTED] Make: [REDACTED] Model: [REDACTED]
Color: [REDACTED] Plate #: [REDACTED] State: [REDACTED]	Area Damaged: [REDACTED]
Vehicle Location: [REDACTED]	# of Occupants: [REDACTED]
Description of Damage: [REDACTED]	
Insurance Company/Phone #: [REDACTED] Policy #: [REDACTED]	

Witness Information

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip: [REDACTED]
Home Phone #: [REDACTED] Work Phone #: [REDACTED]



Indicate the direction of travel of the Dollar vehicle (D)

BY AIR MAIL
FIRST CLASS



Royal Mail
Surrey
2nd class 1/5

NHTSA
US Dept. of Transport
WASHINGTON DC
20590
USA

10/11/1977