

Fairlawn Ohio, [REDACTED]

CL - 10400349 - 8003

April 12, 2011

APR 20 2011

Scott Anderson
Sr. Exec. VP of Operations and Global Sales & Marketing
Dollar Thrifty Automotive Group, Inc.
5330 East 31st Street
PO Box 35985
Tulsa, OK 74135-0985

Dear Mr. Anderson:

My family and I have rented from Thrifty Car Rental many times. We have just recently returned from a trip to Florida, and rented a "premium car" from your company at the Tampa Airport location. We were very disappointed with this vehicle. The vehicle was a 2011 Ford Crown Victoria. It was the most uncomfortable car I have ever encountered. The seating was an ergonomic disaster. None of the seats had any lumbar support, including the driver's seat. I am 6'3 and had no leg room; my legs were up against the dash board, even with the seat position all the way back. I noticed when I sat in the back seat, that there was inadequate headrest support and in the case of an accident, I might have sustained a significant spinal cord injury. I would be curious to know what the position of the National Highway Traffic Safety Administration would be relative to this safety issue concern. I would strongly discourage you from continuing using these vehicles in your fleet. I believe that based upon my experience, you are likely to have other dissatisfied customers.

[REDACTED]

Cc: Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

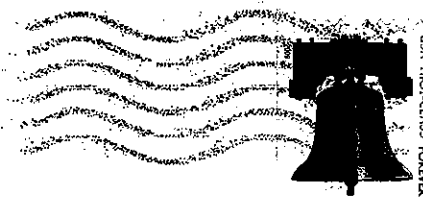
National Highway Traffic Safety Administration
Room 5232,
400 7th Street, SW,
Washington, DC 20590

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Administration
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Washington, DC

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