

CI-10440794-4789

DEC 14 2011

December 7, 2011

[REDACTED]
Lakewood, CO [REDACTED]
[REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

To Whom It May Concern:

Subject: Defective Locking System on a Nissan Vehicle

Per the attached correspondence with Hertz you will notice that I was recently locked out of a 2011 Nissan Sentra that I left running for a minute or so to use a newspaper vending machine. According to the owner's manual for this vehicle you cannot lock yourself out of this car if the motor is running. In addition, I have a 1999 Toyota Avalon and 2010 Toyota Camry and neither my wife nor I have ever locked ourselves out of these two vehicles. We have never had a garage door opener for the home we have lived in since 1969. Therefore, we always leave the cars running while we unlock the side door to our garage. We always close the driver's door in cold weather or whenever we have high winds and/or rain or snow. The pertinent section of the owners' manual for our 2010 Camry reads the same as for the 2011 Nissan Sentra.

Although I appreciate the Hertz Corporate Headquarters giving me credit for the \$60.00 it cost me to get access to this vehicle my bigger concern is what could happen if a driver steps out of this vehicle to clear ice from the windshield when a blizzard is raging and the temperature is 10 to 15 degrees below zero with a wind-chill factor much lower. Instead of having an unhappy driver there would be a **dead driver**. We don't have that type weather in Bowling Green, KY, but I have been in such weather more than once in the boondocks of western Kansas and eastern Colorado. I still have memories of two Air Force Academy cadets who froze to death when they drove around a Colorado State Patrol barricade on I-70 in eastern Colorado.

Hertz states that when a customer rents a vehicle he or she accepts responsibility for that vehicle and its' equipment, and that such mishaps are beyond Hertz' control. However, the lady who checked in my car in Nashville said being locked out of a Nissan is a common complaint. Therefore, I think there is a safety defect with these vehicles.

Attachments: As stated

[REDACTED]

NH
12/20/11
RW

CenturyLink Webmail

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Hertz File GQ4793/097, RR 111011320

From : EXECUTIVECUSTOMERSERVICE <executivecustomerservice@hertz.com>
Subject : Hertz File GQ4793/097, RR 111011320
To : [REDACTED]

Fri, Dec 02, 2011 12:16 PM

Dear [REDACTED]

Your November 16 letter has been directed to my attention for review and response. Thank you for taking the time to write and please accept our apologies for the inconvenience you experienced during your recent rental in Nashville.

When a customer rents a vehicle, he or she is accepting responsibility for that vehicle and its equipment, including the keys. Hertz does not reimburse expenses the renter may incur for locking the keys in the vehicle or other similar mishaps which are beyond Hertz' control.

However, in view of the circumstances involved a credit of \$60.00 has been issued to your Visa account. This represents reimbursement for the out-of-pocket expense you incurred.

Thank you for taking the time to let us know about your experience. We value your business and hope you will give us the opportunity to regain your confidence in Hertz.

Sincerely,

Lynn Stewart
The Hertz Corporation
Executive Customer Service
225 Brae Blvd.
Park Ridge, NJ 07656
Phone: (201) 307-2316

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November 16, 2011

[REDACTED]
Lakewood, CO [REDACTED]
[REDACTED]

Hertz Corporate Headquarters
225 Brae Blvd.
Park Ridge, NJ 07656-1870

To Whom It May Concern:

Subject: Defective Locking System on 2011 Nissan Sentra

The attached letter was mailed to your rental car location at the Nashville Metro Airport October 24, 2011. To date I have not received a response.

In that letter I stated that I thought I was entitled to a refund of the \$60.00 I paid to Walker Towing in Bowling Green, Kentucky, to unlock this vehicle because the doors locked when I exited the vehicle to get a newspaper from a vending machine and left the motor running with the lights on. The owner's manual says that cannot happen when the keys are in the ignition and the same holds true for both of my Toyota's. To make matters worse when I told the lady who checked me in when I returned the car what had happened to me she stated that is a common complaint with Nissans. If that is a common occurrence why do you continue to rent these vehicles? As a minimum customers should be forewarned. To make matters worse when I made reservations for the car I specified a Toyota Corolla because that is what I rented from Hertz at Opryland on June 2, 2011, and my last three private vehicles have been Toyotas.

The attached copy of the original receipt from Walker Towing Service in Bowling Green, Kentucky, is unreadable. I sent the original of the Walker Towing invoice with my letter to Hertz in Nashville. Unfortunately the driver of the tow truck was not equipped to produce a computer generated receipt from which legible copies could be produced.

The courtesy of a response would be appreciated.

[REDACTED]

Atchs: October 24 letter, receipt from Hertz,
and unreadable receipt from Walker Towing
Copy to Hertz (Nashville) w/o attachments

October 24, 2011

[REDACTED]
Lakewood, CO [REDACTED]
[REDACTED]

Hertz Car Rental, Nashville Metro Airport
1 Terminal Drive, Nashville, TN 37214

To Whom it May Concern:

On October 11, 2011, I rented a 2011 Nissan Sentra at the Nashville airport and returned it October 21. Except for the commute to and from Nashville all of that time was spent in Bowling Green, KY. I also rented a Toyota Corolla from Hertz at Opryland June 2 – 7 for another trip to Bowling Green and will be making multiple trips over the next few months to Bowling Green to settle my mother's estate.

Early on the morning of October 19 I pulled up to the newspaper vending machines near the Save A Lot in the strip mall at the U.S. 31W By Pass and Fairview Avenue in Bowling Green. As I had done the previous seven mornings I went there to get a USA Today newspaper and/or a Courier Journal newspaper. I also went there in the late afternoons to get a Park City Daily News. However, when I returned to the car on the 19th all of the doors were locked. The motor was running and the lights were on. None of the businesses in the strip mall was open yet so I walked to the Kroger's store on the By Pass where my cousin works the 2:00 – 10:00AM shift and used his cellphone to call my sister-in-law to pick me up. She picked me up right away. The first thing we did was call the non-emergency phone number for the Bowling Green Police Department to tell them why a car was blocking a fire lane in a vacant parking lot with its motor running and its lights on. We also inquired if the police troubleshoot locked car doors as we were told they used to do and found out they no longer do that. I next called the local Nissan dealer and was told they don't make service calls, and even if they did no mechanic would be at work for another hour. The service lady said I would have to have the car towed to them and recommended Walker Wrecker. I then called Walker Wrecker and they said they could open the door. They were there in a few minutes and charged me \$60.00 per the enclosed original copy of the invoice.

According to the owner's manual for this vehicle what happened to me cannot happen. I did nothing to make the driver's door lock but even if I had page 3-6, Lockout Protection, states, "When the power door lock switch (driver's or front passenger's side) is moved to the lock position with the key in the ignition switch and any door open, all doors will lock and then unlock automatically. This helps to prevent the keys from being accidentally locked inside the vehicle". In addition, when I turned in the car the lady who checked me in said what happened to me is a common occurrence with Nissans. That tells me there is a known defect with these vehicles and I should have been given two sets of keys and told to keep one set on my person at all times. As a minimum I think I am entitled to a \$60.00 refund.

[REDACTED]



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1200 NEW JERSEY^{CT} AVENUE SE, WEST BUILDING
WASHINGTON DC 20590
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